



**Simply easier.**

**London Southend Airport  
Annual Report  
2013-2014**



Welcome to our second Annual Report. Following the successful completion of phase one of the London Southend Airport's redevelopment programme Alastair Welch moved on from his position as Managing Director and was replaced by myself. I am grateful for the continued support of the Operations Director David Lister and the London Southend Airport team.

With the opening of a new terminal building in 2012 and the establishment of an easyJet base, coupled with the growth from Aer Lingus Regional and Thomson/First Choice, London Southend Airport has been the fastest growing airport in Europe in both 2012 and 2013.

This report details our performance against a number of planning conditions for the period March 2013 to February 2014. I am pleased that in the current economic environment, the airport has delivered against its promises for growth and employment whilst performing well against set targets. We continue to take positive steps in reducing our environmental impacts whilst helping to boost jobs and regeneration in the local area.

As we move forward, we remain committed to providing excellent customer service whilst operating the airport sustainably, understanding both the needs of the local community and our passengers.



Roger Clements

Managing Director, Stobart Aviation, London Southend Airport



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## Section 1 - Development

### Investment

Over £120 million has been invested in London Southend Airport by owners the Stobart Group since it was acquired in 2008. New facilities include a train station on the London Liverpool Street line, an Air Traffic Control Tower, terminal building, runway extension, 4-star Holiday Inn and radar. To support the airport's rapid growth, work on a £10 million extension to the terminal came to a completion in February 2014 with the terminal being officially opened by the Secretary of State for Transport in April 2014.

### Air Traffic Control Tower

Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21 July 2011.

The tower is 26m tall and contains an approach radar control room in addition to the visual control room at the top of the building. This 'cab' offers panoramic views of the airfield and wider Thames Gateway area, with air traffic controllers able to see over 20 miles on a clear day, with radar coverage over a far wider range.

### Southend Airport Railway Station

Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21 September 2011.

A key part of the airport development has been connectivity with central London and the Queen Elizabeth Olympic Park in Stratford. The new privately funded railway station provides a covered over-bridge and sheltered platforms.

There are up to eight trains an hour into central London and Stratford with the railway station located under 100 paces from the new passenger terminal.

As part of the station project 350 adjacent car parking spaces were also constructed.

### 300m Runway Extension

Opened in March 2012. The runway is now 1856m in length and 37m wide.



### **New Passenger Terminal**

Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5 March 2012.

Phase 1 of the terminal is 60m by 40m in size. Phase 2 construction began in late 2012 and completed in February 2014.

### **Stobart Executive Handling Lounge**

Opened during July 2012.

A state of the art handling facility, the new Executive Handling area includes; a meeting room (complete with full video conferencing technology), a pilot's rest zone and facilities for chauffeurs who are waiting for passengers.

### **Holiday Inn Southend**

Opened during October 2012.

The hotel provides high quality and convenient facilities for airport passengers and staff, as well as local business users. The five-storey hotel has a rooftop bar and restaurant and is just a few minutes walk from the London Southend Airport terminal and railway station.

The hotel offers 129 bedrooms including 28 Executive rooms and four King Superior rooms over its five floors.

### **Phase 2 Terminal Extension**

Opened during April 2014.

The Rt Hon Patrick McLoughlin MP, Secretary of State for Transport, declared the extension to London Southend Airport's terminal officially open.

He was joined by Stobart Group CEO Andrew Tinkler and London Southend Airport Operations Director David Lister, along with local dignitaries, to unveil a commemorative plaque marking the successful completion of the final phase of the airport's six-year, £120 million redevelopment.

With the opening of Phase 2 there is significant additional capacity being made available to London Southend Airport which provides operators with the opportunity to cost effectively base aircraft in the London market.



## Airlines and Route Development

In 2011 London Southend Airport offered regular passenger services with Aer Lingus Regional, operated by Aer Arann, to Galway and Waterford in the Republic of Ireland, plus a Flybe service to Jersey in the Channel Islands.

In 2012 London Southend Airport was very pleased to welcome easyJet as a new based airline operator. Within the reporting period March 13 - February 14 easyJet based four of their Airbus 319's and one Airbus 320 at London Southend Airport which offered departures each week to Alicante, Amsterdam, Barcelona, Berlin, Edinburgh, Faro, Geneva, Ibiza, Jersey, Krakow, Majorca, Malaga, Tenerife and Venice.

Aer Lingus Regional, operated by Aer Arann, also expanded its services from London Southend Airport, scheduling three daily flights to Dublin with onwards connections to USA and Canadian destinations (Boston, Chicago, New York, Orlando, San Francisco and Toronto).

Flybe announced in early 2014 that it would be starting regular services with London Southend Airport to a variety of UK and Northern European destinations including; Antwerp, Caen-Normandy, Groningen, Maastricht, Munster-Osnabruck, Newquay and Rennes.

In July 2012 TUI (First Choice and Thomson) announced that they would be starting a weekly service to Palma, Majorca, to offer their wide variety of package holidays from London Southend Airport.

We continue to talk to different airlines and tour operators about future operations at London Southend Airport.



**F**or many holidaymakers the airport experience conjures up a mix of emotions. Feelings of excitement and anticipation about your upcoming trip can often sit alongside those of uncertainty about the experiences you may face at the airport terminal. Long queues and security delays can hamper your getaway.

And our survey results show that any such uncertainty is justified, with customer satisfaction of airports varying significantly across the UK. Nowhere is this more evident than the huge gulf in how passengers rate the best and worst UK airports – London Southend achieving a customer score nearly double that of London Luton, which sits bottom overall.

#### Managing expectations

It's unlikely many of you will travel hundreds of miles to fly from the best airports. But even when your choice of airport is limited, our results are a useful guide for planning your trip – should you allow extra time to check-in, for example?

For those located close to a number of airports, our survey can go one step further, helping you make a more considered decision when choosing where to fly from.

#### Sun, sea, sand and Southend

In our survey the smaller airports, with fewer than four million passengers a year, come out on top – with London Southend airport getting the highest overall customer score. As London's newest terminal, and a 53-minute train journey from the capital, Southend celebrated its first birthday in March, while June saw the one millionth passenger pass through its terminal.

Southend is fast earning a reputation as an airport with a difference, especially when it comes to speedy check-in and arrivals – something backed up by the results of our investigation into check-in times (see p10).

And with passenger numbers predicted to reach two million a year by 2020, the airport is developing the terminal building in a bid to maintain high levels of service. A new arrivals area opened in June with improved baggage reclaim facilities. From October 2013 there will be a larger security area, and more check-in desks, baggage drop-offs and an extended departure lounge will open by the end of the year.

Our results show that the airport's downfall is in its shopping and food but these are due to be expanded – interesting to see if Southend score well as passenger numbers

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## Awards and Achievements

### easyJet Customer Satisfaction Survey

London Southend Airport was rated highest in easyJet's Customer Satisfaction Survey across European airports in January 2013.

Over 26,000 passengers were asked for their opinion when travelling through London's newest airport, which resulted in a satisfaction score of 92% - the highest result. This beat scores from more than one hundred airports across Europe, including other London airports such as Luton, Gatwick and Stansted.

The research showed that 95% were satisfied with London Southend Airport, 98% were satisfied with the length of time at check in and 100% of passengers were satisfied with the efficiency of check-in staff. The punctuality of easyJet's flights from London Southend also featured highly, along with the warmth and friendliness of the London Southend based crew.

### New Build 2013 - Design Commendation

Southend-on-Sea Borough Council awarded the Holiday Inn Southend a design commendation for new build 2013. The panel of assessors visited all the schemes entered for the awards. The panel thought that the hotel had created a new landmark for the town and that it integrated well with the airport complex as a whole. They considered that the rooftop restaurant and viewing area in particular had made taken full advantage of the aspect overlooking the airport and was an asset to the scheme.

### easyJet Spirit Award

In January 2014 London Southend Airport was presented with the 'Ground Operations Medium Volume Airport of the Year 2013' at the easyJet Spirit Awards.

The award is presented to an airport which has achieved the most impressive results meeting easyJet's objectives for on time performance, customer satisfaction and overall operational performance.

### Which?

In August 2013 London Southend Airport beat all other UK airports to be named best in Britain in the latest *Which?* airport passenger survey.

The airport topped the poll with a customer score of 84% and a maximum five star rating in five of the ten categories assessed.

Categories surveyed included speed of check-in, airport security, passport control, information and navigation, airport design (all of which London Southend scored the maximum five stars), plus airport environment, food outlets, shops, toilets, facilities.



London Southend Airport has continued to work with Southend-on-Sea Borough Council, Rochford District Council and Essex County Council to deliver the Airport Surface Access Strategy (ASAS). This included a number of targets and commitments to actively promote and monitor the use of sustainable transport. The ASAS can be found at [www.southendairport.com/environmental-responsibilities](http://www.southendairport.com/environmental-responsibilities).

Overall, London Southend Airport has continued to perform well against the targets and commitments. The rail station, located less than 100 paces from the passenger terminal, continues to attract passengers and total air passenger use of public transport is ahead of the target. London Southend Airport has worked with its rail and airline partners to enable train tickets to be purchased on flights and to provide information about public transport. The airport's highest priorities are to seek improved early morning and late evening trains which serve early and late flights, and to ensure that the quality of the trains is improved.

London Southend Airport is committed to providing sufficient, reasonably priced, safe onsite car parking for both air passengers and staff to enable them to park with confidence and minimise road mileage. Southend-on-Sea Borough Council has undertaken surveys of parking in streets near the airport in response to concerns that airport-related parking might be causing inconvenience to local residents. The evidence collected during the day, at night and at weekends suggests that no streets are full, although some locations are at more than 70% of capacity. This is below the level at which a residents parking scheme would normally be considered. For London Southend Airports part, parking within the airport peaked at around 50% of capacity and we have a contingency plan for implementing additional spaces if required.

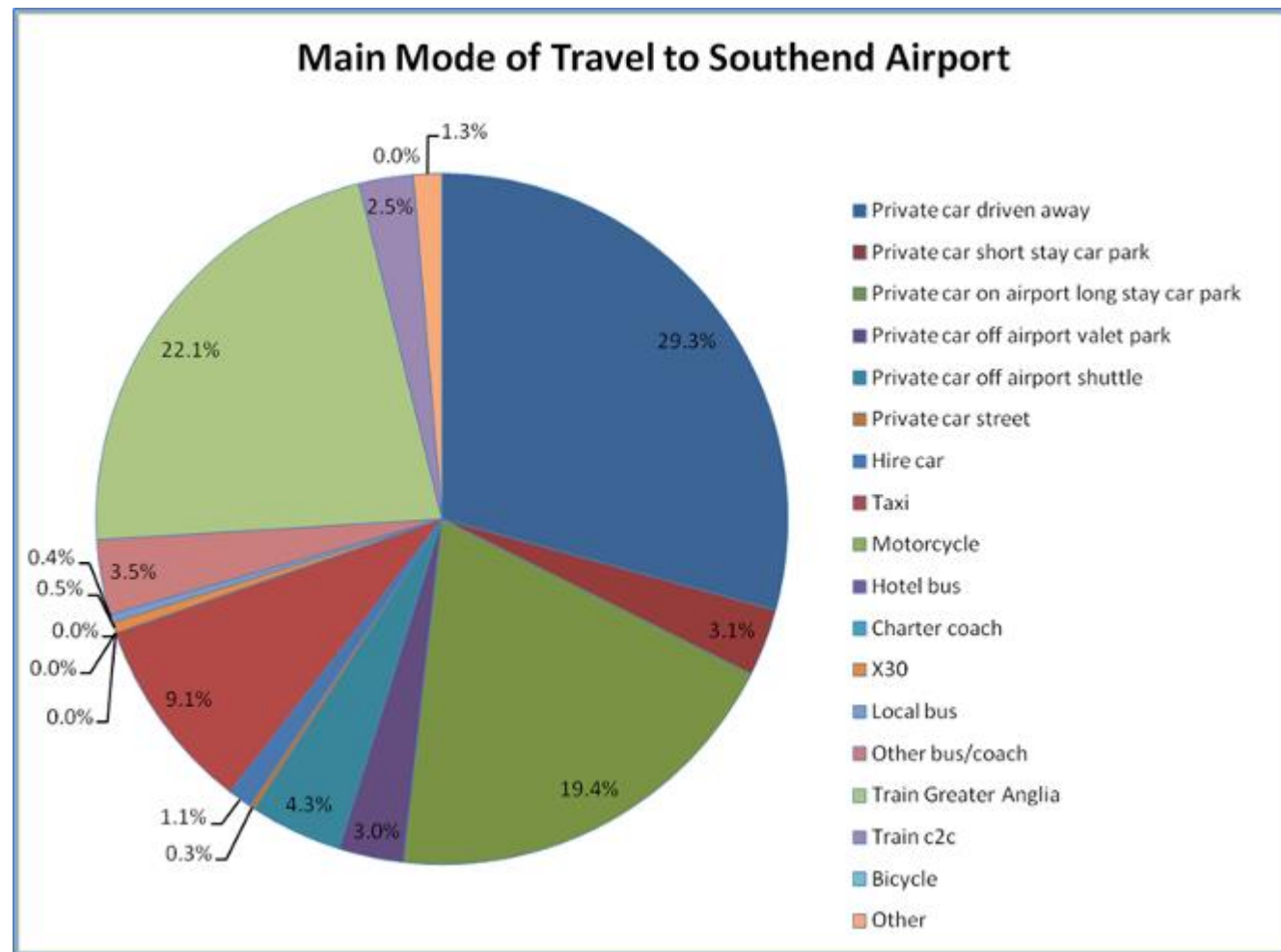
A commitment in the ASAS is to hold an Airport Transport Forum and these have taken place in December 2012 and February 2014. This is attended by local authorities, local community representatives, transport operators and other stakeholders.

