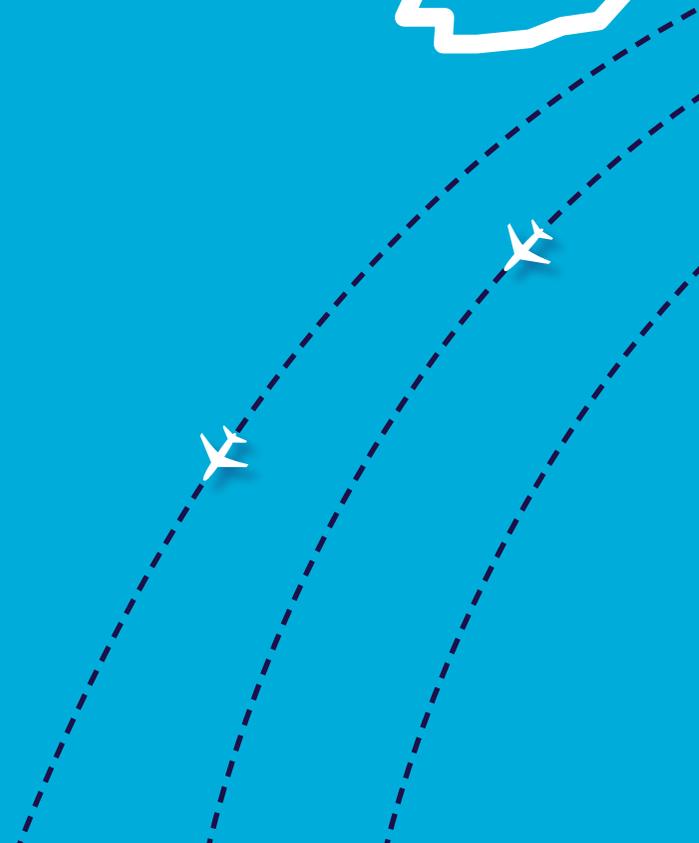




Annual Report
2016 – 2017

Hello.





London
Southend
Airport

Message from the CEO

Welcome to London Southend Airport's fifth annual report.

After my first year with responsibility for Stobart Group's Aviation Division, whose core asset is London Southend Airport, I am delighted to be able to provide an update on progress.

This report details London Southend Airport's performance against a number of planning conditions for the period March 2016 to February 2017. The airport has continued to make a significant contribution to the local and regional economy and has performed well against a number of targets, despite a continued and, in light of what we already know about the forthcoming year, a relatively brief period of flat passenger volumes. Our business development pipeline is strong and we have already returned to significant growth for 2017–18.

A defining objective for us is to deliver market-leading customer service whilst growing both strongly and sustainably. For that reason, I was delighted to receive the award, for the second consecutive year, as Best Small Airport in Britain from the aviation industry, and to be recognised as having "The Happiest Passengers in Britain". We recognise the need to manage our environmental impacts responsibly, and have undertaken a significant new investment in ground infrastructure to improve operational

efficiency, thereby reducing carbon emissions. Maintaining the balance between growth, customer service and sustainability remains a key driver for our business.

I am grateful to the Airport Board and to all of my colleagues at London Southend Airport, on whose effort and commitment our success relies. 2016–17 helped to lay the foundations for further success in 2017–18 and beyond, and I look forward to the forthcoming years with confidence and anticipation.



Glyn Jones
Chief Executive Officer
Stobart Aviation





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Development | 1

Investment

Over £150 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008 which has included:

- Air Traffic Control Tower – Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21st July 2011
- Southend Airport Railway Station – Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21st September 2011
- 300m Runway Extension – Opened in March 2012
- New Passenger Terminal – Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5th March 2012
- Stobart Executive Handling Lounge – Opened July 2012
- Holiday Inn Southend – Opened during October 2012
- Phase 2 Terminal Extension – Opened April 2014
- Lakers Bar & Restaurant – Opened April 2015
- Solar Farm – Opened December 2015

Controlled airspace

The Civil Aviation Authority announced in January 2015 that it gave the go ahead to a plan to reintroduce controlled airspace at London Southend Airport. The Controlled Airspace was implemented on 2nd April 2015. A project is underway to introduce Standard Instrument Departure Procedures (SIDs) in 2017.

Satellite navigation

London Southend Airport has secured a grant from EGNOS (European Geostationary Navigation Overlay Service) for satellite navigation to develop RNAV procedures at Southend and Carlisle airports. The grant will be for 60% of the costs and the project should take around 30 months to complete. The first submission of the new Southend design has been submitted to the CAA for their verification and checking. London Southend Airport have gone out to consultation in March for 13 weeks (finish mid-June).

Lakers Bar & Restaurant

The new 180-cover Lakers Bar & Restaurant, in the departure lounge, celebrated its first birthday and continues to offer passengers a range of hot and cold menu choices.

The 460 square metre air-conditioned restaurant – a £1 million investment, has free Wi-Fi throughout, plus a phone/laptop charging bar.



The Lakers Bar & Restaurant which opened in April 2015.

Dixons

Another new retail development implemented in November has been in the form of a state-of-the-art vending machine for 'technology goods', which has been installed in the departure lounge by Dixons. This provides the opportunity for passengers to purchase a range of items such as headphones, Bluetooth audio speakers and smart phone accessories. This is only the fourth unit of its type to be deployed by Dixons.



The new Dixons vending machine, which opened November 2016.

World Duty Free

The airport's retail offer changed significantly at the end of November when World Duty Free (WDF) took over the duty free shop concession and opened a brand new concept store in the terminal departure lounge. WDF are a world leading airport retailer and their presence at London Southend Airport marks a new dimension in the airport's retail offer to its passengers.



The brand new World Duty Free concept store.

More exciting retail developments to come

Additional retail and terminal outlets are being progressed and April 2017 saw the opening of a 'pop-up' store for fashion brand Hipanema (a Brazilian inspired brand offering high-end ladies fashion and accessories).

Security upgrades

The airport is investing approximately £1 million to upgrade its security central search facility. The security central search is being reorganised with additional equipment to increase capacity and the throughput of passengers.

A new body scanner installed in 2016 has enhanced detection capability. A second body scanner will be installed in 2017, which will enhance our security screening capability and ensure quick processing times continue to be delivered.

The security central search is being reorganised with additional equipment to increase capacity and the throughput of passengers (Four X-ray lanes, longer delivery belts and parallel loading). The aim is to keep the length of queues to a minimum, average waiting time is currently below four minutes, whilst ensuring compliance with delivering a high standard of security.

Solar farm

Installation of a brand new £2 million solar farm involving one hundred workers got underway in November 2015 and was registered with Ofgem on 31st December 2015. The 2.5 megawatt 'Solar Photovoltaic Array' was built by Stobart Developments and is located on 3.2 hectares of unused grassland at the north of the airport site.



The new solar farm located at London Southend Airport which was built by Stobart Developments.

The 2.5 megawatt 'Solar Photovoltaic Array' was built by Stobart Developments on 3.2 hectares of unused grassland at the north of the airport.

Aviramp trial

In early July 2016, London Southend Airport performed a two-week trial of "step free" passenger boarding equipment supplied by AVIRAMP.

The system allows completely step free boarding and disembarkation for passengers by utilising smooth slopes, or ramps instead of the usual passenger steps deployed to perform this function.

The system is designed primarily to accommodate passengers with reduced mobility and wheelchair users, however elderly or customers who generally would request the Ambulift to board can use the device similarly to all other passengers providing dignity by allowing them to board in the same way as other passengers.

The trial not only assisted many customers who would usually have relied on the Ambulift, but also has the additional benefit of improving the efficiency of the entire boarding/disembarking process in terms of time taken and improves safety as many passengers can utilise the unit at the same time rather than queue at the bottom of passenger steps.

The unit trialled (AVIRAMP Continental) costs circa £37K and after the success of the trial, we are currently planning to introduce their use during 2017.



Passenger growth

London Southend Airport saw a slight reduction in passenger numbers of 3.1% when compared to last year, due to structural changes in the mix of airlines, routes and capacity.

easyJet continued as the largest based airline, accounting for 88.3% of passengers in 2016/17. Its three based aircraft flew a total of 5,734 services during the year, offering 908,424 seats. The airline made significant changes to its route network. The replacement of Berlin Schönefeld with Paris Charles de Gaulle in February 2016 saw a slight initial decline in passenger numbers, but will prove a stronger option in the long term. The airline closed its Venice route at the end of the summer schedule to concentrate on winter sun destinations, however the destination continued as part of London Southend Airport's expanded partnership with Flybe. Elsewhere, Faro, Ibiza, Jersey, Lanzarote, Lyon, Palma de Mallorca, Menorca and Tenerife all showed healthy growth, facilitated by higher utilisation of the larger Airbus A320.

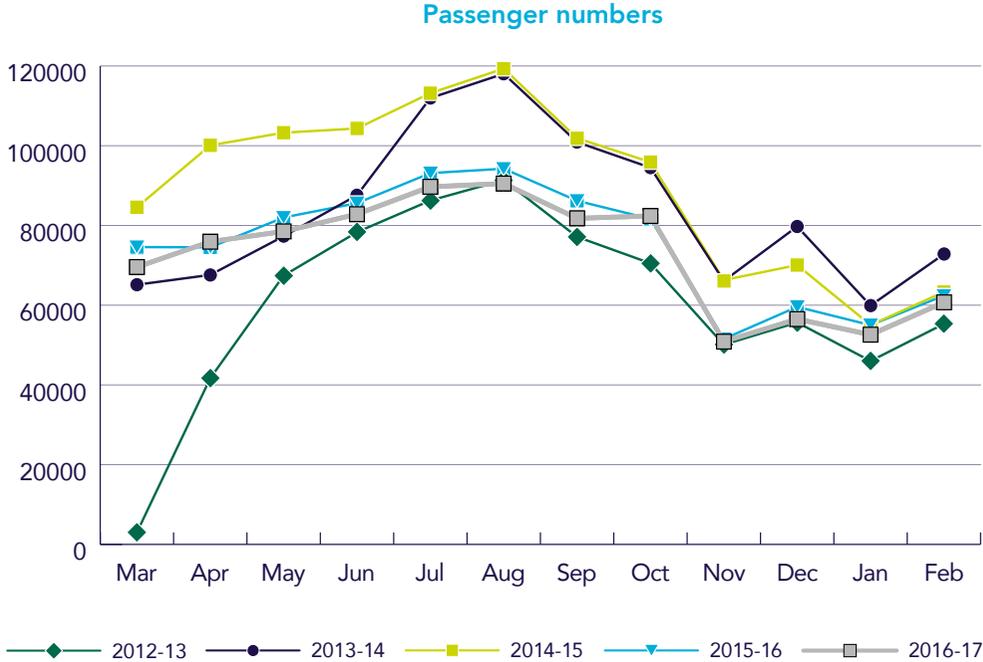
The Flybe/Stobart Air programme saw the full year effects of the Münster-Osnabrück route closure, but this greatly strengthened the three core routes of Caen, Groningen and Rennes; all of which saw double-digit growth. Services by Skywork to Berne ended during the year. Incremental growth was found through the weekly Thomson Airways charter to Palma de Mallorca which performed strongly and will be augmented summer 2017 with a second service on Tuesdays.

The 2017 summer season sees an increase of 10% in easyJet's capacity, along with the launch of a brand-new route to Murcia in Spain. May will see the launch of some 40 new weekly departures to 11 new destinations under an extended Flybe partnership. Business development remains a priority, driven by innovative use of 'big data', which has revealed a catchment of over 6.4 million people, generating some 12.3 million annual journeys. Discussions with several major airlines are at an advanced stage and London Southend Airport remains on track to achieve its target of 2½ million passengers by the end of 2018.

Forecast passenger numbers



*forecast



The partnership with easyJet continues to offer an excellent choice of leisure destinations in the Western Mediterranean, which grew in popularity as holiday demand shifted from Egypt, Greece, Tunisia and Turkey; the introduction of a new ‘winter sun’ destination of Lanzarote proved particularly popular. The performance of easyJet’s base at London Southend continues to improve across a range of measures and strengthens the case for additional capacity in 2017 and 2018.

‘Big data’ and an improved analytical capability paved the way for extensive aviation business development activities during the course of the year. In particular, mobile phone analysis opened doors for discussions with a number of key prospective airline partners, all of whom were impressed with the insights it provided into demand within the airport’s catchment area. This was supported by the appointment of a dedicated analyst and the acquisition of tools to model demand, capacity and yield data, all of which lead to more compelling business cases to potential airline partners.

London Southend Airport is working to improve detailed data on the business travel market, which it will achieve through its relationship with Essex Chambers of Commerce, the Council of British Chambers of Commerce in Europe, Invest Essex, the Department for Trade and Industry, and others. In addition, London Southend Airport has started working with the world-class ESRC Business and Local Government Data Research Centre at the University of Essex to develop a detailed understanding of this key market.

Increased congestion at other London airports resulted in high levels of interest from airlines, despite the approval of a third runway at Heathrow Airport. Advanced discussions with a significant European airline were halted by the vote of the United Kingdom to leave the European Union. This decision severely damaged airline share prices and caused fluctuations in foreign exchange which, in turn, damaged the attractiveness of the United Kingdom as a market. With nine months of hindsight, however, confidence is returning and progress has been made with a number of airlines.



London Southend Airport flies to many popular European cities including Paris.

Awareness of London Southend Airport continues to rise as a result of promotion at industry events such as Connect, Routes and World Travel Mart, as well as through attention-grabbing marketing campaigns with easyJet and Flybe. These efforts are reinforced by growing relationships with the local business community, travel trade, Government at all levels and other stakeholders.

As London Southend Airport looks forward to 2017–18, it can be confident of significant growth not just in capacity and passenger numbers, but also in a much wider choice of destinations, all of which point to a successful future.

Awards and achievements

Airport Operators Association

London Southend Airport has once again been named the 'Best Airport in the UK' (with under 3 million passengers, per year) at the Airport Operators Association (AOA) Annual Awards.

This is the second year in a row that London Southend Airport has scooped the top award, and follows London Southend Airport being named 'Best Airport in Britain' by Which? magazine for three years in a row.

The winner of this latest award was decided by a survey of airline members of The Board of Airline Representatives in the UK (BAR UK) and the British Air Transport Association (BATA).

Glyn Jones, Chief Executive Officer of Stobart Aviation that owns London Southend Airport, collected the trophy at an award ceremony at the Hilton Metropole in London.



Glyn Jones collects the trophy at the AOA Annual Awards 2015.

