



London
Southend
Airport



Annual Report
2018–2019



Annual Report

2018–2019



Message from the CEO

Welcome to London Southend Airport's seventh annual report; I am pleased to be able to provide an update on progress at 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 2018 to February 2019. The airport has continued to make a significant contribution to the local and regional economy and has performed well against a number of targets, in particular in terms of air traffic development, which this year saw passenger numbers grow to 1.5m, up a further 33% on the previous year and, once again, our busiest year to date, supported by growth from our partners, easyJet and Flybe, as well as Air Malta. That growth pattern will continue into 2019–20, when we will target 2.5m passengers.

At the same time, we have been developing our commercial offer, particularly in food and beverage, introducing High Street catering brands such as Costa Coffee and Giraffe. We plan to open more catering outlets in 2019, as passenger numbers grow, and also to strengthen our retail offer, both airside and landside.

Ensuring that airport capacity remains sufficient to cater for growth, maintaining a high-quality passenger experience at the same time as increasing throughput, is a key objective for us. In 2018–19, we continued to make significant investments in the airport infrastructure, beginning the process of extending the terminal to provide more and better hold baggage processing capability. We also made substantial progress on resurfacing and strengthening the runway, providing a wet skid resistant surface to increase durability and performance. We built a new fire station and provided crew and engineering accommodation for our new customer, Ryanair, who commence

operations in April 2019. We will continue these and other projects through 2019–20 and beyond.

The first full year of operations at the new Stobart Jet Centre was a great success. Capacity limitations at other London airports, combined with our reputation for great service, and attractive pricing off our tightly managed cost base helped us grow strongly and we ended the year with almost 2,000 movements, almost twice the figure for the previous year. We anticipate further strong growth in 2019–20.

We strengthened our management team in 2018, whilst successfully transferring our handling operation to another Stobart Group company, Stobart Aviation Services and I am, as always, indebted to all of my colleagues at London Southend Airport and Stobart Group, on whose professionalism, commitment and skill our continued success depends. We enjoyed another record year in 2018–19 as the airport continues to grow, a trend we expect to accelerate further in 2019–20, with higher passenger numbers and new airlines. At the same time, we will further improve our contributions to the local and regional economy, adding jobs and connectivity, whilst always seeking to manage our environmental impacts as well as we possibly can. London Southend Airport is well set to not only grow substantially in the forthcoming years, but also to be a responsible neighbour. That is our mission and one we are confident we can deliver.

Glyn Jones
Chief Executive Officer Stobart Aviation



Contents

1. Development.....	8
2. Airport surface access strategy.....	24
3. Employment	28
4. Quiet ground operations	34
5. Noise.....	36
6. Air quality.....	44
7. Carbon management.....	48
8. Air traffic movement controls.....	54
9. Departures.....	58
10. Charity and community	62
11. Feedback	70

Check In & Bag Drop



DEPARTURES

Flight	Destination	Time	Status
flybe 1001	London Luton	08:00	On Time
flybe 1002	London Luton	08:30	On Time
flybe 1003	London Luton	09:00	On Time
flybe 1004	London Luton	09:30	On Time
flybe 1005	London Luton	10:00	On Time
flybe 1006	London Luton	10:30	On Time
flybe 1007	London Luton	11:00	On Time
flybe 1008	London Luton	11:30	On Time
flybe 1009	London Luton	12:00	On Time
flybe 1010	London Luton	12:30	On Time
flybe 1011	London Luton	13:00	On Time
flybe 1012	London Luton	13:30	On Time
flybe 1013	London Luton	14:00	On Time
flybe 1014	London Luton	14:30	On Time
flybe 1015	London Luton	15:00	On Time
flybe 1016	London Luton	15:30	On Time
flybe 1017	London Luton	16:00	On Time
flybe 1018	London Luton	16:30	On Time
flybe 1019	London Luton	17:00	On Time
flybe 1020	London Luton	17:30	On Time

1. Development

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

Investment

Over £170 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008, which includes:

- Air Traffic Control Tower – Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21 July 2011
- Southend Airport Railway Station – Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21 September 2011
- 300m Runway Extension – Opened in March 2012
- New Passenger Terminal – Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5 March 2012
- Stobart Executive Handling Lounge – Opened July 2012
- Holiday Inn Southend – Opened during October 2012
- Phase 2 Terminal Extension – Opened April 2014
- Lakers Bar & Restaurant – Opened April 2015
- Solar Farm – Opened December 2015
- 650 space car park extension to Long Stay 2 in September 2017
- Rehabilitation of existing Taxiways Bravo and Charlie, North and South Aprons and Stands 8–10 – completed Summer 2017
- Jet Centre – opened January 2018
- Centralised De-icing Facility (Remote De-icing Pad) and Taxiway Zulu installed – January 2018
- Runway rehabilitation – started December 2018

Standard Instrument Departure Procedures (SIDs)

A project is underway to introduce Standard Instrument Departure Procedures. The Airspace Change Proposal is currently with the CAA awaiting their decision. If successful, the SIDs would be introduced late 2019 / early 2020.