## Passenger Travel Survey

The air passenger survey of 2012 remains the source of data on air passenger travel. Research undertaken in 2013 by London Southend Airport asked potential passengers how they would get to and from the Airport. This is different from the sample used in the 2012 survey which was from actual passengers. Nevertheless it is useful to see if the results are similar. The 2013 research showed that 22% of potential passengers would use rail as their first choice, with a further 5% choosing bus or coach. Further data on rail usage is provided by the Office of Rail Regulations statistics on station entries and exits, which were 340,000 in 2012-2013 for Southend Airport Station although this figure includes all rail passengers, not just air passengers. Nevertheless, these figures are sufficiently close to corroborate the 2012 survey data.

The key headlines from the survey were:

- 29% of air passengers used public transport, ahead of the target which is 20% by the time the Airport reaches 1.5mppa and 25% by 2mppa
- 25% of air passengers used rail and 4% used bus and coach
- 59% of air passengers used private cars, with 29% setting down, 3% using the short stay car park, 19% using on-airport long stay and 7% using off-airport long stay car parks
- 1% of air passengers used rental cars and 9% used taxis



## Staff Travel Survey

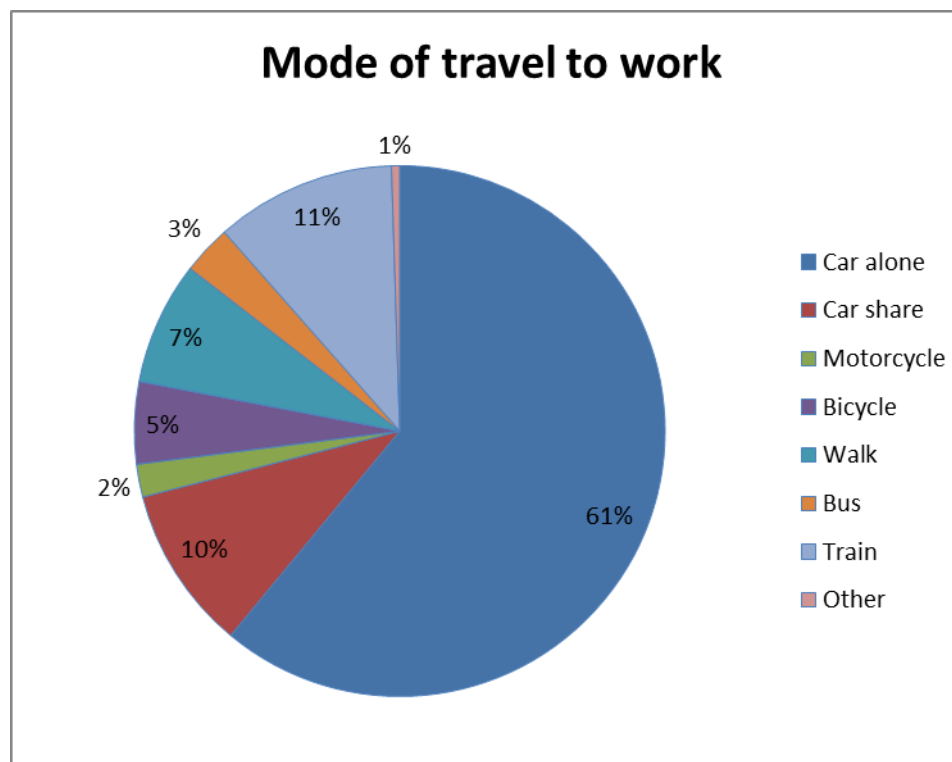
A staff travel survey was undertaken in September 2013. Previous surveys in 2012, 2010 and 2006 had not produced consistent results due to changes in circumstances or weather conditions at the time of survey. The 2013 survey involved 22% of staff, mostly from the airport and its associated companies, easyjet and ATC Lasham.

Compared with previous surveys, the percentage using car alone had reduced and now meets the target of 65%. The shares of other modes were all relatively small, but cycling, walking and train use had increased since 2012. Analysis of mode share by postcode showed that sustainable modes were most used by staff living in SS postcodes (because they lived closer where cycling and walking are possible). Train was most used by staff living in SS and London postcodes, which are best served by the rail line. Analysis of mode share by shift pattern showed that those on shift are higher users of car alone, while day staff are more likely to use public transport and other sustainable modes.

The 2013 staff travel survey also asked which mode is sometimes used, or never used, and the reasons why. This indicated that there is occasional greater use of sustainable modes, or that staff do not always use the same mode. For those never using a particular mode, the reasons were that shift patterns make car sharing and public transport difficult, while cycling and walking is not suitable for longer distances.

The key results were:

- 78% of staff home addresses were in SS postcodes, 11% in CM, 5% in London and 4% in Colchester, Cambridge and Ipswich
- 61% of staff used car alone on the day of the survey, and 10% shared their car journey
- 2% of staff used motorcycles, 5% used bicycles and 7% walked to work
- 3% of staff used bus and 11% used the train to work



## Airport Surface Access Strategy and Staff Travel Plan Targets

A summary of the ASAS and ATP targets and incentives are shown in the table below. The airport's performance against the set targets has been rated as follows;



**Target bettered** - The airport has achieved more than the set target



**Progress made** - The target has not yet been achieved but progress has been made



**Target achieved** - All actions have been completed and performance has reached target level



**Target not achieved** - The targets have not been met although some actions may have been taken to achieve results

ASAS Ref	Target	Timescale	Commentary	Rating
Mode Share ASAS 1	Air passenger public transport mode share should be at least 20% by 1.5mppa and 25% by 2mppa	When passenger numbers reach 1.5 and 2mppa	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in Autumn 2012 showed a public transport mode share of 29% - due largely to the investment of £16m in a new rail station opposite the passenger terminal	
Mode Share ASAS 2	Staff mode share should not exceed 65% using car alone	On-going	From the staff travel survey undertaken in September 2013, the percentage of staff using single occupancy cars was 61%.	
Travel planning ASAS 3/ ATP 1	Produce an Area Wide Airport Travel Plan sponsored by the Airport's major employers	By runway extension opening (March 2012)	Achieved by the publication of the Airport Surface Access Strategy	
Travel planning ASAS 4/ ATP 2	Designate a Travel Plan Co-ordinator to monitor the Travel Plan and progress new initiatives	By runway extension opening (March 2012)	Achieved by the appointment of Jo Marchetti as the Travel Plan Co-ordinator at the Airport Transport Forum in November 2011	
Travel Information ASAS 5	Provide real-time, web-based onward travel information and smart ticketing facilities in the rail station and terminal	By the opening of the new terminal (March 2012)	Smart ticketing machines were introduced to the airport rail station in September 2011 and live rail information is provided. General onward travel information is currently provided by airport staff. The provision of real-time, web-based onward travel information was delayed, but will be installed into the new arrivals area of the terminal extension. Ticket machines for rail travel are also planned for the new arrivals area.	

Travel Information ASAS 6	Ensure current public transport information is readily available to the public via the internet	On-going	Achieved by the provision of a dedicated 'Onward Travel' page on the Airport website <a href="http://www.southendairport.com">www.southendairport.com</a>	
Surveys ATP 3 ATP 15	Air passenger surveys to be undertaken to determine mode share	Sept/Oct 2012	Surveys undertaken in Autumn 2012 – 418 questionnaires were completed and the results shared with the Airport Transport Forum in Dec 2012	
Surveys ATP 4	Staff travel surveys to be undertaken	2012	Surveys undertaken in December 2012 and September 2013. In the 2013 survey 232 questionnaires were completed and the results shared with the Airport Transport Forum in	
Walking & Cycling ATP 5	All new developments will include good pedestrian access	On-going	Achieved by the pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension which opened in stages from 2013. A covered, step-free walkway was installed between the rail station and passenger terminal	
Walking & Cycling ATP 6	All new developments will include secure cycle parking, showers and lockers. Demand for cycle parking to be monitored and additional cycle racks provided when required. Travel Plan Co-ordinator to arrange cycle promotions.	On-going	Secure cycle racks now provided in station car park and staff car park. Showers and lockers provided in staff facilities. Cycle promotions arranged by Travel Plan Co-ordinator. Demand for cycle parking monitored and additional cycle parking has been provided in the staff car park.	
Rail ATP 7	Work with train operators to promote and market rail services to staff and air passengers	On-going	Flight timetable information provided to train operators. Trains to Southend Airport shown on London Underground route maps. 2012 Airport advertising campaign promoted rail access. 2014 radio campaign includes rail access. No joint activity	
	Work with airlines to provide train information and sell train	On-going	easyJet sell train tickets on board their flights. Based airlines and tour operators provide train information on their websites.	
	Airport to work with rail industry partners to seek improvements	On-going	Early morning and late trains requested to service flights but declined by rail industry partners. Quality improvements to rolling stock being considered by rail industry partners but with limited joint activity.	
Bus & Coach ATP 8	Airport to engage with bus and coach operators to identify route gaps and seek discounts for staff travel	On-going	On-going discussions with First Group and Arriva about the X30 and local services 7, 8 & 9 and with potential new operators. Discounts available for staff but rarely used.	

Car Sharing ATP 9	To investigate car-sharing schemes and reserve car parking spaces for car sharers	On-going	In 2013, 10% of staff car share, a slight increase on the 2012 figure. Essex liftshare information is provided to new staff, but most sharing is informal. Shift patterns reduce sharing potential.	
Car Sharing ATP 10	Car Clubs to be investigated	On-going	The airport has investigated the use of schemes such as Zip-Car which provide short term hourly car rental, however it was concluded that Car Clubs are not suitable for staff and air passengers are sufficiently catered for by standard rental cars.	
Car Parking ATP 11	Electric charging points	Summer 2012	This has been delayed due to the re-allocation of car parking areas. Our aim is to provide charging points to car rental providers once the final car parking areas have been established.	
Car Parking ATP 12	Monitor car parking demand	Summer 2012	Demand has been monitored throughout 2012 and 2013 and data supplied to local authorities. Demand has been well below supply.	
	Remote valet car parking contingency plan	Summer 2012	The remote valet car parking contingency plan was put in place and remains so, but was not required to be implemented.	
Staff ATP 13	New staff to be made aware of sustainable travel options	On-going	A staff travel information leaflet is distributed to all staff and displayed in staff rest rooms. Travel information is discussed with new staff as part of their induction. Travel information will be regularly reviewed and updated.	
Marketing ATP 14	Airport to participate in promotion and marketing sustainable travel	On-going	Major multi media advertising campaign in Spring 2012 to advertise and promote rail travel and the new airport train. Current radio advertising campaign and ongoing website marketing.	
Airport ATP 16	ATF to meet in 2012	2012	The first meeting of the ATF was held in December 2012. The forum is now well established and met again in February 2014.	
	Transport Liaison Group to be set up to assess the performance of the ASAS and ATP	Spring 2012	A TLG, consisting of the local authorities and the Airport met three times in 2013 and is now reviewing the ASAS.	
	ASAS to be reviewed 6 months after reaching 1, 1.5 and 2mppa	August 2014	Passenger numbers reached 1 mppa in February 2014. Now being reviewed	

Around 1,500 people work at London Southend Airport, of whom about 300 work for the Airport and its associated companies. Another 250 are airline and other staff associated with the air passenger activity. Most of the remainder are associated with the Airport's long standing Maintenance, Repair and Overhaul businesses. A staff travel survey in 2013 showed that 61% of staff used car alone, beating the target set in the ASAS. Facilities for cycle users, including cycle racks, showers and lockers have been provided and the Airport has participated in cycle promotions. More work is to be done in the forthcoming year to encourage the greater use of cycling for staff travel.

