



Annual Report 2019-2020







Annual Report
2019–2020

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Highlights

Fastest growing airport in the UK



London Southend Airport saw another year of substantial passenger growth, growing by 43% to 2.1m in the year to February 2020. Ryanair delivered the majority of the growth, commencing operations in April 2019 with a three aircraft base. Wizz Air and Loganair also commenced operations, operating up to seven destinations between them.

Total passenger numbers per year



2.1m
passengers



43%
increase in
passenger
numbers

See page 15 for more info

Award winning airport

London Southend Airport was named London's best airport by consumer group Which? for the sixth consecutive year and was once again named the 'Best Airport in the UK' (with under 3 million passengers, per year) at the Airport Operators Association (AOA) Annual Awards.



Best
London airport.

Which? Magazine



Best airport
(with under 3m passengers
per year) in the UK.

Airport Operators Association (AOA) Awards

See page 17 for more info

At a glance

Developing our commercial offering

The retail shopping and services on offer at London Southend Airport grow again in 2019.

- Introduction of Dixons, Ruuby, WHSmith (landside) and Foreign exchange kiosks.
- The Grab airport app was also launched, allowing passengers to pre-order food in the departure lounge for takeaway.

See page 11 for more info

Major new global logistics facility



The airport launched a new partnership with a major worldwide logistics operator.

- An initial two-year agreement enables the airport to further diversify and creating over 200 new job roles on the airport site.
- An investment of £1.3m enabled the conversion of an existing hangar facility into a new Cargo Warehouse.

See page 14 for more info

Environmental highlights



zero waste, collected from the airport to landfill since 2015.



London Southend Airport recognises it has an important role to play in protecting the environment whilst creating economic benefits and social and employment opportunities.

- Zero waste to landfill since 2015
- Renewable energy via solar panels
- Sustainable transport
- Protecting biodiversity
- Air quality

See pages 47 – 52 for more info

Creating new jobs

- Over 360 new jobs were created during the 2019–20 reporting period.
- 83%* of staff employed by London Southend Airport live in a local SS postcode area.
- Two day recruitment event to promote key positions.

*as at February 2020

See page 27 for more info

Supporting local charities



In addition to nationwide Stobart Group charity activities, London Southend Airport has continued to support the local community including local charities and good causes.

- Santa flights raise over £18,000 for 19 charities.
- Educational visits for young people.
- Southend United Community and Educational Trust (SUCET).

See pages 61 – 65 for more info

Chief Executive Officer's message



Welcome to London Southend Airport's eighth annual report; I am pleased to be able to provide an update on progress of the core asset of Stobart Group's Aviation division.

This report details London Southend Airport's performance against a number of planning conditions for the period March 2019 to February 2020. The airport has continued to make a significant contribution to the local and regional economy. It has performed well against a number of targets, particularly in terms of air traffic development, which this year saw passenger numbers grow to 2.1m up a further 43% on the previous year. It is once again, our busiest year to date, supported by growth from our partners, easyJet and Ryanair, as well as Loganair and Wizz Air.

At the same time, we have continued to develop our commercial offer, introducing new catering brands such as Navigator and Dixons and extending the landslide offer with additional Costa and WHSmith outlets. We plan to open more retail outlets in 2020, as passenger numbers grow, and also to strengthen our offer in areas such as currency exchange where we have developed a digital platform.

Ensuring that airport capacity remains sufficient to cater for growth, enabling us to get bigger and better, is a key objective for us. In 2019–20, we continued to make significant investments in the airport infrastructure, advancing our project to expand and upgrade our hold baggage processing capability. This entails a significant expansion of the terminal to accommodate new technology and redundancy to remove single point of failure risk. We also completed the process of resurfacing and strengthening the runway, providing a wet skid resistant surface to increase durability and performance. We also converted an extant hangar into a major new cargo transshipment facility, adding new aircraft parking stands, upgraded road access and offices for a new, global logistics customer. Although the night element of the operation has generated a number of complaints, it also supported the recruitment of well over 200 new jobs at the airport, as well as in the wider external supply chain.

The private jet market in London was rather flat in 2019–20, in part due to Brexit uncertainty and this, combined with a decision to limit movements at night, slowed growth, although it remained material. Movements at the Stobart Jet Centre grew to slightly fewer than 2,000, an encouraging result under challenging circumstances.

We continued to strengthen our management team in 2019, recruiting experienced professionals with a track record of delivery in areas such as security, marketing and business development. As in previous years, I am grateful to colleagues both at the airport and in the wider Stobart Group, for their dedication, commitment and professionalism, all of which underpin any success we may enjoy. 2019 represented another record year, with strong passenger growth from a diverse roster of airlines and the introduction of a welcome new business unit in cargo. We expect that growth to continue into 2020.

Growth of course comes with its challenges and a key one for us is to manage our environmental impacts, which inevitably increase along with the social and economic benefits an expanding airport generates. For that reason, we have begun the task of benchmarking our performance against both airport peers and analogous businesses in other sectors, to provide ourselves with a sound basis for environmental action planning in areas such as carbon, air quality and noise management. This work, which will continue through 2020, is designed to ensure that we grow sustainably and responsibly, addressing wider environmental concerns, whilst continuing to make our contributions to our local and regional economy, adding jobs, connectivity and a general impetus to economic health. London Southend Airport is capable of playing an increasingly significant role in the London aviation market for many years to come, but in doing so it needs to be the best and most responsible neighbour it can be. Achieving that balance is among our most fundamental objectives and will always remain our guiding principle.

A handwritten signature in black ink, appearing to read 'Glyn Jones', written in a cursive style.

Glyn Jones
Chief Executive Officer Stobart Aviation

1. Development

Over **£170 million** has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008.

Controlled airspace

In March 2017 London Southend Airport submitted an Airspace Change Proposal to introduce two areas of airspace that formed part of the original design but were not approved by the CAA in 2015. The areas of airspace lie to the North East and South East of LSA. LSA has carried out further engagement activity over Summer 2019 to re-brief stakeholders of the proposals. An updated ACP was submitted to the CAA in January 2020. If approved the airspace could be implemented in September 2020.

Standard Instrument Departure Procedures (SIDs)

A project is underway to introduce Standard Instrument Departure Procedures (SIDs). The Airspace Change Proposal is currently with the CAA awaiting their decision.

Satellite navigation

London Southend Airport has secured a grant from EGNOS (European Geostationary Navigation Overlay Service) for satellite navigation to develop RNAV (Area Navigation) 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 procedure designs and ACP have been submitted to the CAA and are awaiting approval. If approved, LSA is hopeful that the procedures could be implemented during 2020.

UK Airspace Modernisation Strategy (AMS)

London Southend Airport is also a stakeholder in the development of the wider UK Airspace Modernisation Strategy that is being sponsored by the Department for Transport and developed by the CAA. This will see a once in a lifetime opportunity to modernise airspace, in particular in the SE region of the UK, that has not had any significant changes for the last 50 years. In December 2018, LSA filed an Airspace Change Proposal with the CAA, to support this regional strategy along with 16 other airports in the SE of the UK. Further engagement with stakeholders was scheduled to commence prior to Summer 2020 however this was delayed due to the COVID19 pandemic.



1. Development

Wi-Fi

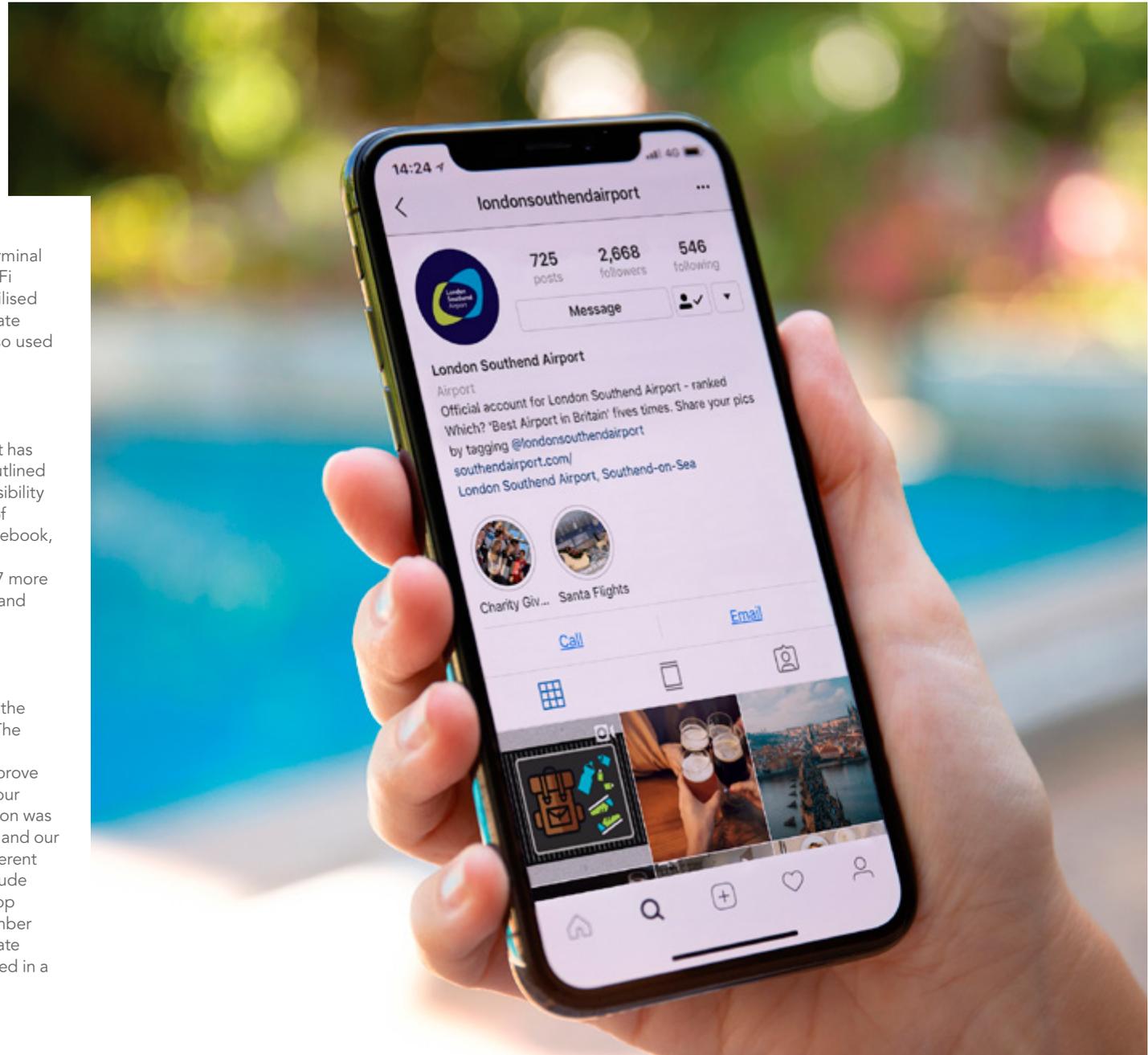
London Southend Airport has free Wi-Fi throughout the terminal powered by Purple-Wi-Fi. The system provides a faster Wi-Fi service for our customers. London Southend Airport has utilised this platform and have set up monthly micro surveys to collate demographic data on its passengers. This information is also used for the airport to improve on its customer experience.

Social media

Over the last year on social media, London Southend Airport has continued to focus on three key pillars and the messaging outlined by a clear marketing strategy. The pillars focus around accessibility to and from the airport, customer experience and the ease of journey for its passengers. Our most engaged following, Facebook, has increased it's following by 2,700 along with Instagram by 1,280. LinkedIn has also seen a significant increase with 1,407 more followers, with the airport sharing more positive community and CSR messaging.

Website development

Further development of the website took place in 2019, with the performance of the commercial tiles being reviewed again. The style of the tiles was changed, and real-life photography was introduced, along with iconography and text. This was to improve user experience and was in line with the approach taken on our social media platforms. The frequently asked questions section was also added too, including more information on aircraft noise and our global logistics operation. After working closely with the different tourist boards, the destinations pages were improved to include more engaging content on things to do, places to visit and top tips, with useful back links to the tourist sites. Lastly in December we created a dedicated Santa flights page under our corporate and community section which was a huge success and resulted in a surge of 5,000 more users.



Retail outlets

London Southend Airport has continued to improve and increase its food and retail outlets throughout 2019–20.

TRG Concessions provide a choice of places for passengers to relax and enjoy a range of great tasting food options and a wide selection of beverages through their brand portfolio including; Costa Coffee, Giraffe Stop and The Navigator Pub and Restaurant.



Grab airport app takeaway service launched

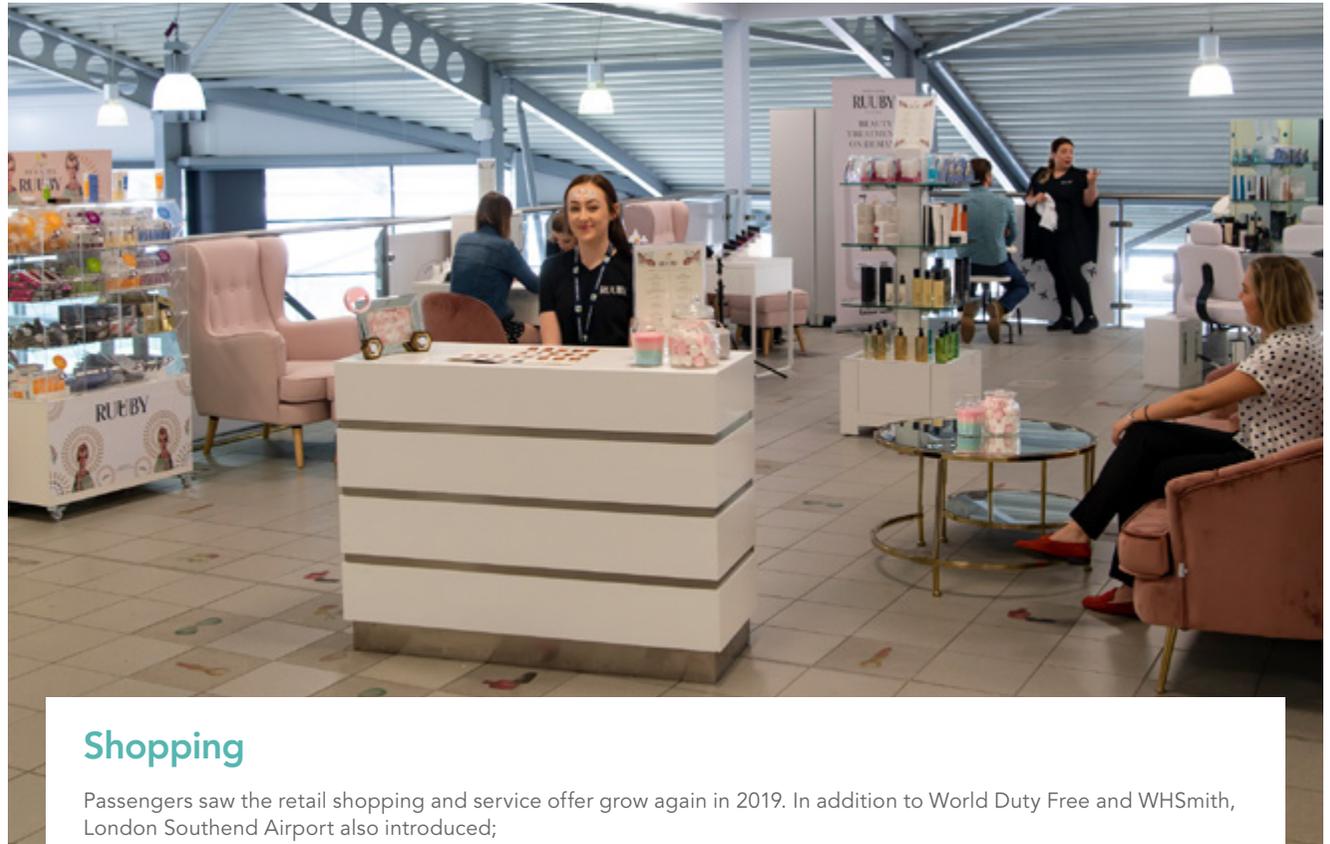
Travelling through award-winning London Southend Airport became quicker and easier thanks to the Grab airport app. The app allows you to pre-order food from The Navigator and Giraffe Stop in the departure lounge to takeaway ahead of your flight. The system works in real-time, so when passengers place and pay for their order, they receive a confirmation and then a notification when it's ready to be picked up. It also gives an estimation of when food will be ready, so it is kept warm for their arrival at the restaurant.



Live music

Probably one of the terminals most special additions to date happened in November 2019. London Southend Airport arranged for the installation of a Baby Grand Steinway, situated at the rear of security for all pianists to play and for all passengers to enjoy the gift of live music. It is much loved, encouraging beautiful music to drift through the terminal. We cannot believe how many of our passengers and staff are talented pianists!

Image above: Britain's Got Talent 2016 contestant Rick Schmill playing the Grand Piano at London Southend Airport.



Shopping

Passengers saw the retail shopping and service offer grow again in 2019. In addition to World Duty Free and WHSmith, London Southend Airport also introduced;

Dixons

Dixons Travel opened July 2019 to an amazing reception from our passengers. The bespoke kiosk in the departure lounge was designed for this location and is the first of its kind in UK Airports. Passengers can try out and buy the latest in headphone and speaker technology as well as browse a wide range of travel enhancing accessories. The range is also broadened further if passengers choose to order in advance and collect when they are travelling!

Ruuby

Ruuby beauty 'pop-up', (main picture) made a cameo for the summer, launching from June until October, Ruuby delivered beauty on demand, surprising our passengers with an excellent range of nail, hair and massage treatments. Holiday relaxation definitely started in the departure lounge!

WHSmith

WHSmith opened a small but perfectly formed kiosk in landside arrivals in Feb 2020, offering passengers ongoing travel essentials such as the days newspaper, snacks, drinks and treats. This alongside Costa, Foreign exchange provisions and Car hire saw us enhance the passenger arrivals journey.

Foreign exchange

Foreign exchange saw an enhancement in Nov 2019, London Southend Airport in collaboration with 'Fourex' launched three new digital foreign exchange kiosks, both in arrivals and departures, giving our passengers the opportunity to complete cash for cash currency exchanges at lower rates than the traditional bureau offer. This departures kiosk introduction is a UK first!

Stobart Jet Centre

Stobart Jet Centre has a strong reputation for a personalised service delivered to all clients.

With 2019 being the second year of operation, the Stobart Jet Centre handled close to 2,000 movements, offering global travel on aircraft ranging from Citations to B757's.

During the 2019 summer period, business jet operations increased to over 600 as the Stobart Jet Centre was, once again, the only London airport to remain operational 24/7 through June to August. Other London airports had night time restrictions imposed due to exceeding quotas limits.