Satellite navigation

London Southend Airport has secured a grant from EGNOS (European Geostationary Navigation Overlay Service) for satellite navigation to develop Radar Navigation (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 have been submitted to the CAA and are awaiting approval. London Southend Airport completed the consultation in September 2017 and submitted the Airspace Change Proposal Documentation in March 2019. It is expected, if approved, that these procedures could be implemented late 2019 / early 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 is expected to commence in April 2019.

Controlled airspace

In January 2015 The Civil Aviation Authority announced the go ahead to a plan to reintroduce controlled airspace at London Southend Airport. The Controlled Airspace was implemented on 2 April 2015. In March 2017 LSA 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 intends to carry out some engagement activity with Stakeholders in Spring 2019 to re-brief stakeholders and interested parties. More information will be available on the LSA website.



Wi-Fi

London Southend Airport has installed new Wi-Fi infrastructure in the passenger terminal powered by Purple Wi-Fi. This new system provides a faster Wi-Fi service for our customers.

Signage

London Southend Airport has again in the past year deployed a range of enhanced signage to present a more welcoming first impression to the airport and to improve wayfinding through the terminal building itself. This both highlights the new brand additions and enables efficient passenger flow, aiding a fluid passenger journey.



Security upgrades

Following on from the £1 million upgrade to the security central search facility in 2017, London Southend Airport has been able to maintain an efficient and swift transit for passenger through the screening process. In preparation for passenger growth next year, the airport has undertaken a Passenger Transformation Programme. This is comprised of a number of major projects; to monitor and identify how improvements can be made in a safe and secure manner, to speed up the processing in Self Service Bag Drop, Central Security Areas (including Body Scanners) and IT Systems.

Social platform development

Over the past year on social media London Southend Airport has focused on three key pillars and messaging outlined by a clear marketing strategy. By positioning London Southend Airport as the 'Smart Choice' for travellers from London and the South East by focusing on destinations, airport experience and accessibility, the number of Facebook followers has increased by 3,000 and the number of engagements by 15,000 against the previous period. On Facebook there have been several weeks when the airport has had the highest engagements of the London airports both in total numbers as well as a percentage of the total number of followers. There has also been an increase in followers, reach and engagements on LinkedIn, Twitter and Instagram with our number of followers on LinkedIn almost doubling and engagements on Twitter up 50%.



Social media engagement is up on all our social media platforms.

Website development

In September 2018 London Southend Airport undertook a complete website audit, including new commercial tabs on the homepage, an elevated navigational journey and improved information content on all pages. A significant amount of work on the new homepage was implemented, along with a navigation bar at the top of the page, a frequently asked questions (FAQ) section was also added which includes extensive information about aircraft noise. By improving the FAQ section, London Southend Airport has seen a reduction in the number of general enquiries received.

The commercial tabs include six new tiles incorporating: Parking, SKYLIFE Lounge, World Duty Free, Train Station, shopping and eating experience and destinations. This has resulted in a decreased bounce rate and improved user efficiency. There are plans for further development in 2019.

Food and drink

During summer 2018, London Southend Airport saw the complete transformation of food and drink outlets. A £5m deal to develop the food and beverage offer at London Southend over the next ten years was agreed with TRG Concessions, the food & drink experts, in June. TRG Concessions have 27 years of experience of providing exceptional hospitality to the travelling public. Their brand portfolio includes casual dining, counter service, coffee shops, pubs and bars.

By December 2018 four new outlets, all of the latest brand design concepts were trading successfully, much to the delight of passengers. The outlets are a balanced blend of nationally recognised brands, they have enhanced passenger facilities e.g. plenty of charging sockets, improved children's menus and increased seating space with airside food & drink outlets now offering over 550 seats in total. The new outlets led to the creation of 20 new jobs, including permanent management roles.