One of the targets in the ASAS is to review it once air passengers reach 1 million per annum. This threshold was reached on a rolling 12 months basis at the end of February 2014 and the review has started, in collaboration with the local authorities, and will be completed within 6 months. The review will include a number of revised targets to reflect the time passed and performance against the revised targets will be reported in next year's Annual Report.



Airports are important economic generators, providing jobs, encouraging inward investment and boosting local tourism.

Following the approval of the planning application for the runway extension, a recruitment campaign commenced in October 2011 offering a significant amount of diverse opportunities for local people.

London Southend Airport is committed to ensuring that jobs available at the airport are publicised locally and opportunities are advertised via the 'Careers' page of the London Southend Airport website. In addition, roles which require specialist expertise may also be advertised in targeted publications, for example those for air traffic controllers. The airport is pleased to have recently engaged with Ingeus in the Essex region, which is a leading provider of the Government 'Work Programme' to tackle long term unemployment. Effective relationships have also been established with local recruitment providers and when required, the services of local agencies may also be used.

Internal progression and development for employees at the airport is encouraged and supported through training and development opportunities and vacancies are advertised internally by email and use of notice boards.

#### Jobs Created

The redevelopment of the airport created 517 new jobs in 2012; as well as those directly employed by London Southend Airport to support passenger growth, many jobs were created within the airline, catering, retail, hotel, rail station and control authority companies.

The number of staff directly employed by London Southend Airport has increased by 42 in the past 12 months.

The airport recently announced a variety of new destinations for 2014 which will offer additional job opportunities.

In 2013 Aer Lingus Regional (operated by Aer Arann) moved their Southend based aircraft to Dublin which resulted in a drop in airline staff based at Southend.

Following the announcement of Stobart Air's (formally known as Aer Arann) new 10 year partnership with Flybe, Stobart Air is creating 60 new jobs at Southend Airport in 2014.

## Local Staff Directly Employed by LSACL

In February 2014, the airport itself employed 264 people, of which 53 were part time. 81.4% were from the SS postcode area, 9.9% were from the wider Essex area and only 8% were from outside of Essex.

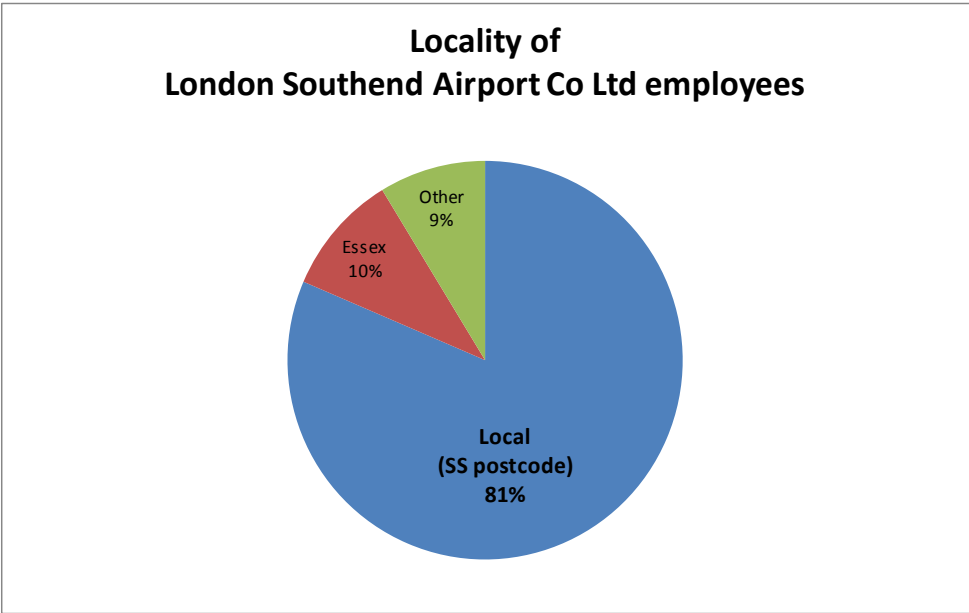


Whilst the numbers of staff employed by LSA can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June – Sept) the table below shows the number of staff employed at the end of the current reporting period, February 2014.

As at 28/02/14	
Total jobs	264
Full Time Staff	211
Part Time Staff	53
Full Time Equivalents (FTE)	231.61

The airport operates a resourcing model made up of a team of core staff across the year which is supplemented with additional staff to support the seasonal peak for summer. The seasonal team increases the overall workforce by approximately 5%. The ethos of the company ensures that all employees fully understand and support operational roles, thereby contributing to service excellence in the passenger experience. This promotes multi skilling and enhanced employability options for employees of the airport, also widening potential opportunities for progression.

The pie chart below shows the locality of all staff directly employed by London Southend Airport Co Ltd at the end of the reporting period February 2014.



Range of roles filled during Feb 13 - Mar 14		
Ground Handling Agent	Fire Station Manager	Development Manager
Fueller	Fire Crew Manager	Asset Controller
Operations and Dispatch Agent	Firefighter	Finance Controller
Passenger Services Agent	Airside Assurance Manager	Finance Manager
Ticket Desk and Security Agent	IT	Finance Assistant
Control Room Operator	Health and Safety Coordinator	Facilities Technician
Cleaning Manager	Air Traffic Controller	Retail Manager
Cleaning Team Leader	Air Traffic Assistant	Retail Assistant
Cleaner	Air Traffic Engineer	Bar/Lounge Assistant



## Training

London Southend Airport offers many specialised roles, to ensure a high percentage of our jobs are accessible to local people the airport actively looks to offer development and entry level opportunities where possible. All new staff are offered training which varies based on their role and experience. The airport invests heavily in staff training and development with all operational staff receiving between 2-10 weeks of initial training supported by an on-going development programme.

London Southend Airport benefits from a productive working relationship with South Essex College and offers various opportunities for students to experience and become involved with activities at the airport (including work experience for Travel & Tourism students). In addition to working with the college on bespoke requirements for training in 2012 a number of students, attended the airport to support the testing of the equipment and overall passenger experience prior to the opening of the new terminal building. A number of graduated Travel and Tourism students are now employed by the airport.

London Southend Airport is a supporting member of a Prospects College initiative for a Group Training Association, Aviation Services and is actively engaged in the employers' forum of this group. It is currently identifying key skills required for specific aviation related roles to inform future apprentice requirements, schemes and opportunities. The airport has liaised with the Learning Skills Council and looks forward to growing this relationship in the future.

The successful Engineering Apprentice Programme run by Prospects College within the ATC Lasham hanger supports ten new engineering apprentice posts each year.

## General Airport Employment

London Southend Airport is a division of the Stobart Group which also includes ownership of the Holiday Inn Southend hotel and Southend Airport Railway Station. Together all three employ a total of 328 staff.

*London Southend Airport supports employment for over 1,000 employees in 33 companies based within the airfield boundary.*

A further 450 staff are employed in aviation based businesses located in Aviation Way. Whilst businesses based in this area have historically been included in staff data to help guide staff travel initiatives, Aviation Way travel connectivity will be addressed within the Joint Area Action Plan and the airport will continue to report on staff located within the airport boundary moving forward.

Airport Employment 2013-2014	
Airport Operations, Terminal & Handling	264
Terminal Concessions	19
Aircraft Support & Catering	25
Onward Travel	30
Hotel	52
Airlines	130
Rail Station	12
Control Authorities	52
Aircraft Maintenance	419
Private Charter	46
Flying Clubs	30
Travel Agents	4
Other (Non-Aviation Related)	16
<b>Total</b>	<b>1099</b>



### Section 4 - Quiet Ground Operations

London Southend Airport has put a wide range of measures in place to control and minimise ground noise.

Airport ground noise is defined as any noise, other than that which is generated by aircraft in flight, taking off or landing. The main sources of airport ground noise are:

- Aircraft taxiing
- Aircraft mounted auxiliary power units (APU's). These are used for air conditioning an aircraft cabin whilst it is on stand, supplying electrical power and other aircraft services when the main engines are not operating. It is also used for starting the main engines
- Testing (ground running) of aircraft engines

#### Aircraft Taxiing

One of our main operators - Aer Lingus Regional, operated by Aer Arann - is trialling a new technique of single engine taxiing at London Southend Airport. In order to reduce ground noise and NO<sub>2</sub> emissions, their ATR42 and ATR72 aircraft now taxi from the runway using just one engine.

Our other main operator – easyJet - already incorporates this procedure across its network of airports where the distance from aircraft stand to runway is a considerable distance. They are currently investigating the possibility of adopting this procedure at London Southend in the future.

#### Fixed Electrical Ground Power (FEGP)

To ensure that the use of diesel fuelled Ground Power Unit's (GPU's) and aircraft Auxiliary Power Units (APU's) are kept to a minimum, all our new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP). In 2012, five FEGP stands were provided for our four based aircraft. In 2013, the number of FEGP stands was increased to 7. As a result, during the 12 month period starting from 8 March 2013, there has not been any occasion when FEGP has not been available to based passenger aircraft.

#### Engine Testing

There have been large aircraft maintenance bases at London Southend Airport for many years. We ensure that all engine testing is carried out in accordance with our Engine Testing Best Practice Plan which stipulates the location of the testing site and the permitted testing times. For the 12 month period starting from 8 March 2012 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.



### History

Airports bring a wide range of economic and environmental effects to an area, both positive and negative. They are important economic generators, providing jobs, encouraging inward investment and boosting local tourism.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly.

In the 1960's and 1970's London Southend Airport was the third busiest airport in the UK, offering scheduled passenger flights to Europe using Carvair aircraft which passengers could drive their cars onto. In the 1980's the airport was handling over 100,000 aircraft movements each year. Whilst passenger services declined in the 1990's the airport did remain a major hub for maintenance companies, with large aircraft - such as the B727 and BAC1-11 – being regularly maintained at London Southend. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to make it 1856m long. This was in order to increase the range of destinations offered beyond the scheduled passenger services to Ireland and the Channel Islands.

Following a period of public consultation, Southend Borough Council and Rochford District Council agreed to the extension and introduced conditions for a number of new controls and incentives to help minimise any negative impact on the surrounding communities that the airport development might bring. These included:

- Tighter controls on night time operations – no scheduled passenger flights at night
- Increasing the classified night time period and limiting the number of night time movements to an average of 120 per month
- Introducing a Preferred Runway Scheme
- Introducing a Noise Preferential Route for departures
- Imposing a cap on the total number of aircraft movements to 53,300 per annum
- Imposing further caps on freight flights and B737 operations
- Minimising ground noise
- Encouraging quieter aircraft

## Night Noise Restrictions

As part of the planning conditions, the night period was extended from midnight – 06:00 to 23:00 – 06:30. During this night period only aircraft classified with a Quota Count of 1 (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below.

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/2
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

The planning conditions also reduced the permitted night time movements from 940 to 120 per month. This became effective when the extended runway was opened in March 2012.

The airport may not permit scheduled passenger flights during the night period. Up to 3 arrivals per night are allowed to be scheduled between 23:00-23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night time quota.

Private helicopters\* are also banned from operating during the night period.

*\*Exempt ATMs by helicopters are permitted; please refer to pg. 35 for the definition of exempt ATMs.*

## Preferred Runway Scheme

**During the night period** – and when weather and safety conditions allow – London Southend Airport is committed to operating all aircraft movements from and to the north east (over Rochford) as this is a much less densely populated area than that to the south west of the airport.

**During the daytime** - when the airport is busier and the runway direction cannot be changed - the airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

For safety reasons and to maximise performance capabilities, aircraft take off and land into wind. The prevailing wind in the south east of the UK means that arrivals will typically come from the north east and depart to the south west around 70% of the time.

## Noise Preferential Routes

To minimise the number of local residents being overflown by departing aircraft, a Noise Preferential Route was introduced. This means that all aircraft weighing over 5700kg must follow a straight departure heading for 2.5 miles when departing towards the south west (over Leigh-on-Sea) and 1 mile when departing towards the north east (over Rochford). This ensures that within the surrounding areas, departing passenger aircraft will only overfly those residents already living under the arrival path to the airport.