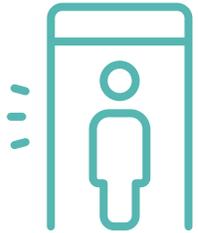
Stobart Jet Centre aims to achieve further success by attracting dedicated base clients to Southend to use our location as their primary functioning facility. Offering quick and easy access to London by rail or helicopter, the Stobart Jet Centre provides a solution to the shortage of available and affordable aircraft parking at other London airports.

With its main focus on customer experience, value, quality service and efficiency the Jet Centre offers;

- Accessibility – operational 24 hours, seven days a week, 364 days a year (except Christmas day).
- Efficiency – travel from plane to car in less than two minutes, support from an experienced and knowledgeable team, whilst being located under 40 miles from the centre of London and less than 12 minutes from Battersea via helicopter transfer.
- Luxury lounge.
- Direct ramp access for vehicles.
- Onsite Immigration and Customs with pre-clearance available to qualifying passengers.
- Better departure routes resulting in shorter flight time and less fuel burn.



Improvements



London Southend Airport has **invested over £160,000** to maintain its quick and efficient processing of passengers through security.

Improvements to security screening

With the increase in passenger numbers, London Southend Airport has invested over £160,000 to maintain its quick and efficient processing of passengers through security. Improvements included new signage, enhanced security lanes to speed passenger flow, new dedicated footwear scanners and enhanced body scanning technology.

- Smiths Detection 6030di Shoe Scanner x two – These compact X-ray inspection systems are used to scan passengers' shoes if they trigger an alarm at the WTMD (Walk Through Metal Detector) and are key to ensuring efficient passenger processing.
- Cobalt Insight200M Bottle Screener for liquid, aerosols and gels – this is the latest airport security liquid explosive detection system (LEDS).
- Smiths Detection Portable explosives and narcotics trace detector – provides detection and identification in less than eight seconds.
- E-gates at Access Control – three gates have been installed to provide the automated screening of boarding passes before entering the security screening area. This has improved processing times for passengers and allows control access staff to focus on processing the FastTrack lane used by PRM (persons with reduced mobility), prepaid passengers and staff.
- In November, London Southend Airport began training in preparation for the installation of new standard three X-ray screening equipment (CTiX) which will arrive later in 2020. The CTiX will enable passengers to leave liquids and large electricals (including laptops) in their cabin bags, expediting screening and encouraging a stress free process for passengers.

Passenger boarding zones

New pre boarding zones / gate rooms (for stands 8, 9 and 10) were completed in April 2019 in preparation for new scheduled Ryanair services.

Runway Rehabilitation

A £10 million essential maintenance project to upgrade the durability and performance of the runway at London Southend Airport was completed on time, in April 2019.

100 workers undertook 75 shifts to lay 77,000m² of tarmac, 40,000 tonnes of asphalt and cut 2,818,400m of grooving into the surface of the runway, enabling it to drain quickly to improve performance in wet weather conditions.

The upgrade was part of a strategic plan for ongoing investment to cater for increased aircraft operations and to maintain a safe runway.

Hold baggage screening extension

Planning permission is in place to extend the terminal building at both ends to improve baggage processing facilities.

Work to extend the southern end of the terminal building to improve the departures baggage sortation and screening system began in November 2019 and completion is due towards the end of 2020 (delays expected due COVID19). The extension will house two new 'Standard 3' X-ray machines which will ensure the latest European regulatory hold baggage security screening standards are met.

Whilst works have not yet started, the approved plans provide for a two-storey extension to the northern end of the terminal building which would improve the arriving passenger baggage reclaim facilities and create more flexible space that can maintain the strength of the airport's passenger experience.



Global Logistics Centre

In October 2019, London Southend Airport announced a new partnership with a major worldwide logistics operator, providing facilities and expertise to support the import and export of goods.

An initial two-year agreement enables the airport to further diversify and has created over 200 new local job roles on the airport site. Runway access and import/export facilities have been provided by converting existing hangarage on the north side of the runway, away from the south side-based commercial passenger operations.

An investment of £1.3m enabled the conversion of an existing hangar facility into a new Cargo Warehouse, with refurbished office accommodation, as well as the design and installation of dedicated package handling system including specialist screening equipment.

In addition, to further support the cargo logistic business a new apron was designed and built in front of the Cargo Warehouse – this apron comprises of two new aircraft stands which have the capability of operating two x 737-400F simultaneously for loading and unloading cargo.

The logistics operation forms part of a wider global network which operates 24/7, initially connecting to Milan and Madrid with scope to extend in the future.



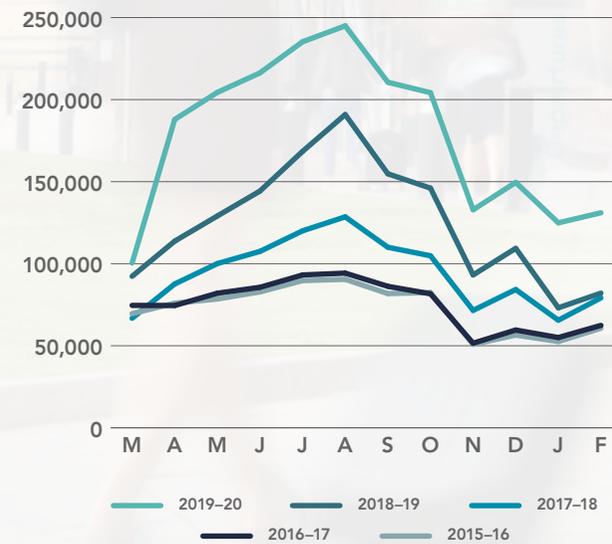
Passenger growth

London Southend Airport saw another year of substantial passenger growth, growing by 43% to 2.1m in the year to February 2020. Ryanair delivered the majority of the growth, commencing operations in April 2019 with a three aircraft base. Wizz Air and Loganair also commenced operations, operating up to seven destinations between them.

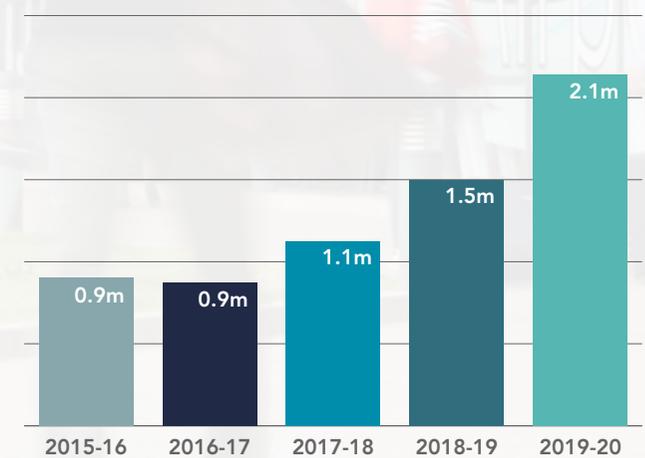
easyJet was again the largest passenger airline at the airport, carrying 49% of the total customers in 2019–20. Ryanair being a new entrant to the airport from the summer season in 2019, accounted for 35% of the total passengers in the year to February 2020. The new destinations Ryanair added in 2019 were Alicante, Bilbao, Brest, Bucharest, Corfu Copenhagen, Dublin, Faro, Girona, Kosice, Malaga, Milan, Venice and Vilnius. Wizz Air commenced services in October to Bucharest, Sibiu and Vilnius contributing 65,000 passengers, 3% of the total for the year despite only operating for four months. The other main new entrant Loganair account for 3% of passengers for the year, with routes to Aberdeen, Carlisle, Dundee and Glasgow. Fly One also commenced services to Chisnau in July. The failure of Flybe in February has a small impact to passenger numbers for the year end.

2020–21 was expected to see further strong growth. However, in common with the whole of the aviation industry, London Southend will be severely affected this year by Covid-19 and that will lead to a year on year reduction in passenger numbers. The consensus view is that market growth will return in two to three years, though London Southend will seek to recover more quickly.

Passenger numbers by month



Total passenger numbers per year



Airline and route development

Key

- easyJet
- Ryanair
- Wizz Air
- Loganair
- Flyone
- Flybe



Awards and events



London Southend Airport was named **London's best airport** by consumer group Which? for the sixth consecutive year.

London Southend Airport named best London airport by Which?

In August London Southend Airport was named London's best airport by consumer group Which? for the sixth consecutive year.

The Which? survey gave the airport top marks (five out of five stars) for its lack of queues at passport control and check-in desks, while the airport was rated highly (four out of five) for its staff and toilet facilities.

This year it scored a customer satisfaction score of 79% – 9.7% higher than the closest airport, London City (72%) – with the Which? press release stating *“London's smallest commercial airport is also its top rated and has big plans to handle five million passengers by 2022. The airport is compact, with the walk from the departure lounge to the furthest gate being just two minutes. It's no wonder you loved how 'uncrowded' and comfortable' it is. In fact, one passenger said that 'other airport operators should be sent there for training.'”*

London Southend Airport voted 'Best in Britain again'

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 fourth time in the past five years that the airport has scooped the top award, and of course follows LSA being named 'Best Airport in London' by Which? magazine for six years in a row.

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



International Women's Day

In March 2019 London Southend Airport celebrated all the women who help make the airport great! From security to cargo, air traffic control to finance. Thank you for all of your hard work and determination #InternationalWomensDay.

Image above:
Some of our amazing female employees gather for a photo in our terminal.



Dementia award

In August 2019, London Southend Airport was voted the most dementia friendly transport provider by the Southend, Castlepoint and Rochford Dementia Action Alliance.

Cassie Searle – Dementia Action Alliance Co-ordinator for Southend, Castle Point and Rochford Dementia Community Support Team – said *“It's a pleasure to give this award to London Southend Airport, the dedication and passion from staff is amazing to see and the difference the assistance scheme has made to those travelling with dementia is phenomenal.”*

The airport operates a progressive scheme to assist passengers with hidden disabilities who may require additional support. The discreet blue wristband is available for passengers with hidden disabilities and their families to wear as a subtle sign to airport staff that additional support or assistance may be required.

Image above:
Jo Marchetti, London Southend Airport's Corporate and Social Responsibility Manager, picking up the award from Cassie Searle at the organisation's Annual Awards event at the Tickfield Centre, Southend

Disability Assistance

Disability Assistance improving the accessibility of air travel, so that greater numbers of disabled passengers and those with mobility restrictions are able to travel by air, is a key priority for London Southend Airport. The CAA conducts an annual review of accessibility at UK airports. The 2018/19 report concludes that London Southend Airport is classified as ‘good’.

This is the fourth annual review of accessibility at UK airports, covering airports which handled over 150,000 passengers during the period 1 April 2018 – 31 March 2019.

This is the final performance report assessing airports against the current criteria. As with previous reports, there are three criteria we assess airports against: performance against waiting times, user satisfaction, and effectiveness of consultation with their local disability community.

In April 2019 a revised version of CAP1228 was published and included more demanding performance standards. This update came into effect partly from April 2019 and will do so fully from April 2020. It was published after consultation with industry and the disability community. From the 2019/20 reporting year, airports will be assessed using stricter waiting time targets for assistance and the number of handovers allowed between staff and equipment will be reduced, so passengers experience a more seamless journey. In addition, there are stricter customer satisfaction targets and extra requirements on airports in regard to consultation with the disability community. The CAA is committed to continually seeking to improve the services provided by airports to those in the community who require extra assistance when travelling. In May 2019, the airport increased signage for passengers requiring assistance in the carpark and bus shelter area.



Blue Band Scheme

London Southend Airport offers a Blue Band Scheme to help assist disabled passengers.

For passengers who may have a hidden disability such as autism, dementia, anxiety or have sight and/or hearing impediments, the unfamiliar, bustling airport can sometimes be a little overwhelming. A discreet blue wristband is available to wear by those with hidden disabilities, and/or their travelling companions.

Airport staff, both air and landside, are fully trained to identify the bands and offer additional help and support as and when required by those wearing it. The free of charge scheme has been running since 2016 and has proved popular amongst passengers, helping to add to the stress-free airport experience.

Ranking results

Very good	Good	Needs improvement	Poor
Aberdeen	Belfast International	Manchester	
Belfast City	Birmingham		
City of Derry	Bournemouth		
Cornwall Newquay	Bristol		
Doncaster Sheffield	Cardiff		
Edinburgh	East Midlands		
Exeter	Inverness		
Glasgow	Leeds Bradford		
Glasgow Prestwick	Liverpool		
Humberside	London City		
Kirkwall	London Gatwick		
Norwick	London Heathrow		
Southampton	London Luton		
Sumburgh	LONDON SOUTHEND		
	London Stansted		
	Newcastle		

Targets

The airport is committed to ensuring that everyone who has requested assistance in advance will reach their aircraft in time for departure. The airport will make every effort to provide assistance to its passengers who have not requested help in advance. The airport constantly monitors quality standards to ensure they are meeting targets and commitments to passengers with reduced mobility and other needs.

Departing

		Standard (waiting time once PRM* made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs			481	775	805	718	816	1011
	10 mins	80%	96%	97%	96%	99%	97%	88%	
	20 mins	90%	100%	100%	99%	100%	98%	94%	
	30 mins	100%			100%		100%	100%	
Non pre-booked	Number of PRMs			58	88	89	22	36	84
	25 mins	80%	100%	94%	96	100%	97%	94%	
	35 mins	90%		100%	100%	100%	100%	99%	
	45 mins	100%						100%	

Arriving

		Standard (time assistance at gate or aircraft side from arrival on chocks)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs			477	738	779	615	699	1161
	5 mins	80%	99%	99%	99%	99%	98%	90%	
	10 mins	90%	100%	100%	99%	100%	99%	94%	
	20 mins	100%			100%		100%	99%	
	30 mins								100%
Non pre-booked	Number of PRMs			65	144	83	10	37	33
	25 mins	80%	100%	100%	96%	100%	97%	92%	
	35 mins	90%			100%		100%	100%	
	45 mins	100%							

The airport constantly monitor quality standards to ensure it is meeting targets and commitments to passengers with reduced mobility and other needs.

As London's favourite airport, we continue striving to make our airport stress-free and enjoyable for all passengers.

Canine Concern AirPaws Crew

In November 2019 London Southend Airport launched an exciting new partnership with Canine Concern.

Canine Concern's team of six Therapy Dogs are specifically trained by Canine Concern to help passengers feel welcome and relaxed at the airport. The AirPaws Crew are easily identifiable in their branded t-shirts and their loveable dogs, which range from Labradors to English Bull Dogs, are always ready to offer friendly cuddles and comfort to passengers at the airport.

Therapy Dogs are known to reduce anxiety and can help nervous fliers regain their confidence.

Canine Concern also visit schools, nursing homes and court houses, where the dogs have been proven to help mental health and wellbeing, alleviate stress and calm nerves.

Valerie Fillery CEO of Canine Concern CIO said: "We are very excited to be working with Southend Airport and greatly hope our dogs will bring joy to those they encounter – particularly any anxious passengers. Our Charity has a long-established reputation for bringing joy to the lives of others in various community settings – and so our being able to extend this to Southend Airport is a great result."

Glyn Jones, CEO of Stobart Aviation, said: "We are delighted to enter into this new partnership with Canine Concern, as well as adding six new furry friends to the London Southend team. As London's favourite airport, we continue striving to make our airport stress-free and enjoyable for all passengers traveling through the airport. We look forward to seeing the smiles the AirPaws Crew will bring to travellers and are proud to partner Canine Concern AirPaws."

A timetable for the AirPaws crew is available on the airport's website.

 southendairport.com/corporate-and-community/therapy-dogs





Guide dog training

London Southend Airport has become a regular training site for Guide Dog puppies. In April, the Guide Dogs puppies, once again, came to the airport for familiarisation training – experiencing the different floor surfaces, stairs, security screening (being searched) interacting with passengers in a busy environment, walking through the restaurants, World Duty Free, WHSmith, check-in area, immigration and baggage reclaim. Also taking them into the disabled toilets.

Spirit is one of the Guide Dogs for the Blind featured sponsor dogs so had his own cameraman follow him round to take photos for the Guide Dogs website and to provide 'pup dates' for his many sponsors.

Jacky Meaney, who trains Spirit said "Many Guide dog owners travel for work and pleasure, so for us to have this opportunity to shadow the pups through such a unique environment outside any other daily facility we have open to us is invaluable. The team of staff with us on the day were exemplary in their support and understanding of the pups wellbeing and the patience shown by all, surrounding the filming especially, was professional and understanding. Spirit and the other pups gained so much from the day and we hope that staff and customers gained some awareness of how important it is for these pups to have such a unique opportunity to train in a live airport situation".

Joanne Thorn from the Guide Dogs team said, "Thank you to everyone involved at Southend Airport for helping us to socialise our future life changers".



Forget me not seeding ceremony

The Southend Dementia Action Alliance (SDAA) team and members from Peaceful Place in Basildon were invited to Southend Airport in May to plant forget-me-not seeds in a special five-petal shaped garden dug out within the designated wildflower meadow located in front of the passenger terminal. As the seeds grow, they will form the shape of the forget-me-not flower and will be a lovely way to demonstrate support for the flight against dementia.

Peaceful Place is a day care centre for people with young on-set dementia. A group of five members Mary, Trevor, Richard, Gail and Don who all have dementia came along to take part in the seeding. Mary travels regularly from London Southend Airport and was impressed to learn about the Blue Band Scheme available at the airport to help assist passengers with hidden disabilities such as dementia.

Dementia Awareness Week

London Southend Airport once again welcomed the Southend Dementia Action Alliance Team (SDAA) to the terminal for Dementia Awareness Week.

SDAA set up a display to raise awareness of Dementia and other hidden disabilities to departing passengers, along with offering advice on the airport's Blue Band Scheme.



PRM (Person with Reduced Mobility) Committee

In 2019, London Southend Airport formed a Disability Awareness Committee to ensure that all passengers including those with reduced mobility and hidden disabilities, can access and travel through the airport with ease.

The PRM Committee meets bi-annually to discuss the specific needs of passengers with different disabilities, both physical and hidden.

Managers from across the airport site (including car parking, security, check-in and passenger services) as well as airline partners engage with representatives from the following disability groups;

- Blind/Impaired
- Autism and ADHD
- Dementia
- AGE Concern
- Action for Hearing Loss
- Reduced Mobility
- Young/Early on-set Dementia
- Anxiety and Mental Health

In addition, the airport invited passengers with reduced mobility, who had previously travelled through the airport, to give their views on their personal experiences and make suggestions to further improve services.

