

Issue 2 • Winter edition 2018

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LONDON CITY AIRPORT'S
COMMUNITY MAGAZINE

FESTIVE SEASON

See how LCY staff members
celebrate Christmas

READ ABOUT

London City's collaboration with
Community Food Enterprise

BBC APPRENTICE

The hit BBC1 show lands at
London City Airport

COMMUNITY PROJECTS

Find out what's coming
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COMMUNITY FOOD ENTERPRISE TEAMS UP WITH LONDON CITY AIRPORT



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We hope you enjoyed reading through the first edition of our new magazine where we highlighted in detail the £500m City Airport Development Programme, including changes to the airport forecourt and the huge engineering project in the dock.

Newham and in particular the Royal Docks, is such an exciting place to work. When I arrived over two years ago, we were still planning the airport's transformation and now, we are not only seeing change here, but right across the docks with the ABP development, amongst others, making rapid progress.

My job role is all about ensuring that the local community benefits from the airport; raising awareness of the latest career opportunities the development will bring, inspiring young east Londoners to consider careers within the aviation industry and creating opportunities for local businesses to work with us, one of which, the Community Food Enterprise, you'll read about in this issue.

Aviation is a really exciting industry, which I really enjoy working in. Innovation is at its core and colleagues are constantly looking for ways to change for the better. For example, the use of eGates has made arriving at airports far quicker, manufacturers are producing aircraft, like the A220, which make less noise and the UK's first Digital Air Traffic Control Tower will be welcomed to the airport in 2020.

So, as you can tell, technology plays a key role in how the airport operates and the experience passengers enjoy. It's also a huge growth area in terms of jobs and opportunities.

That's why, on November 15th, we welcomed over 400 local students, including many from Newham (such as the Royal Docks Academy) to interact with leading experts within the industry to inspire them about the potential careers within Science, Technology, Engineering and Maths (STEM). We want young people from our communities to be as excited as we are by the opportunities that are available now, and in the future, not only at the airport, but across our industry.

For our communities in 2019 the airport will also launch a new Community Fund to give grants to local organisations, we'll promote women in aviation by inviting 300 female secondary school students to participate in an airport project; collaborate with the University of East London (UEL) and Newham College by creating opportunities for internships at the airport; and stage annual events such as Volunteering Fortnight, STEM in Aviation and the Royal Docks Meet the Buyer. We look forward to sharing these opportunities with you.

In this edition, you can read more about the STEM event, 12 Days of Giving, local activities during the Christmas period and career opportunities. Our main feature focusses on local charity Community Food Enterprise (CFE) who has teamed up with the airport to help in the fight against food poverty in Newham (turn to pages 7 and 8).

We look forward to sharing the next edition of this magazine in the Spring. This magazine is for you and about the local community, so if you have any feedback or ideas on how we can improve, we would love to hear from you at community@londoncityairport.com

Happy reading, and, as they say in my native Dutch, Fijne Kerstdagen, or Merry Christmas!

Anna Boss



"Hello and welcome to the second edition of our quarterly magazine."

ANNA BOSS, LONDON CITY AIRPORT'S SUSTAINABILITY MANAGER, INTRODUCES THE LATEST COMMUNITY MAGAZINE AND HIGHLIGHTS SKILLS IN THE AVIATION INDUSTRY

A digital version of this magazine is available on our website at www.londoncityairport.com



OUR COMMUNITY

STEM IN AVIATION DAY

On Thursday 15th November, the airport staged one of its most important community events of the year, by inviting 400 East London pupils from 25 schools to the STEM in Aviation Day at the ExCeL London.

The purpose of the day is to inspire the 14-16 year olds about the variety of careers that are available in the fields of Science, Technology, Engineering and Maths (STEM) and in particular, within the Aviation industry.

The event, which is now running in its third year, is gaining a wider audience, with double the number of pupils as last year as well as a special visit from the Aviation Minister Baroness Sugg, and a news crew from BBC London.