Costa (Departures)

In early July 2018, London Southend Airport welcomed the first of the new TRG outlets. Passengers now enjoy a range of Costa treats at the airport, with its brand new café in the departure lounge, offering a great range of authentic coffee drinks, muffins, flapjacks, cakes and pastries, as well as a full range of rolls, baguettes and bloomer sandwiches from help-yourself fridges.



Costa (Arrivals)

February 2019 saw the opening of a brand new Costa coffee outlet in the arrivals waiting area providing a much improved facility for passengers. Somewhere for passengers and their friends or families to relax whilst waiting, or those who arrive well in advance of their departure time.



Giraffe STOP

The Giraffe STOP opened on 30 July 2018. Situated at the opposite end of the departures lounge to Costa, Giraffe Stop offers passengers a choice of hot food, snacks and a coffee bar all in one place. The line-up includes porridge, breakfast baps, cooked English breakfast, filled croissants, vibrant salad pots, bloomer sandwiches, hot dogs, burgers, soups, curries, fresh OJ's and smoothies.



SKYLIFE Lounge

To meet growing demand for the lounge offer, London Southend Airport extended the SKYLIFE Lounge in July 2018, growing capacity from 24 to 80 passengers. The re-designed lounge extension now offers more spacious and comfortable seating as well as a new self-serve bar. Usage has almost doubled indicating demand for further lounge development in the future.



The Navigator Pub & Dining

A £300k investment from TRG Concessions to develop the former 4,300 sq ft Lakers Bar into a comfortable and contemporary air-conditioned traditional pub, took four weeks and was completed in December 2018. The Navigator can serve 300 people and has free Wi-Fi and charging sockets throughout. It will be open daily from 4am until the departure of the final flight.

The menu includes an extensive all day Breakfast offer, continental pasta dishes and more traditional pub meals such as fish and chips. The menu has been carefully considered to ensure there's something for everyone including Vegan and Vegetarian options.

A curated drinks range is also in place featuring, amongst others, Leigh-on-Sea Beer – a craft beer brewer located just three miles from the airport. London distilled gins and vodkas, and a global wine list are all also available.

Stobart Jet Centre

The new Business Aviation handling facility, the 'Stobart Jet Centre', officially launched on the 18 January 2018 and is the newest entrant to the London private jet market.

In 2018, the first full year of operation, it handled close to 2,000 movements with passengers travelling globally on aircraft ranging from smaller Citations to B757's winning around 2% of London's market share. The summer months saw Stobart Jet Centre being the only London FBO capable to operate 24/7 without restrictions and as a result aided in the operation of excess of 500 flights between June and July. This year is set to see a repeat and greater successes with market share expected to increase year on year as well as repeat custom throughout the quieter months as the industry awareness grows of the airport's existence.

The Jet Centre will continue to deliver and set a future benchmark within the industry with its main focusses being customer experience, value, ubiquity and strategy. 2019 will again see the Jet Centre operate 24/7 accommodating the ever growing business aviation London market.

With great emphasis on speed, comfort and convenience the Jet Centre offers;

- Open 24 hours, seven days a week, 364 days a year (except Christmas day)
- 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
- Only 42 miles to central London
- Helicopter transfers to and from Canary Wharf or Battersea Heliport, reaching Central London in 16 minutes





Ryanair

On 13 June 2018, London Southend Airport announced an exciting new partnership with leading low-cost airline Ryanair.

The five-year agreement, extendable to ten, will see Ryanair open a new base at London Southend Airport with three Ryanair planes operating out of the airport from Summer 2019, providing 13 routes to eight European countries, including an initial six new destinations.

Ryanair is making a £300 million investment in the new routes and will operate over 55 weekly flights, creating 750 “on-site” jobs per year.

This agreement will enable the airport to welcome at least one million additional passengers in the first year and in excess of five million in the first five years.

The destinations will include Alicante, Barcelona, Reus, Bilbao, Brest, Corfu, Copenhagen, Cluj, Dublin, Faro, Kosice, Malaga, Milan Bergamo, Palma and Venice.

The airport is now a significant employer, playing a key role in regenerating the local area as well as offering accessible leisure and business travel to people across Essex and the South East. Over the past few years the number of passengers using the airport has grown to 1.5 million and this number is expected to rise further in 2019.

To prepare for the increase in passenger services the airport has undertaken a number of new projects;



Runway rehabilitation

Works got underway on 7 January 2019 on a £10 million essential maintenance project to upgrade the durability and performance of the runway at London Southend Airport and are due to complete in April 2019.