In February 2020 Zec Robinson, a social media blogger, asked to come and review the disabled access at the airport. Zec is a wheelchair user and also suffers with anxiety. Zec was invited for a full tour of the airport facilities and published a positive review on his website satonmybutt.co.uk/flying-from-southend-airport-with-a-disability/



Familiarisation visit

On 5 April 2019, London Southend Airport staff provided a guided tour to a family of a young boy with ASD, severe learning difficulties and sensory problems. The group travelled through security where the noises and environment of security could be experienced by the young passenger prior to the commencement of his holiday.

In September 2019, London Southend Airport was pleased to see Alex and his brother Jack after a successful family holiday in Alicante.

Alex's mum Sarah had previously contacted the airport to ask if they could have a guided tour of the terminal as nine-year-old Alex suffers with anxiety and had never flown before.

Alex loved his holiday and the airport is looking forward to welcoming Alex and his family back for more holidays in the future! Alex wore one of the airport's free hidden disability blue bands and although he didn't have to use it, felt better knowing the airport staff would look after him if he felt worried or anxious.

Sarah (Alex's mum) said "Alex doesn't like any new experiences and has suffered with anxiety for the last couple of years. I emailed Southend Airport a few months before our holiday as it was our first time flying as a family. Being unsure as to how Alex felt flying, Jo and Jodie arranged a visit with us to show Alex around the airport to ease his nerves and to familiarise him with the surroundings. He had a great time and even got a squishy plane to hold on the journey! One week later and it was time to get on the plane, we had a few tears the night before, but Alex was a superstar and felt at ease on the day and got on the flight with no problems at all. He said that his visit with Jo and Jodie made him feel more confident and wants to fly every holiday!"

2. Airport surface access strategy

London Southend Airport is committed to promoting the use of sustainable transport modes for both its passengers and staff.

The airport invested in a brand-new rail station which was built on the existing Southend Victoria to London Liverpool Street line and is just 100 paces from the passenger terminal.

The percentage of London Southend Airport passengers using public transport continues to increase and at peak times, up to 50% of passengers are arriving at the airport by rail.

ASAS Review

The 2014 London Southend Airport Surface Access Strategy (ASAS) included a commitment for review within six months of exceeding 1.5 million passengers per annum (mppa) and again at 2mppa. At the end of February 2019, the airport reached more than 1.5mppa on a rolling 12-month basis for the first time, in addition it was expected that passenger numbers will also surpass 2mppa within the following 12-month period. Therefore, it was been agreed by Southend Borough Council, Rochford District Council and Essex County Council that the 1.5 and 2mppa review targets be combined and that the review should be completed within six months of reaching 1.5mppa.

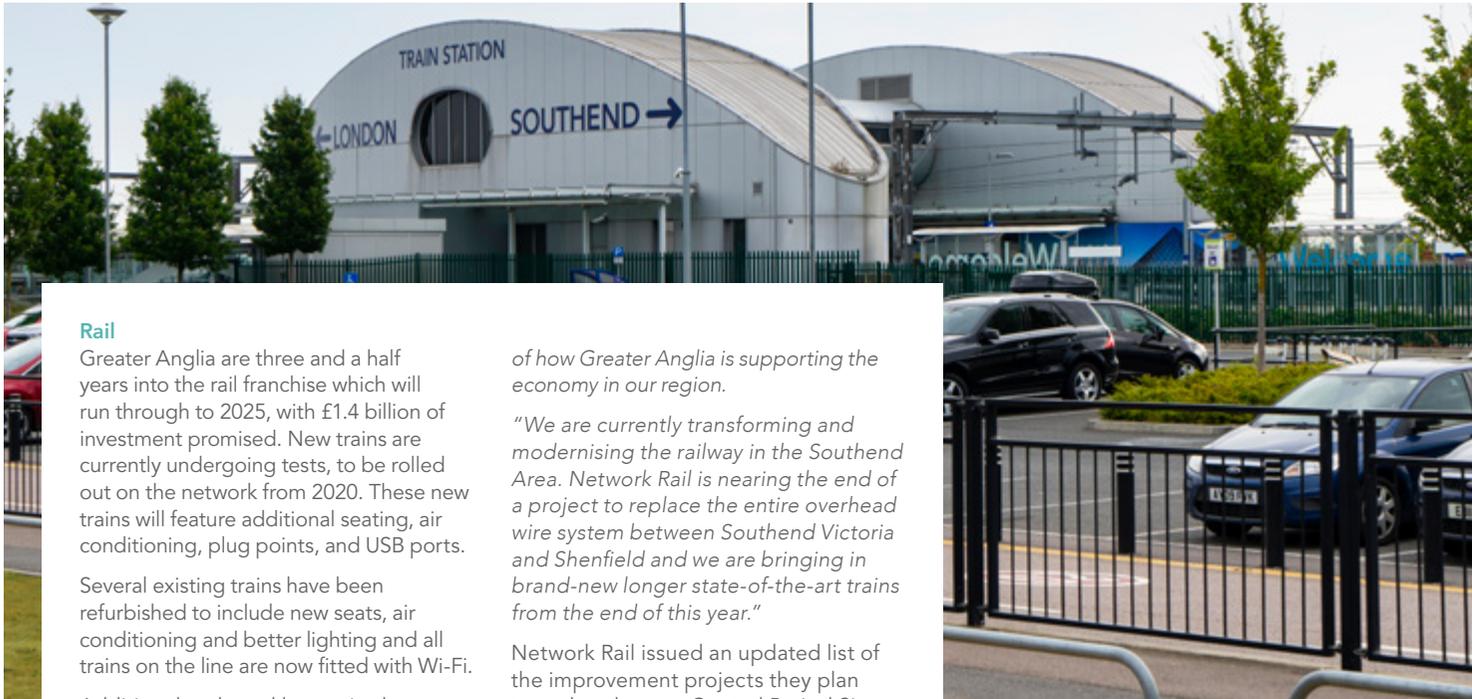
The revised ASAS was formally approved following consultation with the Southend Airport Transport Liaison Group

(SATLG), which includes representatives from SBC, RDC and ECC, the Airport Transport Forum (ATF) and the Airport Consultative Committee (ACC).

The ASAS was also subject to additional scrutiny at the SBC Development Control Committee meeting on 9 September 2020, when it was approved for publication.

The ASAS is available to view on the London Southend Airport website: d1z15fh6odiy9s.cloudfront.net/files/airport-surface-access-strategy-feb-2020-f3f6d3fe.pdf





Rail

Greater Anglia are three and a half years into the rail franchise which will run through to 2025, with £1.4 billion of investment promised. New trains are currently undergoing tests, to be rolled out on the network from 2020. These new trains will feature additional seating, air conditioning, plug points, and USB ports.

Several existing trains have been refurbished to include new seats, air conditioning and better lighting and all trains on the line are now fitted with Wi-Fi.

Additional early and late trains have been introduced as part of the agreed improvements and London Southend Airport will continue to pursue this matter with Abellio to extend these services further.

The new services run Monday to Saturday mornings, from Liverpool Street, departing at around 04.30, dependent on day, to connect with early morning outbound flights.

Greater Anglia also added a late night service, Sunday to Friday nights, from the airport to Liverpool Street, departing 23:59, for quick and easy access to London.

Martin Moran, Greater Anglia Commercial and Customer Service Director said: *“We are very pleased to provide these extra services to make it easier for people to travel by rail between London Southend Airport and London. It’s a great example*

of how Greater Anglia is supporting the economy in our region.

“We are currently transforming and modernising the railway in the Southend Area. Network Rail is nearing the end of a project to replace the entire overhead wire system between Southend Victoria and Shenfield and we are bringing in brand-new longer state-of-the-art trains from the end of this year.”

Network Rail issued an updated list of the improvement projects they plan to undertake over Control Period Six (2019–2024), 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

New ticket vending machines and Gateline barriers have been installed at the rail station and in the arrivals area of the terminal building. London Southend Airport will continue to explore contactless options with DfT, TFL and GA.

In 2019, rail ticket vending machines were added in both the baggage arrivals and landside arrivals areas, further promoting sustainable rail travel options and reducing queuing times whilst making the arrivals journey easier for our ongoing rail passengers.



Bus

First Essex Buses continue to provide a link to Chelmsford and Rayleigh with X30 service which operates between Southend and Stansted Airport. The service departs the airport forecourt from 05:11 until 00:10 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. A new fleet of double decker buses entered service in early 2020.

Arriva operate services 7, 8 and 9 from Rochford Road close to the entrance of the airport. These services provide up to 18 buses an hour and offer direct links to Ashingdon, Eastwood, Hawkwell, Hockley, Rayleigh, Rochford, Shoeburyness, and Thorpe Bay. Buses operate Monday to Friday from 05:25 until just after midnight.

The airport will continue to work with its local bus providers via the TLG, ATF and its commercial team.

Parking

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. The combined occupancy for all Long Stay car parks, at peak (August 2019) was around 93%.

In March 2019 London Southend Airport invested in over £500,000 worth of equipment to replace our barrier system and payment machines across the airport. Further investment was made in June when additional barriers were installed as part of a redevelopment of our Short Stay car park to improve the flow of cars and ease congestion.

London Southend Airport has continued to update and improve signage across the airport site, making directions to the car parks clearer and further highlighting where the 15 minutes free drop off in Long Stay 3 is located. Signage stickers were also placed on all of the entry and exit barriers as well as payment machines to assist passengers entering and exiting the car parks.

As the airport grows, a focus has been placed on looking ahead and exploring a number of solutions to ensure the parking capacity continues to be sufficient for passenger numbers.

Taxi/X30

Early 2019 saw the installation of a new taxi shelter on the airport forecourt/layby. This addition, which provides shelter to passengers also included a new touch screen digital taxi booking kiosk, ensuring the passenger taxi booking process is effective and wait times are minimized.

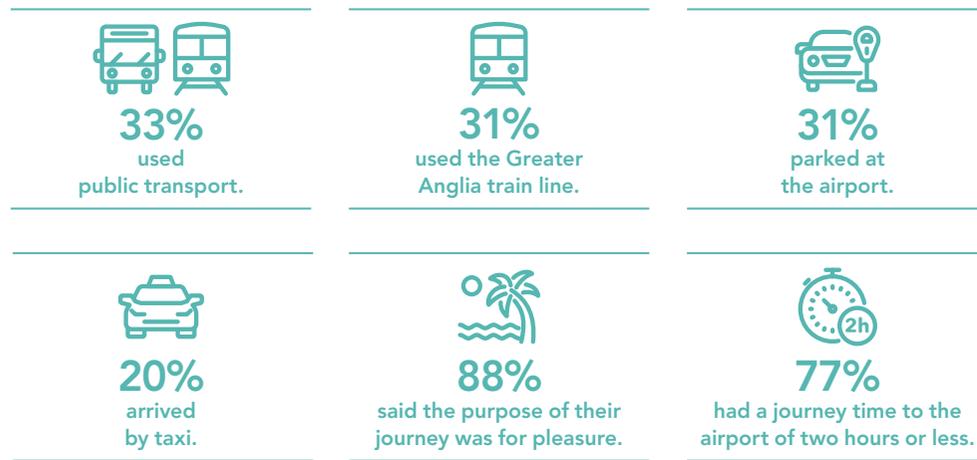
Jetlink X1

From October 2019, an agreement between London Southend Airport and Ensign Bus saw a daily bus service from London Victoria, arriving at 04:30 and departing at 23:40 from London Southend Airport to London Victoria, where customers can make onward connections.

Air passengers and employee surface access

From January 2019, London Southend Airport commissioned the CAA to conduct regular travel surveys for departing passengers. Once received, the full 12-month results will be shared with the Airport Transport Liaison group and be used to track and monitor mode share performance.

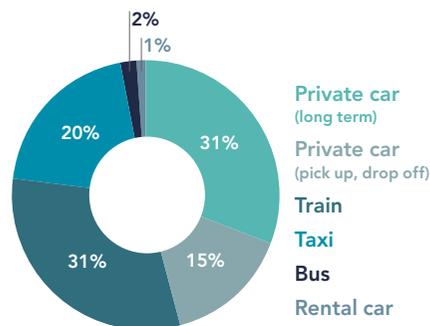
The highlights from the first six months of data collected by the CAA are below (please note that this period was heavily impacted with rail engineering works, and bus replacement services);



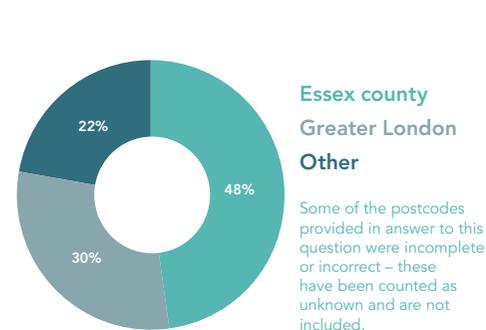
Due to locality of residential properties to the airport, drop-off and pick-up, along with taxis represent an attractive option to many local passengers. This is seen in the 35% of passengers arriving at the airport by one of those modes.

As the airport has grown over the last few years, we have seen a shift towards a more London based passenger profile, growing from 15% to 30% of passengers from Greater London. The pie chart below right shows the results of the 799 responses received.

Passenger transport mode



Locality of London Southend Airport passengers

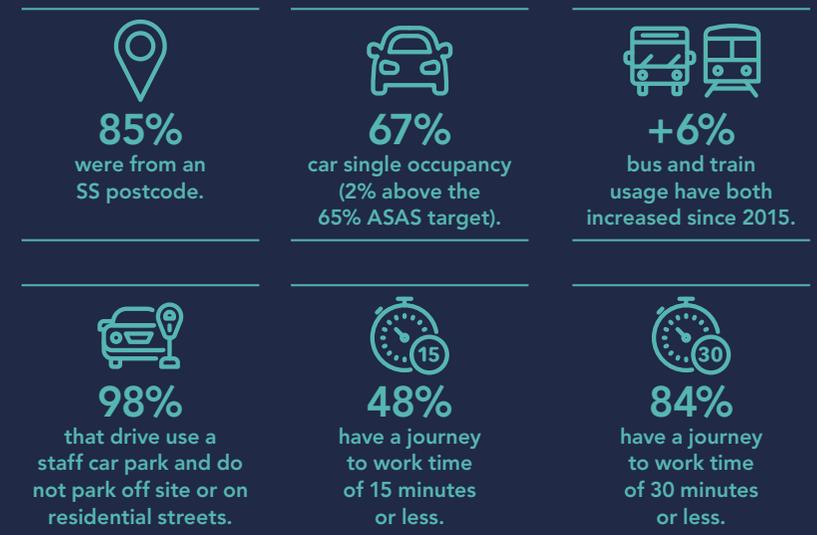


Staff Travel Survey

A Staff Travel Survey was undertaken during the summer of 2019. The aim of the travel survey, as in previous years, was to better understand staff travel needs and behaviours, to understand the barriers to sustainable transport and identify solutions and to monitor the progress of the airport's travel plan.

The number of returns broadly represents all business functions within the airport footprint, with a response percentage comparable with other London airports. A total of 227 returns out of 1,054 employees that work on the South Side of the airport (22%).

Key highlights of the 2019 Staff Travel Survey



The number of people cycling and walking has remained very similar, however due to a higher number of survey returns, this has reduced as a percentage.

Benchmarks can be provided by national statistics. In Great Britain, 68% of journeys to work are made by car. 77% of journeys to workplaces in the East of England were by car.

The 2020 ASAS sets out a number of targets to decrease the number of staff using single car occupancy. It is however noted that public transport options are very limited for many staff that work shift patterns and live to the north or south of the airport. London Southend Airport continues to work with the service providers to find solutions.

Staff transport mode trends

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 and to move the ASAS targets forward.

Transport mode	2016	2019	Trend	
Train	7%	11%	+4%	Public transport 16% (+6%)
Bus (local and X30)	3%	5%	+2%	
Single car occupancy	62%	67%	+5%	Private car 76% (-2%)
Car share (driver or passenger)	12%	6%	-6%	
Motorcycle	4%	3%	-1%	
Bicycle	6%	2%	-4%	Bike/walk/other 8% (-4%)
Walk	6%	2%	0%	
Other	1%	0%	-1%	



Bus Week

To promote sustainable travel options, London Southend Airport partnered with Arriva to host an event focussed on travelling to work by bus. The event was held over a week, starting on 4 March 2019 and continued throughout the week. The local authority travel planning team provided maps and information on travel routes and options. Staff enjoyed the opportunity to explore and experience the onsite Arriva bus and the opportunity to try the bus for free on a day of their choice.



Active Travel

As a follow on from the bus week, an 'Active Travel' event was held over two days in March 2019 promoting sustainable travel options and enhanced wellbeing for all airport staff. The event was supported by Greater Anglia, C2C, Arriva, cycles UK, the local authority travel planning team and Public Health England. The event was well attended including the opportunity to ride electric and manual bikes, free health checks, travel planning information, quizzes and competitions, promotions and giveaways.

3.

Employment

Over **360 new jobs** were created during the 2019–20 reporting period and 83%* of staff employed by London Southend Airport live in a local SS postcode area.

*as at February 2020

The airport needs to employ talented individuals to ensure the business thrives whilst exceeding passenger expectations. To achieve this, jobs are advertised through local recruitment providers, recruitment events held at the airport and via the 'Careers' page of the airport website, Linked In and social media channels. Resourcing includes a mix of full and part time opportunities, in addition to fixed term and casual options.

The airport engages with local schools and colleges to encourage students to think about a future in aviation.

Recruitment events

In September, London Southend Airport announced 200 new jobs to the public and hosted a two day recruitment event to recruit key positions including baggage handling, cleaning, security and many other roles. Both days were a great success welcoming over 800 people.

Further, smaller recruitment initiatives were held throughout the year.

Work experience

London Southend Airport benefits from a productive working relationship with both South East Essex College (SEEC) and UPS (United SEEVIC Palmers) College.

Sixth form students can gain insight and experience working at an airport through a 'Here to Help Assistant' incentive. The students receive training and take part in a range of activities which help them understand the importance of customer service and what it is to represent the airport brand.

Travel and Tourism students that demonstrate that they have the required skills may be offered permanent employment at the airport.



London Southend Airport hosted a recruitment event in September welcoming over 800 people over two days.



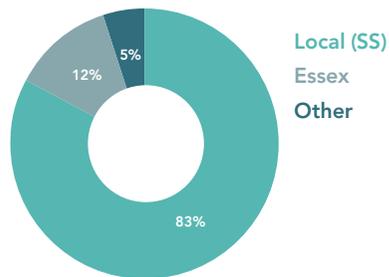


Local staff directly employed by London Southend Airport

In February 2020, London Southend Airport itself employed 270 people, of which 50 were part time. 83% were from the SS postcode area, 12% were from the wider Essex area and only 5% were from outside of Essex.



Locality of London Southend Airport employees



The number of people directly employed by London Southend Airport has increased by 22.5%. 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 on the right shows the number of staff directly employed by London Southend Airport between 2016–2020. Data is provided for staff as at the end of each reporting period i.e. 28/29 February.