The airport assembled a variety of businesses to run interactive sessions with the students including workshops with Bechtel, BA CityFlyer, NATS, Accenture, BAM Nuttall, Emirates Aviation Experience and London City Airport.

After the interactive sessions in the morning with each business, the school groups were faced with a business challenge where they were tasked to develop an airport terminal design for London City Airport before presenting in front of the judges.

The judging panel included Aviation Minister Baroness Sugg; Robert Sinclair, CEO of London City Airport; Jeremy Rees, CEO of London ExCeL; John Cope, Head of Education and Skills, CBI; and Professor Hassan Abdalla, Dean of the College of Art, Technology and Innovation at the University of East London (UEL).

Thank you to all the schools who took part on the day including the Royal Docks Academy, St Bonaventure's School, Barking Abbey School, Sarah Bonnell School, Rokeby School Newham, Lister Community School, Kingsford Community School and Chobham Academy.

Congratulations to all for such a great day, and Barking Abbey School who collected the top prize for their passenger terminal designs.



12 DAYS OF GIVING

In the lead up to the festive period, London City Airport encouraged staff to volunteer in the annual '12 Days of Giving' event whereby activities are held across the local boroughs.

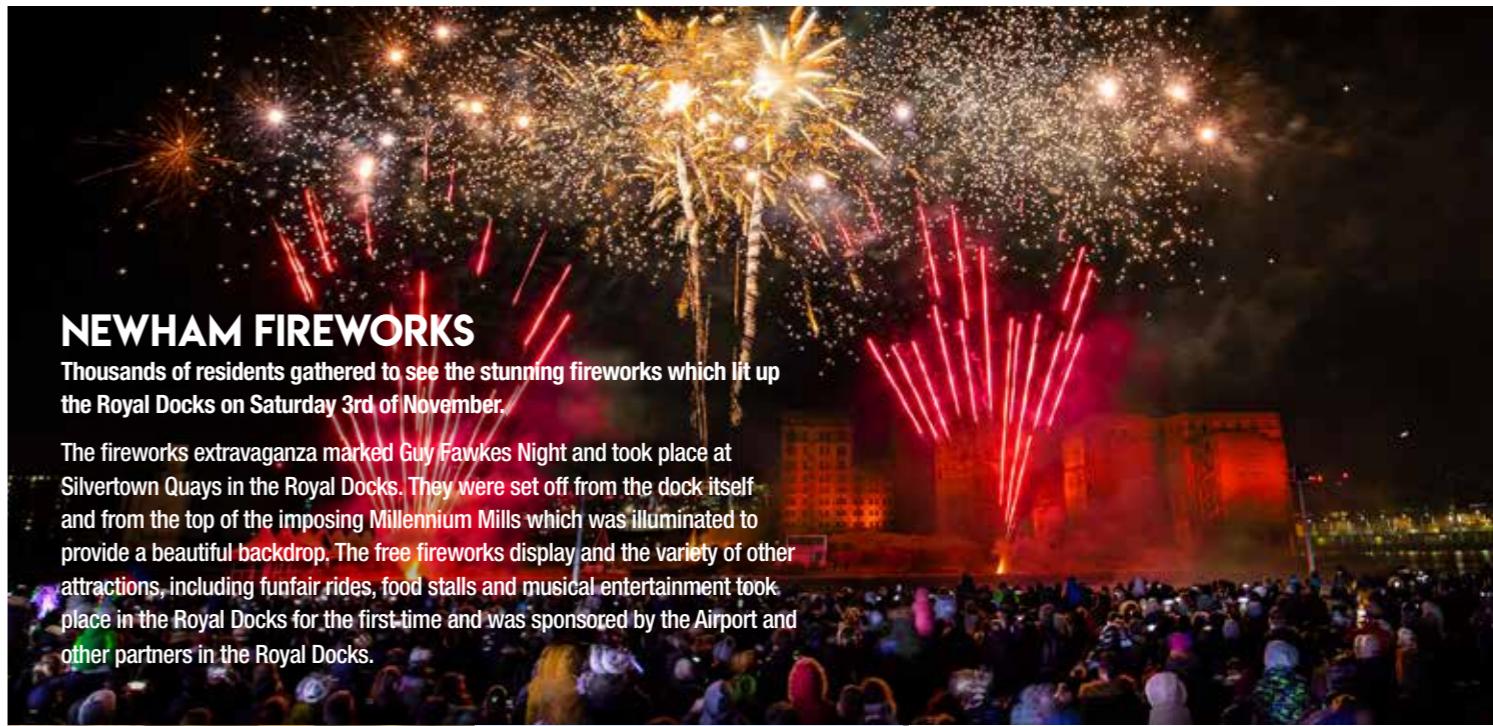
Over the 12 days, staff volunteered in numerous activities including refurbishing the garden and creating Christmas wreaths at Core Landscapes; being set a challenge to buy the largest amount of products for the Redbridge Foodbank; Christmas Jumper Day and spending the day at the Ascensions Elders Christmas Dinner as well as a visit from the Newham Super Carols who performed in the airport terminal.