The upgrade is part of the strategic plan for ongoing investment to cater for increased aircraft operations and to maintain a safe runway. The last set of major runway works were in 2011 and were part of the runway extension development. Previous to that, maintenance was carried out in 1994. Most of the works were undertaken during night time to prevent any disruption to the existing scheduled passenger services. Local residents were notified of the planned works in advance via hand delivered letters, and detailed information about the works was made available on the airport website.

New airline accommodation

Work began in January 2019 to install new accommodation for airline crews and engineers plus a standalone engineering equipment store. The new office space is a single story building of c.300sqm, located just to the East and in close proximity to the old control tower building in the Critical Part Area of the airfield. The new accommodation was ready for the arrival of Ryanair crews in March 2019.

Passenger boarding zones

In early February 2019 London Southend Airport started a project to create pre boarding zones /gate rooms in the existing passenger walkway, the work is due to complete in spring 2019. This will allow for gate rooms to serve stands 8, 9 and 10.

The provision of the gate rooms will allow Passenger Services teams to pre-board passengers into an enclosed space and provide a better passenger services experience, whilst will not affecting access between other aircraft stands and the building for either departing or arriving passengers.

Works to commence during 2019

The existing terminal and its previous extensions have been designed to a BREEAM 'Very Good' rating in accordance with Policy ENV10 of Rochford Core Strategy. A BREEAM pre- assessment has been undertaken for the proposed extensions, which indicates that a 'Very Good' rating can be achieved.



Fire & Rescue Service

London Southend Airport Fire & Rescue Service (RFFS) took delivery of a £700,000 new Fire appliance on 21 June 2018 which allows the RFFS to increase the aerodrome firefighting category from 6 to 7.

Following a series of acceptance tests by the manufacturer, the RFFS intensive training began to adopt the new way of firefighting with this appliance which has a 65 ft High Reach Extending Turret (HRET) on the roof allowing firefighters to remain out of the risk area whilst dealing with incidents by extending the turret forward to produce foam and water.

The HRET also comes equipped with a piercing spike which will push through aircraft skin and extinguish internal fires, a forward camera, thermal image camera and spray nozzles.

This new appliance has a capacity of 12,000 litres of water, 1,600 litres of foam, 250kg of dry powder and can produce foam at a rate of 6,000 litres per minute through the forward monitor over a distance in excess of 70 metres.

Due to its size, the new vehicle could not be accommodated in the existing fire vehicle bays. To meet CAA regulatory requirements for housing the new vehicle, work began in October 2018 to remove the existing bays, followed by civils works to provide suitable bases and services. Construction was completed in March 2019. The temporary building is 15m x 20m in size and is estimated that it will be in place for around five years to allow for the development of a permanent, brand new Fire station and associated vehicle bays.

Hold baggage screening extension

In December 2017 Rochford District Council granted planning permission for London Southend Airport to extend the terminal building to support requirements for new hold baggage screening regulations that come into force from September 2018, as well as plans to extend the Arrivals area.

Specifically, the approved extensions comprise two elements:

(i) An extension to the southern end of the terminal building to extend the departures baggage sortation and screening system, to meet the need for the latest European Hold Baggage Security Screening Standard.

Enabling works for the extension, including a temporary carousel for the baggage system, relocating the Substation and generator and the aircraft foul discharge pit began in Winter 2018. Two new 'Standard 3' X-ray machines have been procured and are on site awaiting to be installed as part of the HBS upgrade works. These machines ensure the latest European regulatory hold baggage security screening standards are met.

(ii) An extension to the northern end of the terminal building to improve the arriving passenger baggage reclaim facilities.

This will create more flexible space that can maintain the strength of the airport's passenger experience, as well as provide a facility better suited for the necessary segregation of international and domestic arrivals.

Passenger growth

London Southend Airport saw a substantial increase in passengers in 2018/19 with a 33% increase in scheduled passengers to 1.5m for the period. easyJet passengers and capacity increased by 11% but the main driver of growth was Flybe who generated an 80% increase in passengers on the back of a 65% increase in capacity.