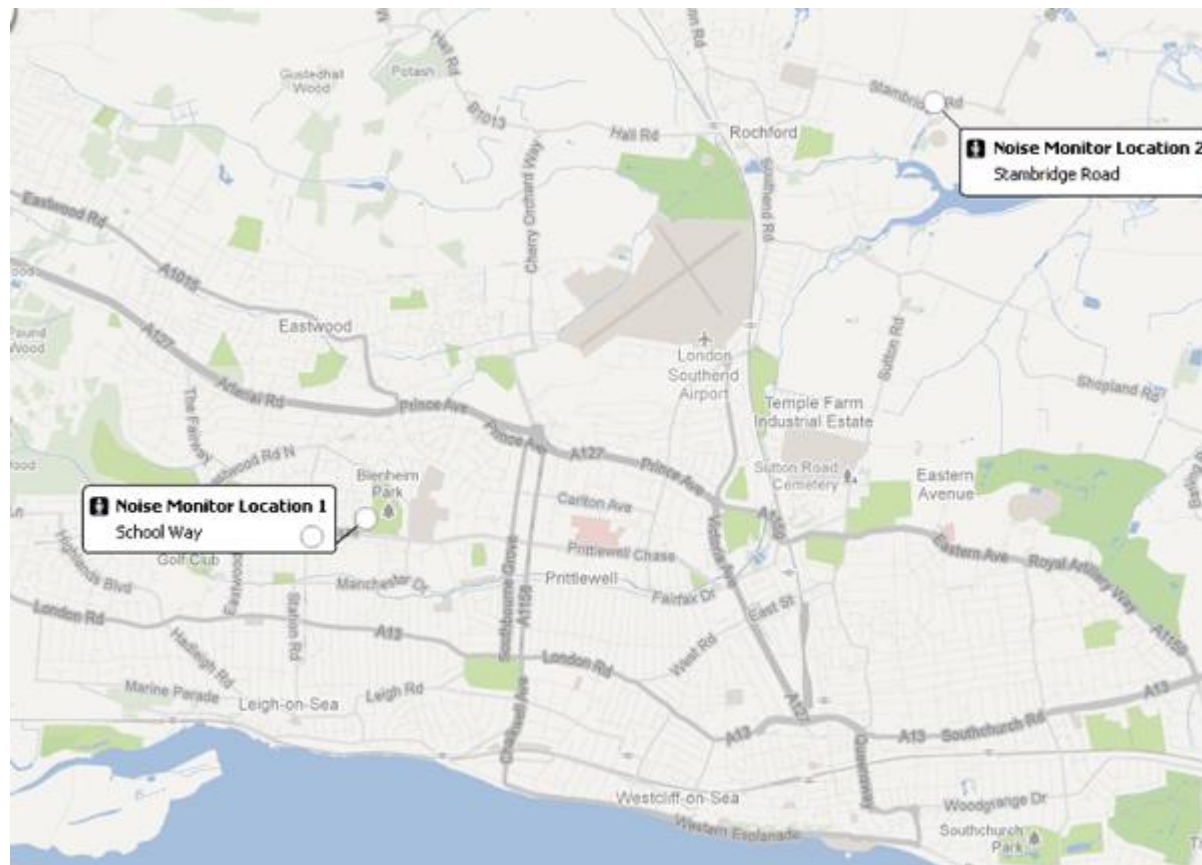
## Noise Monitoring

Most airports have noise and track keeping systems which take radar data from air traffic control and combine it with flight information such as a call sign, tail number, type and destination. London Southend Airport is no exception.

London Southend Airport operates a Noise and Track Keeping System that captures data from two fixed noise monitors which are located approximately 1 mile from each end of the single runway - as shown on the map below.

£114,000 has been invested in noise and track monitoring equipment with an on-going annual maintenance cost of £18,000.

In addition to the two fixed noise monitors, London Southend Airport also has a mobile noise monitor which is used at a number of other locations in the local area. The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data.



## Noise Complaints Handling Service

London Southend Airport has a comprehensive noise complaints handling service which responds to comments and complaints about aircraft noise and routing.

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on our website to make feeding back to us easier and also to ensure that all of the data required in order to investigate a specific incident is captured (the form can be seen here [www.southendairport.com/contact-us/enquiries/noise-comment](http://www.southendairport.com/contact-us/enquiries/noise-comment)). This new system also enables us to keep an accurate record of all the complaints submitted to us. However, for those without access to a computer, noise complaints can also be made in writing.

London Southend Airport aims to investigate and respond to complaints within 7 working days.

If a complainant is dissatisfied with the airport's response in relation to a noise matter, the relating correspondence may be referred to the Airport Consultative Committee (ACC) for further consideration.

All noise complaints are regularly reviewed by the ACC.

A full summary of noise complaints contained within this annual report has been reviewed and approved by the ACC.

### About you and your location

Name *	<input type="text"/>
House Number/Name *	<input type="text"/>
Road *	<input type="text"/>
Town *	<input type="text"/>
Postcode *	<input type="text"/>
Telephone number *	<input type="text"/>
Email address *	<input type="text"/>
Date of disturbance (dd/mm/yyyy) *	<input type="text"/>
Time of disturbance (hh:mm) *	<input type="text"/>

### About the complaint \*

- ☐ Low flying
- ☐ Noisy
- ☐ Off track
- ☐ Flight over my location
- ☐ Ground noise
  - Being woken up, difficulty getting to sleep or disturbed sleep
- ☐ Ground running of engines
- General complaint about frequency of flights or level of

## Noise and Track Keeping Complaints

Using our Noise and Track Keeping System we are able to log and record all complaints individually and then fully investigate specific flights. The system records aircraft data as well as a summary of the response provided.

The screengrab below shows how a noise complaint is recorded and then investigated using the airports *Noisedesk* system. By entering data provided by the complainant via the online submission form, *Noisedesk* then automatically detects the closest flights to the person's location at the time of the disturbance.

The screenshot displays the Noisedesk system interface. On the left, a sidebar contains the following information:

- Inquiry 2203**
- From:** Example, Fairview Gardens, Leigh on Sea SS9 3DP
- Time:** 07:16 Tue, Jan 29 2013
- Reason:** Low flying
- Comment:** Aircraft too low and noisy
- Response Required:**
- Cause:** ☒ EZY970Y, ☐ No Aircraft Found
- Notes:** Standard departure operating within agreed NPR, Letter sent 02/02/2013
- Status:** ☐ Open, ☒ Closed

The main area shows a map of the Leigh-on-Sea area. A red pin marks the location of Fairview Gardens. A pop-up window displays the following data:

**Fairview Gardens, Leigh-on-Sea, Southend-on-Sea SS9, UK**  
Latitude: 51.54920°, Longitude: 0.64239°, AMSL: 154 ft

Closest Flights	mi	mi	ft	
EZY970Y	07:16	0.5	0.1	2,635
CPE46P	07:28	1.0	0.5	4,843
BCY70A	07:07	1.1	0.6	4,856

Below the map, a pop-up window for EZY970Y shows:

- A319
- AMSL: 2,835 ft
- Distance to Inquirer:** 2,735 ft, 543 ft, 2,680 ft

The bottom of the interface includes a Google Maps logo, a timestamp of 07:16:42, a zoom level of 1x, and a page indicator of 2/2.

## Airport Consultative Committee

Through the Airport Consultative Committee, which meets each quarter, London Southend Airport maintains a close working relationship with representatives of its local authorities and resident groups.

Membership of the Consultative Committee includes representatives from all of the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend-on-Sea Borough Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Thames Gateway South Essex
- Southend Flying Clubs
- West Leigh Residents Association
- Residents of Eastwood and St Laurence
- Southend Trades Council
- South Essex Chamber of Commerce

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for the airport company to consider and progress.

Minutes of the quarterly ACC meeting are available on our website; [www.southendairport.com/community-relations/](http://www.southendairport.com/community-relations/)

Data relating to noise and track keeping complaints is regularly reviewed by the committee.

## Annual Report

Within the Section106 planning agreement London Southend Airport is required to present the Annual Report to the ACC for review and approval ahead of general publication.

A draft report was presented to the ACC in May 2014 and following the feedback from the committee was approved in June 2014.

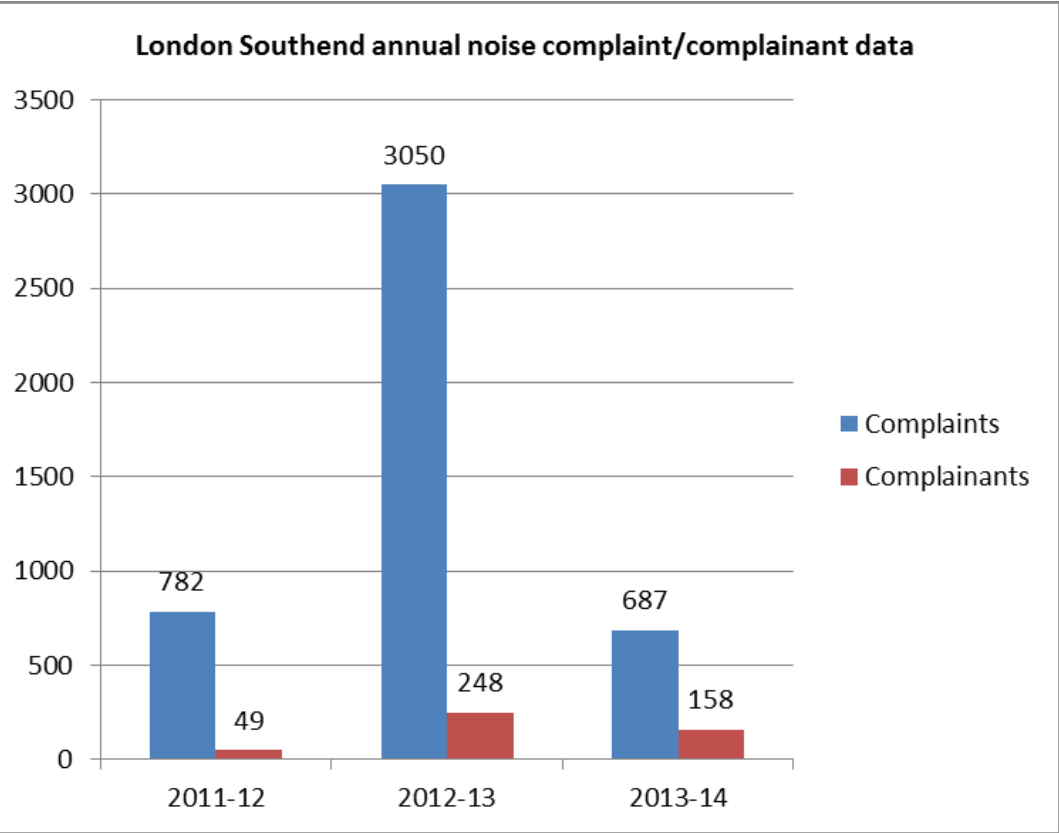
The Annual Report is published on the London Southend Airport website; [www.southendairport.com/community-relations/](http://www.southendairport.com/community-relations/)

# Noise Complaint Statistics

London Southend Airport regrets that some residents have felt the need to complain about aircraft noise. In the reporting period March 2013 - February 2014 a total of 687 noise complaints were received and investigated. Not one of the aircraft investigated was found to have operated outside of the airport agreed control framework.

Whilst the number of noise complaints did increase to 3,050 following the opening of the runway extension in March 2012 this number has significantly reduced by 77%.

The graph below shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2014.



In August 2012 – after reviewing correspondence from a number of individuals - the ACC approved changes to the Noise Complaints Handling Service.

It laid out the way in which the Airport should handle and respond to those complainants who continuously submitted complaints over an extended period of time whereby following investigations of their complaints it was found that all of the aircraft concerned had operated legitimately and within the airports operating controls.

The Chairman of the ACC reviewed all of the correspondence for 9 complainants (3 from the same address) within the 12 month period March 13 – February 2014 and recommended that London Southend Airport suspend correspondence with them for a period of 6 months.

At the end of the six month suspension period complainants are invited to meet with the Operations Director and the Noise Manager to discuss their individual concerns regarding noise. A number of complainants have taken up this offer and the airport has agreed to continue to log future complaints but not to engage in extended correspondence over legitimate aircraft operations.

Over the past 2 years the total number of complainants that have been suspended in this manner is 16, of which 6 have agreed to attend meetings with the airport to discuss their individual concerns about noise.

The airport does not log complaints or correspond with complainants that ignore or decline the invitation to attend a meeting after the suspension period has ended.

## Sound and Noise Insulation Grant Schemes

In accordance with the conditions set out in the S106 Planning Agreement, London Southend Airport commissioned an independent firm of aviation noise specialists to produce noise contours for the summer 2012 period.

These contours have been used to identify any properties which are in residential, educational or hospital use that qualify for either;

- **Property Acquisition** - for properties that fall within the 69dB  $L_{Aeq\ 16\ hr}$  noise contour\*
- **Sound and Thermal Insulation Grant Scheme** – for properties that fall within the 63dB  $L_{Aeq\ 16\ hr}$  noise contour\*

\* $L_{Aeq\ 16\ hour}$  is the standard way of measuring aircraft noise around airports and is the measurement the airport is required to use under the S106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK,  $L_{Aeq}$  noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700-2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bikerdike Allen Partners (BDA) to produce the summer 2012 noise contours. BDA is widely recognised within the aviation industry and has undertaken strategic noise mapping and noise action plans under the European Noise Directive for numerous airports in the UK and Europe including Manchester, Stansted and London City. BDA is a founder member of the [Association of Noise Consultants](#) and bound by their Code of Ethics. BDA is also a member of the British Standards Institute.