CITY AIRPORT POLICE BRAVERY

PC Roger Marfell and PC Ian Emery from City Airport Police department were recently commended for their professionalism, courage and calmness whilst dealing with a suicidal male threatening to jump from the Sir Steve Redgrave Bridge.

During a patrol in October 2016, the officers noticed a lone male sitting on the bridge railings with his feet hanging 40 feet above the expanse of deep, cold water. Fearing that the male would jump, both officers slowly approached the male and attempted to reassure and build a rapport with him. Thinking quickly, they closed the bridge to prevent traffic causing distracting and requested for the Marine Support Unit and London Ambulance Service to attend the location. Their actions almost certainly saved the gentleman's life. Thank you Roger and Ian.



NEWHAM FIREWORKS

Thousands of residents gathered to see the stunning fireworks which lit up the Royal Docks on Saturday 3rd of November.

The fireworks extravaganza marked Guy Fawkes Night and took place at Silvertown Quays in the Royal Docks. They were set off from the dock itself and from the top of the imposing Millennium Mills which was illuminated to provide a beautiful backdrop. The free fireworks display and the variety of other attractions, including funfair rides, food stalls and musical entertainment took place in the Royal Docks for the first time and was sponsored by the Airport and other partners in the Royal Docks.



BBC CHILDREN IN NEED

The airport collaborated with the Newham and Tower Hamlets rotary clubs to support the BBC Children in Need initiative.

The volunteers receiving donations from passengers at the airport got an unexpected surprise visit from bubbly comedian, Graham Norton who popped along to lend his support to the volunteers as he was on his way to the Television Centre for his evening show. The volunteers managed to collect an impressive £800 in one day!

LONDON CITY AIRPORT COMMUNITY FUND

London City Airport is going to support local organisations that represent the inclusive and diverse communities across east London.

At the beginning of 2019 the airport will launch a new £75,000 Community Fund to support local charities and organisations. The objective is to enable significant and positive change for communities near London City Airport. Grants ranging from £300 to £3,000 are available for not-for-profit organisations such as social enterprises, schools, charities and community groups.

Organisations located and operating in the following boroughs will be eligible to apply: London Boroughs of Newham, Tower Hamlets, Hackney, Waltham Forest, Redbridge, Lewisham, Southwark, Barking and Dagenham, Greenwich, Bexley, Havering, Lambeth and the area of Epping Forest District Council.

Applications should be made via the airport's website and details will also be advertised in the Newham Magazine so do watch this space if you are interested in applying!