	As at 29 Feb 2016	As at 28 Feb 2017	As at 28 Feb 2018	As at 28 Feb 2019	As at 29 Feb 2020
Total	252	267	316	220*	270
Full time staff	187	196	246	171	220
Part time staff	65	71	70	49	50
Full time equivalents	221	228	275	195	239

*Note that the number of directly employed staff reduced in 2018–19 as staff previously employed in food and beverage departments were re-employed by TRG Concessions and Front of House, Ramp and Aircraft Operation teams were transferred to the employment of Stobart Aviation Services.

General airport employment

The number of people employed on the airport site has increased by 362 from the previous reporting period. An initial 200 additional jobs were created in the Cargo Centre, plus a further 20 in set up and training. The airport also saw significant growth in passenger flights with 91 new staff for the Ryanair operations and an increase of 18 staff for easyJet. Stobart Air operations saw a decline in the 2019–20 reporting period with decrease of 46 staff on-site.

The increase in passenger numbers supported an additional 61 jobs in the passenger terminal, including TRG catering outlets, Dixons and WHSmith. There was also a rise in staff working for onward travel companies.

Totals for 2019–20 show an overall increase of 735 employees from 801 in 2016 to 1,536 in 2020 in 36 companies based within the airport boundary.

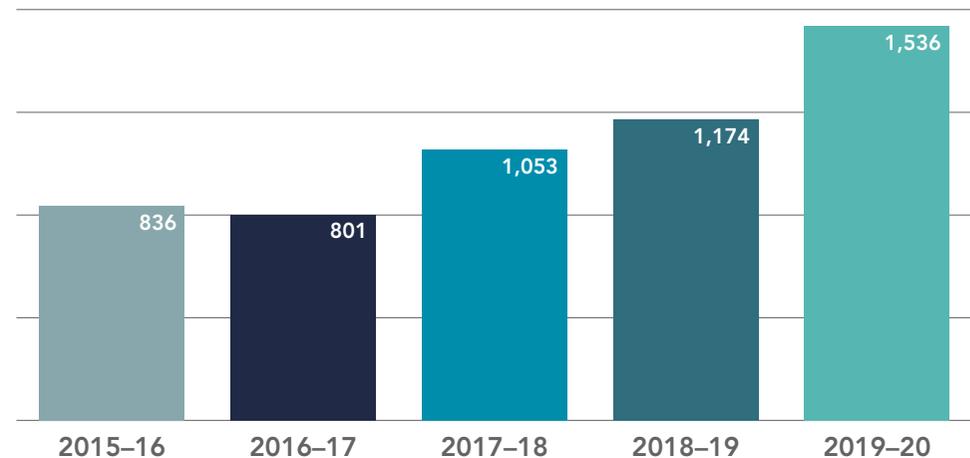
Airport employment 2019–20

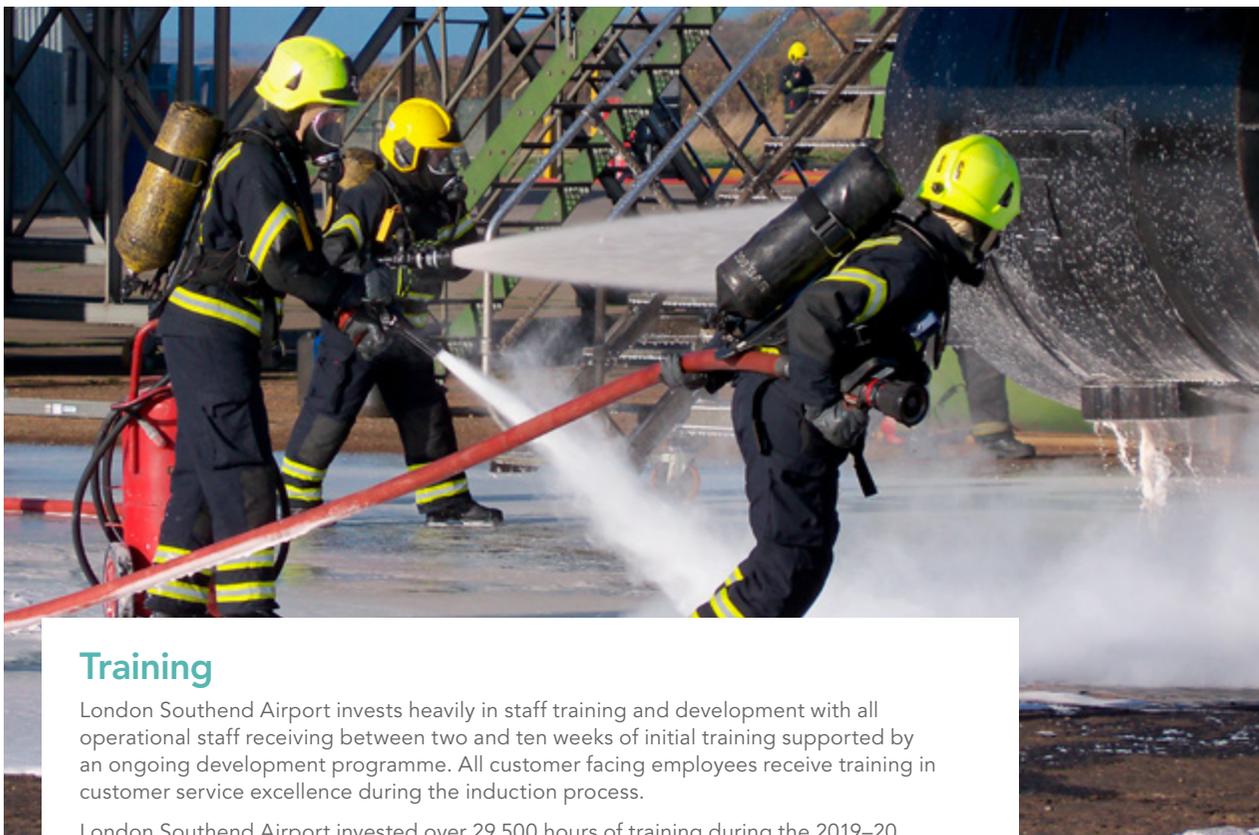
Airport employment	
Airport operations, terminal, handling and cargo	538
Terminal concessions	164
Aircraft support and catering	38
Onward travel	55
Hotel	74
Airlines	349
Rail station	9
Control authorities	40
Aircraft maintenance	128
Private charter	92
Flying clubs	13
Travel agents	3
Other	33
Total	1,536



London Southend Airport
supports employment for
1,536 careers.

Airport employment 2015–2020





London Southend Airport
**invested over 29,500 hours
of training** during the
2019–20 reporting period.

Training

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 ongoing development programme. All customer facing employees receive training in customer service excellence during the induction process.

London Southend Airport invested over 29,500 hours of training during the 2019–20 reporting period;

Over £80,000 was invested in training for the fire crews;

- Five initial firefighter courses at IFTC (International Fire Training Centre)
- 36 staff attended IFTC twice during 2019–20 for their revalidation of competence scheme
- Staff trained as new emergency fire appliance driving instructors
- Staff revalidated their emergency fire appliance driving instructor licences
- All RFFS staff revalidated their first aid at work qualification

Over £130,000 was invested in training for air traffic control teams;

- One ATC staff member completed a meteorological ATCA course
- One ATC staff member completed an eight-week radar course
- One ATC staff member completed a ten-week Basic training course
- Two ATC staff members completed a nine-week Aerodrome course
- Validations completed in aerodrome and radar

Eight employees successfully completed the Level 3 Award in Education & Training.



Mia Fitzmaurice

Mia (27) lives in Southend and joined the air traffic team as an Air Traffic Control Assistant three years ago from the RAF. Mia completed her aerodrome control rating course in March to gain her full Air Traffic Controller Licence.

Mia says, "I really enjoy my job in ATC, every day is different and really pushes my abilities. Southend is such a lovely airport to work at. The training was tough at times and there was a lot of studying involved but it was all worth it in the end.

I'd hopefully like to be validated at Southend within the next year and hopefully one day become an OJTI (on the job training instructor)".

Graduate Training Programme

The graduate training programme is a structured training programme to develop future key employees and offer an opportunity to gain hands-on experience and develop a broad understanding of the company's business, as well as receiving support in building essential skills.

Louise Barritt (22) from Rayleigh, started a 12-month graduate training programme in May after completing a degree in Business Management and Finance at Anglia Ruskin University in Chelmsford. Louise has worked in various departments around the airport, mainly focusing on new projects, marketing, security and website design.

Louise said, "I've thoroughly enjoyed the graduate trainee programme, as it has allowed me to gain insight into many different aspects of the business. I have worked alongside many inspirational colleagues and I look forward to taking on a permanent position at the airport".



Women in Aviation and Aerospace Charter

London Southend Airport are proud to be a signatory of the Women in Aviation and Aerospace Charter and working towards improving gender equality. We are committing to be the very best at driving diversity and inclusion within their sector and providing fair opportunities for women to succeed at the highest levels.

The charter reflects the aspiration to see gender balance at all levels across aviation and aerospace. A balanced workforce is good for business – it is good for customers and consumers, for profitability and workplace culture, and is increasingly attractive for investors.

Terms and conditions improvements

For us to attract and retain the right people for the right roles it is very important for us to provide a positive working environment and reward our team fairly. A regular review of terms and conditions adds value for our teams in introducing and enhancing a greater work life balance.

Employee survey

We are dedicated to improving employee engagement and being an employer of choice. During 2019 we continued to build on the improvements implemented from the 2018 employee survey action plans in which we achieved a very pleasing overall engagement score of 70%. Our people forums work collaboratively and have been fundamental in creating improvements, embracing and delivering change with the support and commitment of our people champions.

Safety



AOA Safety event – May 2019

The airport's Health and Safety team organised a day of fun interactive activities run by staff from across the airport as part of the AOA (Airports Operators Association) UK Airports Safety Week (13–19 May).

This was a national initiative, which saw airports across the UK promoting all aspects of aviation and workplace safety.

All airport staff were able to attend throughout the week to learn more about the safety processes specific to each department. Teams from Stobart Aviation Services, Security, Stobart Jet Centre, Air Traffic Control, Fire and easyJet took part, hosting interactive learning, safety demonstrations as well as safety games to win prizes. The event was also attended by local students and councillors.

Chief Executive of the AOA, Karen Dee said *"Passengers, airport staff, airline crew, ground-handling employees and everyone else working in and around an airport are affected by aviation safety and have a role to play to ensure everyone's safe. If we get it right, much of this hard work will go unnoticed by passengers and staff alike. AOA UK Airports Safety Week 2019 is an opportunity to bring all this behind-the-scenes work out into the open, and show to airport users, the public and staff the different aspects of safety and safety culture at UK airports."*



Winter Op's Safety Event – November 2019

Due to the success of the summer event, London Southend Airport decided to host a further event in November focusing on the specific hazards that may arise during the Winter months.

This event was even bigger. Dr Syed from Pall Mall Surgery in Leigh-on-Sea was on hand to give staff advice on how to stay fit and healthy through the Winter months. The theme was based on safety in the Winter and consisted of:

- Decoding of a SNOWTAM
- Riding a de-icing vehicle
- Tagging hand luggage with gloves on
- Learning about COSHH symbols from the Cleaning team.

Also, Stobart Aviation Services arranged a Virtual Reality experience. Over 130 people took part including students from both Belfairs Academy and South Essex College as well as the Environmental Health Officer from Rochford District Council, Mark Stanbury.

4. Quiet ground operations

London Southend Airport has put a wide range of measures in place to control and minimise ground noise. Airport ground noise is defined as any noise, other than that which is generated by aircraft in flight, taking off or landing.



The main sources of airport ground noise are:

Aircraft taxiing

The Quiet Ground Operations Scheme states that; in general, aircraft engines shall be operated to minimise noise when on the ground. Wherever possible, aircraft should not be given clearance to start their engines until take-off can be achieved without delay. For taxiing, aircraft shall use idle thrust settings unless it is necessary to increase thrust to break away from stationary or to climb a gradient.

In addition, and in response to meetings with local residents, the airport reviewed the guidance to controllers in terms of the use of the Charlie taxiway (closest to residential properties) and issued an updated guidance to further restrict the holding time at C1 (i.e. if delays are expected aircraft should hold further back from the runway at C2) and to avoid using the Charlie taxiway at night when possible.

The S106 Agreement restricts the scheduling of passenger aircraft during the night-time (2300–0630 hours). These restrictions apply to aircraft take-offs and landings, but aircraft subject to these restrictions may operate on the ground before 0630 or after 2300 hours and at these times they shall be operated for the minimum time necessary to taxi between the runway and their parking stand.

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 operators – easyJet and Ryanair – have a policy of utilising single engine taxi for arrivals where the taxi time exceeds three minutes, where possible this process is utilised.

Aircraft mounted auxiliary power units (APU's)

The Quiet Ground Operations Scheme states that; the airport will take reasonable steps to ensure that Fixed Electrical Ground Power (FEGP) shall be used where fitted in preference to Ground Power Units (GPU) and Aircraft Auxiliary Power Units (APU). Where FEGP is not fitted, or not available, APUs or GPUs may be used. APUs on passenger aircraft shall not be used for more than 30 minutes before departure or after arrival. APUs and GPUs may be used where it is necessary for testing and maintenance.

To ensure that the use of diesel fuelled Ground Power Unit's (GPU's) and aircraft Auxiliary Power Units (APU's) are kept to a minimum, all terminal contact stands are fitted with Fixed Electrical Ground Power (FEGP).

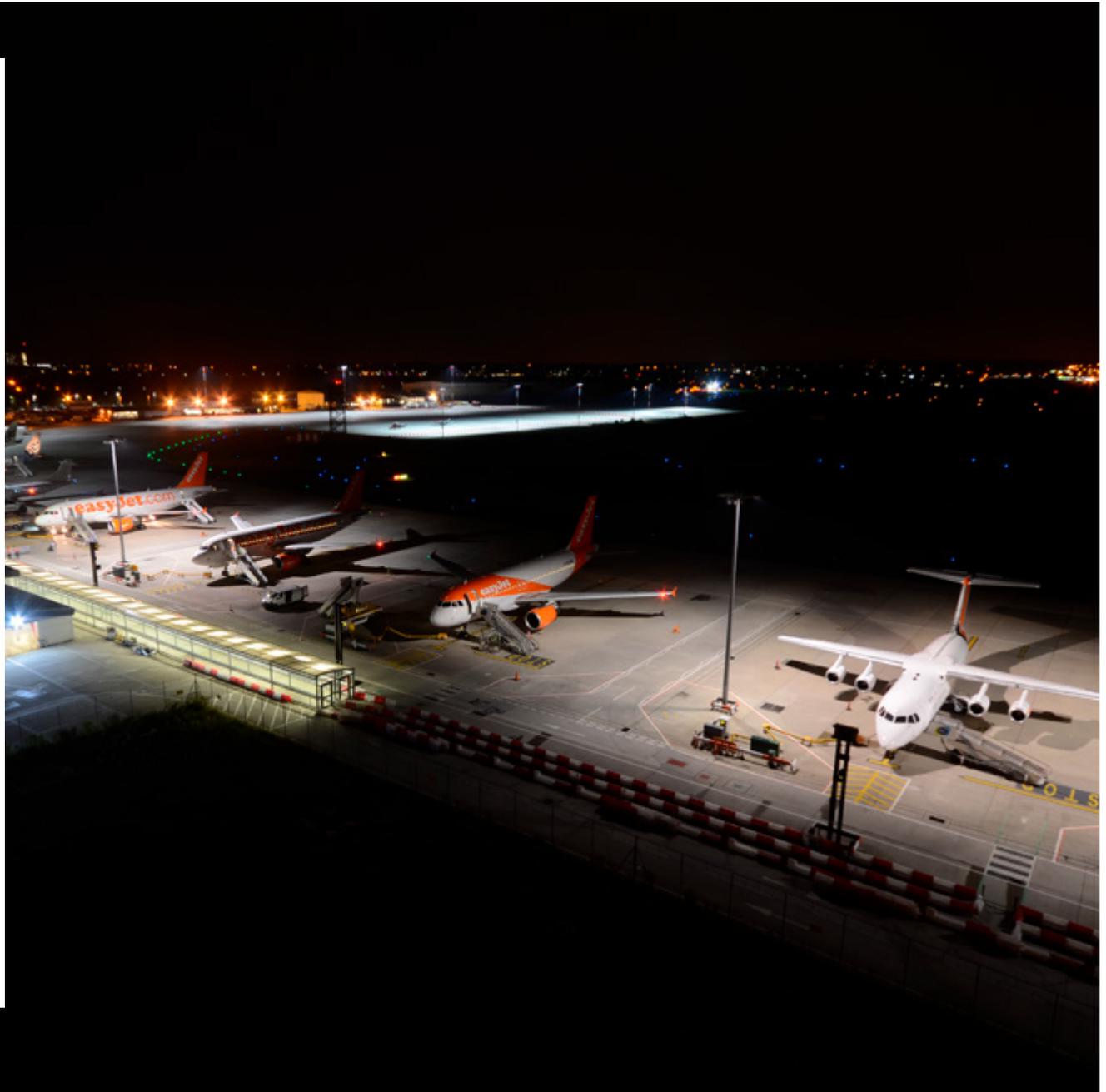
The aircraft base size at the start of the 2019–20 reporting period was four Airbus, three B737-800, one ATR-72. In October 2019, two B737-400F aircraft were based at the airport to operate cargo flights. These aircraft operated from three marked remote stands on the north apron which do not have FEGP and rely on GPU for aircraft loading and unloading. In May 2020 these aircraft will move to a new apron, designed and built on the north side of the aerodrome adjacent to the new Cargo Centre. This apron comprises of two new aircraft stands with the capability of operating two 737-400F simultaneously for loading and unloading cargo.

For significant periods over the winter season one of the based B737-800 aircraft was operated away from London Southend Airport and none of the based aircraft operated concurrently, therefore FEGP demand was seven operating aircraft.

Once again, annualised, FEGP was available on all operating aircraft stands for over 99% of the time.

Testing (ground running) of aircraft engines

The airport ensures that all engine testing is carried out in accordance with the 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 1 March 2020 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.



5. Noise

Aircraft today are much quieter than they were 40, 30 or even 20 years ago. And these will be replaced by even quieter aircraft in the future. But, of course, even though each individual aircraft is quieter, there are more planes flying today. This means that the average level of noise is lower than before, but you may hear aircraft more frequently.



The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly; from Lancaster bombers in the 1940's, 'drive-on' Carvair aircraft in the 1960's to today's modern Airbus and Boeing passenger jets.

As a result of planning permission being granted for a 300m runway extension in 2010, a Section 106 agreement was entered into between the airport and local authorities.