Based on Ordinance Survey mapping, the results of the 2012 noise assessment carried out by BDA are shown in the table below.

Properties within 69dB $L_{Aeq\ 16\ hr}$ that qualify for Property Acquisition		
Street	No. of properties	No's
N/A	0	N/A
Properties within 63dB $L_{Aeq\ 16\ hr}$ that qualify for Sound and Thermal Insulation		
Street	No. of Properties	No's
Eastwoodbury Lane	5	Eastwoodbury Cottages Nos. 1-4, 19 Smallholdings
Southend Road	12	12 Nos. 66-88 (even)

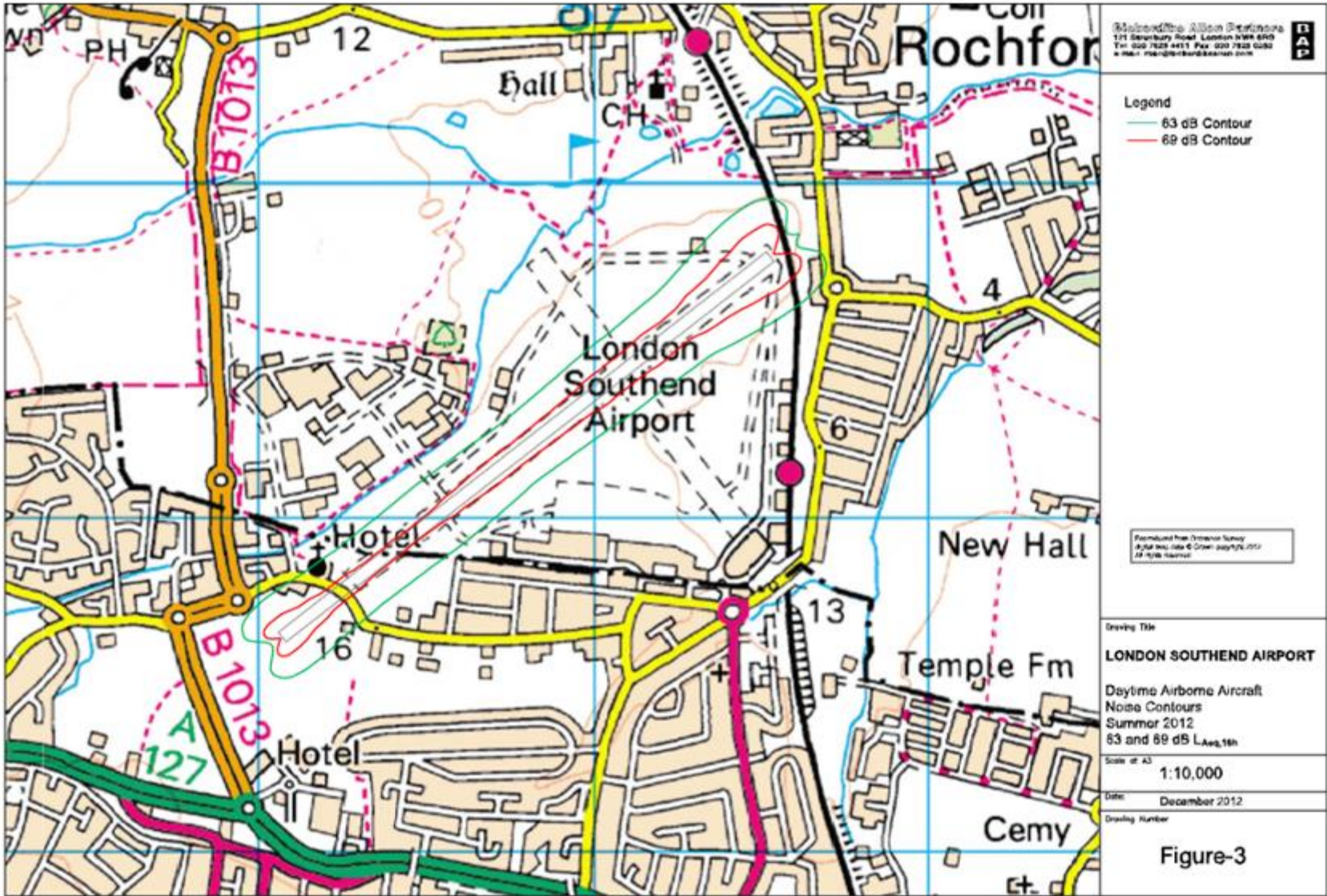
There are no properties within the 69 dB  $L_{Aeq\ 16\ hr}$  noise contour. 17 dwellings are shown within the 63 dB  $L_{Aeq\ 16\ hr}$  noise contour.

Of these 17 properties, five were purchased by the airport and demolished as part of the runway reconfiguration works.

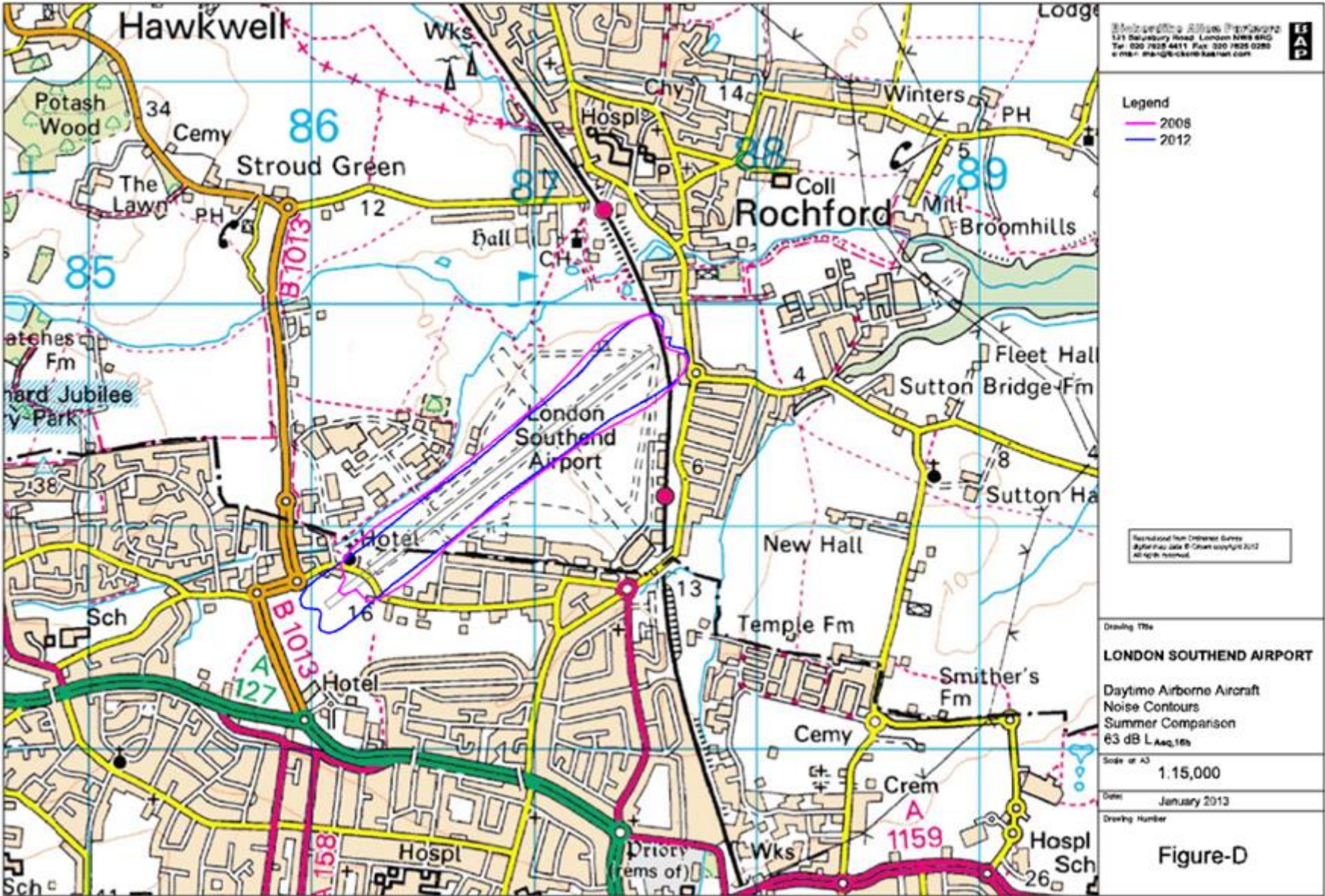
During the reporting period March 2013 to February 2014 the airport wrote to the 12 properties within Southend Road that qualified for the Sound and Noise Insulation Grant Scheme. Of the 12 property owners that were contacted 2 have expressed an interest in the scheme and the airport has carried out a survey of their properties and provided them with quotes for primary and secondary glazing options.

# Summer 2012 Noise Contours

The map (Figure-3) shows the daytime airborne aircraft noise contours for summer 2012 on which the properties have been identified.



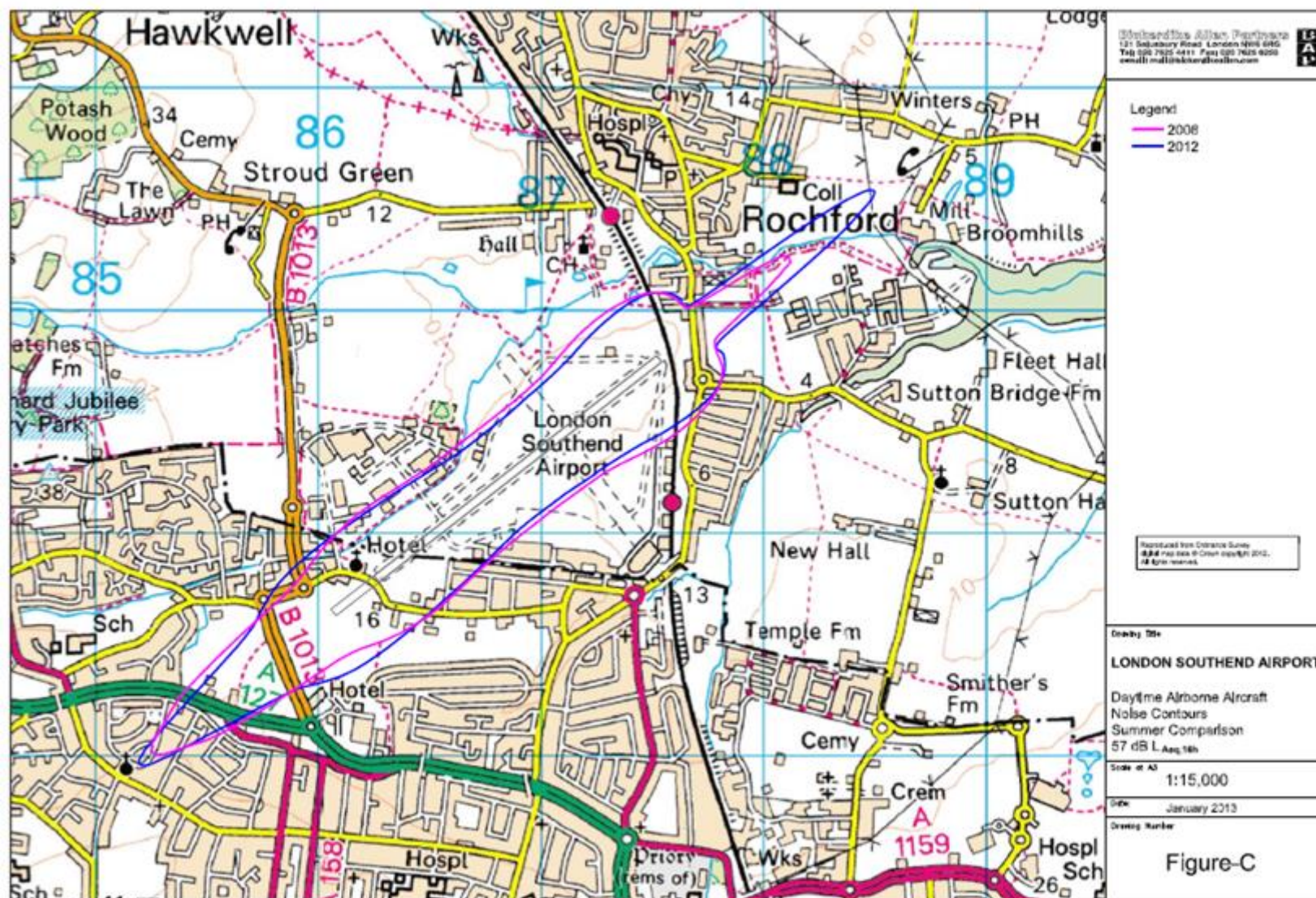
The map (figure-D) compares the 2008 and 2012 63dB L<sub>Aeq 16 hr</sub> noise contours. It shows that there has been very little change to the contour at the north east end of the runway, whilst the contour at the south west end of the runway has extended slightly following the extension in March 2012.