POPPY APPEAL

As is customary, the airport was honoured to welcome volunteers from our local British Legion. Their dedication meant they were able to raise thousands of pounds from generous passengers. The 2 minute silence on 11th November was also observed across the airport campus and in the terminal.

WHAT'S HAPPENING



COMMUNITY LINKS

ASTA COMMUNITY HUB

Asta Community Hub is located in the heart of the Silvertown community and offers an open door, welcome, safe and secure environment where people feel comfortable. From parents & babies to the elderly, they offer a wide and innovative agenda of activities. Everyone is welcome and no one is turned away without receiving support and feeling satisfied with the outcome achieved.

They also offer a range of volunteering opportunities from planning, organising and facilitating your own group or activity, as well as volunteering opportunities in youth and play work, administration and music technology.

TAKE A LOOK WHAT'S ON OFFER EVERY WEEK...

MONDAY

- 09:00 - 11:00 - Mothers & Toddlers
- 13:00 - 17:00 - 1:1 Employment Support
- 17:45 - 18:45 - Asta Community Singing Group
- 19:00 - 20:00 - Zumba (£3.00 a session)

TUESDAY

- 16:00 - 17:30 - Food Bank (registration required)
- 18:15 - 20:15 - Youth Club/Music Technology (years 10, 11, & 12)

WEDNESDAY

- 10:00 - 12:00 - Linking Ages, over 50's group
- 16:00 - 18:00 - Play Project 5 ½ - 11 year olds
- 19:00 - 20:00 - Zumba (£3.00 a session)

THURSDAY

- 17:00 - 18:30 - East London Dance Sessions 10 - 16 year olds
- 18:00 - 20:00 - Adults with Special Needs group

FRIDAYS

- 09:00 - 11:00 - Mothers & Toddlers
- 16:00 - 18:00 - Play Project 5 ½ - 11 year olds
- 18:15 - 20:15 - Youth Club/Music Technology (years 7, 8 & 9)

DO YOU KNOW SOMEONE WHO HAS MADE A VALUABLE CONTRIBUTION TO YOUR LOCAL COMMUNITY?

Well now you can nominate them for a Community Champion Award!

KeolisAmey, an enterprise that operates the Docklands Light Railway (DLR), want to hear from the local community and find out who really deserves an award.

The prizes on offer range from Young Achiever of the Year, Valiant Volunteer, Young Carer of the Year, Bravery Award, Good Neighbour and the ultimate Lifetime Achievement award.

All you have to do is provide details of the person you are nominating, what award you would like them to win and most importantly, the reason you think they deserve the chosen award!

You can submit your nomination to your local Community Ambassador, or contact KeolisAmey directly via email at CSR@keolisameydlr.co.uk or post to CSR, Keolis Amey Docklands, Castor Lane, Poplar, E14 0BL

Please note that nominations will close on Friday 11th January 2019 and winners will be announced at a prestigious ceremony held at the London Marriott Hotel, West India Quay on 1st March 2019.

AND FOR THE FESTIVE SEASON...



Santa's Snowflake Grotto

Get transported to the Snow Factory in the North Pole, where Santa's elves make all the snow in the world, and meet Santa in his icy snow chamber and create your own snowflake.

More info at: <https://uk.westfield.com/london/entertainment/events/santas-snowflake-grotto/49818>

Vincent's Jinglebell Christmas!

Celebrate Christmas in style at the Brick Lane Music Hall.

More info at: <https://www.bricklanemusichall.co.uk/shows/vincents-jinglebell-christmas/>

CAREER OPPORTUNITIES AT THE AIRPORT

Over 2,000 staff work on the airport campus, employed directly by London City Airport, or by one of the 54 concessions, airlines and other business partners that operate here.

Recent vacancies include:

- Airside Continuous Improvement Business Partner
- Airport Metrics Analyst
- Part time Business Centre Receptionist

If you are interested in finding out more about the different roles at the airport or would like to apply for the live vacancies you can head to the career page on the website at www.londoncityairport.com/corporate/careers

You can also contact Newham workplace at engagementteam@newham.gov.uk or call 0203 373 1101.