The S106 Agreement includes controls to minimise any negative impact on the surrounding communities that the airport development might bring.

Night noise restrictions

The night-time period is classified as 23:00 – 06:30.

- The number of night-time operations is capped at 120 per month.
- 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

- London Southend Airport may not schedule passenger flights during the night period. Up to three arrivals per night may be scheduled between 23:00 –23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night-time quota.

A summary of the operational controls which were agreed by Rochford District Council, Southend-on-Sea Borough Council and London Southend Airport can be found on the Southend-on-Sea Borough Council website: www.southend.gov.uk/

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.

Noise preferential route

Introduced to minimise the number of local residents being overflown by departing aircraft.

 See page 59 for more information on aircraft performance against this control.

ILS – Instrument Landing System

The ILS utilises three radio beams which are emitted from ground based infrastructure located within the airport boundary. The first beam ensures that the aircraft is aligned with the runway centreline, a second beam creates a “glide path” for aircraft to follow to allow them to descend at the correct speed and angle and a third beam gives distance away from touch down. This system works in conjunction with specialist systems on board the aircraft and allows for a consistent flight path. The ILS approach is used for all arrivals during low visibility and low cloud and is classed as a precision approach.

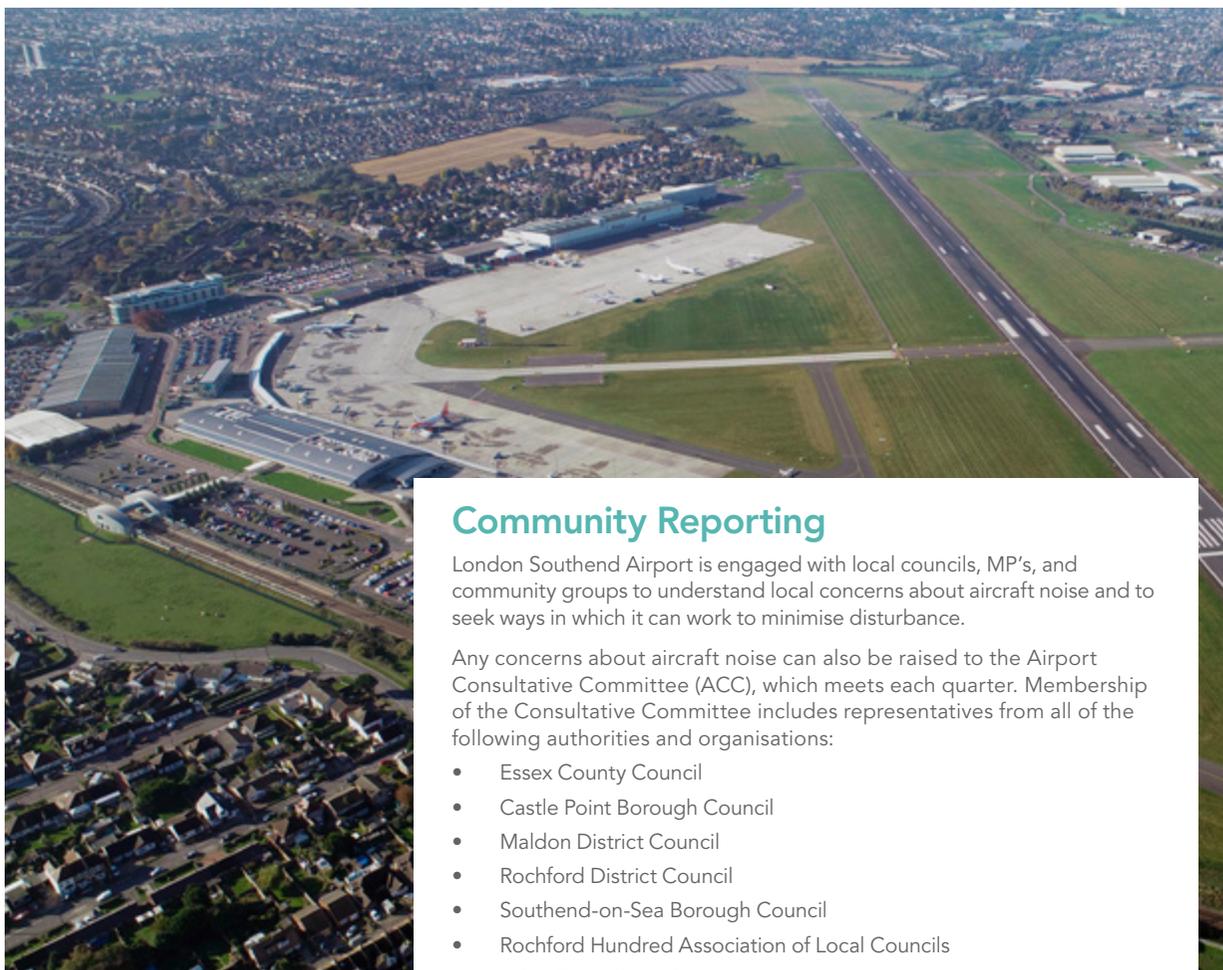
Noise complaints handling service

Enquiries and complaints from the local community help the airport to understand how different locations around the airport are impacted by London Southend Airport aircraft movements.

London Southend Airport has a noise complaint handling service which responds to comments and complaints about aircraft noise and routing. The way in which London Southend Airport manages noise complaints is subject to approval by the Airport Consultative Committee and the local councils.

Noise Action Plan

In accordance with the terms of the Environmental Noise (England) Regulations 2006, London Southend Airport submitted a revised Noise Action Plan to DEFRA on 29 November 2018. A formal letter of Adoption was received 13 February 2019. In line with DEFRA guidelines the revised adopted Noise Action Plan is published on London Southend Airport’s website: southendairport.com/corporate-and-community/noise#noise-action-plan



Community Reporting

London Southend Airport is engaged with local councils, MP’s, and community groups to understand local concerns about aircraft noise and to seek ways in which it can work to minimise disturbance.

Any concerns about aircraft noise can also be raised to the Airport Consultative Committee (ACC), which meets each quarter. 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
- Southend Flying Clubs
- West Leigh Residents Association
- Southend Trades Council
- Essex Chambers of Commerce
- UK Border Force
- Based airlines

Minutes of the quarterly ACC meeting are available on London Southend Airport’s website: southendairport.com/community-relations/

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

Noise monitoring

London Southend Airport operates a noise and track keeping system which takes radar data from air traffic control and combines it with flight information such as a call sign, tail number, type and destination. Data is captured from two fixed noise monitors which are located approximately one mile from each end of the single runway.



Noise complaint statistics

In the reporting period March 2019 – February 2020 a total of 7,005 noise complaints were received and investigated. Of those, 6,711 related to aircraft operating in or out of London Southend Airport. There were 708 complainants from 630 households, although over 50% of all complaints derived from 20 addresses and one local resident submitted over 550 complaints.

294 of the complaints submitted specified times when no aircraft were operating within 30 minutes earlier or later than the time provided.

Of the remaining 6,711 complaints, 16 related to five non-complaint aircraft movements that had breached noise abatement controls by initiating an early turn before reaching the required 2.5 mile straight departure when taking off towards Leigh-on-Sea (full details of all non-compliant departures and the fines issued against them can be found on page 59. 6,711 complaints (99.8%) related to aircraft that were found to have been operating legitimately, within the airport's agreed control framework.



6,695

complaints about aircraft operating within the airport's agreed control framework



16

complaints about non-compliant aircraft movements

99.8%

related to aircraft that were found to have been operating legitimately, within the airport's agreed control framework.

Key highlights and mitigating actions taken in response to noise complaints

All complaints have been logged and investigated. All are considered and included within March 2019 – February 2020 data.

630 separate households submitted complaints, of these 340 (54%) made one isolated complaint in the 12-month reporting period.

The airport has met with community groups, local councillors, MPs and the Airport Consultative Committee to discuss residents' concerns.

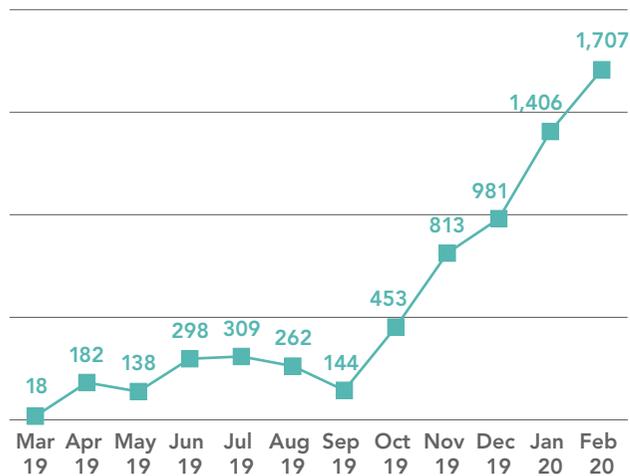
The airport has undertaken measures to investigate and reduce noise disturbances;

- Closed the Stobart Jet Centre at night – no private business jet movements between 23:00 – 06:30.
- Commissioned an independent noise study to identify the effectiveness of a noise barrier as requested by local residents.
- Investigated the viability of installing a north taxiway to move aircraft away from Wells Avenue.
- Introduced NO₂ monitoring at Wells Avenue (through Southend Borough Council).
- Repositioned the holding point for departing aircraft further back from the runway.
- Reduced of the use of the Charlie taxiway at night.
- Reduced of the use of reverse thrust at night.

Noise complaints 2019–2020

For the first seven months of the reporting period, the number of noise complaints remained fairly consistent. The total number of noise complaints for March – September 2019 was 1,351. During this period, most complaints related to delayed passenger arrivals (returning to the airport after 23:00) or business jet operations. In response, the airport's website under 'FAQs about noise' was updated to provide more detailed information about the controls under which aircraft operate and the reasons why flights may be delayed.

Noise complaints 2019–2020 per month



With the introduction of the cargo flights in October, the number of complaints increased significantly, very largely associated with the two arrivals and one departure during the night-time period. A change to any operational parameter at any airport will drive a spike in complaints. Over 80% of all complaints related to cargo operations during the night-time period. The aircraft used is a B734 which falls within the noise quota count criteria for aircraft permitted to operate at night.

A local anti-airport group actively encouraged its members to make daily noise complaints by providing the times and runway direction of each night flight, and a link to the airport's noise submission form. The group's members also ran a door to door petition seeking to stop all night flights.

Due to the spike in complaints generated by this activity, it became difficult to respond to each complaint individually. Therefore, it was agreed with the Airport Consultative Committee that, when a complainant submits regular complaints about the same type of aircraft operation, and has already been provided more than one written response containing information about:

- the controls under which the flight operates,
- the reason the flight has operated,
- the type of aircraft concerned
- a map showing where the aircraft operates in relation to the complainant's specific location
- and, if necessary, the reason the aircraft did not follow the preferred runway scheme

Further continued complaints about the same type of aircraft operation would be summarised.

London Southend Airport is currently logging all complaints from all complainants, without exception.

In January, the airport met with software provider EMS Brüel & Kjær to see how the complaints system could be improved. EMS Brüel & Kjær supply a number of other airports in the UK with noise complaints software and demonstrated a web based complaints system, which would enable residents to look up any flight that had disturbed them and see the aircraft details, track flown, weather conditions and location to their address. Complainants would then be able to log a complaint instantly by entering their details if desired. A quote for the procurement of the system has been received and formally approved, and the airport is in the final stages of negotiation with the supplier on lead times for installation of the software.

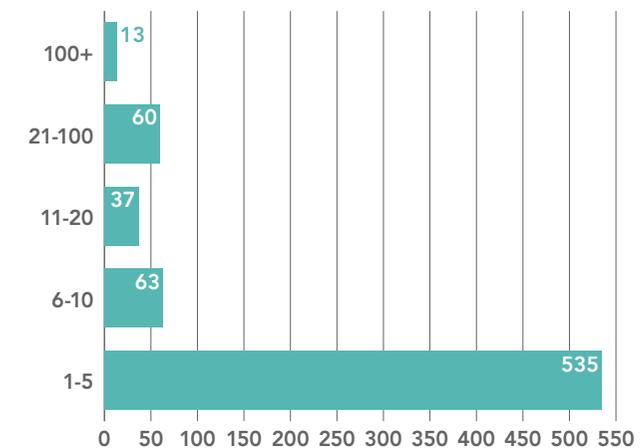
The graph below shows the number of individuals complaining and volume of complaints received and investigated by the airport over the past five years to February 2020.

	2015–16	2016–17	2017–18	2018–19	2019–20
Complaints	352	335	278	1,505	6,711
Complainants	64	74	75	213	708

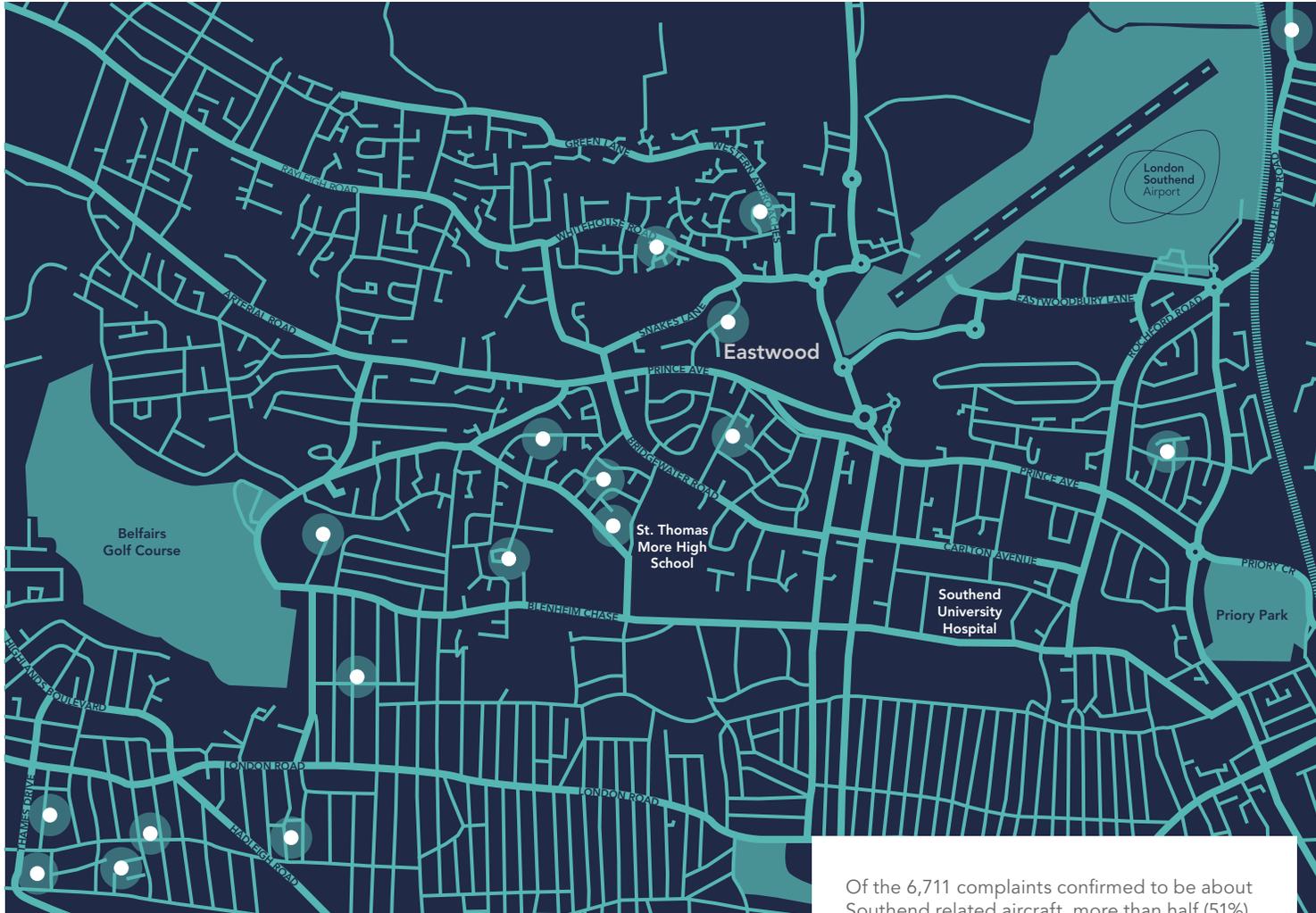
Whilst complaints have been recorded from 708 individuals, some residents log complaints from up to four family members at the same address. The number of separate households is 630.

475 have submitted five or less complaints in the 12-month reporting period (340 submitting just a single complaint). 13 households submitted more than 100 complaints each.

Number of complaints per individual



Complainants map



Of the 6,711 complaints confirmed to be about Southend related aircraft, more than half (51%) came from 20 properties, located on the map on the left;

Two of the locations marked represent two separate households.

Postcode ME3 8BX is located in Kent and not shown – 73 complaints were submitted from this location.

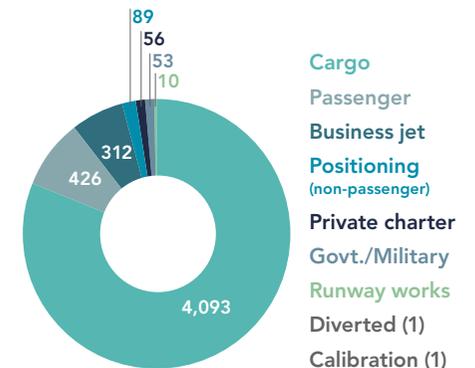
Night-time noise complaints

There was a total of 1,452 aircraft movements within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30 and delayed, diverted and exempt aircraft).

Of the 6,711 noise complaints identified, 5,041 (75%) related to night-time operations;

Virtually all complaints (99.8%) relate to aircraft operating within the airport's permitted controls. Nevertheless, the airport continuously seeks to manage and mitigate the impact of its operations on its communities. To that end, the management team engages regularly with local councillors, MPs, stakeholders and community groups to seek to find ways to balance these impacts with the positive contribution it makes through employment growth for local people and wider economic regeneration.

Breakdown of 5,041 night-time complaints



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. New noise contours will be produced for the summer 2020 period.

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

- Property Acquisition – for properties that fall within the 69dB 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 16 June to 15 September and 'day' is defined as the 16-hour period 0700–2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bickerdike Allen Partners (BAP) to produce the summer 2012, 2014, 2016 and 2018 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 2018 noise assessment carried out by BDA identified 14 new properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme. 12 properties have previously qualified for the scheme making a total of 26 qualifying properties.

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	Number of properties	Numbers
N/A	0	N/A

Properties within 63 dB LAeq 16 hour that qualify for sound and thermal insulation

Street	Number of properties	Numbers
Southend Road	9	45–61 (even)
Southend Road	14	66–92 (even)
Eastwoodbury Road	3	13,14 and 14A

There are no properties within the 69dB LAeq 16 hour noise contour.