Ground Operations Medium Volume Airport

In December 2016 London Southend Airport won 'Ground Operations Medium Volume Airport of 2016' in the easyJet Spirit Awards at a ceremony in Brighton – a great accolade in recognition of the fantastic efforts made by the London Southend Airport team against some strong opposition.

Happy or Not

London Southend Airport has been named one of the best in Britain when it comes to having happy passengers.

In a survey taken by travellers while they were in the terminal, 87% said they were satisfied with their experience.

More than quarter of a million people gave their feedback over a six month period.



87% of customers happy or very happy (to November 2016)

RAF Memorial Plaque

A plaque commemorating an RAF pilot who died during the Battle of Britain is now on display at London Southend Airport.

54(Reserve) Squadron from RAF Waddington presented the plaque to the airport in memory of Flying Officer Johnny Allen DFC.

On 24th July 1940, Flying Officer Johnny Allen – who was based at RAF Rochford, the airfield that became London Southend Airport – was flying a Spitfire MK1 protecting a convoy in the Channel and Thames Estuary. During combat over Margate his engine was damaged and he crashed into a substation.

The plaque is a reminder of the historical links between the Squadron and the Airport. It was based at RAF Rochford during the Battle of Britain and spent the early days of the Second World War patrolling the Kent coast, eventually providing air cover for the evacuation of Dunkirk.

Officer Commanding 54(R) Squadron, Wing Commander Andy Ross said: "Flying Officer Allen typified the values that 54(R) Squadron members have carried forward since the Battle of Britain – dedication, sacrifice, and perseverance. We are proud that we can honour a very special member of the 'few', which fought and died protecting our nation."

The role of London Southend during the Second World War is already commemorated at the airport with a sculpture installation outside the terminal building. Searchlight Beacons is a trio of beacons illustrating the three ages of London Southend Airport – the important role played by the airfield in World War II, its growth as a commercial airport in the 1960's and 1970's (when it was the third busiest airport in the UK, after Heathrow and Manchester) and today's regeneration thanks to the investment of Stobart Group. These periods are reflected by images of the Supermarine Spitfire, Bristol Freighter and Airbus 319 lasercut into the stainless steel of the beacons. The beacons are illuminated from the interior with LED lighting at night, creating a World War II 'searchlight' effect.



Wing Commander Andy Ross presenting the plaque to Jon Horne.

Parliamentary Launch

In January 2017 London Southend Airport's Head of Customer Services, Hannah Lo Bao, attended the parliamentary launch of 'Southend as the Alternative City of Culture' at Westminster. Various local businesses, organisations and community members as well as a number of local celebrities were also present to signify how Southend is a leading town for culture in the country. Hannah said: "London Southend Airport is delighted to be able to support Sir David Amess MP and Southend for the Alternative City of Culture. It was a wonderful event, showcasing the town and highlighting its rich culture."

Southend Dementia Action Alliance

In October 2015 London Southend Airport became the first airport in the United Kingdom to sign up to a local dementia action alliance.

It became a member of the Southend Dementia Action Alliance (SDAA) which was launched in March 2015 to help Southend become a 'Dementia-Friendly' town.

The SDAA is made up of businesses, services and community groups all working in partnership with Health and Southend-on-Sea Borough Council.

As part of signing up to the group, the airport has devised an action plan that includes a commitment to ensuring that Dementia Friends Information Sessions are given to all front of house staff, such as those working on check-in staff and security. London Southend Airport has also invested time for a staff member to become a Dementia Friends Champion to continue the dementia friends programme to all customer facing staff including retail staff, rail staff, cleaners and possibly third parties that deal with customers.

As at the end of the reporting period 79 staff have received dementia awareness training.

James Moyes, Executive Councillor for Health and Adult Social Care, said: *"To be the first airport in the country to sign up is fantastic news and shows just what a special and caring place Southend-on-Sea is. In Southend we have at least 3,000 people living with dementia and this alliance will help strengthen the collective efforts to transform their lives."*

Glyn Jones, Chief Executive Officer of Stobart Aviation said, *"London Southend Airport has a huge focus on customer service and ensuring all our passengers – whatever their individual needs – receive the best possible experience at the airport."*

Geoff Moore, Dementia Action Alliance Coordinator in the East of England, said, *"It is exciting to see London Southend Airport taking the lead and aiming to become a Dementia friendly airport... People living with dementia should still be able to enjoy holidays and travel and there is much that can be done to make the experience easier for someone with the condition."*



Blue Band Initiative

In December 2016 a new initiative was launched by London Southend Airport to assist disabled passengers.

A discreet blue wristband will be available to wear by those with hidden disabilities, and/or their travelling companions.

Airport staff, both air and landside, have been fully trained to identify the bands and offer additional help and support as and when required by those wearing it.

Speaking about the new scheme, Glyn Jones, CEO Stobart Aviation that operates London Southend Airport, said: *"We wholly recognise that for some of our customers the airport itself can be a challenging environment. When you have a hidden disability, such as autism, dementia or are sight or hearing-impaired, the unfamiliar, bustling and occasionally noisy surroundings can become a little overwhelming. We want to support every passenger as best we can and I hope that these blue bands will play a big part in delivering on that commitment."*

"From Check-In to Departure Gate we are now able to provide even greater assistance and understanding for passengers with a range of needs. This may involve giving a passenger more time to process information such as requests for documentation, or preparing themselves for Security. Staff will be using clear speech and explaining to these passengers what to expect as they travel through the airport."

"It is important to state that the wristbands are being offered to passengers and their family/ carers on a purely voluntary basis and are completely free. Customers who require assistance are also always welcome to approach a member of staff who will be happy to assist."



The discreet new blue bands in action.



Airport surface access strategy | 2

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) published in September 2014. This includes a number of targets and commitments to actively promote and monitor the use of sustainable transport. The ASAS document can be found at www.southendairport.com/corporate-and-community/environmental-responsibility. London Southend Airport's progress against the 2014 ASAS targets are included within this report as an appendix (i) at the back of the Annual Report.

The airport has continued to perform well against the targets and commitments. The multi-million pound investment in the rail station, conveniently located adjacent to the passenger terminal, continues to attract passengers and total air passenger use of public transport is ahead of the target.

A new nine-year Greater Anglia rail franchise was awarded to Abellio East Anglia on 10th August which will run from October 2016 to 2025, with £1.4 billion of investment promised. New trains will be delivered between January 2019 and September 2020, which was a priority for the airport, and will include controlled emission toilets and free Wi-Fi. The current fleet will be refurbished as an interim measure. Additional early and late trains have been promised as part of the agreed improvements and London Southend Airport will continue to pursue this matter with Abellio Greater Anglia until a resolution is agreed.

As an interim measure, National Express trialed an early and late coach service to and from Victoria Coach Station in central London, calling at Liverpool Street and Stratford stations from 21st March to 20th September 2016, however due to a very low passenger uptake the service was not continued into the winter. As an alternative, a taxi share scheme with Andrews Taxis was launched to get passengers to London at greatly reduced prices.

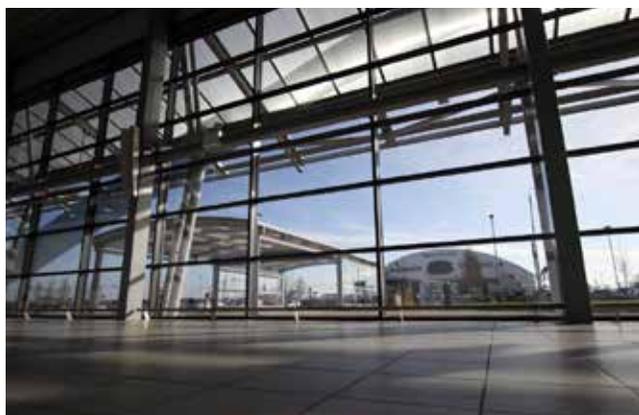
In January 2016 Network Rail issued an updated list of the improvement projects they plan to undertake over the next few years, three of which would affect services to and from Liverpool Street on the lines via Shenfield:

- Crossrail
- Anglia traction power supply upgrade
- Great Eastern Main Line capacity improvement

First Essex Buses continue to provide a link to Chelmsford and Rayleigh with service X30 which operates between Southend and Stansted Airport. The service serves the airport forecourt from 0511 until 0010 hours daily. The service was upgraded in November 2016 with a fleet of new buses to an enhanced specification with easier access and including Wi-Fi and charging points. The waiting accommodation for the X30 will be improved by way of a designated shelter in 2017 to encourage increased use of the service.

The airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. Pre-booked parking during the busier summer months remains at around 70% of capacity. In preparation for the additional routes starting in May 2017, planning permission has been sought and granted to extend the Long Stay 2 car park by 650 spaces in spring 2017.

Consent for a planning application for the land opposite Warner's Bridge to be used for valet car parking was granted February 3rd 2016 and is planned to be operational by the end of 2017. Once in place, passengers will arrive at the airport, not the valet car park and their cars will subsequently be conveyed between the airport and the car park for the duration the passengers are away. This can be done at times when there is the least amount of traffic on the roads surrounding the airport, therefore the operation of this site is not predicted to have any impact upon road traffic conditions.



A short walk separates passengers arriving from the train station and the airport terminal.

650

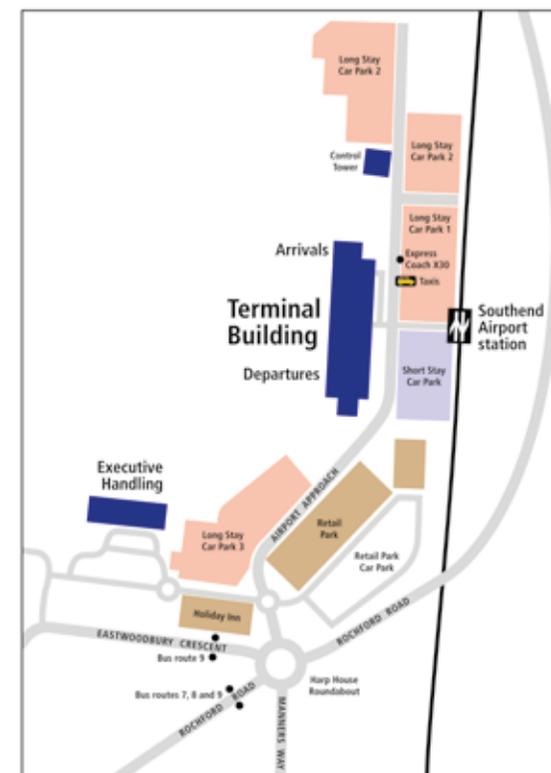
Planning permission has been granted to extend the Long Stay 2 car park by 650 spaces in Summer 2017.

Evidence collected by Southend-on-Sea Borough Council via parking surveys of the local roads surrounding the airport suggests that no streets are full, and that whilst pressure had grown around the airport, it was not at the levels generally recorded around train stations within the area. It concludes future growth is possible and the current situation is well balanced; very few complaints have been received from local residents. The airport will continue to collaborate with the Council to monitor demand.

Following concerns about the flow of traffic into the retail park adjacent to the airport, which shares an entrance via Harp House Roundabout, Southend-on-Sea Borough Council (SBC) completed works to widen the entrance to the airport in November 2016. This included installation of an additional entrance lane for traffic flow to the airport as well as a pedestrian crossing. Crossing works on Eastwoodbury Crescent and Rochford Road were also completed in 2016 which have improved pedestrian safety as well as provided for improved bus interchanges at Rochford Road and travel information for bus passengers.

Airport Transport Forum meetings are held annually and are attended by local authorities, local community representatives, transport operators and other stakeholders. Presentations typically include updates on activity at London Southend Airport, the Joint Area Action Plan, data from surveys, and discussions on topical and current matters regarding the airport and the wider transport network within the local area. In addition, quarterly Transport Liaison Group meetings are held to discuss any ongoing transport matters

Finding your way around London Southend Airport



Passenger travel survey

The passenger travel survey took place in the departure lounge over a six month period, throughout October 2015 to April 2016. This period included the Christmas and Easter school holiday periods when more families and children were likely to travel. Surveys were conducted over the full range of flight destinations throughout the day, starting from 0430 when the first wave of passengers arrived for the first departure at 0630. A total of 406 questionnaires were completed.

Key headlines from the 2016 survey were:

- Public transport was used by 30% of departing passengers
- 24% of passengers arrived at the airport using the Greater Anglia train line
- 30% of departing passengers used the airport car parks
- 14% of departing passengers arrived by taxi
- 4% (14) departing passengers walked to the airport from where they live
- 83% of departing passengers that completed a survey were from an UK/Ireland postcode
- 92% of departing passengers said the purpose of their journey was for pleasure
- 38% of passengers surveyed were travelling alone
- 75% had a journey time to the airport of 60 mins or less, 21% of between 61–90 mins
- 27% of passengers booked their flights less than a month before travelling



Public transport was used by 30% of departing passengers

Conclusion

The 2016 survey shows that the percentage of passengers arriving at the airport using public transport has increased by 1% in 2012 to 30% meaning that London Southend Airport continues to meet the 25% target set within the Airport Surface Access Strategy.

There has been a slight increase in the number of passengers arriving on the Greater Anglia rail line however the comments provided suggest that earlier and later trains would be required to further improve the modal shift. The current timetable will always constrain the number of passengers able to connect with the first wave of departing daytime flights and last arriving flight of the day.

The least sustainable mode of transport used is setting down/being dropped off by private car as this entails twice as many journeys to and from the airport as someone using the car park provided. This travel mode has reduced by 13% to 16% (down from 29% in 2012). The overall number of private car journeys (including setting down) has decreased by 9%.

Transport Mode	2012	2016	Trend	
Train – Greater Anglia (Southend Airport Line)	22%	24%	+2%	Public Transport 30% (+1%)
Train – C2c	2%	3%	+1%	
Bus/Coach–Other	4%	2%	-2%	
Coach – X30	1%	1%		
Local Bus – Arriva	0%	0%		
On Airport long term car park	19%	23%	+4%	Private Car 46% (-9%)
Short Term Car Park	3%	7%	+4%	
Setting down/Drop off	29%	16%	-13%	
Off Airport park and Valet	3%	0%	-3%	
Off Airport Car Park and a Shuttle	4%	2%	-2%	
Off airport Car Park and walk	0%	1%	+1%	
Private car street park	0%	0%		
Taxi (all)	9%	14%	+5%	Taxi/hire/walk /other 13% (+8%)
Hire Car	1%	1%		
Walk	0%	4%	+4%	
Other	3%	2%	-1%	
	100%	100%		

Staff travel survey

The latest staff travel survey was conducted in October 2015. This included all those directly employed by London Southend Airport Co Ltd (LSACL) as well as staff working at the Holiday Inn, Rail Station, airline staff (easyJet) and those working in retail and concessions based in the passenger terminal.