Government guidance is that 69 dB  $L_{Aeq\ 16\ hr}$  represents high levels of community annoyance, whereas 63 dB  $L_{Aeq\ 16\ hr}$  represents moderate levels of community annoyance. 57dB  $L_{Aeq\ 16\ hr}$  is considered to be the level at which there is an onset of community annoyance.

The map (Figure-C) shows the 57dB  $L_{Aeq\ 16\ hr}$  contours for both 2008 (before the runway extension) and 2012 (following the runway extension).

The number of properties within the 57dB  $L_{Aeq\ 16\ hr}$  has not significantly changed following the runway extension.





### Section 6 - Air Quality

London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health. The air quality in the area surrounding London Southend Airport is generally very good and consistently remains below the 40 µg/m<sup>3</sup> value limit of NO<sub>2</sub> at which the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution concentrations so that the objectives are met.

London Southend Airport is committed to monitoring air quality around the airport site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy.

Our S106 planning agreement commits us to:

- Develop a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel
- Adopt operational practices that seek to minimise the polluting emissions from airport operations
- Undertake regular air quality monitoring and share the results with both Rochford District Council and Southend Borough Council.

#### Nitrogen Dioxide (NO<sub>2</sub>)

In order to safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO<sub>2</sub>

Legislation	Annual Limit
EU First Daughter Directive (99/30/EC)	40 µg m-3
Air Quality Strategy (2000)	40 µg m-3

The objective is not to exceed an annual mean average of 40µg/m<sup>3</sup> for NO<sub>2</sub> levels.

The airport tests for NO<sub>2</sub> at a number of permanent locations.

## Testing Sites

These locations were selected due to their proximity to the residential properties which are closest to the airport. As the primary source of nitrogen dioxide is road transport, the testing sites were located where the greatest impacts from the runway extension were expected - mainly as a result of any changes to traffic on the roads, but also taking into account emissions from the operation of the airport.

The location of each testing site is shown on the map below.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, we share these results with both Southend Borough Council and Rochford District Council.



# Results

Concentration levels of NO<sub>2</sub> measured around London Southend Airport have consistently remained below Government limits.

The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance.

The pollutants of greatest concern in the local area are oxides of nitrogen. The majority of pollutants in the local area come from road traffic.

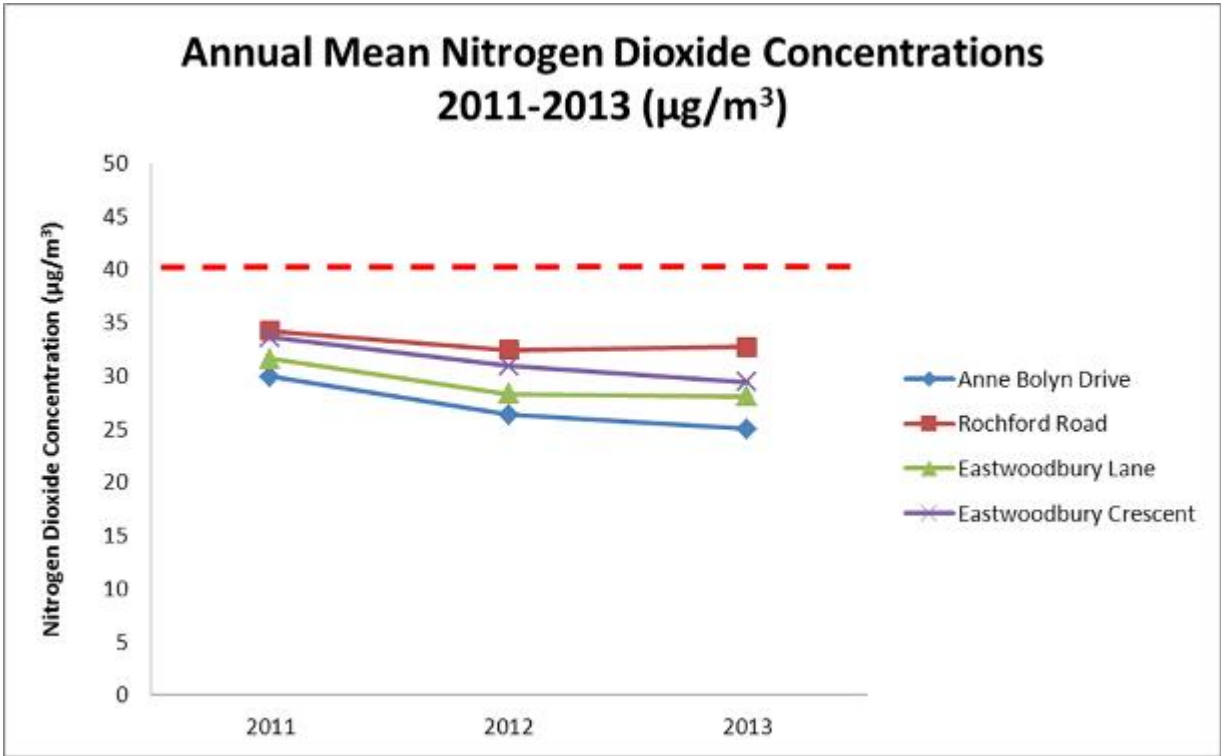
The annual results for NO<sub>2</sub> monitoring at all four testing sites around the airport are reported in the table (fig. 1).

These results are also plotted on the graph (fig. 2), which also demonstrates that NO<sub>2</sub> levels at all four sites have reduced in 2013 compared to 2011.

Figure 1.

Results of Nitrogen Dioxide (NO <sub>2</sub> ) Testing			
Site	2011	2012	2013
Anne Bolyn Drive	29.9 µg/m <sup>3</sup>	26.3 µg/m <sup>3</sup>	24.8 µg/m <sup>3</sup>
Rochford Road	34.2 µg/m <sup>3</sup>	32.4 µg/m <sup>3</sup>	32.7 µg/m <sup>3</sup>
Eastwoodbury Lane	31.6 µg/m <sup>3</sup>	28.3 µg/m <sup>3</sup>	28.0 µg/m <sup>3</sup>
Eastwoodbury Crescent	33.6 µg/m <sup>3</sup>	30.9 µg/m <sup>3</sup>	29.4 µg/m <sup>3</sup>

Figure 2.





#### Introduction

Energy consumption is essential to the operation of an airport. London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from the airport's own operations and to minimise the airport's overall impact on the environment.

Carbon reduction has been considered throughout the design and implementation of a number of the development projects across the airfield, including the new control tower, rail station and terminal building. CO<sub>2</sub> reductions were considered alongside financial aspects when making capital investment decisions.

London Southend Airport invested in a new rail station on the Southend Victoria to London Liverpool Street line to provide an excellent sustainable transport option for passengers. The new rail station is just 100 paces from the passenger terminal.

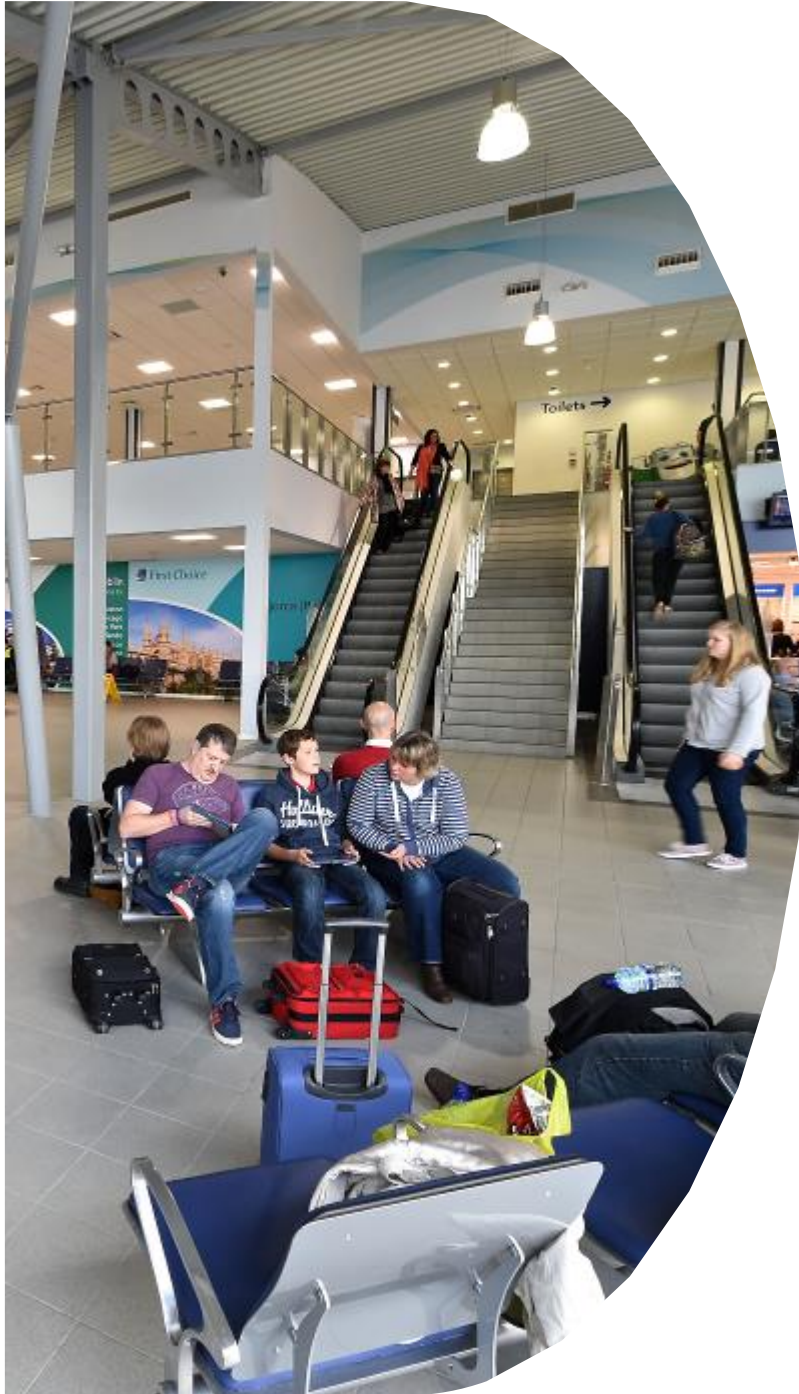
#### Construction

Before construction of the runway extension could start, London Southend Airport agreed a Construction Environmental Management Plan (CEMP) in accordance with the S106 planning agreement. This ensured that the impact on the environment and surrounding communities was minimised.

London Southend Airport agreed that during the construction period, wherever possible, materials would be recycled. The aim would be for a balance of cut and landfill so that no landfill materials would need to be brought onto or taken off the site. Soil removed during the construction of the new road was re-used for the 300m runway extension.

BREEAM is an environmental assessment method and rating system for buildings. BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building's environmental performance. It encourages clients to think about low carbon and low impact design, minimising the energy demands created by a building before considering energy efficiency and low carbon technologies.

The BREEAM pre-assessment of the new passenger terminal stated that London Southend Airport had the potential to achieve a 'very good' assessment result which is encouraging as an airport development is particularly challenging.



## Energy Management and Control

The main source of energy at London Southend Airport is electricity. All incoming electricity is metered monthly through remote access meters and we use this information to monitor overall consumption as well as for financial tracking and forecasting.

One of the main ways London Southend Airport controls energy consumption is through our Building Management System (BMS).

This allows us to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kW/h and CO<sub>2</sub> consumption as well as rain water harvesting.

The new passenger terminal at London Southend Airport is very energy efficient when measured on an energy per passenger basis. The table below shows the kW/h per passenger energy use for the 2 years since the new building has been operational.

To compare this rating with other UK Airports we would need to include the energy for the total airport. However, there are a large number of businesses based in Aviation Way which is located around the outside of the airport site. These draw their electricity from the airport's own ring main, meaning that the total airport consumption would include these non-airport based businesses.