26 dwellings have been included in the Southend and Thermal Insulation Grant Scheme. The airport has written to all of the properties within Southend Road that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2018. Three properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £5,751.

In the 2019–20 reporting period, seven further property owners have been provided with quotes from Newview Homes for sound and/or thermal insulation grants.

Wake Vortex Compensation Scheme

Wake Vortices are turbulence in the air formed behind an aircraft, particularly when landing. Many of the new aircraft operating at London Southend Airport such as the Airbus A319/A320, Boeing 738 and Embraer 170/190 are equipped with winglets. These winglets improve aerodynamics and reduce the intensity of the wake vortices and reduce the likelihood of a wake turbulence impacts.

Wake turbulence damage is usually verified by its pattern of damage. Only traditional slate or tiled roofs can be damaged and this damage is usually in the centre of the roof.

The legal liability for damage caused by wake vortex is with the aircraft operator but, because of the difficulty in establishing which aircraft may have caused the damage, the airport provides a scheme to ensure that damage is repaired.

In May 2019, the airport received an enquiry about potential wake vortex damage from a local resident. A local qualified surveyor was commissioned to carry out an independent inspection of the property and provide a full report. The report concluded that there were no areas of the roof with a pattern of damage associated typically with trailing vortices and that the damage present was due to general deterioration.

Prior to the above report and since the scheme was established in 2012, there has been just one other reported incident of damage to any properties in the vicinity of the airport.

Summer 2016 and 2018 noise contours

The 2018 contour areas are similar to those produced for 2016. Figure A shows that compared to the contours for 2016, the 2018 63 dB LAeq, 16h contour is generally slightly longer at the north-eastern end of the contour, but the main body of the contour has moved further to the south-western end of the contour. This change in shape is primarily due to the high pressure weather pattern during the summer which meant more aircraft using runway 05 than usual. i.e. an increase in the number of aircraft departing towards the North East in accordance with the preferred runway scheme.

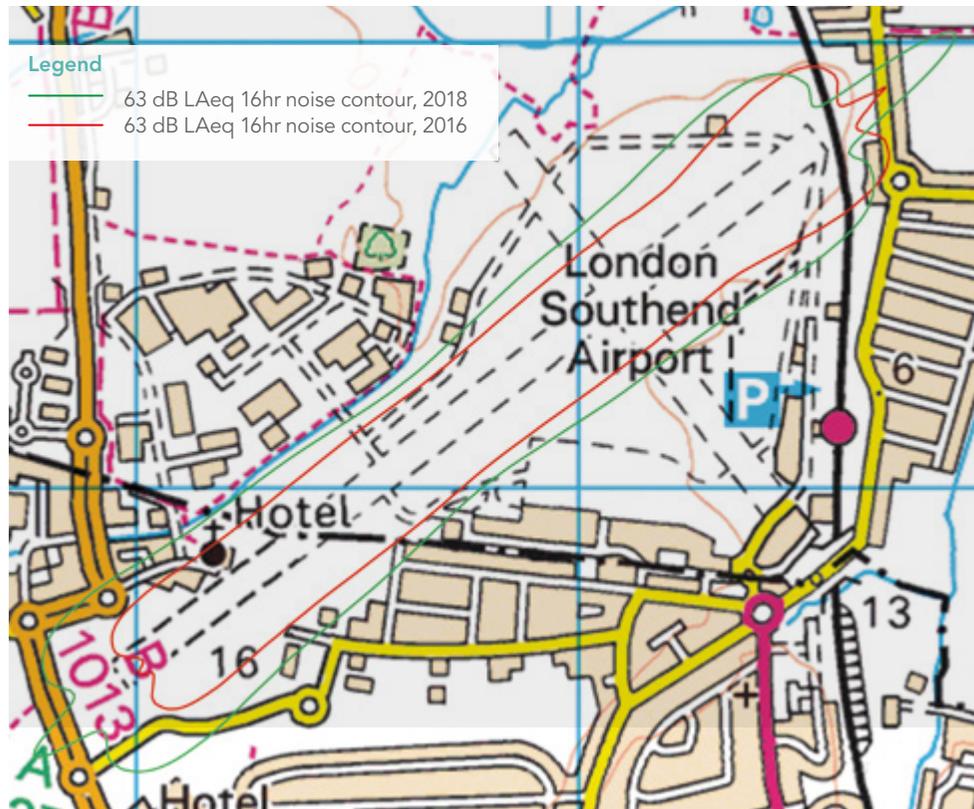


Figure A
London Southend Airport summer noise contours 2018. Airborne aircraft noise contours summer average daytime. Contour comparison 2016/2018 – 63dB. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

Summer 2018 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2018.

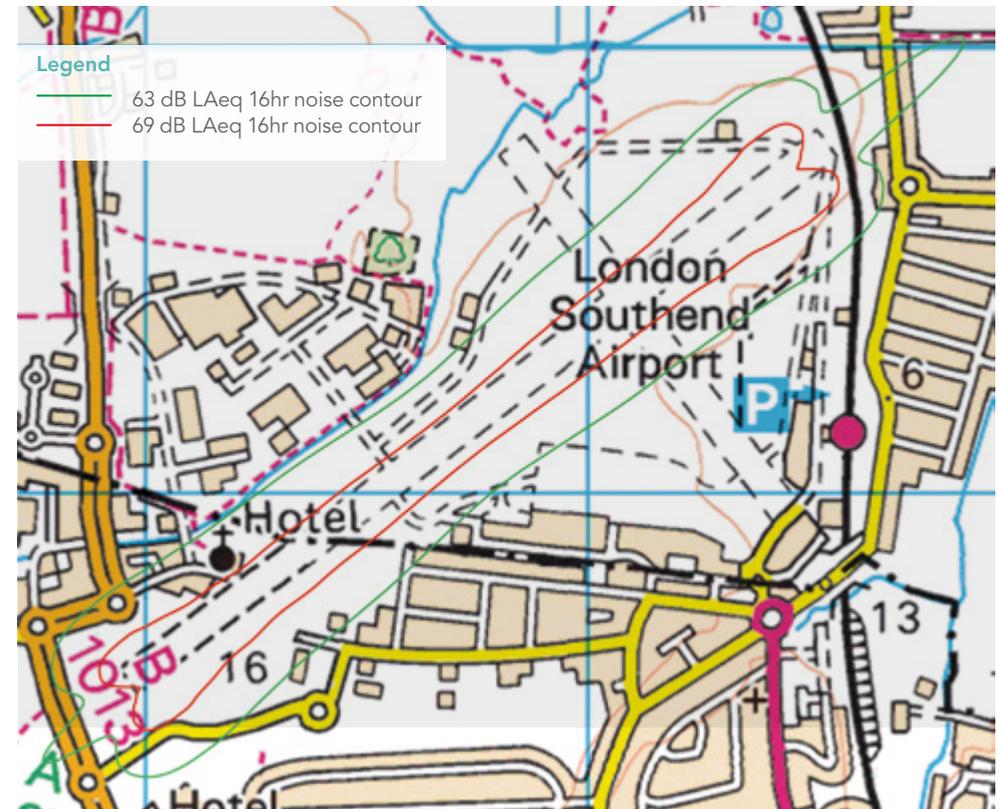


Figure B
Figure B London Southend Airport summer noise contours 2018. Airborne aircraft noise contours summer average daytime. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

6. Air quality

London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health.

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 $40 \mu\text{g}/\text{m}^3$ value limit of NO_2 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. The airport 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 (NO_2)

To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO_2 .

Legislation	Annual limit
EU First Daughter Directive (99/30/EC)	$40 \mu\text{g}/\text{m}^3$
Air Quality (England) Regulations (2000) (as amended)	$40 \mu\text{g}/\text{m}^3$

The objective therefore, is not to exceed an annual mean average of $40 \mu\text{g}/\text{m}^3$ for NO_2 levels.

The airport tests for NO_2 at a number of permanent locations.



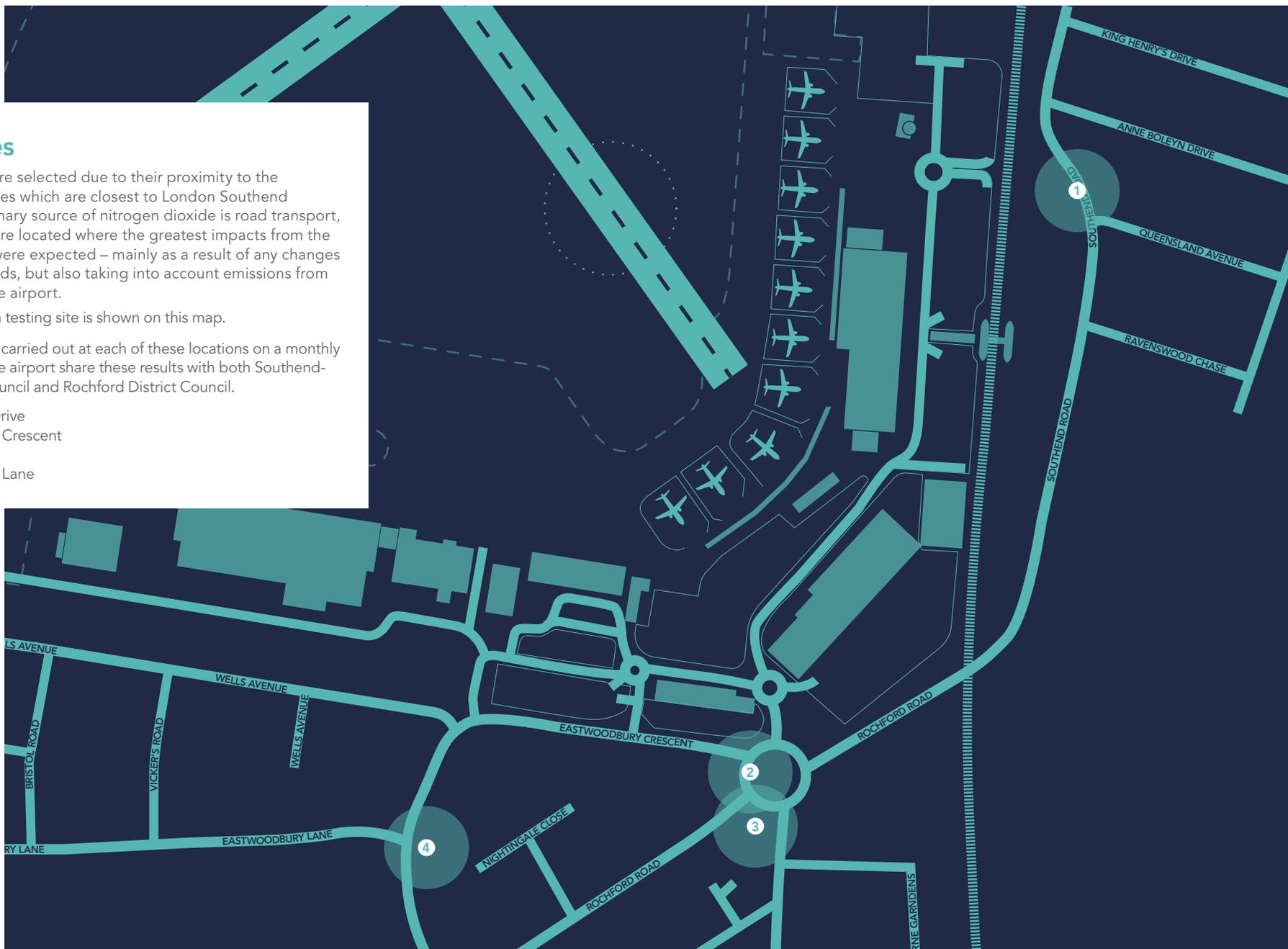
Testing sites

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, the airport 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

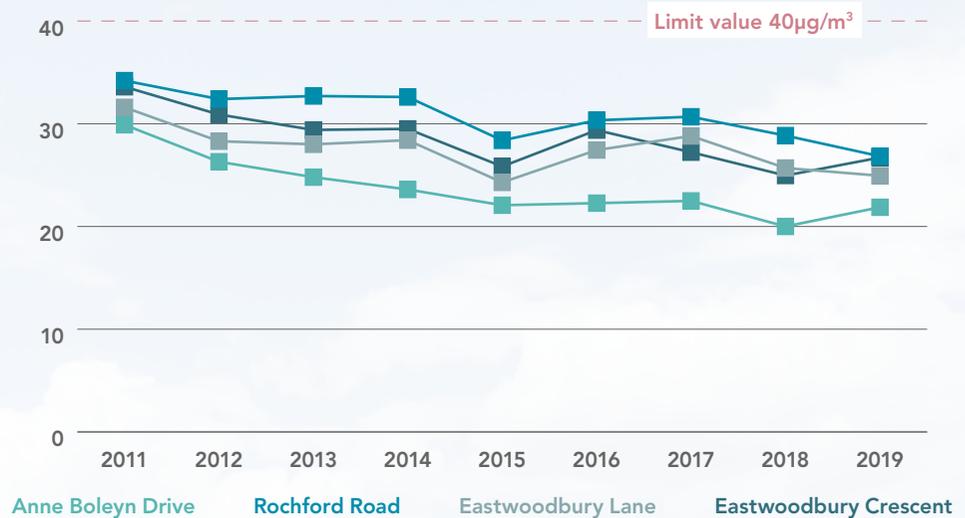
Concentration levels of NO₂ measured around London Southend Airport have consistently remained below Government limits. The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance. The pollutants of greatest concern in the local 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 2019 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).



Figure 1. Results of nitrogen dioxide (NO₂) testing

Site	2011 (µg/m ³)	2012 (µg/m ³)	2013 (µg/m ³)	2014 (µg/m ³)	2015 (µg/m ³)	2016 (µg/m ³)	2017 (µg/m ³)	2018 (µg/m ³)	2019 (µg/m ³)
Anne Boleyn Drive	22.9	26.3	24.8	23.6	22.1	22.3	22.5	20.0	21.9
Rochford Road	34.2	32.4	32.7	32.6	28.4	30.4	30.7	28.9	26.8
Eastwoodbury Lane	31.6	28.3	28.0	28.4	24.3	27.4	28.8	25.7	24.9
Eastwoodbury Crescent	33.6	30.9	29.4	29.5	25.8	29.4	27.2	25.0	26.7

Figure 2. Annual mean nitrogen dioxide concentrations 2011–2019 (µg/m³)





7. Environment management



London Southend Airport recognises that it has an important role to play in protecting the environment whilst creating economic benefits and social and employment opportunities.

Air quality (NO₂) around the airport site consistently remains below Government guidelines and is lower in comparison to other monitoring sites in the local area.

During the 2019–20 reporting period, the airport has focused on our energy and fuel use, improving its impact on the environment by cutting waste and implementing smarter technologies, working towards reducing emission to net zero.

The airport has also explored options for carbon offsetting and has plans to implement new incentives later in the year.

London Southend Airport uses renewable energy generated by an on-site solar farm and continuously improves energy management and operational practices to reduce greenhouse gas emissions.

London Southend Airport aims to reduce carbon emissions by taking actions in the following areas;

- Improving energy efficiency
- Investing in renewable energy
- Efficient airport operations
- Encouraging sustainable transport
- Reducing waste and improving recycling

In 2019 our CO₂ emissions for London Southend Airport were 4,724 tCO₂e¹ (down from 5,133 in the last financial year). This represents a 36% reduction in our emissions per unit revenue.

1. This includes emissions that London Southend Airport is responsible for based on the operational control approach. It includes scope 1 (direct emissions from owned and controlled sources) and scope 2 (indirect emissions from the generation of purchased energy) emissions.



Energy efficiency

The main source of energy at London Southend Airport is electricity. Electricity is sourced from onsite renewable solar energy and from the grid. The airport uses its sophisticated building management system to improve energy efficiency whilst continuously monitoring consumption to make further improvements.

	2015–16	2016–17	2017–18	2018–19	2019–20
Total kWh (passenger terminal)	2.67m	2.89m	2.87m	3.18m	3.04m
Total passengers	0.90m	0.87m	1.13m	1.49m	2.14m
kWh per passenger	2.96	3.32	2.55	2.13	1.42



Energy consumption for the passenger terminal was **1.42kWh per passenger.**

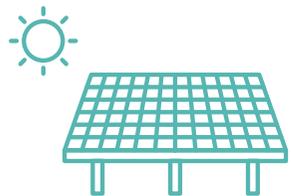
Renewable energy

The total consumption of electricity across the airport site (including our tenant's operations) was 13,406,719 kW/h during the 2019–20 reporting period. Across the whole airport site, the energy contribution from renewable sources i.e. on-site solar panels was 17% during the 2019–20 reporting period.



496
Solar Panels

Terminal roof
101,766kwh
0.76%



9,500
Solar Panels

Solar farm
2,182,881kwh
16%



43%
of the total energy consumed on-site was used by London Southend Airport Ltd, Stobart Aviation Services, Holiday Inn and the Rail Station.

Efficient airport operations

The way in which the airport operates can impact carbon emissions, therefore identifying opportunities to reduce emissions are ongoing to promote efficient airport operations.

To reduce track miles and emissions uncongested airspace at London Southend Airport means that aircraft are rarely delayed on approach or required to enter a holding pattern on route.

London Southend Airport benefits from having spare slot capacity, this allows for efficient departures and reduces the risk of delays due to runway congestion.

If longer delays are necessary (e.g. due to European air traffic control industrial action), the taxiway network allows space to 'remote-hold' aircraft with engines off.

Aircraft also benefit from a short taxi to the terminal facilities which reduces aircraft energy consumption.

Runway lights are turned off during the night-time period and only turned on 15 minutes before and after an aircraft operation.

All new passenger aircraft stands are fitted with fixed electrical ground power (FEGP). These fixed supplies allow the aircraft to use London Southend Airport's electricity supply and benefit from its onsite renewable generation. This reduces the need for aircraft to generate power from running auxiliary power units which need only be switched on to start the main engines just before departure.

All of the vehicles used to transport luggage between the terminal and the aircraft are electric powered.

London Southend Airport is committed to exploring further opportunities to improve efficiency of airport operations including further transitioning to electric vehicles and improving lighting efficiency.

Sustainable transport

As passenger numbers grow, London Southend Airport is committed to promoting sustainable transport solutions for passengers, staff and goods access to the airport.

The Airport Surface Access Strategy (ASAS) is available to view on the airport's website: southendairport.com/corporate-and-community/environmental-responsibility#carbon-management

The targets set out within the ASAS are designed to minimise the impact of operations on local communities and the environment. Further information about the targets can be found in Section 2 of this report page 23.

As part of its original development plans, London Southend Airport made a considerable financial investment to build a new rail station. The conveniently positioned station is just 100 paces from the passenger terminal and provides a sustainable and convenient solution for travellers and staff to reach the airport from central London.