LOCAL RESIDENTS AT THE AIRPORT

Here we catch up with local Newham resident Wendy Charity, who works at the airport as Ramp Services Administrator as well as training to become a part-time Ramp Agent.



What is your job role?

My job role is split – my main job is Ramp Services Administrator which involves interacting with the large team of ramp agents at the airport and organising their work schedules, processing annual leave, updating sickness records and much more. The other part to my job involves training to become a Ramp Agent where I will carry out the day to day activities on the ramp including marshalling the aircrafts as they land, taking stairs on/off the aircraft, applying power to the aircraft, and instructing start-ups on the aircraft ready for their departure.

How long have you worked at the airport?

I have been working at the airport for almost 8 years now!

What do you enjoy most about working here?

I love that there is a wide mixture of cultures, nationalities and people who work here as it gives me a great opportunity to learn how others live.

What is your favourite thing to do in Newham?

I love summertime - especially when there is all different events and activities in the local area.

What is the best advice you have been given?

If you are determined, you will be able to achieve anything!

FIGHTING FOOD POVERTY IN NEWHAM



Like most airports, the security department at London City Airport is required to follow a strict set of guidelines set by the governing body, Civil Aviation Authority (CAA). Due to these strict rules, the team are obligated to confiscate items from passengers that do not fit the requirements – i.e. liquids, gels and pastes over 100ml.

Danyal Aziz from the airport, noticed that the team were receiving large quantities of these confiscated goods – from unopened food items to brand new liquids, gels and pastes over 100ml – they were collecting these unused items on a daily basis and in the hundreds.

These items were going to waste and he felt that something needed to be done in order to put the items to good use.

This is when Danyal and the team got in touch with Plan Zheroes, a surplus food charity which uses an online platform to advertise charities that are in need of donations. Using this platform, they were able to connect with Community Food Enterprise (CFE), an award winning local social enterprise Food Business and registered charity that fights food poverty in east London.

Since 2009, CFE has been providing a weekly delivery of fresh fruits for all employees and since 2017, the airport donates all usable confiscated items directly to them.

The security team have crates located in the main security area where officers place all the unused confiscated items. At the end of every shift, the items are stored away safely until the crates are filled enough for CFE to collect during their weekly delivery of fruit.

Eric Samuel and Afzal Hussain from CFE, and with the help of volunteers, will then sort through these items in the warehouse and organise them into boxes, ready to hand out to local charities working on the front line.

So far London City Airport has donated over 2500kg of confiscated goods – that's the equivalent to 8,350 meals!

The goods have been donated to local charities in East London including the Royal Docks Learning and Activity Centre, E17 Disco Soup, Climbing Centre Disco Soup, Emmanuel Church and Mission Possible.

Eric Samuel MBE, CEO of Community Food Enterprise, says, "We have been working with Danyal since April 2017, when Plan Zheroes first introduced us to him to help tackle food waste by redistributing confiscated items such as jams, tins, water, cosmetics and souvenirs along with children's toys".

"Last year we saved the souvenirs and toys collected from Danyal and then wrapped these up to give to an organisation that works with children of refugee status - without these toys, these children would simply have nothing to open on Christmas morning".

"We are thankful to Danyal at London City for making this happen and helping us to make a telling difference in the community where we live and work. At CFE we believe that through partnership working, we can make a difference to even the youngest members of our community."

CFE currently distribute these items to 15 organisations in Newham, as well as providing two breakfast clubs for the homeless, 2 luncheon clubs and an after school club to name a few.

Danyal Aziz, from London City Airport, says, "I'm incredibly pleased that we're now successfully donating a regular and also substantial quantity of goods to CFE. I've noticed that passengers

also find solace in knowing that their confiscated items are going to those who need it most".