Key highlights

- A higher percentage of returns (33.6%) were received than in 2013 – approx. 565 staff are based on the south side of the airport and of those 190 completed a survey
- 75% of staff that completed a survey were from an SS postcode
- 62.2% car single occupancy – below 65% ASAS target
- 39% car single occupancy for staff that do not work shifts
- 11% of staff car share
- 10% of staff use public transport
- 100% of staff that drive use the staff car park and do not park off site or on residential streets
- 50% of staff have a 'journey to work' time of 15 minutes or less

Conclusion

Car (single occupancy) is clearly the most popular mode of transport, whilst the number of staff using this particular mode remains under the Airport Surface Access Strategy (ASAS) target of 65%, the report has identified an overriding reason as to why this is; due to the various early and late, and sometimes irregular shift patterns, staff find it difficult to find public transport that is available at the beginning and end of their shifts. It should also be noted that staff are required to work later than agreed shift times if aircraft are delayed.

As only 20% of London Southend Airport staff surveyed work Mon–Fri (office hours) and only 39% of those use car single occupancy, it is clear that very few car journeys are made to and from the airport by staff during the usual rush hour periods and therefore the local road networks are not particularly impacted by the growth of the airport and resulting increase in employment.

A large proportion of staff live locally and whilst this provides for a shorter journey time, many are unable to access convenient bus and train routes if they need to traveling a north to south or south to north direction to/from the airport; although many have said public transport would be considered if discounts were offered.





Employment | 3

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

London Southend Airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the airport website. In addition, roles which require specific expertise may also be advertised in specialist publications, for example, Air Traffic Controllers. Effective relationships continue to be maintained with local recruitment providers and when required, the services of local agencies may also be used. The airport has built a positive relationship with Job Centre plus, working closely with the team of work coaches to ensure they have a thorough understanding of the key roles within our business, our culture and our working environment.

There are a diverse range of roles and functions at the airport including Air Traffic Control, Fire, Ground Handling, Food & Beverage, Security, Customer Services, Finance, Facilities, Asset Management, HR, Operations & Dispatch and Business Development. Our resourcing includes a mix of full and part time opportunities in addition to, fixed term and casual options.

Super Smile

Project Super Smile is focussed on the application of basic principles which will enable us to deliver our customer service vision for "London Southend Airport to be acknowledged as the best team within the industry by making the experience super easy for all our customers". The "SMILE" principles are SMART, MINDFUL, INSTINCTIVE, LOYAL and EXCEL. A team reward and recognition scheme is operational in support of the SMILE initiative.



Recruitment event

Following on from a successful recruitment event in February 2016, another event was organised in preparation for the increase in scheduled passenger routes planned for May 2017. The recruitment event was held across two afternoon/evenings in November 2016. Many departments proudly attended, showcasing their activities and engaging with a diverse range of people from the local community who were all interested in finding work, learning about joining the team and future opportunities. Approx. 1,000 people attended and almost 500 applications were received. First round interviews were conducted at the event for some of the roles on offer. Twenty Four vacancies were successfully filled as a result of the event.

Of the 24 roles offered, 21 were accepted by people living within the SS postcode, and three within other areas of Essex.

Recruitment Event November 2016			
Number interviewed by department			
Cleaning	9	Ops & Dispatch	8
Motor Transport	4	Ground Handling	12
Fuel	9	Food & Beverages	8
Facilities	8	Security	23
Passenger Services	20		
Number interviewed in total			101
Number of offers made			24
Number of offers accepted			24

Internal progression and development for employees at London Southend Airport is encouraged and supported through training and development opportunities.

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, in addition to working with the college on bespoke requirements for training. A number of graduated Travel and Tourism students are now employed by the airport.

Training

To ensure a high percentage of 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. London Southend Airport invests heavily in staff training and development with all operational staff receiving between two and ten weeks of initial training supported by an on-going development programme. All of the customer facing roles receive training in customer service excellence during their induction with the company.

London Southend Airport has invested 13,702 hours of training in our team over the past year.

Here to help work experience

London Southend Airport offers South East Essex College (SEEC) and SEEVIC students a chance to carry out work experience at London Southend Airport in the form of 'Here to Help Assistant' The process for this work experience mirrors our recruitment process and includes, application, interview and assessment and training for the successful candidates. This is to provide valuable experience for the student in preparing and applying for jobs. From this, students that really embrace the London Southend Airport spirit are selected to join the volunteer team who gain work experience by helping to provide information and assistance to arriving passengers before they go through to the security area. The students are also invited to a training day where they can get involved in a range of activities and courses to help them to walk in the customers shoes and understand the importance of customer service and what it is to represent the airport brand.

Employability for all

The airport is supportive of Employability for All, which prepares young people into work. In addition, we are committed to supporting the 'Career Ready' initiative in Southend.

The following is a comment received from Sarah Morton, the Southend Regional Manager of Career Ready "Thank you for your interest in the Employability for All programme that is being delivered by Career Ready in partnership with Business In The Community. It is fantastic that a large employer with such a great reputation is championing our work."



Employee survey

We are dedicated to improving employee engagement and being an employer of choice. During October 2016 we carried out an employee survey which was designed in house with our Stobart Values in mind. We achieved a very pleasing overall response rate of 86%.

Included in the employee survey was five employee engagement index questions, indicating as to how engaged our employees are within their role and business. These gave pleasing results too, ranging from 63% to 90% strongly agreeing or agreeing.

Creating and delivering the action plan from the survey results is a key priority for 2017.

Leadership development

The airport's Management and Leadership Development programmes have been redesigned to ensure they fit perfectly with our diverse business. All programmes are delivered in-house in a way that enables people to easily apply the learning back to the workplace.

The airport's focus over the year has been on the **Developing Effective Management** and the **Fast Track to Leadership Programmes**.

The **Developing Effective Management programme** is aimed at first time managers, supervisors and team leaders who are new to the role or perhaps have no previous experience of people management. Training courses range from better communication skills at work to effective people management skills. Seventeen delegates attended the programme this year from all departments across our business, three of which have achieved promotion during this time.

The **Fast Track to Leadership Programme** is designed to cover the essential skills and qualities that will produce highly effective leaders. It will help our managers discover practical and straightforward ways to lead, organise and motivate to achieve outstanding performance and results. We have three delegates on this programme.

"I Joined the company three years ago and have progressed from Retail Assistant to a Senior Supervisor in Food & Beverage. I really enjoyed the 3P programme which provided theory and practical tools that greatly enhanced my leadership skills. I regularly refer to my learning workbooks as a means of continued development and highly recommend the programme for anyone wishing to grow their skills and progress their career."

Natalie Kepil – Senior Supervisor, Food & Beverage



“The Fast track to Leadership programme provided a great opportunity at the right time in my career progression to refresh and re think on the basic principles of effective leadership and management. The structure of the programme facilitated valuable interaction with senior managers from all divisions of the business. The shared learnings and closer working relationships formed have been of great benefit to the business and myself. I most enjoyed the Finance module which provided a depth of information that has become invaluable to my role and my career development.”

Martin Greenaway – Head of Operations



Fire crews training exercise

On Tuesday 17th January 2017 fire crews took part in a training exercise at London Southend Airport to practice their response to an aircraft incident. The airport fire service, along with 50 firefighters from Southend, Rochford and Leigh carried out the training which simulated a fire on an inbound aircraft. The training took place close to change of shifts which had never been done before by either London Southend Airport or Essex County Fire Rescue Service (ECFRS). The training involved a number of fires inside our training aircraft and a number of passengers who were still reported missing or trapped. Crews from the Airport Fire Service and Essex Fire & Rescue Service entered the aircraft in extremely hot and humid conditions to extinguish the fires and rescue the passengers to safety, simulated on this occasion by training dummies. Although this was predominately a fire service exercise, crews had the support of Air Traffic and the Ramp team who were able to practice their own full emergency procedures as defined in the airfields emergency orders.

The exercise led to a continuing joint training programme being carried out between London Southend Airport and ECFRS every Thursday afternoon.



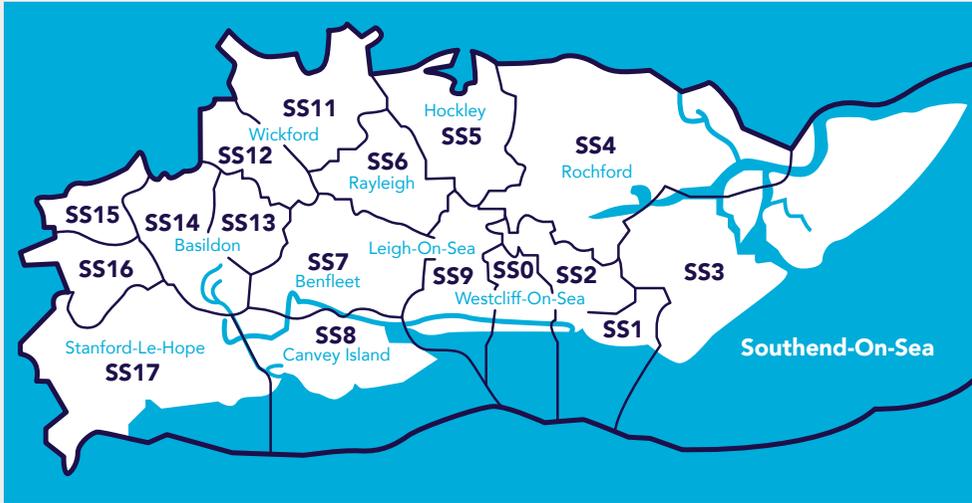
Fire crews training exercise.

Safety

Safety is London Southend Airport’s highest priority and reaches across every aspect of the business. In May 2015 the airport launched a “Just Culture” programme, which promotes safety and encourages the reporting of accidents and incidents. The scheme also includes the means for anonymous reporting to encourage any and all issues to be highlighted, whilst also operating a Drug and Alcohol Testing Policy.

Local staff directly employed by London Southend Airport

In February 2017, London Southend Airport itself employed 267 people, of which 71 were part time. 82% were from the SS postcode area, 10% were from the wider Essex area and only 7% were from outside of Essex.



Whilst the numbers of staff employed can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June–September) the table below shows the number of staff employed at the end of the reporting period, February 2016–2017 (279 employed as at August 2016).

	As at 28/02/14	As at 28/02/15	As at 29/02/16	As at 29/02/17
Total jobs	264	272	252	267
Full time staff	211	217	187	196
Part time staff	53	55	65	71
Full time equivalents (FTE)	231.61	242	221.42	228

It should also be noted that recruitment to fill 32 vacancies (28 FTE) was ongoing at 29/02/17.

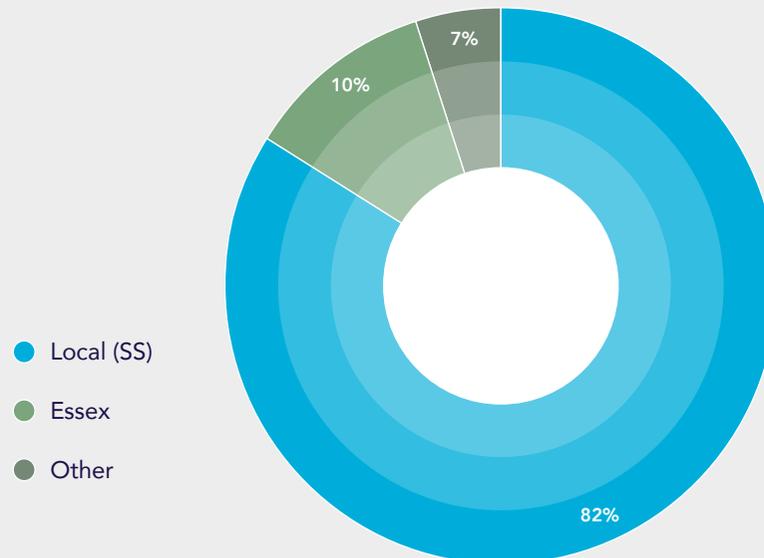
Passenger numbers will always be a driver of the resource required to handle the airline services delivering those passengers. The employment numbers at the airport today are a reflection of current operations.

Although employment numbers are slightly down on their peak, it is expected that number will rise in line with the expected growth in passengers.

London Southend 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 up to 10%. 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, 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 2017.

Locality of London Southend Airport employees



General airport employment

London Southend Airport is part of the Stobart Group which also includes ownership of the Holiday Inn Southend Hotel and Southend Airport Railway Station. Together they employ 339 staff.

The collapse of ATC (Lasham) Ltd, a based aircraft maintenance business saw the loss of around 250 jobs. During 2016, another of the airport's larger maintenance and overhaul companies, Inflight, reduced its staff by 65 which accounts for the majority of job losses on site for this reporting period. Jota Aviation has moved into one of the hangar bays previously occupied by ATC (Lasham) Ltd and is experiencing positive growth, increasing staff by 17 during 2016–17. A further 21 staff are recruited for Summer 2017 with roles varying between flight deck, cabin crew office staff and Hangar personnel.

easyJet have also increased in staff for 2016–17 with an extra 20 staff for the busier summer period. During 2016 all of their fixed term cabin crews were given permanent contracts. As well as the additional jobs for the new Flybe routes, starting in May 2017, the airport is a much larger employer moving forward.

801

London Southend Airport supports employment for 801 employees in 25 companies based within the airfield boundary.

Airport employment 2016 – 2017	
Airport operations, terminal and handling	267
Terminal concessions	14
Aircraft support and catering	23
Onward travel	21
Hotel	63
Airlines	149
Rail station	9
Control authorities	38
Aircraft maintenance	121
Private charter	73
Flying clubs	10
Travel agents	4
Other (non-aviation related)	9
Total	801

Jeff Pacey celebrates 30 years at airport



Since he was 16 years old, Jeff has watched the airport grow over the last three decades. Jeff is a much valued member of the Air Traffic Control team, and a keen aviation enthusiast. Jeff is also a member of

the parish church council at St Laurence Church and plays regular six-a-side football as part of the London Southend Airport team.

Speaking about his long career Jeff said:

"I started working at Southend Airport in 1986, as a trainee ATC Assistant. Qualifying as an Air Traffic Controller in 1993. In 2006 I qualified as an Examiner and set up the Unit Competence scheme that allowed Southend ATC to examine its own controllers on behalf of the CAA. I was the Southend Airshow Display Controller, located at the seafront, between 2001–2007.

Since Stobart Group purchased the airfield in 2008 we have had a new Control Tower along with a new state-of-the-art secondary radar. The introduction of Controlled airspace in 2015 was the final piece of the jigsaw to make Southend a major player in the London airport market. I have always found my job rewarding and enjoy the challenges. I believe the future is both exciting and very promising for the employees and the local population."