London Southend Airport is regularly engaged with the local authorities through Transport Liaison Group meetings and an annual Transport Forum.

London Southend Airport works with local public transport providers to host staff travel events to promote the use of sustainable travel modes.



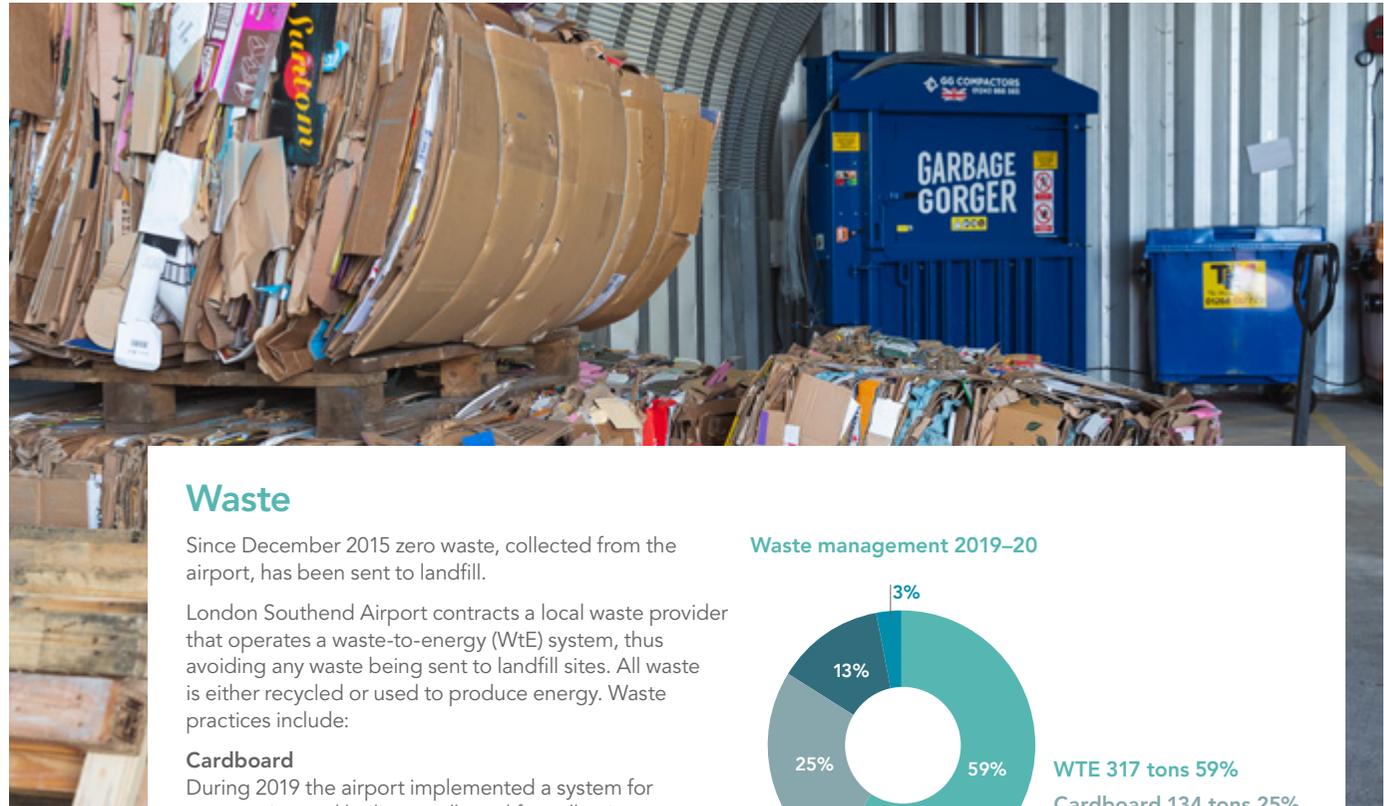
Water usage

London Southend Airport limits discharges and continuously reduces the water footprint of its operations.

Two 60,000 litre underground water reservoirs 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 including for flushing toilets.

Water consumption is monitored on an ongoing basis to identify opportunities to further reduce consumption and waste.

zero waste,
collected from the
airport to landfill
since 2015.



Waste

Since December 2015 zero waste, collected from the airport, has been sent to landfill.

London Southend Airport contracts a local waste provider that operates a waste-to-energy (WtE) system, thus avoiding any waste being sent to landfill sites. All waste is either recycled or used to produce energy. Waste practices include:

Cardboard

During 2019 the airport implemented a system for segregating and bailing cardboard for collection and recycling.

Paper

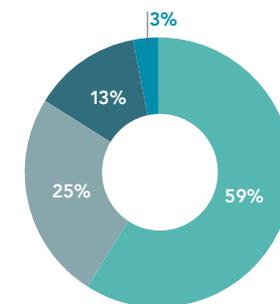
Locked recycling bins are provided for the collection papers including confidential waste, newspapers and airline magazines.

Glass and metal

Separated from general waste for recycling and re-use.

In addition to on-site recycling systems, valuable materials including wood, plastics and cans are extracted from general waste by our waste management company. Only the residual waste is processed as Waste to Energy (WtE), meaning that absolutely nothing goes to landfill from London Southend Airport.

Waste management 2019–20



WTE 317 tons 59%
Cardboard 134 tons 25%
Paper (new) 16 tons 3%
Glass 66 tons 13%.

As part of an ongoing commitment to further reduce plastic waste, London Southend Airport actively encourages passengers to refill their plastic water bottles. In 2019, a new 'pour away sink' facility was introduced before entering security, allowing passengers to empty bottles to then re-fill once they are in the departure area. Free water refills are available at all food outlets and at the Skylife lounge.

All plastic straws have been removed from use, with paper straws available in the departure lounge, The Navigator, Giraffe, Bourgee and Costa. Further incentives are being considered to reduce non-recycled, single use, cutlery items and cups. The introduction of reusable drinking bottles for all staff members has seen the use of disposable cups eliminated in staff areas.

Waste to energy process





Building sustainability

London Southend Airport recognises the importance of the sustainability of its built infrastructure at the airport. The passenger terminal is certified by BREEAM (an international scheme that independently assesses the sustainability of buildings) as “very good” with an overall score of 58%.

A project’s overall BREEAM score is based on ten criteria, with categories including land use, ecology and water. It encourages low carbon and low impact building design that minimise the energy demand created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies.

Green building features at London Southend Airport include:

- Air source heat pumps: which take heat from outside air to warm the interior of the building
- Extensive use of LED lighting
- Dimmable concourse lighting to react to daylight
- Motion sensor activated office lighting
- A highly insulated building envelope
- Tinted glass and solar shading to reduce solar gain and limit our cooling requirements

Protecting biodiversity

London Southend Airport protects biodiversity and enhances conservation through careful planning and management of its operations. London Southend Airport is proud to be a member of the Essex Wildlife Trust and has created a wildflower meadow to increase the biodiversity of the site.

The airport must balance the need to protect biodiversity while ensuring safety of aircraft operations. This includes an ongoing management of birds and other species that pose risks to air operations.

London Southend Airport operates a Wildlife Hazard Control Management Plan which seeks to;

- Monitor habitat changes on and in the vicinity of the aerodrome
- Manage long grass on the airfield
- Log all wildlife control activities
- Conduct regular surveys of wildlife concentrations and movements of wildlife in the local area

Environmental Management Plan

Southend-on-Sea Borough Council declared a climate emergency in 2019 and has started work towards carbon neutrality. The council has committed to installing 87 electric charging points around the town and is planting 1,000 new trees across the Borough. The council is also looking at more ambitious projects to harness renewable energy and promote low emission transport options.

London Southend Airport is supporting the council’s initiative by working in partnership with local stakeholders to develop a comprehensive Environmental Management Plan. This plan will set specific goals and targets for the airport’s own environmental performance and will provide a clear plan for improvements.



The passenger terminal is certified by BREEAM as “very good” with an overall score of 58%.

8. Air traffic movement controls

London Southend Airport is working well within its agreed S106 controls and quota limits.

During the planning consultation for the runway extension at London Southend Airport, 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.



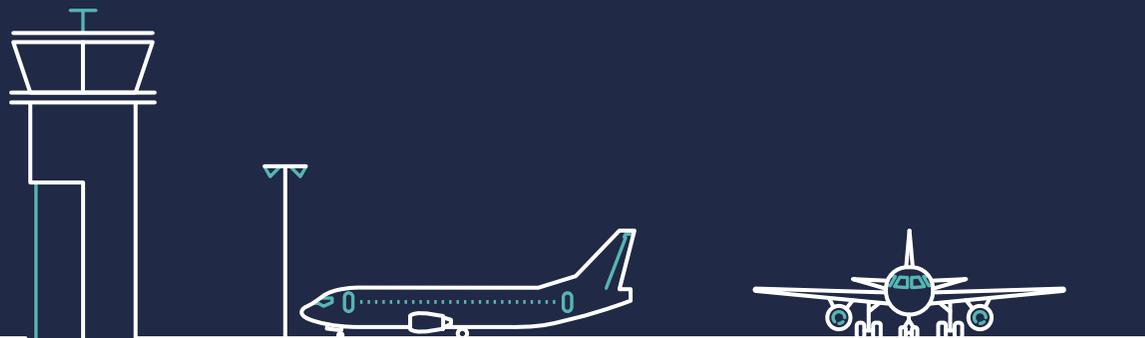
Quarterly reporting

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



There were no B737-300 aircraft movements during the year.



Annual reporting

For the 12-month period March 2019 – February 2020, London Southend Airport has operated within all of the agreed limitations on aircraft movements. The table below shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2019 – February 2020.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2019 – Feb 2020	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	36,979	69%
ii	Cargo ATMs (permitted lesser of 10% of total ATMs or 5,300 p.a.)	3,700	1,022	28%
iii	Boeing 737-300 ATMs	2,150	0	0%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2019 – February 2020.

Flights in night quota period (23:00–06:30)	Quota annual limit	Annual total Mar 2019 – Feb 2020	% of agreed annual limit
Total night-time ATMs		1,452	
Diverted ATMs (of which all were QC1 or less)		22	
Delayed ATMs (of which all were QC1 or less)		302	
Exempt ATMs (of which all were QC1 or less)		43	
Night-time ATMs to be included in quota total (120 per quota month)	1,440	1,085	75%

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

Diverted ATMs

Unforeseen diversions of ATM's 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.

Of the 22 diverted ATMs, all were diverted to London Southend Airport as a result of being unable to land at their destination airport. The destination airport being defined as a London airport other than Southend.

Of the 302 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 43 exempt ATMs, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.



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 2019 to February 2020, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 2019 – Feb 2020	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	17,308	
Arrivals from South West (over Leigh-on-Sea)	4,955	29%
Total daytime arrivals and departures	35,554	
Arrivals and departures to/from South West (Over Leigh-on-Sea)	16,666	45%

During the night-time

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

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 2019 – Feb 2020	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	1,452	
Number of aircraft which did not take-off towards, or land from the North East (over Rochford)	349	32%



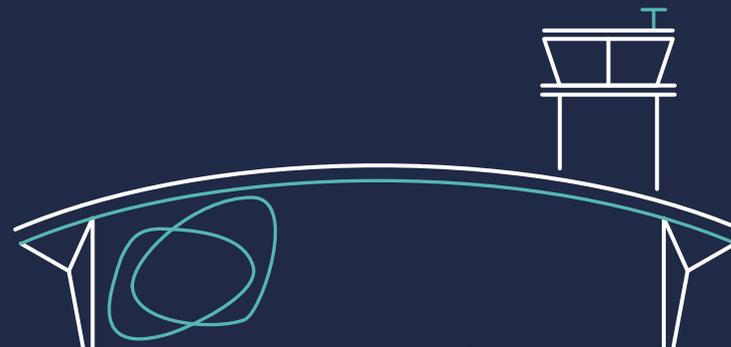
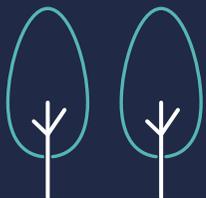
Just **4,955 arrivals** over Leigh-on-Sea during the daytime period.



Fewer than half of all ATMs operated over Leigh-on-Sea.



All night-time ATMs that operated over Leigh-on-Sea did so under agreement exemptions.



9.

Departures

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



All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5,700kg) 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 Noise Preferential Routes in March 2012, 99.8% of all passenger flights within the seven year period have departed London Southend Airport within their agreed NPR.

There were more than 19,300 departures from London Southend Airport for the 12-month period March 2019 – February 2020, of which over 13,200 related to aircraft (above 5,700kg) that were required to depart within the agreed NPR. During this period just 27 (0.2%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.

Noise preferential routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5,700kg) 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 1,500ft altitude and one 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 1,500ft altitude and 2.5 miles in distance.

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

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

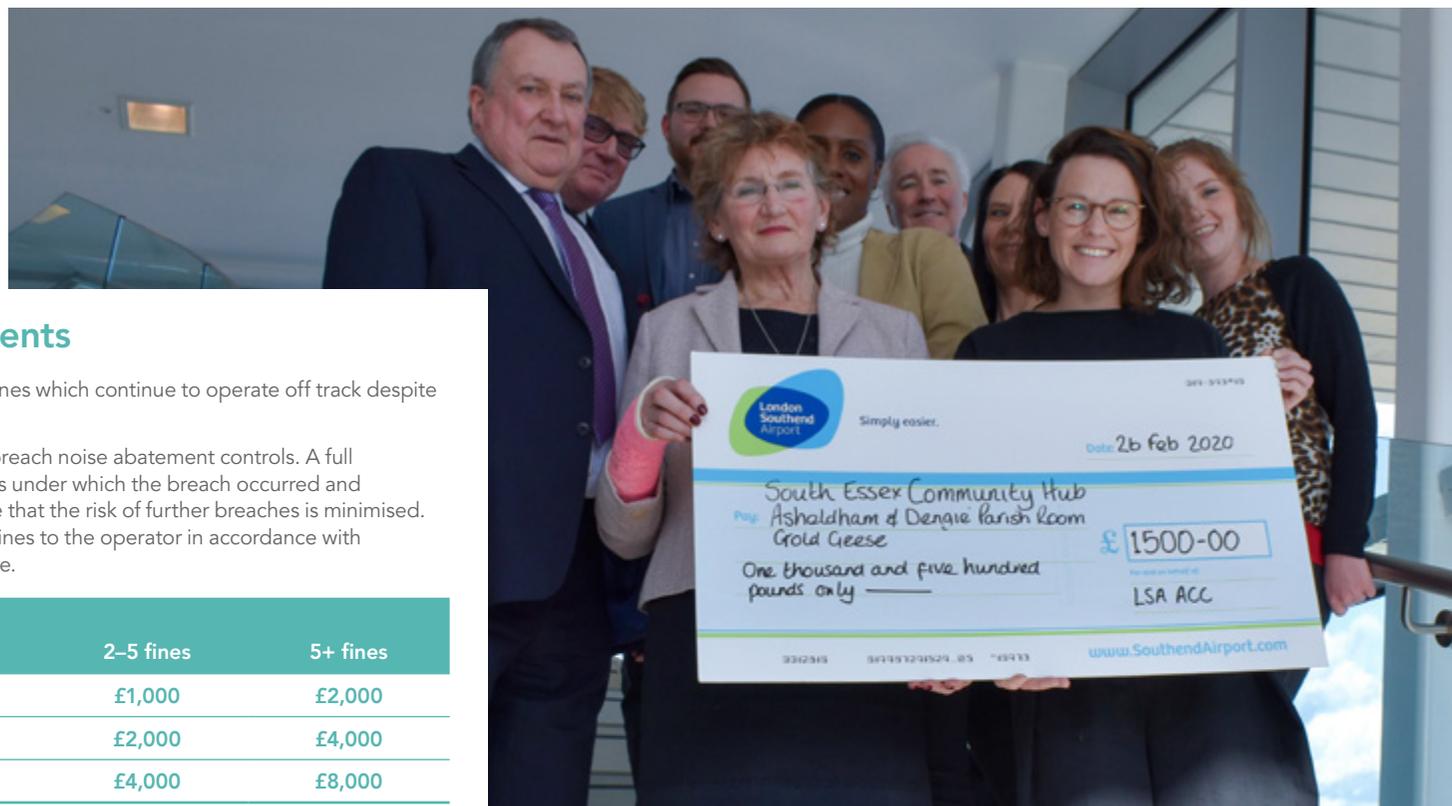


London Southend Airport
The preferential routes.

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NPR results

Date	Operator	Aircraft Registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2020	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
03/03/19	Flyeasy	N551SW	GLEX	23	Business jet	✓	1st	✓	✓	n/a	0
24/04/19	Stobart Air	EIFMJ	AT76	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
24/04/19	Stobart Air	EIFMJ	AT76	23	Scheduled passenger	✓	2nd	✓	✓	n/a	0
25/04/19	Ryanair	EIGJE	B738	23	Scheduled passenger	✓	1st	✓	✓	n/a	1
22/05/19	Logan Air	GSAJR	E135	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
24/05/19	Queen Air	QNR25B	C25B	23	Business jet	✓	1st	✓	✓	n/a	0
27/05/19	Logan Air	GSAIR	E135	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
29/05/19	Logan Air	GSAJC	E145	23	Scheduled passenger	✓	3rd	✓	✓	£500	0
02/06/19	Zenith Aviation	GZENJ	LJ45	23	Business jet	✓	1st	✓	✓	n/a	0
08/06/19	Stobart Air	EIFMJ	AT76	23	Scheduled passenger	✓	3rd	✓	✓	£500	0
15/06/19	BA CitiFlyer	GLCYG	E170	23	Departure following diversion	✓	1st	✓	✓	n/a	0
04/07/19	Air Hamburg	DAERO	E35L	23	Business jet	✓	1st	✓	✓	n/a	1
05/07/19	Peg Jet	N482PA	GLF4	23	Business Jet	✓	1st	✓	✓	n/a	0
15/07/19	Lux Air	DCTOR	E55P	23	Business Jet	✓	1st	✓	✓	n/a	0
22/07/19	Blue Island	GISLN	AT76	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
30/07/19	Fly One	ER00002	A319	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
30/08/19	BA Citi Flyer	GLCYN	E190	23	Non-passenger positioning	✓	2nd	✓	✓	n/a	0
31/08/19	Signum Aviation	MEVAN	CL30	23	Business jet	✓	1st	✓	✓	n/a	0
17/09/19	Vista Jet	9HVFE	CL60	23	Business jet	✓	1st	✓	✓	n/a	0
19/09/19	Vista Jet	9HVJO	GLEX	23	Business jet	✓	1st	✓	✓	n/a	0
11/08/19	Logan Air	GLGNE	SF34	23	Scheduled passenger	✓	4th	✓	✓	£1,000	0
30/12/19	LOT Airways	SPLMA	E190	23	Non-passenger positioning	✓	1st	✓	✓	n/a	0
03/01/20	Wizz Air	HALWU	A320	23	Scheduled passenger	✓	1st	✓	✓	n/a	2
16/01/20	DC Aviation	MCITI	GL5T	23	Business jet	✓	1st	✓	✓	n/a	0
02/02/20	ASL	EISTM	B734	23	Cargo	✓	1st	✓	✓	n/a	1
20/02/20	Sky Handling	N2006M	C25B	23	Business jet	✓	1st	✓	✓	n/a	0
26/02/20	Stobart Air	EIGPP	AT76	23	Scheduled passenger	✓	4th	✓	✓	£1,000	12



Fines relating to NPR infringements

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

The airport works closely with all aircraft operators that breach noise abatement controls. A full investigation is carried out to conclude the circumstances under which the breach occurred and measurements are put in place by the operator to ensure that the risk of further breaches is minimised. Where further breaches do occur, the airport may issue fines to the operator in accordance with guidelines agreed by the Airport Consultative Committee.