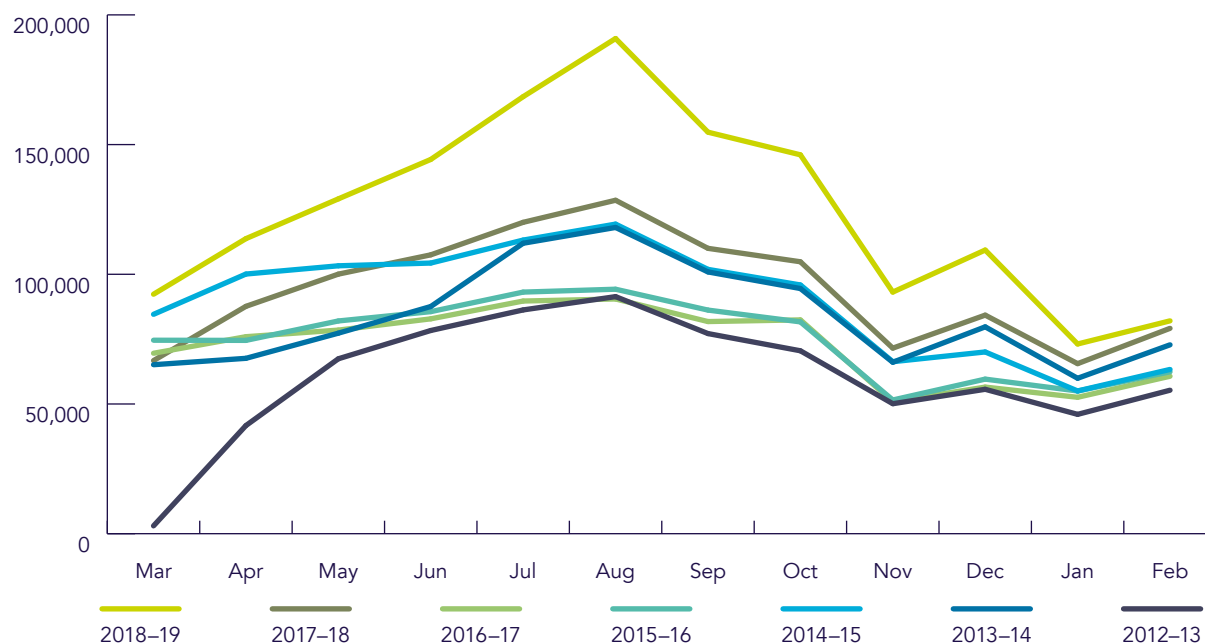
easyJet continued as the largest airline when looking at capacity and passenger movements. They accounted for 62% of passengers in 2018/19. They added a fourth aircraft in July so the full year effect of this aircraft will not be seen until 2019/20 but this did help add additional passengers and capacity. easyJet flew a total of 6,460 services during the year, offering over 1m seats. They added additional services to Bordeaux, Dubrovnik, Prague and Pula in July as well as Budapest in November and Sofia in December.

The biggest driver of passenger growth for Flybe was the full year effect of new routes added in 2017/18 as well as a new route to Antwerp added in April. The impact of this was for Flybe to add an additional 223,000 passengers. The biggest new routes in terms of passengers were Dublin, Groningen and Manchester.

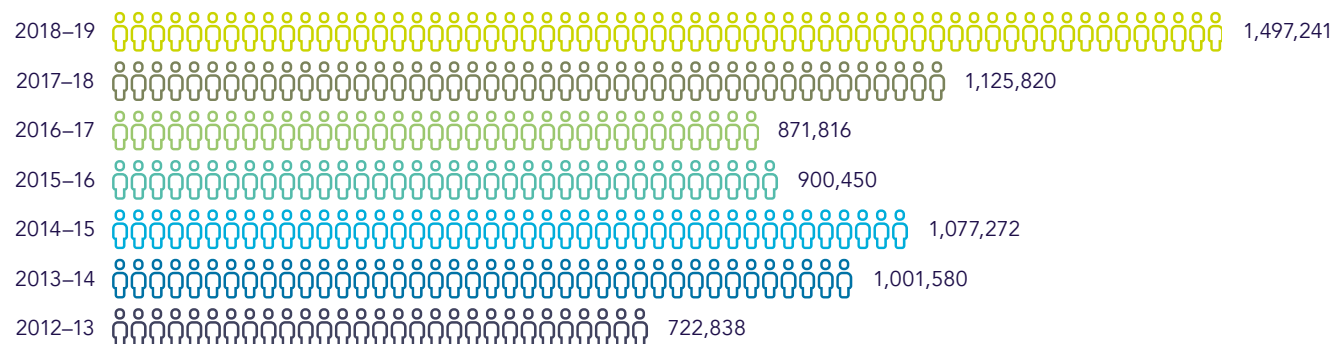
Other new services included the addition of Air Malta who operated to Malta, Cagliari and Catania.