"I can't thank enough all those involved, notably the guys from CFE and Plan Zheroes, for their help and dedications in making this selfless act a reality."

Food poverty is an on-going concern, particularly in the London Borough of Newham, and more and more charities are relying on companies like CFE to help local communities.

In particular, charities are using food banks to provide emergency food and act as a lifeline to support those in need. According to the Trussell Trust's foodbank network, they provided 658,048 emergency supplies in the UK to people in crisis between April and September 2018 – and 72,239 of that was in London, making it one of the top three highest places where meals were given.*

*Statistics from the Trussell Trust's website
<https://www.trusselltrust.org/>



L to R: Eric, Danyal and Afzal

Since we began donating...
155kg monthly average of goods donated • 2888kg donated since April 2017
• In 2018 alone we have donated: 2077kg

HOW A FOOD BANK WORKS:

Food is donated
From individuals in the community to local schools and businesses – ultimately anyone or any business can donate in-date food to a foodbank.

Food is sorted
Once foodbanks receive the food, volunteers will sort through the food to check that it is in date and prepare boxes to be given to people in need.

Food is received
Those in need will come along to their local foodbank centre and redeem emergency food by using their vouchers.

For more information,
you can visit Plan Zheroes at
<https://planzheroes.org>



BBC'S THE APPRENTICE

London City Airport featured on primetime telly last month, as Lord Sugar, Karren Brady and Claude Littner took to the runway to set the airline marketing challenge on the episode of BBC1's The Apprentice on Wednesday 7th November.

The hit show used the stunning location of the airport's runway in the Royal Docks for the task briefing, with Lord Sugar arriving in his Rolls Royce Ghost on the runway, filmed out of operating hours with candidates assembled around a British Airways Embraer 190 aircraft. The film crew also captured stunning shots from above with a drone camera.

As Claude himself tweeted it was "TV gold" and The Sun newspaper called it a "classic episode". Later in the show, the airport's CEO Robert Sinclair appeared on the judging panel alongside experts from British Airways and Ogilvy advertising agency to question the teams about their questionable airline ideas – namely "Manage-air" and "Jet Pop" ... ahem.

The Apprentice attracts around 6.5 million viewers each week and was the no.1 Twitter trend on the evening it was broadcast, so this was great exposure for the airport, the Royal Docks and the airline.

CUSTOMER SATISFACTION ON THE RISE AGAIN!

During the third quarter of 2018 for the period between July – September, the airport experienced its best customer satisfaction results.

During the summer months, the airport saw the proportion of leisure passengers and others rise to **52%**, and overall our satisfaction score improved to **4.27** out of **5** meaning that London City Airport now joins the **top 10** of European participating airports, at 10th position.

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**London
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**Top
10**
list of European
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CROSSRAIL TO EBSFLEET

London City Airport was the headline sponsor of a special event at London ExCeL on 31st October, for the second annual Thames Estuary Growth day.

The day brings together the private sector and more than 20 local authorities from London, Essex and Kent, to promote the Thames estuary region and encourage investment and prosperity.

Robert Sinclair provided the keynote speech, where he highlighted the role of the airport and our ambitions for a Crossrail station, as part of the Crossrail to Ebbsfleet campaign. Wilma Allan, Peter Adams, Liam McKay and Gavin Wicks from London City Airport also appeared in panels or workshops to discuss how to make the shared ambitions for the region a reality.

LIFTSHARE

London City Airport has partnered up with Liftshare, a car sharing social enterprise, to provide employees with the opportunity to share their journeys with other staff members whilst saving money and helping the environment by cutting congestion and reducing carbon emissions.

The scheme, which launched at the end of November, has been created to support staff in travelling to/from work whilst travelling by car and parking on-site. By encouraging staff to share their car journeys, they are entitled to priority parking and receive points as part of a staff initiative programme.

Did you know... if half of UK motorists received 1 lift, 1 day a week, congestion and pollution would be reduced by 10%!