Donation in memory of Gary Miller

In special memory of Ground Handling Agent Gary Miller, a donation of £100 was made to The St Christopher School, an Special Education Needs specialist school for communication and interaction that caters for a range of learning needs. The donation was a contribution towards the Gary Miller shield awarded annually to students.



Quiet ground operations | 4

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)
- Testing (ground running) of aircraft engines

One of the airport's main operators – Stobart Air – uses the technique of single engine taxiing at London Southend Airport reducing ground noise and NO₂ emissions. The other main operator – easyJet – have a policy of utilising single engine taxi for both arrivals and departures, where possible this process is utilised however it is not necessarily utilised 100% of the time due to the relatively short distance from stand to runway.

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, almost all new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP).

During the reporting period Mar 16 – Feb 17, London Southend Airport had four based aircraft (3 x Airbus, 1 x ATR) and 7 parking stands fully equipped with FEGP. Due to operational stand planning and spare capacity for based aircraft, FEGP was available for 98.2% annualised across all seven stands, and four of the seven parking stands were available 100%. As a result, APU and GPU usage was minimised in accordance with the Best Practice Plan for Quiet Ground Operations and no noise complaints were received during the reporting period in relation to mobile GPU usage.

Engine testing

There have been large aircraft maintenance bases at the airport for many years. The airport ensures 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 1st March 2016 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.





Noise | 5

History

Whilst airports bring employment to an area, and are important economic generators, providing jobs, encouraging inward investment and boosting local tourism, it is recognised they also have some negative effects too.

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 into. In the 1980's London Southend 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 Airport. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to increase its length to 1856m long. This was 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-on-Sea 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 passenger flights scheduled 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 one (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

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.

London Southend Airport may not schedule passenger flights during the night period. Up to three 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 page 49 for the definition of exempt ATMs.

Preferred runway scheme

During the night period – 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 weather and safety conditions allow and movement volumes allow the runway direction to be changed – London Southend 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.

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 nautical miles when departing towards the south west (over Leigh-on-Sea) and 1 nautical 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.



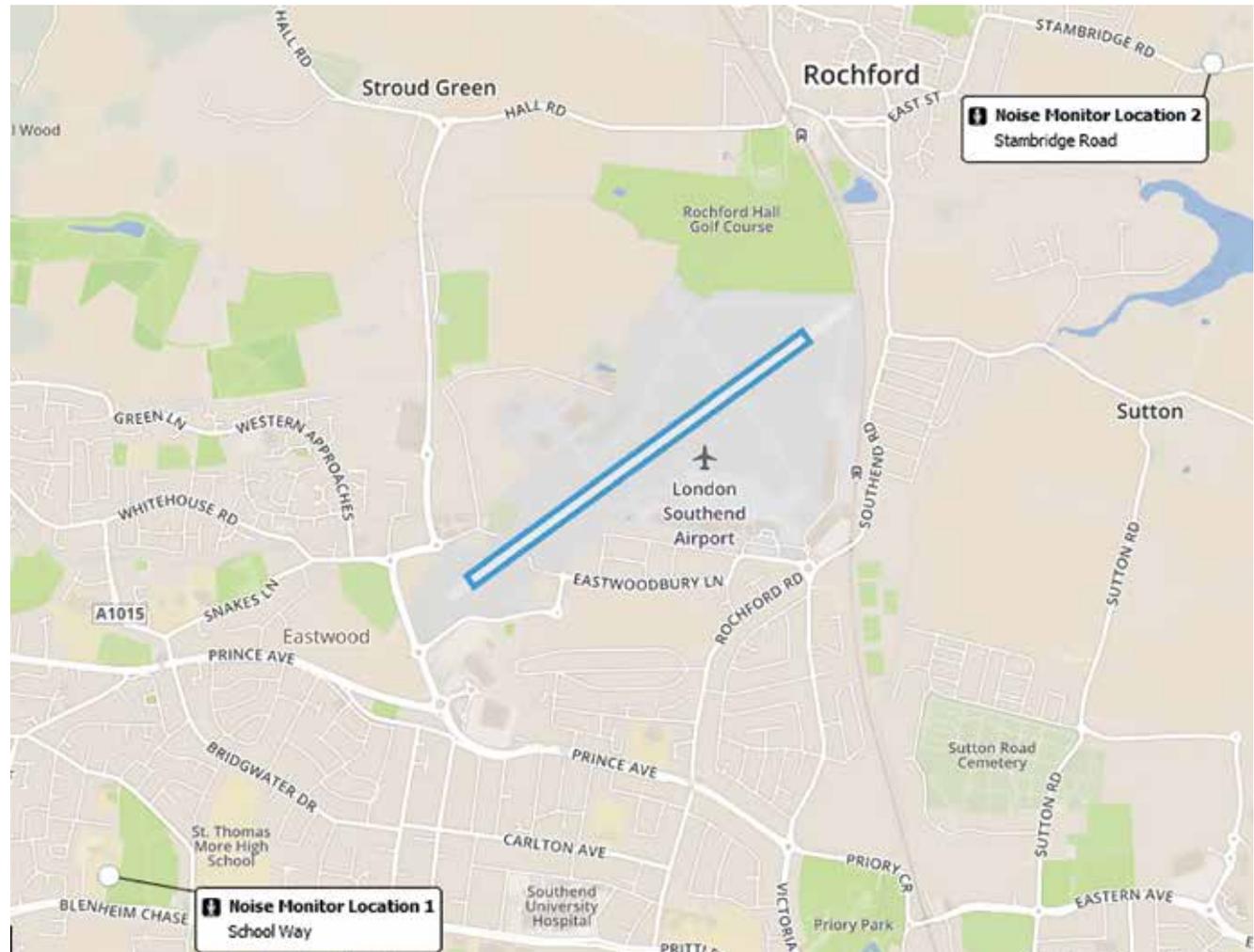
Noise monitoring

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 one 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 the airport website to make feeding back to us easier and also to ensure that all of the data required to investigate a specific incident is captured. 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.

The airport aims to investigate and respond to complaints within seven 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.

A digital submission form was introduced on our website to make feeding back to us easier.

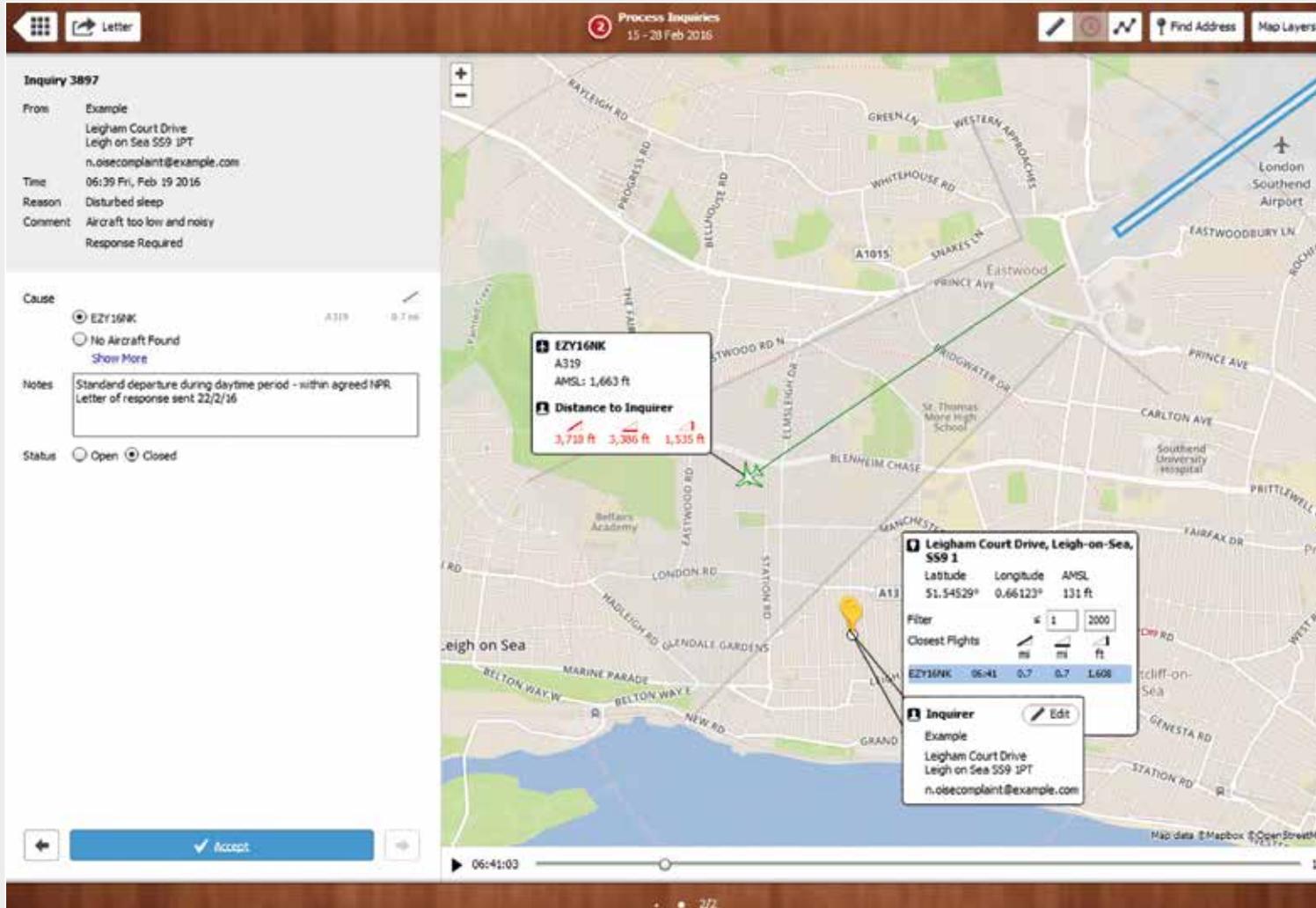
The noise form can be completed online from the London Southend Airport website.



Noise and track keeping complaints

Using a noise and track keeping system London Southend Airport is 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 screen-grab below shows how a noise complaint is recorded and then investigated using the airport's 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.



Airport Consultative Committee

Through quarterly meetings the Airport Consultative Committee (ACC) 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
- UK Border Force

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for London Southend Airport to consider and progress.

Minutes of the quarterly ACC meeting are available on our website;
www.southendairport.com/community-relations/

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

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 2017 and following the feedback from the committee was approved in June 2017.

The Annual Report is published on the London Southend Airport website;
www.southendairport.com/corporate-and-community/community-reports



Noise complaints statistics

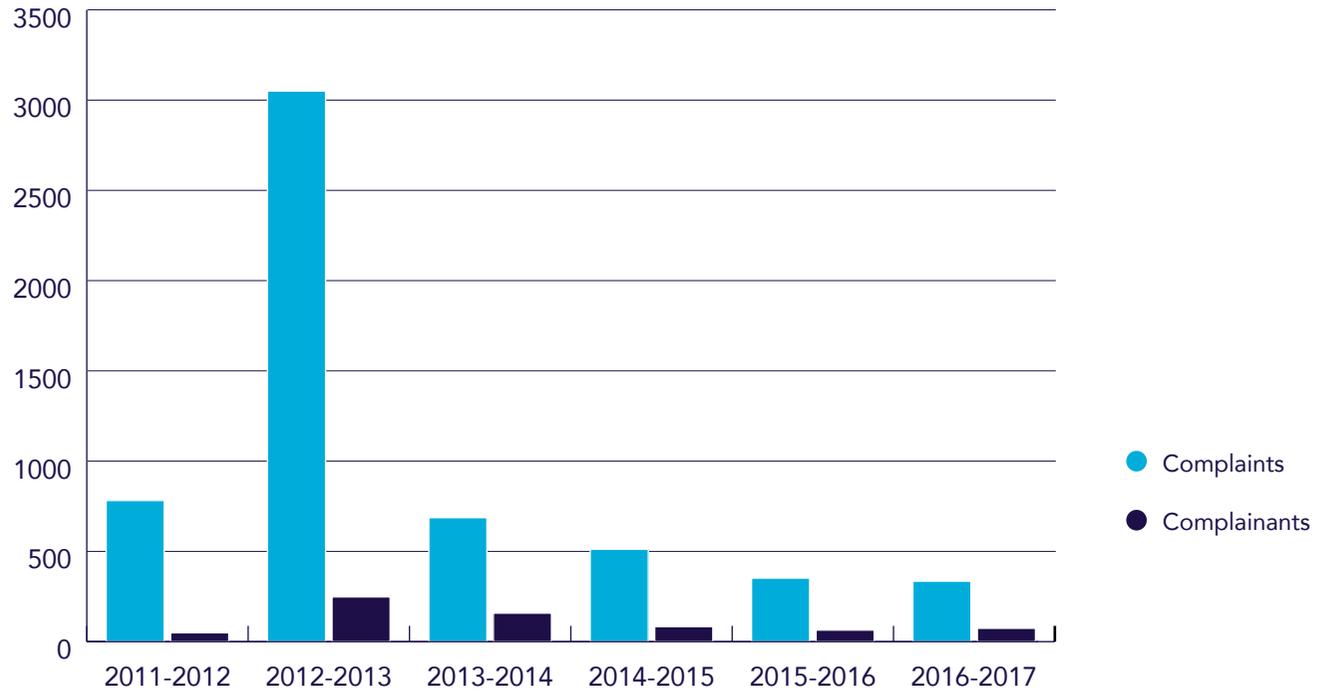
London Southend Airport acknowledge that some residents have felt the need to complain about aircraft noise. In the reporting period March 2016 – February 2017, 335 noise complaints were received. All of the complaints were fully investigated and all but one of the aircraft concerned were found to have been operating in accordance with the airport’s 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 89% and continues to fall annually.

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 London Southend 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 airport’s operating controls.

London Southend Airport annual noise complaint/complainant data



Only 1.5% of aircraft movements attracted complaints

The Chairman of the ACC reviews all of the correspondence for continuous complainants and may recommend to the full committee that London Southend Airport suspend correspondence with them for a period of 6 months. If the committee is in agreement, the complainant is advised in writing and at the end of the six-month suspension period is invited to meet with the Chief Operating Officer and the Noise Manager to discuss their individual concerns regarding noise.

Should the complainants take up this offer of a meeting following a period of suspended correspondence, the airport will agree to continue to log future complaints but not to engage in extended correspondence over legitimate aircraft operations.