	2012-13	2013-14
<b>Total kW/h (Passenger Terminal)</b>	1,523,116	1,438,398
<b>Total passengers</b>	724,986	1,001,580
<b>kW/h per passenger</b>	2.10	1.44



## Minimising Energy Use

A number of energy saving products and principles were incorporated into the new passenger terminal including:

- At least 10% of energy from on-site renewable sources
- Solar photovoltaic panels to provide circa 9% of energy needs
- Air source heat pumps provide around 3% of energy needs
- Extensive use of LED lighting
- Dimmable concourse lighting to react to daylight
- PIR sensors in office lighting
- Highly insulated building envelope
- Tinted glass and solar shading to reduce solar gain and limit cooling requirement
- Energy saving mode on escalators
- Rainwater harvesting and waterless urinals

## Sustainable Energy

London Southend Airport recently completed Britain's largest airport solar installation to date as part of the £10m terminal expansion.

496 solar panels will supply the terminal's expanded range of shops, cafes and restaurants with clean solar electricity for decades to come, using the airport's private electricity network.

The panels are expected to help the terminal achieve a BREEAM 'Very Good' environmental assessment rating, and to avoid around 1,000 tonnes of carbon dioxide emissions over the next twenty years.

## Waste Management & Recycling

The number of people using London Southend Airport has grown significantly over the past 24 months. As numbers increase so can the amount of waste collected. London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites. Recycling points are available in all public areas of the airport.

To promote recycling within internal departments all waste bins have been removed from desk areas and replaced with recycling/general waste points.

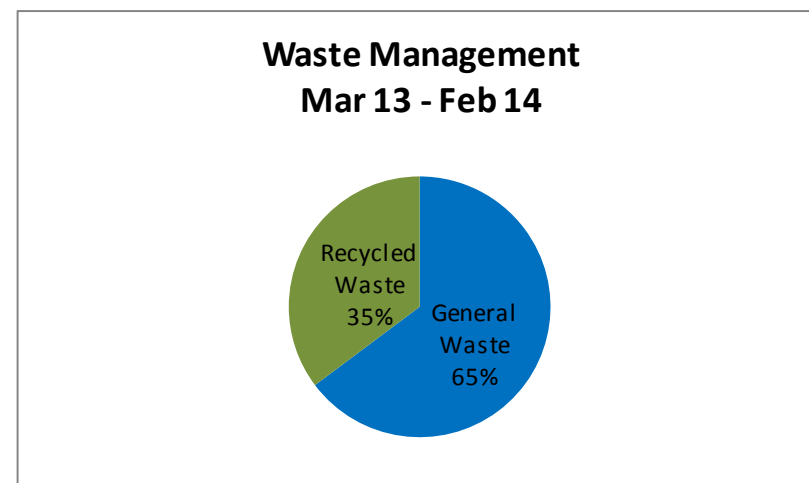
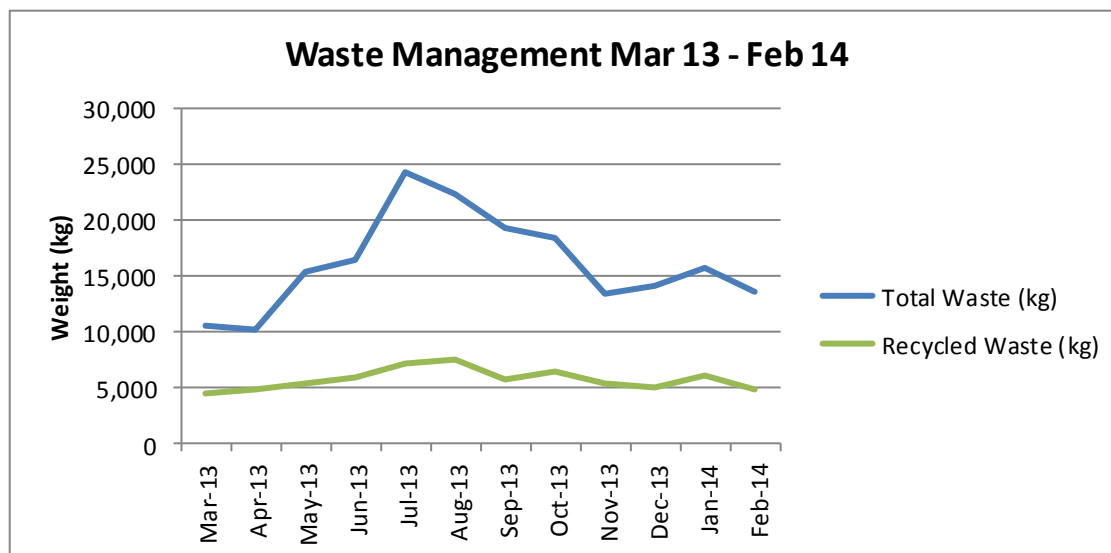
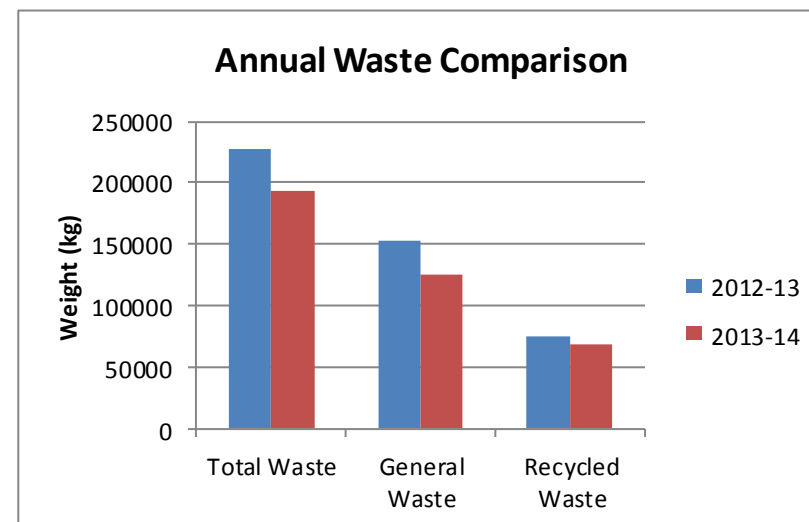
London Southend Airport monitors the amount of waste that is recycled. During the busier summer months the amount of waste produced at the airport increases, peaking in July at 24,240 kg. In January 2014 the percentage of waste sent for recycling peaked at 39.41%. The overall annual percentage for recycled waste was 35%, a 2% increase on the previous year.

Recycling is regularly promoted within internal departments through emails and staff notices. London Southend Airport aims to monitor recycling progress and set targets to increase the amount of recyclable waste collected from the airport site. Wherever possible, equipment and materials are re-used and shared between departments or donated to local charities.

London Southend Airport works very closely with its based operators and supports airline initiatives to reduce weight carried on board aircraft. easyJet has recently reviewed its aircraft cleaning procedures to minimise the amount of water and traveller magazines carried on board its aircraft.

The Annual Waste Comparison chart shows that there has been a reduction in the amount of waste collected from the airport compared to the last reporting period.

Further carbon reduction incentives are considered within the Airport Surface Access Strategy (ASAS) and the Quiet Ground Operations Scheme.



## Sustainable Procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with S106 planning conditions. The policy applies to Airport development projects as well as the procurement of goods and services by London Southend Airport Company.

## Third Party Contractors

Buckingham Group was awarded the contract for the construction of the new terminal building. Key elements for sustainable procurement were considered during the tender process.

Buckingham Group delivered against the following targets:

- At least 50% of orders by value to be placed with local companies
- Subcontractors encouraged to recruit local labour

During the construction of the new terminal building in 2011, Buckingham Group employed 85% of sub-contractors locally.

## Protecting and Enhancing Biodiversity

In September 2011 London Southend Airport completed a new link road between Eastwoodbury Crescent and Nestuda Way which allowed for the stopping up of Eastwoodbury Lane to make way for the runway extension.

The new route was carefully chosen and designed in order to minimise impact on St Laurence Park. A new children's play area was constructed, including £800k of state-of-the-art play equipment, and a new wildflower meadow was created. The park is now over a hectare larger than before.

Over the past 24 months the new planting has become established, the wildlife has flourished and many local children now enjoy a safer environment with a better equipped play area.

The area to the north of the terminal extension will be seeded with a wildflower meadow mix to increase the ecological value of the site and encourage insects such as bees.

## Communication

Key events in the progress of the airport development were communicated to local residents using hand delivered letters, public meeting and airport tours. These have provided information regarding each stage of the new development works. Information and press releases are regularly made available on the London Southend Airport website [www.southendairport.com](http://www.southendairport.com)

## Procurement of Goods and Services other than for Developments

London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the procurement of the following:

- Energy supplies
- Aviation fuel
- Office consumables (including recycling)
- Catering supplies
- Electrical equipment
- Transportation (vehicles and travel)



During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed in order to reduce the impact of the development on the local community.

An annual cap on the total number of aircraft movements was introduced at 53,300 . This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.

In addition the number of permitted night time movements was reduced from 940 per month to 120. Further caps were imposed on the number of cargo flights and B737 movements at Southend.

### Quarterly Reporting

In accordance with our S106 planning agreement, we regularly report on our performance against a number of agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils.

Once the first Annual Report has been published, quarterly reports will also be made publically available on our website ([www.southendairport.com](http://www.southendairport.com)).

### Annual Reporting

For the 12 month period March 2013 - February 2014, London Southend Airport has operated within all of the agreed limitations on aircraft movements.

The table below shows the Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2013 - February 2014.

Ref.	Aircraft Traffic Movement Type	Quota Annual Limit	Annual Total Mar 13 - Feb 14	% of agreed Annual Limit
i	Total ATMs (excluding exempt ATMs)	53,300	28,905	54%
ii	Cargo ATMs (permitted lesser of 10% of Total ATMs or 5,300 p.a.)	2,890	94	3.25%
iii	Boeing 737-300 ATMs	2,150	19	0.9%

## ATM's in the Night Quota Period

The table below shows the Airports performance and compliance against the total night time Aircraft Traffic Movement (ATM) controls for March 2013 - February 2014.

	Flights in Night Quota Period (23:00 – 06:30)	Quota Annual Limit	Annual Total Mar 13 - Feb 14	% of agreed Annual Limit
iv	Total night time ATMs		499	
v	Diverted ATMs (of which all were QC1 or less)		2	
vi	Delayed ATMs (of which all were QC1 or less)		50	
vii	Exempt ATMs (of which all were QC1 or less)		144	
	Night time ATMs to be included in Quota Total (120 per quota month)	1,440	303	21%

The definitions of diverted, delayed and exempt ATM's were agreed within the S106 planning agreement and are as follows:

**Diverted ATM's** – Unforeseen diversions of ATM' s from airports to London Southend Airport due to weather conditions, industrial action or temporary runway closure/repairs.

**Delayed ATM's** – An ATM where the aircraft was scheduled to take off or land prior to the agreed night time period, but was delayed due to unforeseen weather conditions, industrial action, temporary runway closure/repairs at the airport or air traffic control delays or clearances beyond the control of the aircraft operator and/or the owner or the operator (as the case may be).

**Exempt ATMs** – ATM's by the police and/or HM Customs and/or the Coastguard and/or the military and/or the Air Ambulance Service and/or ATMs collecting or delivering human blood and/or organ transplants and/or ATMs carrying or meeting officials on Government business and/or any ATM which is made an emergency consisting of an immediate danger to the life or health of humans or animals.

Of the 2 diverted ATM's, all were diverted to London Southend Airport due to poor weather conditions at their destination airports.

Of the 50 delayed ATM's, all fall within the criteria that allows passenger aircraft to return to London Southend Airport during the night time period due to unforeseen weather conditions, industrial action and/or unforeseen air traffic control delays.

Of the 144 exempt ATM's, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.

## Preferred Runway Procedures

London Southend Airport has just one main runway which is aligned 060°/240°. For reasons of safety and to maximise aircraft performance capabilities, aircraft usually take-off and land into wind. In the south east of the UK the prevailing winds are south westerly, meaning that about 70% of the time aircraft take off to the south west and arrive from the north east.

In order to minimise the number of properties overflowed in the more densely populated area to the south west of the airport, (e.g. the Leigh-on-Sea area) a Preferred Runway Procedure has been introduced.

The S106 planning agreement identifies a number of reasons whereby the Preferred Runway Procedure may not be implemented:

- *Safety*
- *Any reasonable requirements of the air traffic control of the airport to ensure the safe operation of the airport and aircraft using it*
- *Standard separation requirements of National Air Traffic Services*
- *Weather conditions prevailing at the time of the relevant ATM making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport*
- *Performance capabilities of the aircraft to take off from or land at the airport in the prevailing conditions at the time of the relevant ATM and/or*
- *Limitations of the approach aid facilities at the airport*

## Airport Initiatives

We regularly monitor the use of the Preferred Runway Procedures. Our Air Traffic Control (ATC) team record specific information relating to each ATM and where the Preferred Runway has not been used. ATC record the reason why.