For more information, you can visit the Liftshare website at <https://liftshare.com/uk>



NEW ROUTES LAUNCHING IN 2019

Recently we've made some exciting announcements – first with the British Airways announcement of a new service between London City and Munich, which will begin service on 16th February 2019. The three times a day service will become the fourth German route from LCY with British Airways.

In November, we announced the new service to Newcastle, which will begin service on the 7th January 2019. To mark the new route, the airport was inspired by the iconic Newcastle Brown Ale and adapted its famous label with details of the service.

Also launching on 7th January is a two flights a day service to Warsaw with Poland's national carrier, LOT Polish Airlines. The new addition to our airline fleet will be adding a further service with flights twice a day to Budapest from 19th February, and a new service to Lithuania's capital city, Vilnius, from May 2019.



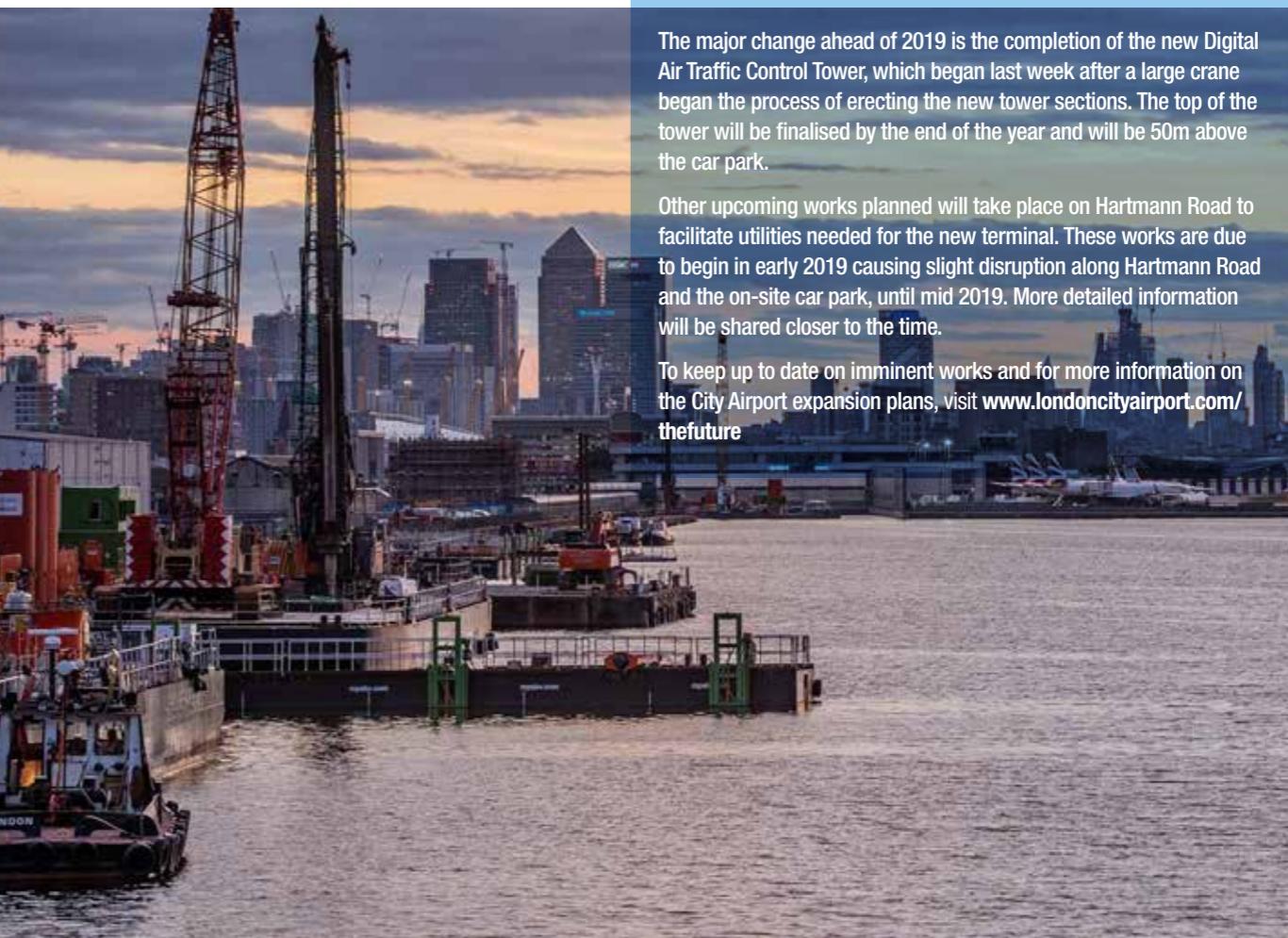
UPDATE ON THE CITY AIRPORT DEVELOPMENT PROGRAMME

The City Airport Development Programme has really started to pick up pace now and changes are beginning to take place at the airport. Last month we saw a major change to the terminal forecourt area which involved creating a new drop-off and pick-up area for passengers and visitors. The final phase to the forecourt is planned to take place in early 2019 which will involve a small change to the taxi pick-up area moving to the front of the terminal, and the installation of a new covered walkway will be complete.

The major change ahead of 2019 is the completion of the new Digital Air Traffic Control Tower, which began last week after a large crane began the process of erecting the new tower sections. The top of the tower will be finalised by the end of the year and will be 50m above the car park.

Other upcoming works planned will take place on Hartmann Road to facilitate utilities needed for the new terminal. These works are due to begin in early 2019 causing slight disruption along Hartmann Road and the on-site car park, until mid 2019. More detailed information will be shared closer to the time.

To keep up to date on imminent works and for more information on the City Airport expansion plans, visit www.londoncityairport.com/thefuture