Over the past five years the total number of complainants that have been suspended in this manner is 17, of which six have agreed to attend meetings with London Southend Airport to discuss their individual concerns about noise. Two of the previously suspended complainants reside at one address and following a meeting to address their concerns it was agreed that London Southend Airport would continue to log any future complaints received but would cease regular correspondence. Of the 335 noise complaints investigated during the reporting period 105 (31%) were received from this one address.

London Southend 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 thermal insulation grant scheme

In accordance with the conditions set out in the Section 106 Planning Agreement, London Southend Airport commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. This started in 2012 when the runway extension was opened.

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 LAeq 16 hr noise contour*
- Sound and Thermal Insulation Grant Scheme – for properties that fall within the 63dB LAeq 16 hr noise contour*

*LAeq 16 hour is the standard way of measuring aircraft noise around airports and is the measurement the airport is required to use under the Section 106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, LAeq noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16th June to 15th September and 'day' is defined as the 16-hour period 0700–2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bickerdike Allen Partners (BAP) to produce the summer 2014 and 2016 noise contours. BAP 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. BAP is a founder member of the Association of Noise Consultants and bound by their Code of Ethics. BAP is also a member of the British Standards Institute.

Based on Ordinance Survey mapping, the results of the 2016 noise assessment carried out by BDA identified 11 properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

Whilst the 2016 noise contours have changed in shape slightly, the 63 dB LAeq noise contours did not extend to include any additional properties than those already identified in the 2012 noise assessment. The properties currently included in the scheme are shown in the table below.

Properties within 69 dB LAeq 16 hour that qualify for property acquisition		
Street	No. of properties	Nos.
N/A	0	N/A
Properties within 63 dB LAeq 16 hour that qualify for sound and thermal insulation		
Street	No. of properties	Nos.
Southend Road	11	Nos. 66–86 (even)

There are no properties within the 69 dB LAeq 16 hr noise contour.
11 dwellings are shown within the 63 dB LAeq 16 hr noise contour.

The airport has written to all of the properties within Southend Road that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2016.

Three properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £5,751.00.

Summer 2014 and 2016 noise contours

The 2016 contour areas are very similar to those produced for 2014. Figure A11005/R01A/04 shows that compared to the contours for 2014, the 2016 63 dB LAeq,16h contour is generally slightly larger at the north-eastern end of the contour and slightly smaller at the south-western end of the contour. This change in shape is primarily due to the change in runway usage. i.e. a slight increase in the number of aircraft departing towards the North East in accordance with the preferred runway scheme.

Legend

- 63 dB LAeq 16hr noise contour, 2016
- 63 dB LAeq 16hr noise contour, 2014



Figure A.

London Southend Airport summer noise contours 2016. Airborne aircraft noise contours summer average daytime. Contour comparison – 63dB.

This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

Summer 2016 noise contours

The map (Figure-3) shows the daytime airborne aircraft noise contours for summer 2016.

Legend

— 63 dB LAeq 16hr noise contour

— 69 dB LAeq 16hr noise contour



Figure B.

London Southend Airport summer noise contours 2016. Airborne aircraft noise contours summer average daytime.

This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.



Air quality | 6

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 good and consistently remains below the 40 µg/m³ value limit of NO₂ 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.

The airport is committed to monitoring air quality around site and ensuring that it remains below all of the guideline values within the Government’s Air Quality Strategy. Our Section 106 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 (NO₂)

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 NO₂.

Legislation	Annual Limit
EU First Daughter Directive (99/30/EC)	40 µg/m ³
Air Quality (England) Regulations (2000) (as amended)	40 µg/m ³

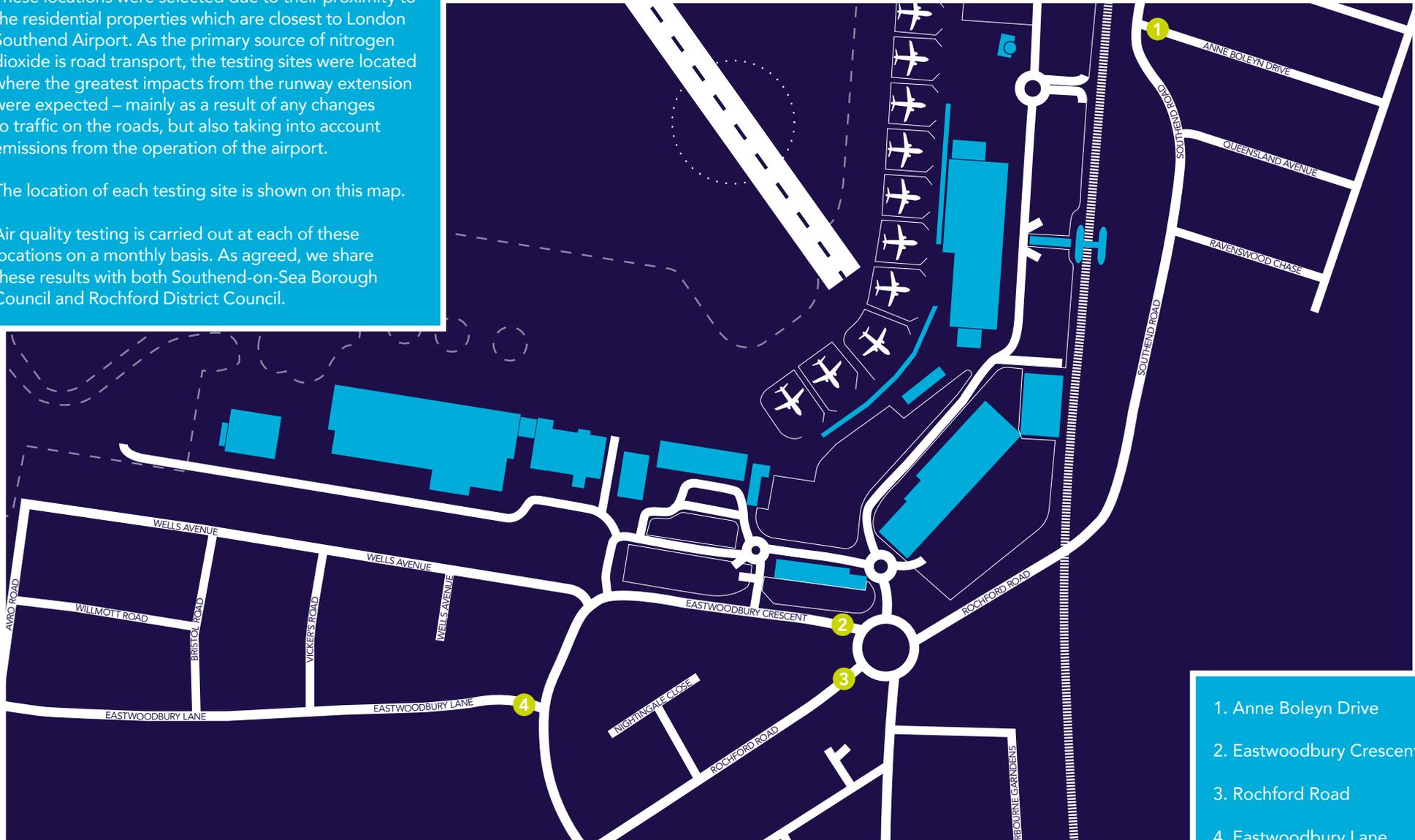
The objective therefore, is not to exceed an annual mean average of 40µg/m³ for NO₂ levels. The airport tests for NO₂ at a number of permanent locations.

Testing sites

These locations were selected due to their proximity to the residential properties which are closest to London Southend 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 this map.

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



- 1. Anne Boleyn Drive
- 2. Eastwoodbury Crescent
- 3. Rochford Road
- 4. Eastwoodbury Lane

Results

Concentration levels of NO₂ 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 NO₂ monitoring at all four testing sites around the airport are reported in the table (Figure. 1).

These results are also plotted on the graph (Figure. 2), which also demonstrates that NO₂ levels at all four sites continue to remain well below the 40 µg/m³ Government limit value, and that the 2016 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).



Results of nitrogen dioxide (NO ₂) testing						
Site	2011	2012	2013	2014	2015	2016
Anne Boleyn Drive	29.9 µg/m ³	26.3 µg/m ³	24.8 µg/m ³	23.6 µg/m ³	22.07 µg/m ³	22.27 µg/m ³
Rochford Road	34.2 µg/m ³	32.4 µg/m ³	32.7 µg/m ³	32.6 µg/m ³	28.38 µg/m ³	30.34 µg/m ³
Eastwoodbury Lane	31.6 µg/m ³	28.3 µg/m ³	28.0 µg/m ³	28.4 µg/m ³	24.29 µg/m ³	27.44 µg/m ³
Eastwoodbury Crescent	33.6 µg/m ³	30.9 µg/m ³	29.4 µg/m ³	29.5 µg/m ³	25.84 µg/m ³	29.38 µg/m ³

Figure. 1

Annual mean nitrogen dioxide concentrations 2011–2016 (µg/m³)

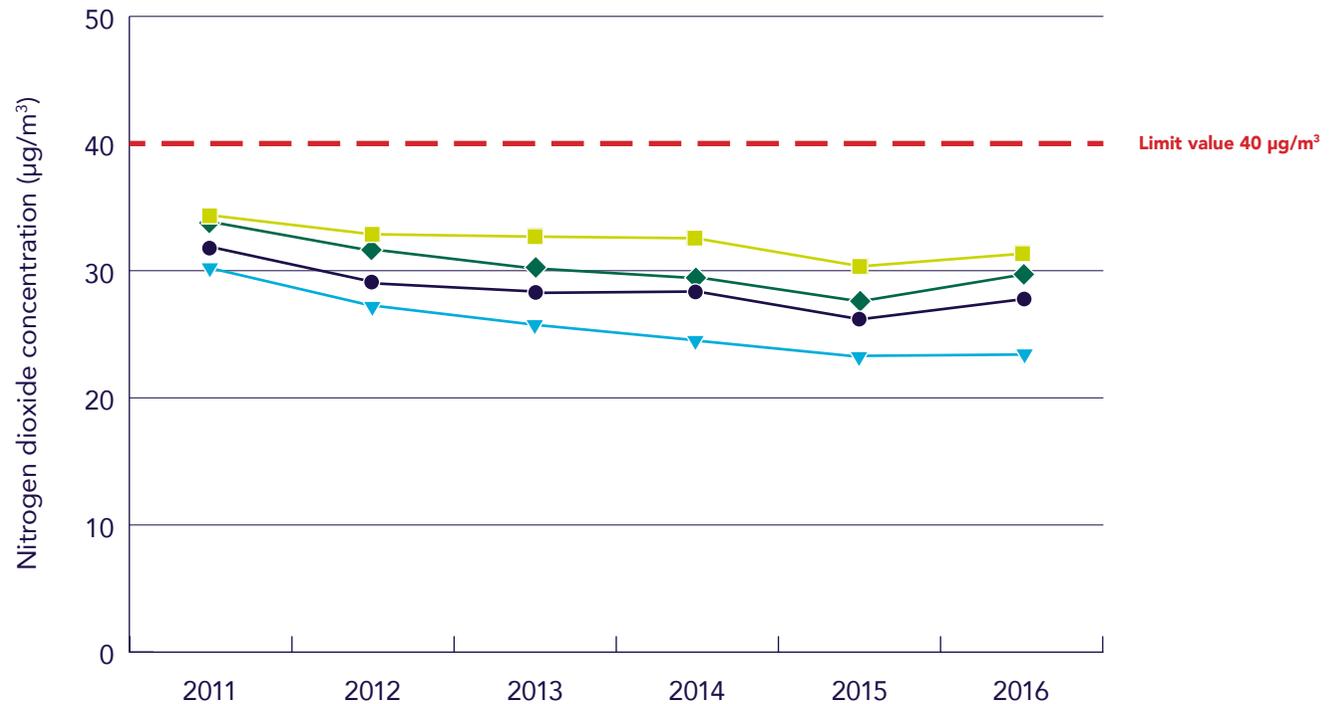


Figure. 2



Carbon management | 7

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 operations and to minimise the 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. CO₂ 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. 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.

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 London Southend Airport uses 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 its Building Management System (BMS).

This allows London Southend Airport to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kW/h and CO₂ consumption as well as rain water harvesting.

Utilising natural resources: Water

London Southend Airport utilises two 60,000 litre underground water reservoirs that hold rainwater collected from the new terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system, making it suitable for use on site.

The rain water collected is used specifically for toilet flushing. The new terminal building has 59 toilets in total and during the 2016–2017 reporting period, 89,121 m³ (89,121,000 ltrs) of rain water was harvested to be used for flushing.

This environmental advantage improves sustainability. Usage will be continuously monitored to measure impact for London Southend Airport and cost and environmental savings on an ongoing basis.



Energy consumption: Electricity

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 four 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 are located around the perimeter of the airport site. These draw their electricity from London Southend Airport's own ring main, meaning that the total airport consumption would include these non-airport based businesses.

	2012 – 13	2013 – 14	2014 – 15	2015 – 16	2016 – 17
Total kW/h (Passenger terminal)	1,523,116	1,438,398	2,292,060	2,666,685	2,893,919
Total passengers	724,986	1,001,580	1,088,377	900,450	871,816
kW/h per passenger	2.10	1.44	2.11	2.96	3.32

The new terminal extension was opened in April 2014. The overall size of the passenger terminal more than doubled whilst the passenger numbers remained steady which resulted in a slight increase in kW/h per passenger for 2014/15.

During 2015–16, the new Lakers bar and restaurant was opened in the new terminal extension, and during 2016–17 additional retail offerings have been installed which have increased the energy consumption for this area of the terminal. Passenger numbers have fallen again slightly over this 12 month reporting period, which explains the small increase in kW/h per passenger for the 2016–17 reporting period.

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
- Rainwater harvesting and waterless urinals

Sustainable energy

The new £10 million terminal extension achieved a BREEAM (Building Research Establishment Environmental Assessment Methodology) "Very Good" certification with an overall score of 57.9%. A project's overall BREEAM score is based on ten criteria, with categories including land use and ecology, water and minerals. It encourages architects, builders and clients to work together to deliver low carbon and low impact designs that minimise energy demands created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies. London Southend Airport introduced a number of features into the terminal extension that reflected both the public sectors partners' wishes and those of the general public.

Air source heat pumps absorb heat from the outside air and then uses it to warm the interior of the building. Even with a temperature as low as -15C outside, these remarkable pumps continue to create heat from natural resources. London Southend Airport also created a wildflower meadow to increase the biodiversity of the site and raise the overall ecological value of London Southend Airport's footprint.

What is BREEAM?

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.



Solar panels installed on the roof of the new terminal.