Pilots are advised of our requirement to follow Preferred Runway Procedures at London Southend as part of the Noise Abatement controls provided to pilots within the UK AIP (Aeronautical Information Publication). An internal audit was conducted of the Preferred Runway usage throughout November and December 2012 and it was found that in every instance where the prevailing weather conditions had been recorded as a reason for not following the Preferred Runway Procedures, the tailwind recorded was greater than 5 knots.

We pride ourselves on having good working relationships with our based airline operators and will continue to work closely with them to maintain and, wherever possible, improve the use of the Preferred Runway Scheme.

## Preferred Runway Procedures during the Daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATM's may be over the south west area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12 month period from March 2013 to February 2014. All ATM's remained within the required percentages for the Daytime period.

Daytime ATMs	Annual Total Mar 13 - Feb 14	% of ATMs to/ from South West (Leigh on Sea)
Total daytime arrivals	14,276	
Arrivals from South West (over Leigh-on-Sea area)	4,500	32%
Total daytime arrivals & departures	28,794	
Arrivals & departures to/from South West (over Leigh-on-Sea area)	12,531	43%

## Preferred Runway Procedures during the Night time

During the night time Quota Period, all ATM's will be to and from the north east of the airfield (e.g. Rochford).

ATMs operating during the Night Quota Period (23:00 – 06:30)	Annual Total Mar 13 - Feb 14	% of ATMs to/ from South West (Leigh on Sea)
Total ATMs	499	
Number of aircraft which did not take off towards, or land from, the North East	159	32%

We are required to record the reasons why an ATM does not use the Preferred Runway Procedure during the night quota period and include this information in the Annual Report.

Of the 159 ATM's that did not follow the Preferred Runway Procedure, all of the aircraft concerned operated to and from the south west due to the weather conditions at the time making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport.



### Section 9 - Departures



All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPR's at London Southend Airport were agreed with Southend-on-Sea Borough Council and Rochford District Council during the consultation process for the runway extension. The routes have been designed so that the number of large aircraft overflying residential areas is reduced to a minimum and that departing aircraft are using the same flight path as arriving aircraft for the initial phase of their departure. These routes were introduced when the extended runway was opened in March 2012.

There can be some variation between the various aircraft operating on the NPR. This is because all aircraft perform differently and they may also be affected by weather conditions, which can cause them to drift to the left or right. This is why each NPR extends in width as it proceeds from the end of the runway. As long as an aircraft flies within the agreed NPR zone it is considered to be on-track.

Since introducing the Noise Preferential Routes in March 2012, 99.8% of all passenger flights within the 2 year period have departed London Southend Airport within their agreed NPR.

There were more than 14,500 departures from London Southend Airport for the 12 month period March 2013 - February 2014, of which almost 8,400 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period only 38 aircraft turned on departure before exiting the NPR zone -11 were instructed to do so by London Southend ATC for safety reasons due to traffic and weather.

Just 26 (0.3%) aircraft were identified as having breached the NPR due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of our NPR infringements were issued to non-based operators who had not reviewed the recent changes to departure procedures as published within the UK AIP (Aeronautical Information Procedures). All of the airlines and operators were immediately contacted as a result of these NPR infringements and have responded quickly and efficiently. All have taken robust action to ensure that all of their pilots are familiar with our current operating procedures to prevent further infringements occurring.

## Noise Preferential Routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 06 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 1 mile in distance.

When departing on Runway 24 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 2.5 miles in distance.

Once aircraft have cleared the designated NPR zone, Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination, - this is known as 'vectoring'. However, ATC may direct aircraft off the NPR at any time if this is required for safe separation from other aircraft or for other safety issues (such as avoiding adverse weather). Track keeping is taken very seriously and it is closely monitored and logged by our dedicated system.

The map below shows the two NPR zones at London Southend Airport with their agreed coordinates.



## Results of NPR Monitoring - A summary of each NPR infringement issued March 2013 - February 2014 is shown on the table below

	Date	Operator	Aircraft Reg	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2014	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	14/03/2013	Vueling	ECHQL	A320	24	Maintenance	✓	1st	✓	✓	n/a	0
2	15/03/2013	Jota Aviation	LYLTE	BE20	24	Small Commercial	✓	1st	✓	✓	n/a	0
3	28/04/2013	Gama Aviation	VPBBW	B737	24	Maintenance	✓	1st	✓	✓	n/a	0
4	28/04/2013	Challenge-Air	DAKUE	CL60	24	Business Flight	✓	1st	✓	✓	n/a	0
5	08/05/2013	HOP E-Jets	FHBXN	E170	24	Maintenance	✓	1st	✓	✓	n/a	0
6	25/07/2013	easyJet	GEZFA	A319	24	Scheduled Passenger	✓	1st	✓	✓	n/a	0
7	03/08/2013	Volotea	EIFBK	B717-200	24	Scheduled Passenger	✓	1st	✓	✓	n/a	0
8	17/08/2013	Aer Arann	EICPT	ATR43	24	Scheduled Passenger	✓	1st	✓	✓	n/a	0
9	19/08/2013	Aeronova	ECHCH	SW4	24	Return to base following freight flight	✓	1st	✓	✓	n/a	0
10	02/09/2013	London Exec Aviation	GSIRS	C56X	24	Business Flight	✓	1st	✓	✓	n/a	0
11	08/09/2013	City Flyer	GLCYO	E190	24	Positioning flight following diversion	✓	1st	✓	✓	n/a	2
12	14/10/2013	Binair	DCAVA	SW4	24	Positioning flight following freight flight	✓	1st	✓	✓	n/a	0
13	17/10/2013	London Exec Aviation	GLEGC	C56X	24	Business Flight	✓	2nd	✓	✓	n/a	0
14	22/10/2013	Night Express	DCRAS	SH60	24	Positioning Flight Following Freight	✓	1st	✓	✓	n/a	0
15	25/10/2013	Aer Arann	EICBK	ATR43	24	Scheduled Passenger	✓	2nd	✓	✓	n/a	0
16	28/10/2013	MHS Aviation GmbH	DCIRD	D328	24	Scheduled Passenger Following Diversion	✓	1st	✓	✓	n/a	0
17	05/11/2013	Aeronova	ECGUS	SW4	24	Positioning following freight flight	✓	2nd	✓	✓	n/a	0
18	18/11/2013	Execujet	OYFWO	F700	24	Business Flight	✓	1st	✓	✓	n/a	0
19	06/12/2013	247 Jet	GJBLZ	C550	24	Business Flight	✓	1st	✓	✓	n/a	0
20	22/12/2013	Air Astana	P4KCJ	E190	24	Delivery Flight	✓	1st	✓	✓	n/a	0
21	23/12/2013	Air Hamburg	DCJET	C25B	24	Business Flight	✓	1st	✓	✓	n/a	0
22	24/12/2014	easyJet	GEZBN	A319	24	Scheduled Passenger	✓	2nd	✓	✓	n/a	0
23	10/01/2014	Netherlands Coast Guard	PHCGN	D228	24	Government Flight	✓	1st	✓	✓	n/a	0
24	21/02/2014	easyJet	GEZAV	A319	24	Scheduled Passenger	✓	3rd	✓	✓	£500	0
25	21/02/2014	easyJet	GEZBF	A319	24	Scheduled Passenger	✓	4th	✓	✓	£1000	0
26	23/02/2014	Atlantic Airways	OYRCC	RJ1H	24	Maintenance	✓	1st	✓	✓	n/a	0

## Fines Relating to NPR Infringements

London Southend Airport has introduced a scheme to fine airlines which continue to operate off track despite previous warnings.

As NPR's were introduced to London Southend for the first time in 2012 we have worked with both Airlines and Operators to ensure that they are familiar with the new noise abatement controls.

Most of the NPR infringements were issued to non-based operators who may only visit London Southend Airport once or twice a year for routine maintenance, private flights, medical flights or diversions.

All correspondence relating to the NPR infringements issued is routinely reviewed by the Chairman of the Airport Consultative Committee (ACC). A full summary of each breach is also shared with all ACC members. Should the ACC or London Southend Airport consider the action taken by offending operators to be inadequate, or that an operator has continued to breach the NPR controls despite appropriate measures being taken, fines will be levied as per the rates detailed in the table below.

Funds generated from these fines will go into a Community Fund.

The ACC decide on how this fund is diverted to local good causes.

Scale of Fines 03/12 – 03/13	1 <sup>st</sup> Fine	2-5 Fines	5+ Fines
Aircraft QC1 or less	£500	£1,000	£2,000
Aircraft QC1 – QC2	£1,000	£2,000	£4,000
Aircraft QC2+	£2,000	£4,000	£8,000

Aircraft with a higher Quota Count (QC) are liable to heavier fining as they are noisier. They are assigned quota count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/2
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

For the 12-month period March 2013 - February 2014 a total of 2 fines were issued for NPR infringements.

Both fines were issued to easyJet.

All NPR infringements incurred by easyJet were the result of away based crews and easyJet have put measures in place to ensure that any visiting pilots have access to Noise Abatement information.

easyJet operated 3,834 scheduled passenger departures in the reporting period March 2013—February 2014 and of these only 4 (0.1%) were issued with NPR infringements.

London Southend Airport works very closely with its based operators to resolve any issues which may arise following investigations into the causes of NPR infringements.

In addition to nationwide Stobart Group charity activities, staff at London Southend Airport have continued raising and donating money to a number of local charities and good causes through the London Southend Airport Staff Fundraising Team (LSAFT), which is led by Eileen O'Conner and Amy Such.

The LSAFT continue to work with local charities such as “Runway” the guide dog, Southend Hospital’s Elizabeth Louri Cancer ward, HARP (Homeless Action Resource Project), Samaritans, St Marks’s Church and Turning Tides Team (TTT).

Between March 2013 and February 2014 LSAFT have also helped to organise and support the following:

### Children in Need

More than 70 London Southend Airport staff undertook a mammoth 345 (air) miles bicycle ride from the Essex airport to the Scottish capital to raise money for BBC Children in Need.

However the team didn’t have to worry about the wet weather as they pedalled towards one of the airport’s most popular destinations, as they were making the journey without actually leaving the terminal building.

The Southend Airport Staff Charity Committee – which organised the event - reconditioned three bicycles from a local charity shop and mounted them on stands near the Check In Desks in the terminal.



### London Southend Airport Fundraising Teams’ Charity day and Kwik Cricket Tournament

In September 2013 the LSAFT hosted their annual cricket event in the grounds of Rankins Cricket Club to raise funds for Fair Havens and Essex Air Ambulance. The day consisted of cricket matches and a large dog show which saw a very high level of attendance with awards for the best dogs in each category!

### Round the World in 80 Days - Static Cycling Challenge

London Southend Airports Staff took to the static bikes for a second time in December 2013 to support the Key Hole Cancer Appeal (a Southend University Hospital Charity). The charity approached the airport to place their static bicycles within the entrance concourse to encourage passengers to donate towards the staff as they cycled their way through the day. The bicycles had been to varying companies within Southend and were at the airport for 3 days moving between the terminal, Ground Handling office and the Fire Station.



## London Southend Airport supports events within the local community...

### Official Opening of the Searchlight Beacons

In the week of Armed Forces Day, Mark Francois, Minister of State for Defence Personnel, Welfare and Veterans, joined local World War II veterans and airport MD Alastair Welch to open a new sculpture installation by John Atkin at London Southend Airport in 24 June 2013.

The public art for the new terminal and hotel was part of the on-going regeneration of London Southend Airport. The airport worked with Commissions East and Rochford and Southend-on-Sea Councils to commission world renowned sculptor John Atkin FRBS to create artworks that reflected the airport's wartime and commercial past through to its present day activities.

### Leigh Lights

A group of pupils from St Nicholas Special School are looking forward to undertaking a drama course – all thanks to Leigh Town Council, Amanda Restell Academy of Dance and London Southend Airport.

The airport was the proud sponsor of the 2013 Leigh-on-Sea Lights, donating £250 for the winning float in the annual parade for the victors to give to a charity of their choice.



### Jesse Diss Art Exhibition

Passengers using London Southend Airport in June 2013 were treated to a unique artistic experience.

Southend-based artist Jesse Diss is a talented screen printer, painter, sculptor and musician. In summer 2013 he exhibited a brand new collection of screen prints based on the music of the Delta Blues in the picturesque village of Deia in Majorca and had a taster collection from the exhibition on show within the terminal.

### AVRO Vulcan Open Days

Every year the Vulcan aircraft located at London Southend Airport opens its gates to the public to allow people to come and remember the bomber. It offers young and old alike the chance to sit in the cockpit and learn more about the Trust's aims. The London Southend Airport fire crew also attend every year to promote the airport and to hand out goodies to all those who attend.





Thank you for taking the time to read our Annual Report.

We would welcome your comments and feedback – you can contact us;

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