A large, semi-transparent image of Santa Claus in his red suit and hat, looking towards the right side of the page.

“Весела Коледа

(Vesela Koleda)

“On Christmas Eve we celebrate what we call Budni Vecher in anticipation of the birth of Christ. On that evening, the tradition is that the whole family gathers for a feast of homemade dishes – usually between 9 and 11 as the amount of dishes need to be an odd number – none of which contain meat or dairy products. These dishes are prepared specifically for this evening and include special homemade bread. Budni Vecher marks the end of the long Christmas Lent (for those who do it).

On Christmas Day, the whole family gathers together again for a Christmas lunch which usually continues late into the evening.

I love Christmas as it's a great opportunity to go back to Bulgaria and see my family together all in one place.”

Alexandra, Public Affairs and Policy Manager

“聖誕快樂
sing dan fai lok”

“Although, I am from Hong Kong, I will be spending Christmas this year with my best friend, James, and his family in the UK. I will also probably go to a local choir service on Christmas Day as it has been a tradition for me since I went to a Christian school. Christmas is an important time of year for me as with the days off it gives me a great opportunity to think about resolutions for the New Year.”

Oscar, Assistant Planner

**MERRY CHRISTMAS AND A
HAPPY NEW YEAR FROM EVERYONE
AT LONDON CITY AIRPORT!**

“Feliz Natal!”

“In Portugal we celebrate Christmas on 24th December. On the day we prepare the food for the meal which normally includes Bacalhau (codfish) and different types of dishes that go with it. Once the preparation is complete, we take a family photo and then go to church. In the evening, after dinner, we all play board games until after midnight when we open the presents”.

Leda, Personal Assistant to COO and CCO

“Merry Christmas!”

“I will be in London with my family this year, where we will be eating roast chicken with all the trimmings as I am not a big fan of turkey. To me, Christmas is all about catching up on television and in particular watching my favourite Christmas movie - Home Alone!”

Lewis, Environmental Compliance Executive