Utilising renewable resources: Solar

Solar Farm

During November 2015 the installation of a £2 million solar farm at London Southend Airport began and was officially registered with OfGEM on 31 December 2015. The array supports London Southend Airport’s objectives of reducing its carbon footprint and the electricity required from the national grid network. It connects to the airport’s electrical ring main, supplying approximately 20% of the airport’s annual electricity requirements with the capability for limited power being exported to the national grid.

Stobart Developments constructed the 2.5 megawatt solar array at London Southend Airport. The array consists of over 9,500 individual solar panels mounted 6 high on steel frames supported on approximately 2600 piles across 37 rows.

Environmental benefits

The solar farm is predicted to save approx. 28,000 Tonnes of CO2 over its 25 year life.

(Source: Syzygy Renewables Scheme Appraisal 26/05/15).

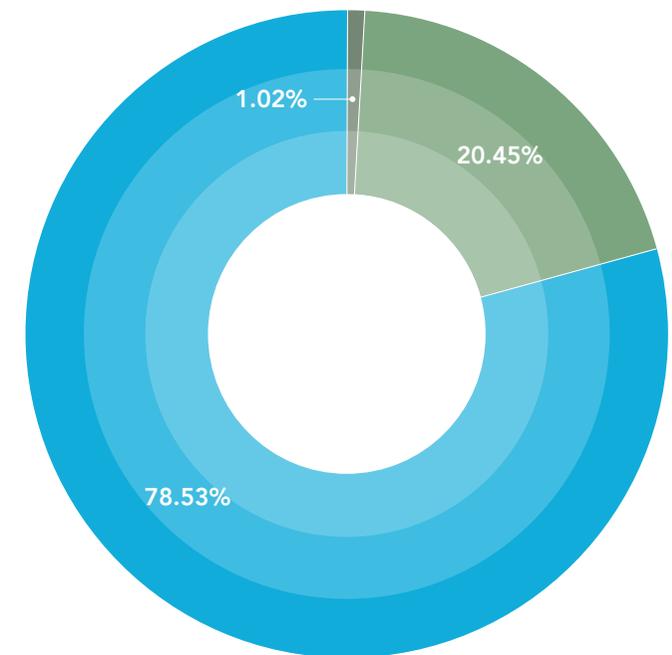
The solar farm is predicted to save approx. 28,000 Tonnes of CO2 over its 25 year life
(Source: Syzygy Renewables Scheme Appraisal 26/05/15).

The solar farm is an addition to the 496 solar panels previously installed on the roof of the airport’s new £10m terminal extension during 2014. These solar panels now supply the terminals shops, cafés and restaurants with solar electricity via the airport’s private electricity network.

There are a number of companies based on and around the airfield that draw their electricity supply from London Southend Airport’s private High Voltage (HV) network. During the 2016–17 reporting period a total of 9,743,545 Kwh was used over the whole site, approx. 39% of which was used by London Southend Airport Co Ltd.

The airport’s energy contribution to the site from renewable sources i.e. solar panels was just over 20%.

Over 20% of the airport’s electricity comes from renewable sources.



- 9,496 Solar Panels on Terminal Roof – **99,510.00**
- 9,500 Panel Solar Farm – **1,992,156.00**
- SSE Electricity Supplied – **7,651,879.00**



Waste management and recycling

London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites and regularly reviews and evaluates waste management and acts on initiatives to reduce landfilled waste.

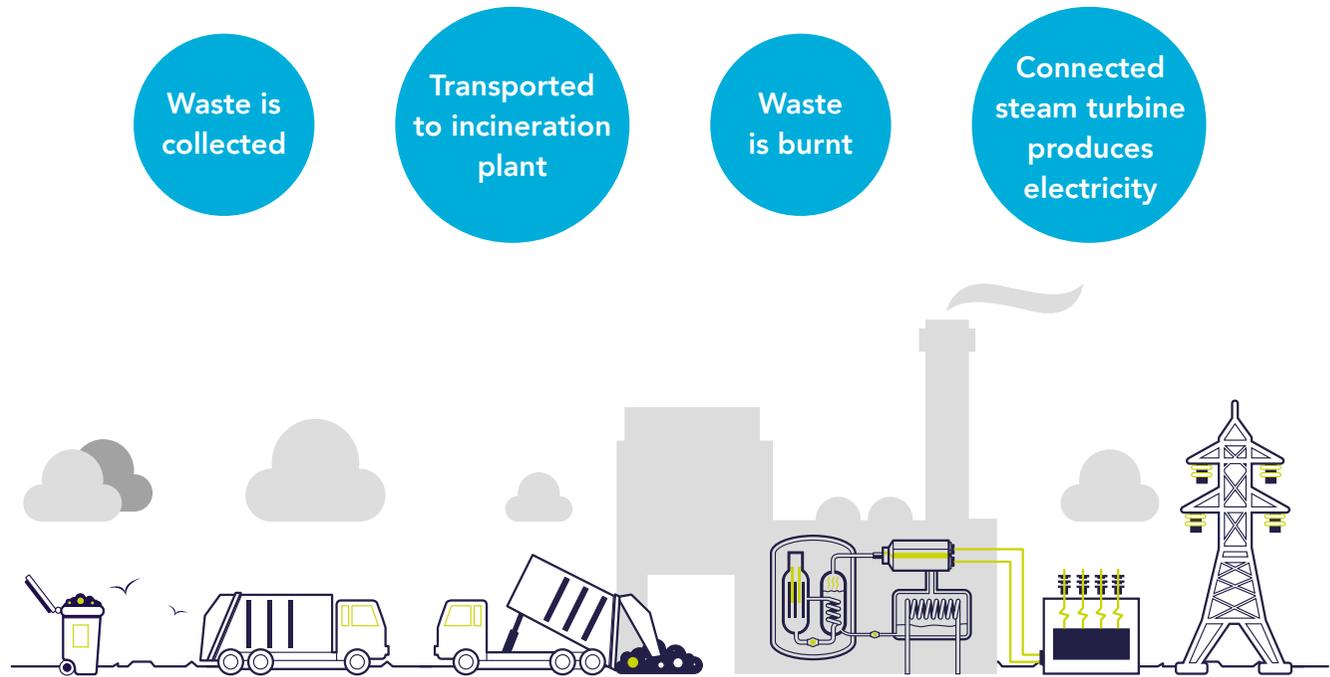
In line with initiatives to reduce/eliminate landfill waste, London Southend Airport changed the way in which it disposed of waste in December 2015, and commenced a new waste-to-energy (WtE) contract. The initial contract was awarded to TLM Management Ltd, who were based in Basildon however following a procurement review in November 2016 the contract was subsequently awarded to James Waste Management Ltd who are based closer to the airport, in Rochford. Any waste that is not recycled is taken to a site in Tilbury to be turned into RDF (Refuse Derived Fuel Pellets).

Refuse derived fuel is made from domestic waste which includes biodegradable material as well as plastics, and has a lower calorific value than solid recovered fuel. Refuse derived fuel is used in combined heat and power facilities where they produce electricity and hot water for communal heating systems.

Compared to landfilling, the lower carbon emissions resulting from this approach to processing waste far outweigh the emissions associated with transporting the reclaimed fuel.

James Waste Management Ltd is able to use their network of facilities and ports to supply this material to customers both in the UK and in Europe.

London Southend Airport continues to collect cardboard, glass and metal separately for recycling and due to the processes in place with its local waste collection company, none of the waste collected from the airport is taken to landfill sites.

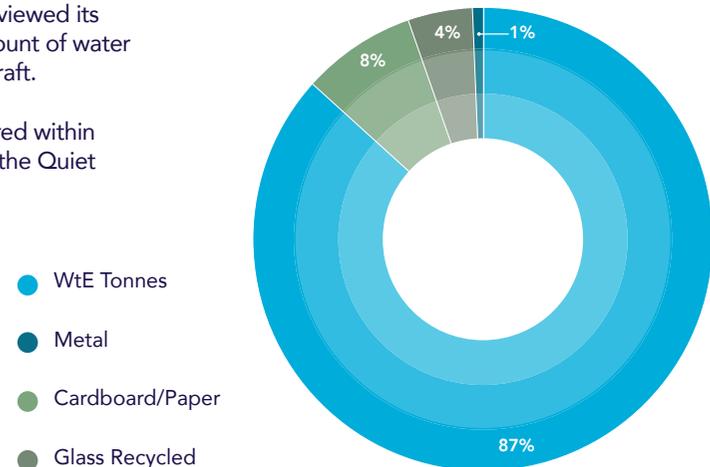


New waste to energy process.

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.

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

Waste Management 2016–17



Sustainable procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with Section 106 planning conditions. The policy applies to airport development projects as well as the procurement of goods and services by London Southend Airport Company Limited.

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 closure of Eastwoodbury Lane to make way for the runway extension.

The new route was carefully chosen and designed 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 three years 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 was seeded with a wildflower meadow mix to increase the ecological value of the site and encourage insects such as bees.

Procurement of goods and services

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)





Air traffic movements controls | 8

During the planning consultation for the runway extension a number of new controls were agreed 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.

Quarterly reporting

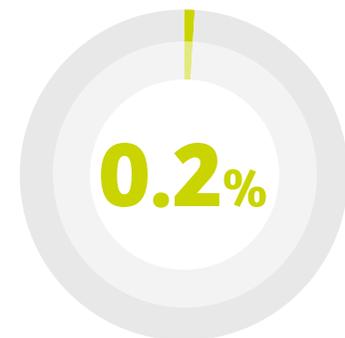
In addition, the number of permitted night-time movements was reduced from 940 per month to 120. Further caps were imposed on the number of cargo flights and B737-300 movements at London Southend Airport.

In accordance with our Section 106 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 and made publicly available on our website.



36%

We're only using 36% of our permitted 2,392 cargo ATMs.



0.2%

Just 4 B737-300 movements during the year

Annual reporting

For the 12 month period March 2016 – February 2017, the airport has operated within all of the agreed limitations on aircraft movements, with the exception of just one helicopter arrival at 06:00 (30 minutes before the start of the agreed daytime period) on 8th May 2016. This has been the only incident of this nature since reporting began in 2012.

Ref.	Air traffic movement type	Quota Annual Limit	Annual Total Mar 16 – Feb 17	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	23,917	45%
ii	Cargo ATMs (permitted lessor of 10% of total ATMs or 5,300 p.a.)	2,392	851	36%
iii	Boeing 737–300 ATMs	2,150	4	0.2%

The table above shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2016 – February 2017.

Ref.	Flights in night quota period (23:00 – 06:30)	Quota Annual Limit	Annual Total Mar 16 – Feb 17	% of agreed annual limit
iv	Total night-time ATMs		696	
v	Diverted ATMs (of which all were QC1 or less)		16	
vi	Delayed ATMs (of which all were QC1 or less)		118	
vii	Exempt ATMs		30	
	Night-time ATMs to be included in quota total (120 per quote a month)	1440	532	37%

The table above shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2016 – February 2017.

The definitions of diverted, delayed and exempt ATMs were agreed within the Section 106 planning agreement and are as follows:

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

Delayed ATMs – 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 – ATMs 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.

Diverted, Delayed and Exempt ATM within the 2015 – 2016 reporting period.

Of the 16 diverted ATMs, all were diverted to London Southend Airport due to poor weather conditions at their destination airports.

Of the 118 delayed ATMs, 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 20 exempt ATMs, 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 050°/230°. 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.

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

The Section 106 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

The airport regularly monitors 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 the 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).

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 ATMs 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 2016 to February 2017, all ATM's remained within the required percentages for the Daytime period.

Daytime ATMs	Annual Total Mar 16 – Feb 17	% of ATMs to/from the south west (Leigh-on-Sea)
Total daytime arrivals	11,428	
Arrivals from south west (over Leigh-on-Sea)	3,590	31%
Total daytime arrivals and departures	23,306	
Arrivals and departures to/ from south west (over Leigh-on-Sea)	10,165	42%

Preferred runway procedures during the night-time

During the night-time Quota Period, all ATMs 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 16 – Feb 17	% of ATMs to/from the south west (Leigh-on-Sea)
Total ATMs	696	
Number of aircraft which did not take off towards, or land from, the north east (over Rochford)	140	20%

London Southend Airport is 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 140 ATMs that did not follow the Preferred Runway Procedure, 81 of the aircraft concerned operated to/from the south west under clause 3.39 (iv) of the Section 106 planning agreement i.e. 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. 59 of the ATMs were circuits and are permitted under clause (c) of 3.39 of the Section 106 planning agreement.



Just 3,590 arrivals operated over Leigh-on-Sea during the daytime period.



Fewer than half of all ATM's operated over Leigh-on-Sea.

140 All night-time ATM's that operated over Leigh-on-Sea did so under agreed exemptions.



Departures | 9

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 NPRs 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 NPRs in March 2012, 99.8% of all passenger flights within the four year period have departed London Southend Airport within their agreed NPR.

There were more than 11,000 departures from London Southend Airport for the 12 month period March 2016–February 2017, of which over 7,300 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period only 16 aircraft turned on departure before exiting the NPR zone – one was excused as a slight deviation caused by strong upper winds at the time of departure.

Just 15 (0.2%) aircraft were identified as having breached the NPR due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of NPR infringements were issued to non-based operators who had not reviewed the 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 the current operating procedures to prevent further infringements occurring.

99.8% of all passenger flights within the four year period have departed London Southend Airport within their agreed NPR.

Noise preferential routes

London Southend Airport has two Noise Preferential Routes (NPRs), 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 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1500ft altitude and one nautical mile in distance.

When departing on Runway 23 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 nautical 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.

London Southend Airport
The preferential routes.

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	Date	Operator	Aircraft registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total year end 2015	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	26.04.16	Saxon Air	GKLNE	H25B	23	Business Jet	✓	1 st	✓	✓	n/a	0
2	03.05.16	Air Hamburg	DCHIC	E55P	23	Business Jet	✓	1 st	✓	✓	n/a	0
3	06.05.16	Air X	DBOOC	C750	23	Business Jet	✓	1 st	✓	✓	n/a	0
4	10.06.16	Jetcall	DCGGG	Learjet 31	23	Positioning flight following diversion	✓	1 st	✓	✓	n/a	0
5	13.06.16	Flightline SL	ECGPS	SW4	23	Freight	✓	1 st	✓	✓	n/a	0
6	24.07.16	Cityjet	EIRJF	RJ85	23	Positioning flight following diversion	✓	1 st	✓	✓	n/a	0
7	25.07.16	Metis Aviation	N730EA	GLF5	23	Business Jet	✓	1 st	✓	✓	n/a	0
8	30.07.16	Volotea	EIFBM	B717-200	23	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
9	30.07.16	Netjets	CSCHA	CL35	23	Business Jet	✓	1 st	✓	✓	n/a	0
10	01.08.16	BA Cityflyer	GLCYP	E190	23	Positioning flight following diversion	✓	1 st	✓	✓	n/a	0
11	12.09.16	Netjets	CSDRN	Hawker 800	23	Business Jet	✓	2 nd	✓	✓	n/a	0
12	29.09.16	Arcus Air	DCAAM	D228	23	Freight	✓	1 st	✓	✓	n/a	0
13	22.12.16	Luxair	LXLGF	DH8D	23	Positioning flight following diversion	✓	1 st	✓	✓	n/a	0
14	22.12.16	Flybe	GLECF	DH8D	23	Positioning flight following diversion	✓	1 st	✓	✓	n/a	0
15	16.02.17	Jetcall	DCSOS	Learjet 45	23	Positioning flight following diversion	✓	2 nd	✓	✓	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 NPRs were introduced to London Southend Airport 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.