Scale of fines Mar 19 – Feb 20	1 st 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

For information about Quota Count (QC) rating please see page 35.

During the reporting period 2019–20 it was necessary to issue fines to the value of £3,000 to two passenger airlines.

Airline	Third infringement date	Amount	Invoice	Paid	Due date
Stobart Air	NPR 08/06/19	£500	27081	£500	15/07/19
Logan Air	NPR 29/05/19	£500	26802	£500	28/06/2019
Logan Air	NPR 08/11/19	£1,000	29520	£1,000	11/03/2020
Stobart Air	NPR 26/02/20	£1,000	31012	–	outstanding
Total		£3,000		£2,000	

A fine issued to Air Malta during the 2018–19 reporting period was settled on 15 July 2019.

On 26 February, the Airport Consultative Committee donated £1,500 to three local charities;

- £500 was donated to 'Get the kids out' – a local group that organises affordable trips in the school holidays to help children across the borough, often from disadvantaged backgrounds, enjoy days out and new experiences from theatre shows to theme parks to picnics at the beach.
- £500 was donated to 'Gold Geese' – a small, local charity supporting local families fighting childhood cancers and raising awareness of Childhood Cancer signs and symptoms.
- £500 was donated to 'the Trustees of Asheldham and Dengie Village Hall' – funding for an extension to the village hall which is used from many local community activities.

10.

Charity and community

In addition to nationwide Stobart Group charity activities, London Southend Airport has continued to support local charities and good causes.

Charity



Southend United Football Club celebrity football match

Through its sponsorship of SUCET (Southend United Community & Educational Trust) London Southend Airport was able to gift an executive box at the Southend United Football Club celebrity charity match held on 10 March. The lucky winners of a social media run competition watched a host of celebrities join several Blues legends at Roots Hall Stadium take part in a charity football match raising funds for Magic Moments Children's Charity and Southend United Community & Educational Trust.



Soccer Stars final kicks off at London Southend Airport

Southend United Football club stars put a group of young footballers through their paces on the front lawn of London Southend Airport in April to find the winner of the 2019 Soccer Stars football competition and send them on a dream trip to Spain.

The event was in association with easyJet and the Southend United Community and Educational Trust (SUCET) and saw eight finalists drawn from 14 local schools to take part in a "You Know the Drill" style contest being run by top scoring SUFC striker Simon Cox and Defender John White.



SUCET Awards

London Southend Airport were delighted to attend the Southend United Community & Educational Trust (SUCET) Awards Evening on Thursday 27 June. This annual event celebrated the success of individual and team achievements. SUCET's vision is to utilise the power of sport and the vehicle of Southend United to have a positive influence on people's lives.

London Southend Airport is proud to sponsor SUCET and present the Volunteer of the Year Award to Patrick Knowles. The airport also offered a Golden Ticket during the evening which entitled the lucky winner to up to 14 days premium parking, security fast track, lounge access for four plus free Champagne.

Coppers for Choppers

In September, London Southend Airport donated raffles prizes for a local Ron Lomath Memorial Fundraiser held at Moose Hall in Leigh-on-Sea, in aid of Essex & Hert Air Ambulance. The event raised £950.



London Southend Airport donates to Southend Food Bank

During November, London Southend Airport made a major donation of food and toiletries to the Southend Foodbank to support local people in need.

The twelve large trays of food, drinks and cosmetics – including items such as Fortnum & Mason chutneys, Wilkin & Sons Tiptree Jams, bottles of water and fruit juices, nail varnish and shampoo – were distributed to people across the Southend area who require extra support.

All the items were oversized liquids that were not permitted to go through airport Security and so were therefore left behind by their owners.

Keith Baxter from Southend Food Bank says "As a network, we want to see more people helped out of crisis and fewer people needing foodbanks in the future. That's why The Trussell Trust and local food-banks, such as Southend Food Bank, are working together to develop new ways to help people out of crisis through programmes like More Than Food. These donations from London Southend Airport will go a long way to helping local people with everyday items they wouldn't ordinarily buy. We look forward to working with London Southend Airport in the future."



Essex Wildlife Trust

London Southend Airport is a proud sponsor of The Essex Wildlife Trust

Paglesham Charity Clay Shoot

In July, London Southend Airport provided a Golden Ticket raffle prize number to help to raise money for Havens Hospice, Headway (Brain Injury Association), Southend Prostate Cancer Appeal and Southend Breast Cancer Unit. Overall the event raised a total of £24,500. Stuart Greengrass, event organiser said, "We couldn't have done this without all the brilliant help and amazingly generous support from our donors, volunteers such as London Southend Airport."

Working with Carefreebreaks

Carefreebreaks is a charitable organisation that provides short getaway breaks for people that are full time carers. Carefreebreaks aims to encourage hotels to provide unoccupied hotel rooms to these carers so that they can enjoy much needed time away. The Southend Airport Holiday Inn Hotel annually offers 130 halfboard three night short breaks for unpaid carers by donating accommodation during the low season or mid-week.



Christmas Jumper Day

Airport staff, once again, took part in Christmas Jumper Day to raise money for Save the Children, an international non-governmental organisation that promotes children's rights, provides relief and helps support children in developing countries. Staff wore their brightest jumpers and text in their donations direct to the charity.

200 years of HMS Beagle

London Southend Airport is very pleased to be sponsoring Discover 2020: 200 years of HMS Beagle.

Glyn Jones, CEO said, "Events and initiatives such as this are central to our desire to support sustainable tourism in the region. HMS Beagle played an important role in the growth of trade and movement in Essex 200 years ago. As an airport, we hope to make a similarly important contribution to the economic growth of the region today, whilst doing so in a sustainable and environmentally conscious way".



Santa flights raise cash for local charities

Father Christmas once again, swapped his sleigh and reindeer for easyJet planes to raise money for Essex charities and good causes, whilst delivering a thrilling festive experience in the skies for local children on 7 December. The final total raised was just over £18,000.

Tickets, priced at £80 each, for the two Santa Flights which sold out in just under ten minutes. Every penny raised through ticket sales, raffles, competitions and stalls on the day is donated to local charities.

The airport was especially pleased to be able to provide 20 free seats to some very special children that had faced challenges through either disabilities or illness. The 45 minute fun-filled flight is the perfect first flight experience for children with hidden disabilities such as ADHD and autism.

Local charity, Ronnie's Way, specialise in organising events for families of children and young people with additional needs who may otherwise struggle accessing mainstream activities. Ronnie's Way were able to pre-book a number of reserved tickets for the Santa Flights before they went on general sale.

The festive fun started in the departure room with a range of exciting activities such as Robin Hood panto themed arts and crafts, face painting, a Christmas snow globe bouncer by Mega Inflatables, a retro photo booth to take pictures of families by OMG Entertainment and letters to Santa.

Christmas treats like mince pies, gingerbread men and candy canes were served, as well as a selection of hot and cold drinks. An orchestra was

also on hand, playing and singing carols to add to the exciting atmosphere.

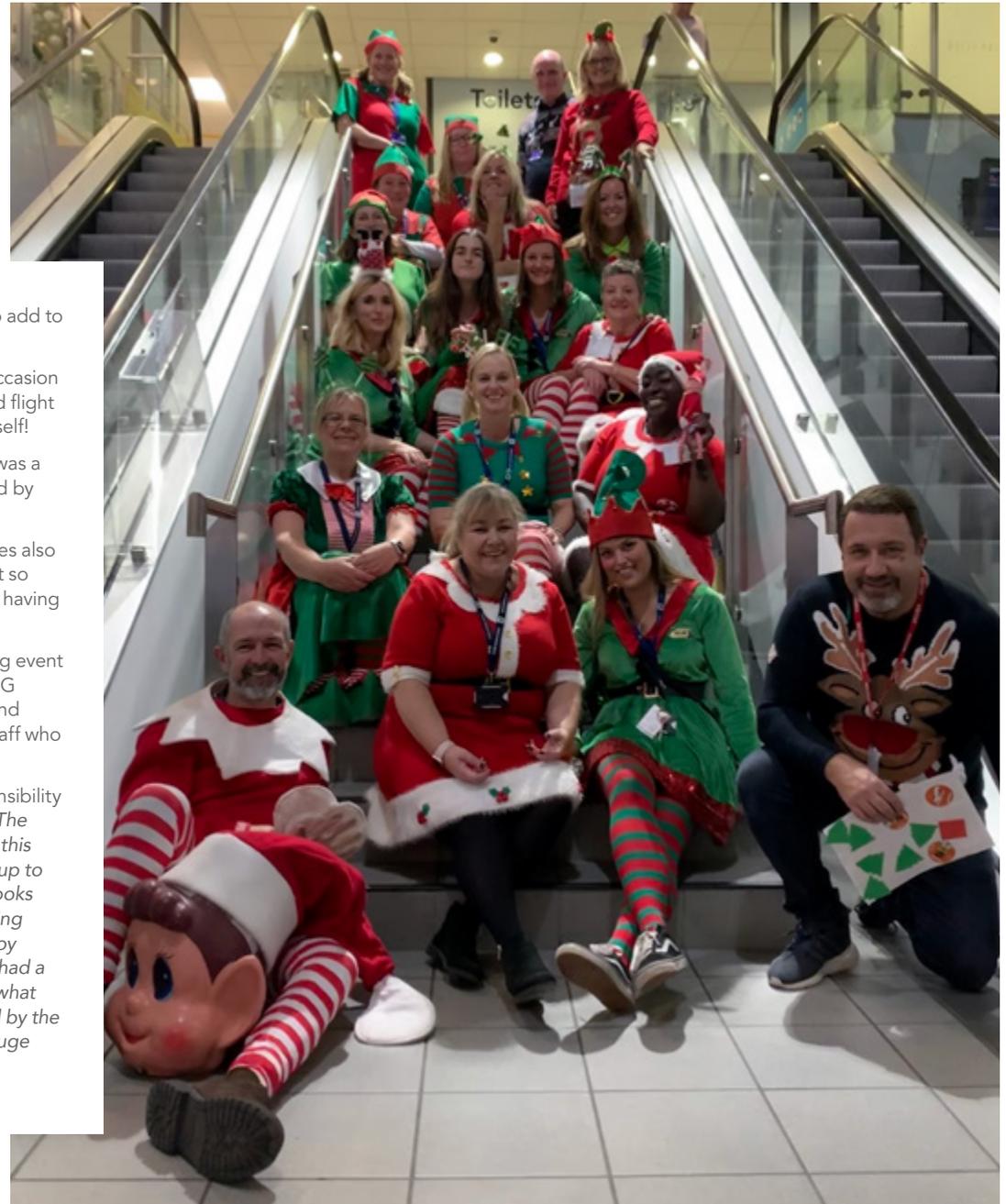
easyJet crews dressed up for the festive occasion and welcomed passengers onto a fun filled flight with a special appearance from Santa himself!

Following the two 45 minute flights there was a surprise gift of goody bags, kindly donated by PMS International Toys in Basildon.

As part of a festive partnership, Arriva buses also offered customers free travel to the airport so they could enjoy their Santa Flight without having to worry about how to get there.

Local sponsors that supported this amazing event included – easyJet, PMS International, OMG Entertainment, The Cliffs Pavilion, Arriva and Mega Inflatables– plus the many airport staff who help organise the event.

Jo Marchetti, Corporate and Social Responsibility Manager, who organised the event said, "The staff (and friends and family) that help run this event do so in their own time and the run up to the big day can be very stressful but the looks on the children's faces just makes everything so worthwhile. Being able to bring some joy and happiness to some families that have had a terrible year for one reason or another, is what Christmas is all about. We're all exhausted by the end of the day, but the event is always a huge success and the team spirit is amazing!"



Nineteen charities share £18,150 raised by the 2019 Santa flights

In February 2020, the airport hosted a gifting ceremony following the successful Santa Flights, where over £18,000 was raised for Essex charities and good causes.

The donation event took place at The Holiday Inn, where the airport celebrated its chosen charities by presenting them with cheques, meeting the representatives in person and hearing their stories.

The total amount raised by the Santa Flights was allocated to 19 amazing charities:

HARP

Towards the cost of replacing refrigeration equipment.

Brainwave

To support your work with children with disabilities and their families to help them achieve their full potential.

Southend Winter Night Shelters

Funding to provide food and shelter for the homeless.

Kingsdown School

Funding to provide food and shelter for the homeless.

Delaware House

Funding towards a therapy garden for dementia residents.

Motivated Minds

Funding for a community wellness hub.

Camp Jojo

Funding towards outdoor camping experiences for families with children with complex medical needs.

The Southend Toy Library

Funding towards support/advice, specialist equipment, respite care, fun days, outings and a toy loan scheme for children receiving hospital treatment or with special needs.

Southend Hospital Charitable Foundation

To help improve the MRI scanning experience for paediatric patients.

Little Heroes ASD Support Group

Continued support for music therapy sessions for children with autism.

BASICS Essex Accident Rescue Service (BEARS)

Funding towards the purchase of a Portable Laerdal Suction Unit.

Volunteering Matters:

Speak UP project in Southend

Supporting young women and girls in Southend who have experienced or are vulnerable to violence and abuse.

Southend Carers

To help fund ten Young Carers to go to the Young Carers Festival 2020.

The SNAP Centre

To help support families who have a child or young person with a special need or disability.

Southend and District Riding Club for the Disabled

To purchase riding hats for disabled riders.

Redthread Youth Limited

To support work with youth and to reduce knife crime in and around London.

Anxiety Society

Supporting mental health / social interaction in the local community.

Friends of Leigh Library Gardens

Funding for a more inclusive, bio-diverse and sustainable community space for the residents and visitors to Leigh-on-Sea.

Southend Pier Museum

To help fund the 75th anniversary of VE day celebrations.



Glyn Jones, Chief Executive Officer of Stobart Aviation, owners of London Southend Airport said: "We are delighted to be able to contribute to so many fantastic charities following the success of the Santa Flights. This is part of our continued efforts to support the local community and to champion a range of worthy causes. As the UK's fastest growing airport, we have also announced plans to create 100 new jobs this year, which will further benefit the local area and regional economy."

A spokesperson for Friends of Leigh Library Gardens said, "The Friends of Leigh Library Gardens are truly delighted to be the recipients of this award. It will enable us to work to make the lower Gardens a more inclusive, bio-diverse and sustainable green space for the residents of, and visitors to Leigh-on-Sea. Our aim is to plant a mini orchard which will enhance the wildlife in the gardens and contribute to improving mental wellbeing."

A spokesperson for Southend Carers said, "Young Carers are true heroes and heroines – who without complaint, sacrifice opportunities that many of us may take for granted such as socialising with our peers or making friends. Southend Carers support our young troopers by offering respite through socialisation and the fabulous funding received from LSA will enable us to take some of our young carers to this year's Young Carers Festival 2020, so that they can have fun, unwind, make new friends and try new things".

Charity collections

London Southend Airport supports three charities through collection boxes situated in the passenger terminal;

**Rotary Club**

£150.33

**Guide Dogs for the Blind**

£1,922.93

**Poppy Appeal**

£360.08

**Educational visits****College talks**

In July, year 10/11 travel and tourism students from Belfairs Academy Leigh-on-Sea, visited the airport for a tour. They were provided airside access and shown around the passenger terminal to gain insight on the many jobs that are on offer and what working in aviation may look like.

The tour ended in the Holiday Inn where the students got advice about gaining work experience at the hotel, and listened to a talk by the airport's Senior Air traffic Controller who explained what roles could be available to them and the qualifications they would need.

**Meet the Professionals Day:
Eastwood Academy**

In March, representatives from easyJet and Ryanair visited students at Eastwood Academy in Leigh on Sea to talk to students about their careers in aviation and working from London Southend Airport.

Image above.
Students from Belfairs Academy Leigh on Sea.

Students visit London Southend Airport for AOA Safety Days

Travel and tourism students from Belfairs Academy were also invited to the airport's AOA (Airports Operators Association) Safety events at the airport to discover how an airport operates and delivers the highest safety standards. These events were held in May and November.

Each event included a day of fun interactive activities organised by staff from across the airport as part of the AOA UK Airports Safety Weeks.

The students joined more than 130 guests – including AOA Operations and Safety Director Tania Roca – to take part in the Your Safety, Our Safety games and demonstrations before sampling goodies from a burger van before going home with a goodie bag.



11.

Feedback

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

isaenquiries@southendairport.com

By post

London Southend Airport Co. Ltd.
Southend-on-Sea
Essex
SS2 6YF

Appendix. Summary of targets, commitments and actions

No.	Target/commitment/action	Timescale
Mode share		
1	Air passenger public transport mode share should be at least 35% by 5mppa	Review when passenger numbers reach more than 5mppa or within three years (whichever is earlier)
2	Staff mode share should not exceed 65% using single occupancy vehicles	Ongoing
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
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
5	The airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing
6	The Travel Plan Co-ordinators will investigate and develop 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
7	Work with taxi companies to reduce empty running.	Ongoing
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS.	Ongoing
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing
15	Encourage employees to walk and cycle to work.	Ongoing

No.	Target/commitment/action	Timescale
Car parking		
16	Install electric car charging point(s) for employees and passengers in any new staff and/or short stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing
17	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.	Ongoing
18	The airport will support and financially contribute to the Southend Borough Council's monitoring of street parking.	Ongoing
19	Ensure safe drop off and pick up arrangements are maintained	Ongoing
Travel planning and information		
20	Work with local authorities to promote public transport links to the airport.	Ongoing
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing
25	Use emerging technology to review and develop travel information.	Ongoing
26	Maintain 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.	Ongoing
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing
Surveys, monitoring and reviews		
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier
30	Continue to hold annual ATF meetings.	Ongoing
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter



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