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

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 March 16 – Feb 17	1st 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) will be liable to heavier fining as they are noisier;

Aircraft are assigned quota count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota count
96 – 98.9	QC/4
93 – 95.9	QC/5
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.





Charity and community | 10

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.

During the 2016–2017 reporting period the London Southend Airport Community Team have organised events and raised money for a number of local charities;

Essex Foster Carers

Roots Hall, home of Southend United Football Club, was the venue for the 4th Annual Charity Football Match in aid of the Essex Foster Carers Association which took place on Saturday 28th May 2016. A team from London Southend Airport beat their opponents JMC Athletic convincingly 2–0, thanks to goals from Marc Kyprianou (Fire) and Nick Thompson (Security).



From Left to Right : Chris Hill (Fire), Dan Sexton (Accounts), Carl Suckling (Fire), Isaac Steen (Fire), Nick Thompson (Security), Matthew Sims (UKBA), Craig Patterson (Ramp), Roby Milne (Ramp), Jamie Royer (Ramp), Marc Kyprianou and Tom Sadler (Both Fire), Steve Cooper (Fire), Henry Spurgeon (Air Traffic), Brett Forde (Fire), Owen Jordan (Dispatch), Matthew Croarkin (Security), Adam Paterson (Fire)

Although the team from London Southend Airport came away with the trophy in our first year of taking part, the real winner on the day was the Essex Foster Carers Association (EFCA) as £2,216.32 was raised for the Charity through ticket sales and raffle.

Battle of Britain

In September London Southend played host to the RAF Battle of Britain Memorial Flight on two occasions during August when the airport was used as the weekend base for the aircraft to perform at the Eastbourne and Clacton Airshows.



£10,000 Cash boost for Essex charities

Staff at London Southend Airport hosted a great charity event at our Holiday Inn on 21 February, at which they were able to distribute £10,000 of match-funding from our Group to 11 much-deserving local charities, including the Indee Rose Trust, which is based on Canvey Island and helps children with brain tumors, and the Isaiah Project Southend, which works to help the homeless, providing sleeping bags and toiletries for the night shelter.

Stobart Group and London Southend Airport match funding leads to eleven local charities benefiting from an additional £10,000.

The London Southend Airport Community Team organised a number of events last year to raise £10,000 cash for Havens and Little Havens Hospices, Southend Universality Hospital's Keyhole Cancer Appeal and Turning Tides/SAVS.

Now the Stobart Group and London Southend Airport are match funding an extra £10,000 to good causes and community groups throughout Essex. Local homeless shelters, children with life-changing illnesses, young people with dementia, others with disabilities and the elderly are amongst those benefiting.

Amy Such from the London Southend Airport Community Team says "We sought to benefit a wide range of local causes and have selected those which applied for specific items, for example wheelchairs, children's gift boxes and certain courses of medical treatment, rather than those organisations who simply asked for money."

These are the eleven local charities, along with details of what they intend to invest their portion of the £10,000 on.

Disability Information Advice Line (DIAL) will sponsor a specialised wheelchair, which will be situated on Southend seafront and will enable disabled children to access the beach and lagoon areas safely.

Southend Hospital will buy new furniture for patients and their relatives to use during treatment and when spending time in the Elizabeth Loury Cancer Ward Garden. The hospital will also purchase a highly specialised chemotherapy treatment chair.

- Canvey Island's **Indee Rose Trust** will use the money it receives to fund 'treasure boxes' for children with brain tumours.
- Rochford-based the **Peaceful Place** assists young people coping with dementia and will now be able to buy a lifting hoist for its minibus.
- **The Storehouse** in Southend will use its cash boost to provide essential support for poor and disadvantaged families in the town.
- **Unlock-a-Life** for Lockey supports children with terminal illness and will use its donation from London Southend Airport to buy special craft boxes.
- **Isabella** is a young, local girl with a rare chromosome disorder and needs funds to access treatment only available in Slovakia.
- **The Project Shop** in Westcliff will now be able to buy a pre-owned estate car, in which to transport tools, material and plants as part of its service to help elderly people maintain their gardens.
- Southend's **Isaiah Project** helps the homeless and always needs money to provide essentials such as sleeping bags and toiletries for rough sleepers.
- Chalkwell **Methodist Church** also engages with Southend's homeless people and provides day-to-day essentials for those coping with life on the streets.

Commenting on the awards to the organisations, Glyn Jones, CEO Stobart Aviation said: "These latest eleven charities are all great examples of the projects being run in the communities and I am proud that we can play our part in helping them to continue their admirable and heartening work."

The charities were all presented with their cheques during an event at the London Southend Airport Holiday Inn on Tuesday 21 February 2017.



Jordan Norris

In October, London Southend Airport hosted a special visit for a boy with a rare terminal condition. Jordan Norris is a keen rail enthusiast so he spent some time at Southend Airport Railway Station to get the feel of how things operate behind the scenes. Jordan's excitement was enthralling and has been a huge memorable experience for him – an example of a small gesture by the team at London Southend Airport going such a long way.... Here is Jordan with Joe Carpenter, Railway Station Team Leader.





Leigh Folk Festival

London Southend Airport was the proud supporter of the Leigh Folk Festival 2016.

The UK's largest free folk festival celebrated its 25th anniversary in June.

Leigh Folk Festival takes place across a swathe of indoor and outdoor venues around the historic cockling village of Leigh-on-Sea, Essex. With more than 20 venues, 200 acts and 25,000 festival goers each year descending on the South East of Essex the event is the biggest of its kind in the country. Glyn Jones, Chief Executive Officer for London Southend Airport, said: "We are absolutely delighted to be supporting Leigh Folk Festival in its landmark 25th year. The festival is a great community event which as well as offering lots of fantastic entertainment also brings many new visitors to our town."

Music in the terminal

The terminal at London Southend Airport came alive to the sound of music on the 9, 10, 16 and 17 June.

Uniquely for an airport, London Southend hosted an International Stage showcasing a diverse range of live music.

Artists included X Factor singer/songwriter Lucy Duffield, jazz/hip hop star Lydia Kitto, YouTube sensation Sherika Sherard, pop band Arcaves (winners of 2015 'Essex Undiscovered') plus other up and coming local and international singer/songwriters including Darren Jones, Simeon Baker, Matt Linnen, Sharon Rose, Charlie Wallis and Owen Williams.

Dementia Awareness Week

As part of Dementia Awareness Week, London Southend Airport held an open morning to help support people with dementia to live well and to continue to travel by air. It was attended by customers with dementia and their carers, and London Southend Airport staff walked them through the passenger journey allowing them time to talk with easyJet crew.



Essex Wildlife Trust

In November London Southend Airport was presented with a commemorative plaque to celebrate becoming a Gold Corporate Member of the Essex Wildlife Trust.

This means it has committed itself to reducing its environmental impact, and protecting the wildlife heritage of Essex.

London Southend Airport Chief Operating Officer Jon Horne accepted the plaque from Michele Farrant, Corporate Manager of the Essex Wildlife Trust, during a visit to the airport.

Michele said "Essex Wildlife Trust would like to thank London Southend Airport for becoming a Gold Corporate Member. Its contribution will help us protect and conserve wildlife and the countryside in Essex, and this commitment to the environment and the natural world is very much appreciated... We are very pleased to be able to play our part in supporting such a respected local cause, which works so tirelessly to protect the natural world here in Essex."



Jon Horne accepting the plaque from Michele Farrant, Corporate Manager of the Essex Wildlife Trust

Employee donation scheme

Throughout 2016–17 Stobart Group offered an Employee Donation Scheme. Each Stobart division (including Stobart Aviation) had a maximum allowance of £5,000 and employees were invited to make a donation of £50 each to a charity of their choice. (Some divisions have more than 100 employees so this operated on a first come first serve basis). At London Southend Airport, 9 staff made a contribution of £450 to the Essex Foster Carers Association, another staff member donated £50 to the Havens Hospice and following a suggestion by the London Southend Airport Community Team, 90 staff agreed to pull their donations together and donate £4500 towards sponsoring a Guide Dog for the Blind.

£500 was also donated from the London Southend Airport Community fund to make a total sponsorship of £5000 which will pay for the training of a guide dog puppy. We look forward to following the progress of the new puppy once the final arrangements are in place!



Hospital staff with the donated Christmas tree

Christmas jumper day

London Southend Airport raised £150 to supply Christmas Dinners for the homeless, working with The Project Shop Southend.



Elizabeth Loury cancer ward at Southend University Hospital

The London Southend Airport Community Team continue to fund and provide for the upkeep and maintenance of a courtyard garden adjacent to the Elizabeth Loury Cancer Ward where patients and relatives can go to relax together. The upkeep of the garden is around £800 annually.

For the third year running the London Southend Airport Community Team donated a 10ft Christmas tree which was placed in the garden courtyard then donated to Southend University Hospital.

A Southend Hospital representative tweeted: *"A BIG thank you to all the staff **London Southend Airport** for their amazing tree donation and all the help they gave us to decorate it and tidy up our courtyard garden for Elizabeth Loury patients and families. It looks amazing, we are so grateful."*

St Laurence Church winter wonderland

St Laurence Church is situated at the very end of the airport's runway. London Southend Airport maintains a great relationship with the church and enjoys getting involved with their Christmas festivities each year.

The Winter Wonderland event has become the signature event in the Eastwood community launching the Christmas season. The event buzzes with activity and families enjoy the entertainment, side stalls and a burger or two. This year St Laurence Church was joined by Eastwood Primary School Choir who sang a range of Christmas songs and carols.

Judith Wiseman, St Laurence Churchwarden said;

"This is the third year of running the event and we are pleased, once again, to have raised circa £3,500 at the event. All monies raised go directly to supporting the upkeep of our beautiful and iconic Church. A sight that your customers know only too well."

It was once again a great pleasure to have Eileen from the London Southend Airport Community Team bring a tree to our event. It is especially heart-warming that the tree then travels to Southend Hospital to brighten Christmas for those who spend Christmas time in the cancer ward. Truly the spirit of giving at Christmas. This year Eileen produced a magnificent display in white and silver, it shone like the Christmas Star. We would like to thank Southend Airport for this contribution to our event."

On behalf of St Laurence and All Saints Church I would like to thank London Southend Airport for its continued support for this event, it is important to us to work closely with our neighbours."





London Southend Airport Fabulous Flyers Day

On Wednesday 25th January, 120 children from West Leigh School checked into London Southend Airport for an amazing day of fun and learning about the history of the Airport a hundred years ago and how it is today. The visit was part of the Lost Souls project supported by a £9,900 grant from the Heritage Lottery Fund (HLF). The Southend Flyers Day brought together volunteers from the Leigh Branch of The Royal British Legion, Essex Society for Family History, the Vulcan Restoration Trust and the Leigh Society to help pupils see for themselves that history is all about real people and that our heritage is all around us.

"We were delighted to welcome the pupils to London Southend Airport and help them find out more about our history – we're really glad they enjoyed their visit."
Jo Marchetti, London Southend Airport.

The Southend Flyers Day was organised by Blade Education, a local not for profit organisation that specialises in working with school communities and building connections between the generations. The event organiser, Beth Hooper from Blade Education said: *"We have to thank so many people for their support with this day from the staff at London Southend Airport, to our expert volunteers who helped us build the activities for the children to enjoy, to the lovely parents who gave up their time to be with us on Wednesday."*

The pupils were able to question 97 and 96-year-old veterans Charles Benford and Eileen Hughes from the local Royal British Legion Branch about their experiences as well as question First World War fighter Pilot JER Young to tell them how they lived through these times of conflict. Bob O'Leary Leigh-on-Sea Branch Secretary explains why the RBL took part. *"We have wanted to engage with local schools for some time to remind children and young people generally of the significance of Remembrance and this was a wonderful opportunity to do just that"*.

The children also had the chance to visit and learn about the Vulcan Aircraft, one of the three Vulcans which can move under its own power in the world and hear about its history from Peter Rainey, Vulcan Expert.

Sarah Froydenlund, Deputy Head Teacher at West Leigh said: *"It was a wonderful opportunity for the children to experience first-hand a working airport. They were able to see the planes depart and land (through the fog) and loved comparing the passenger jets of today with an old Vulcan Bomber! Through the day the children began to understand how different it was to be a pilot in the Great War and enjoyed listening to stories from real life war Veterans."*



Educational visits

There are many different types of jobs available at airports from catering to air traffic control, administration to fire crews, cleaning to cabin crew, all equally important to keep the airport running smoothly.

It is therefore important that London Southend Airport engage with local schools, colleges and educational groups to encourage children from all ages to take an interest in the type of roles that are on offer at an airport. It is also a good opportunity for the local children to better understand the airport's long history and how it has developed into a modern, efficient airport that they can use to travel to many European destinations.

As well as educational events organised by Blade Education and Cool Aeronautics, London Southend Airport hosted educational visits from two local schools and a local Beavers Group; In March, 23 children from Stambridge Primary School were taken on a guided tour of the airport and were given a talk by easyJet crew members. In May, 30 children from Westering Primary School arrived by train and enjoyed a tour of the airport and hotel before meeting members of the easyJet team. The children all sent thank you letters saying how much they enjoyed their visit. In July, 10 young Beavers were shown around the passenger terminal and were able to talk to check-in staff about working at the airport.





Cool aeronautics

During December 2016 and February 2017, 60 Pupils from Leigh North Street Juniors and 71 children from Bournes Green Junior and Trinity Road Primary experienced the fascinating world of flying, aerospace and engineering at day-long Cool Aeronautics events at London Southend Airport organised by the Royal Aeronautical Society. These two events were part of the 150th Anniversary Celebrations of the Royal Aeronautical Society.

Pupils participated in fun, interactive workshops, listened to themed talks delivered by aerospace and aviation professionals, including a pilot and air traffic controller, and watched drama performances that bring aviation stars like pioneering aviatrix Amy Johnson back from the past.

First launched in 2007, Cool Aeronautics is the Royal Aeronautical Society's primary school outreach programme that aims to showcase aerospace and aviation to 7 and 11 year-old children and their teachers and parents to encourage from an early age an interest in Science, Technology, Engineering and Mathematics (STEM) subjects, as well as the amazing opportunities that the sector can offer.

Commenting ahead of the London Southend Airport event, Thomas Blowers, Careers and Outreach Officer at the Royal Aeronautical Society, said:

"A love of Science, Technology, Engineering and Maths (STEM) often begins at primary school age but schools do not always have the resources to get their pupils excited about the possibilities of these subjects. Through Cool Aeronautics we aim to open up to children the wonderful world of STEM, as well as the incredible opportunities available in aviation and aerospace, in an interactive, entertaining and, most importantly, fun way."

Jon Horne, Chief Operating Officer of Stobart Aviation that owns London Southend Airport, said:

"We are really pleased that the Royal Aeronautical Society are bringing their Cool Aeronautics event to Southend, where there is a long tradition of aviation and aeronautical engineering. We are delighted to work with them on giving local children the chance to experience the fascinating world of flying, aerospace and engineering."

Young Entrepreneurs 2016

London Southend Airport was proud to take part in the competition to find young entrepreneurs from across the Rochford District – Mike Robinson, Head of Business Development at London Southend Airport joined the 2016 judging panel alongside Rochford District Council's Portfolio Holder for Community, Cllr June Lumley, Jared Chin-a-Loy, Managing Director of HCL Accountancy in Rochford and Ken Wickham, Chairman of Castle Point & Rochford Employment, Skills and Business Group.

Teams from Years 9 and 10 at Greensward Academy, King Edmunds School, Sweyne Park School and The FitzWimarc School took part in the special business challenge on Tuesday, June 14, where they proved they had the skills to succeed in the world of work.

This year's winners were a team from Year 10 at Sweyne Park School. The winning team were not only given a trophy but were also be taken on a VIP tour of London Southend Airport.

Chase High School

Mike Robinson, Director of Aviation Business Development met with pupils from Chase High School in November to discuss how the business operates and took part in a Q&A session.

In addition to engaging with local high school students. Mike also hosts a number of business talks to local community and business groups and has worked with the students of the University of Essex for data research purposes.

Southend Rugby Club

Southend Rugby Football Club (SRFC) is situated less than a mile from the airport and can be viewed from the top floor of the airport Holiday Inn. Many of the airport's employees have links to the club, either with children playing in mini and youth teams or as supporters. London Southend Airport supports and encourages local children to engage in team sports and has been very proud to sponsor SRFC and support its development this season (10k for the 2016–17 rugby season), specifically supporting age grades 18, 17 and 14.

The mini and youth teams have played well this season with lots of wins across the age groups. The U14 and U16 teams won their respective Essex Cups, the U17s won the London & South East Bowl and U16 player, Josh Hallett was selected to play for England U16 against Wales! Congratulations to all of the mini and youth teams for their success this season. Southend Saxons (1st Team) had a mixed season, but overall won 50% of their fixtures and are looking to have a good 2017/18 season!





Feedback | 11

Thank you for taking the time to read London Southend Airport's Annual Report. We would welcome your comments and feedback – you can contact us;

By email

LSAenquiries@SouthendAirport.com

By post

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Appendix | 12

A summary of the ASAS targets, commitments and actions are shown on the following pages. London Southend Airport's performance against the set targets has also been rated, please refer to the colours at the top of page 63.

Appendix i – 2014 ASAS Summary of new targets, commitments and actions as at February 2017

	Target timescale not reached – no action required at present.		Progress made – target has not yet been achieved but progress has been made.
	Target completed – all actions have been completed and performance has reached target level.		Target not achieved – targets have not been met but some actions may have been taken to achieve results.

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Mode share					
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.	Unchanged from 2011, 1.5 mppa not yet reached. Current share 29%. See target 15 for date of next survey.	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in 2016 showed a public transport mode share of 30%. Rail transport continues to be a popular mode of transport for passengers.	
2	Staff mode share should not exceed 65% using car alone.	Ongoing.	Current share 62%. See target 15 for target date for next survey.	From the staff travel survey undertaken in October 2015, the percentage of staff using single occupancy cars was 62%.	
Sustainable modes					
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported	Ongoing.	'All' changed to '100%'. Section 106 DDA target added. Support for JAAP policies added.	Good pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension that opened in April 2014. Plans to improve the layout of the terminal forecourt area and drop off/pick up points will also consider improvements to pedestrian access and DDA compliance. Planned for 2017.	
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Co-ordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing.	'All' changed to '100%'. Section 106 target noted. Support for JAAP policies added.	Secure cycle racks now provided in station car park, hotel and staff validation point. Showers and lockers provided in staff facilities. Cycle promotions coordinated by Travel Plan Coordinator and HR Manager and include campaigns at certain times of year promoting cycling and designed to raise awareness of benefits. Demand for cycle storage is monitored. The number of cycles stored in the staff cycle rack is steadily increasing with approx. 80% capacity on dry weather days. Funding for additional cycle storage has been provided by ECC. New racks will be installed as part of the forecourt redevelopment planned 2017.	

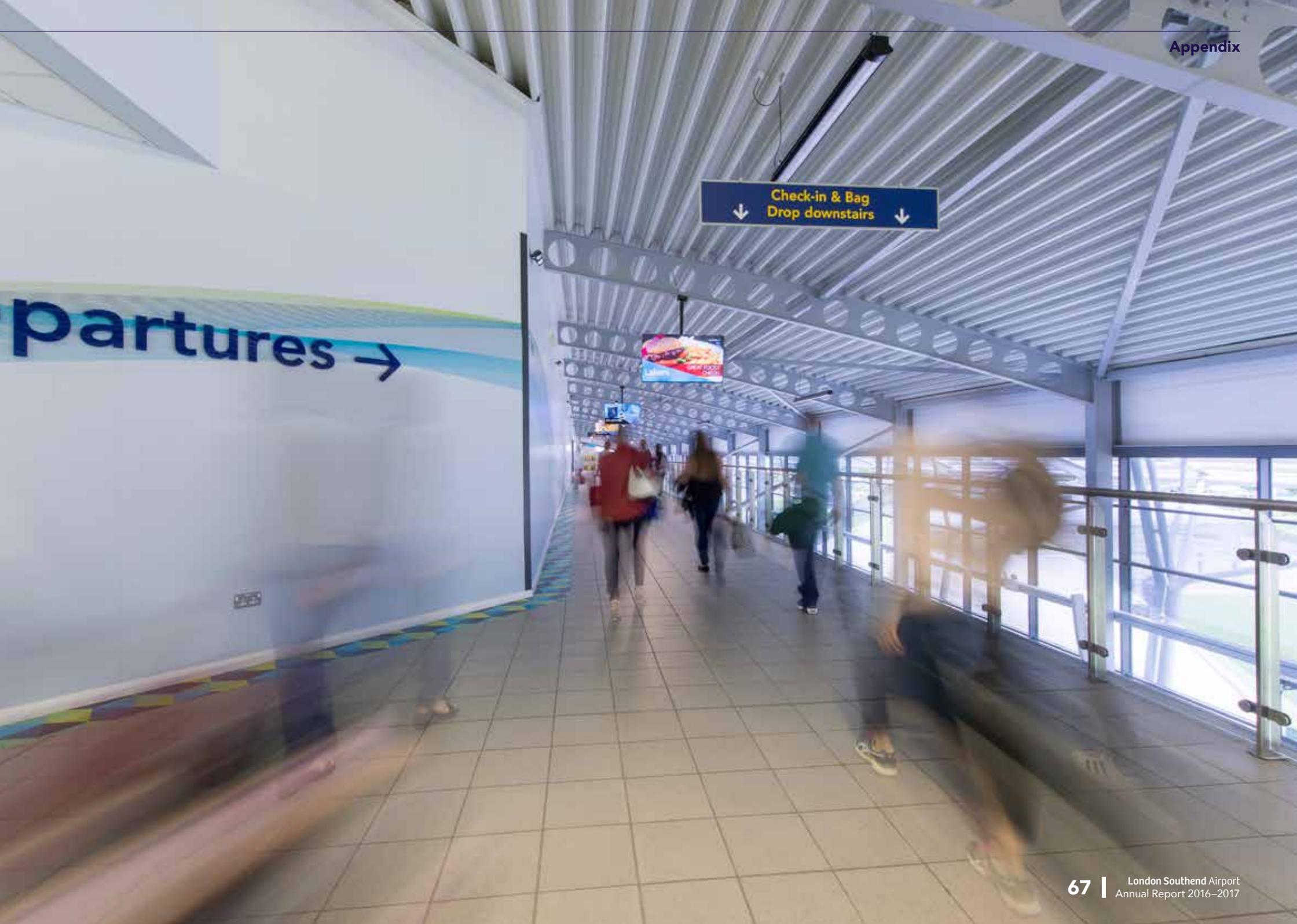
No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
5	Work with stakeholders to persuade Government to include requirements for additional early morning and late evening rail services, and significant improvements in the quality of the rolling stock, in the specification for the next Greater Anglia franchise.	2016.	Modified to reflect current aspirations. Current air passenger rail share 25%, staff 11%.	The East Anglia franchise was awarded to Abellio in August 2016. Abellio has promised to increase the number of early and late trains, whilst it is not yet known what this entails, LSA will continue to push them for trains that provide connectivity with the first and last passenger flights.	
6	The airport will engage with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area, including the new business parks. Bus shelters or other forms of weather protected areas for passengers awaiting onward travel services to be provided.	Ongoing.	Modified from 2011. Air passengers bus and coach share 4%, staff 3%. Section 106 target added. Terminal canopy provides weather protection.	Ongoing dialogue with bus and coach operators service providers. Weather shelters to be considered as part of the forecourt development scheme. A number of safety improvements will be made to prevent unauthorised parking and introduce better drop off/pick up zones. ECC has provided LSA with funding for ASAS improvements. LSA will use the funding for passenger shelters and increased cycle storage. PRM and X30 shelters have been ordered and will be installed Spring 2017	
7	The Travel Plan Co-ordinators will investigate car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the airport will be encouraged to designate the best parking bays for car sharers.	Ongoing.	Minor change from 2011. Currently 10% of staff car share.	The number of staff that car share is increasing however shift patterns limit the potential for car sharing. Car share promotions in place, designated car parking spaces for car sharers. System in place to facilitate contact between those interested in car sharing. LSA is discussing ticketing discounts for staff with Arriva. The results of the 2016 staff travel survey will be used to develop new initiatives in 2017/18.	

Car parking

8	Electric car charging points to be provided in car park.	Ongoing.		There is no current demand from car rental companies to provide electric charging points. LSA will continue to review demand. LSA met with E-Car Club in October 2016 to discuss current demands and plans for Europcar to expand their fleet of electric hire cars at Southend.	
9	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off-airport fly parking. The Airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required. The Council's monitoring of street parking will be supported.	Ongoing.	Modified to be on an ongoing basis. On airport car parking demand was 600 spaces in 2012. DDA compliance and support for street parking monitoring added.	Demand is continuously monitored. An application has been made to increase capacity in LS2 by 650 spaces which should be ready by June 2017. The local authorities routinely monitor surrounding residential roads and have found that any increases in non-residential parking is less than that experienced around local rail stations.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Travel planning and information					
10	Designate responsible individual(s) to undertake travel planning.	Ongoing.	Modified to reflect current responsibilities.	Community Affairs Coordinator and HR Manager to undertake responsibility for travel planning. LSA met with Travel Planning colleagues from ECC in 2015 to share advice and information.	
11	New staff to be made aware of sustainable travel options.	Ongoing.	Unchanged from 2011.	Travel options information sent with new joiner pack and to all staff as part of the induction presentations.	
12	Airport to participate in joint promotion and marketing of sustainable travel through the Airport Transport Forum and Transport Liaison Group.	Ongoing.	Unchanged from 2011.	Airport Transport Forum held annually. The 2017 meeting was held 1/3/17. Transport Liaison Group meets quarterly – additional meetings held as required.	
13	Provide DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	By the end of 2014.	Modified to be by the end of 2014. Section 106 Agreement target noted.	Within the airside, baggage reclaim area, real time train information is provided on three separate screens. A travel kiosk has been installed in the landside arrivals area which provides live bus information and access to internet travel information and planning tools. Maps and bus information will soon be displayed next to the kiosk.	
14	Provide smart ticketing facilities in the rail station and terminal.	Ongoing.	Smart ticketing moved from above to separate target.	LSA welcomes the announcement made by the DfT on 26/3/15 with regard to the introduction of smart tickets on the Liverpool Street to Southend Victoria line will form part of the new franchise. LSA intend to install the necessary smart ticketing facilities in preparation for the introduction of smart ticketing.	
Surveys, monitoring and review					
15	Air passenger surface travel surveys to be undertaken every three years, or when there are significant changes in passenger profiles, or when passenger numbers exceed 1.5 mppa.	2015, or earlier if passenger profile changes or numbers exceed 1.5mppa as monitored by the Transport Liaison Group.	Modified to align with next ASAS review.	A new passenger survey was undertaken in 2016 and the results show that 30% of passengers use public transport modes to arrive at the airport. This meets the ASAS target of 25%.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
16	Staff travel surveys to be undertaken every three years or if on-airport staff numbers grow to more than 1,500.	2016, or earlier if on-airport staff numbers grow to more than 1,500 as monitored by the Transport Liaison Group.	Modified to be every three years or if there is major growth in staff.	A new staff survey was completed in 2015.	
17	ATF to meet annually.	Ongoing.	Modified to be annually and ongoing.	2017 meeting was held 1.3.17	
18	Transport Liaison Group (TLG), principally comprising London Southend Airport and the three local authorities, to be set up to assess the performance of the ASAS and ATP and determine a programme of reviews and surveys.	TLG to meet quarterly.	Modified to be quarterly.	TGL quarterly to review ASAS targets. 2017 dates are: 07/02/17 03/05/17 13/09/17 22/11/17	
19	Review the Airport Surface Access Strategy (Section 106 Agreement target).	Within 6 months of the airport reaching 1.5 and 2 mppa.	Modified as first threshold reached. Section 106 Agreement target noted.	Target not yet reached.	



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Check-in & Bag
Drop downstairs





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Stobart Group is a company registered in Guernsey, number 39117.
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