2019–20 should see another year of encouraging growth with the full year impact of easyJet's fourth aircraft, the addition of Fly One operating to Moldova from July and Ryanair basing three aircraft at LSA from April. Another busy year awaits.

Passenger numbers



Total passenger numbers per year

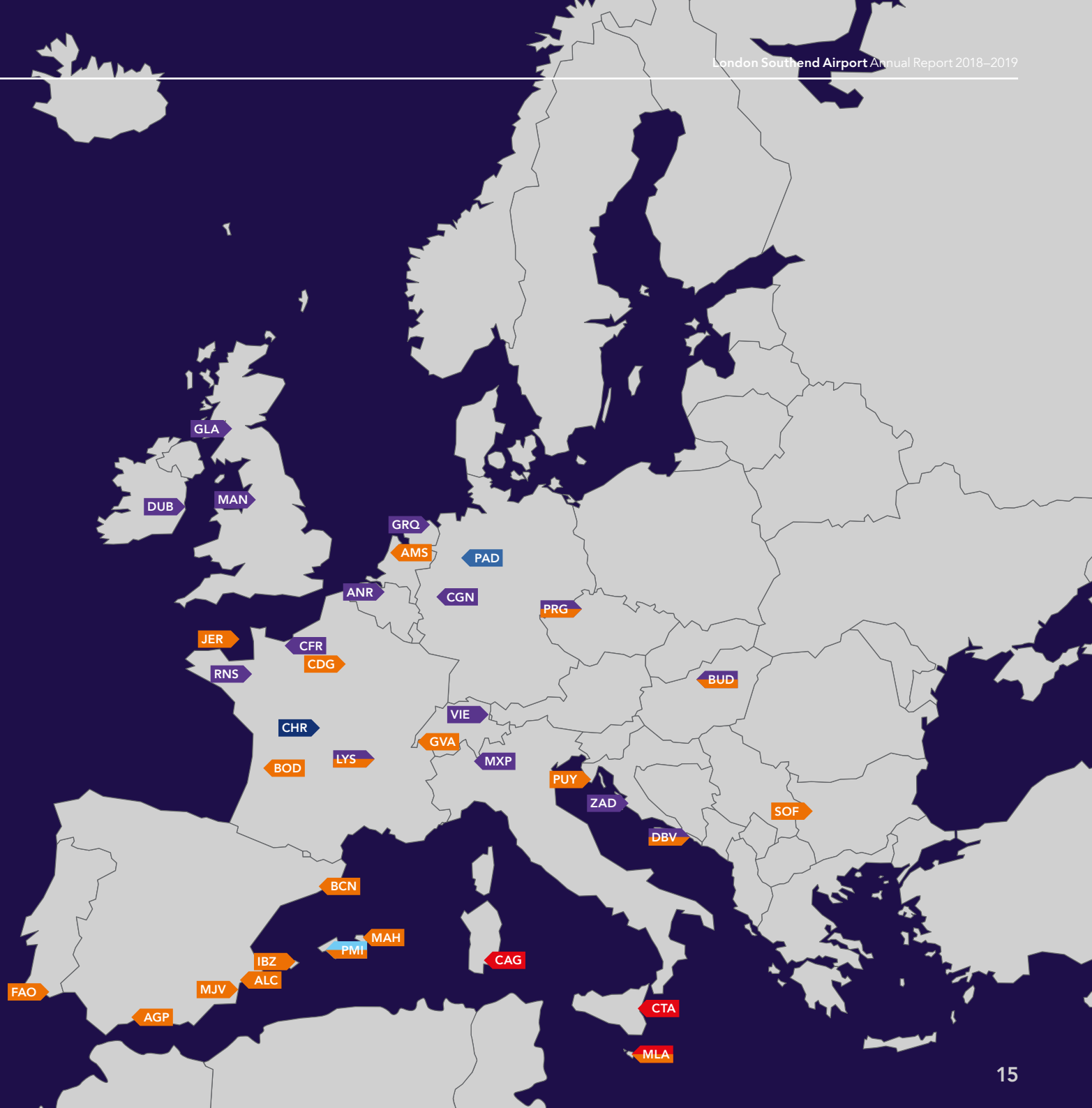


Airline and route development

London
Southend
Airport

Key

- easyJet
- Flybe
- TUI
- Air Malta
- IGAvion
- Adria Airways



Awards and events

Which? names London Southend best airport in the capital for fifth year

London Southend Airport has beaten all the other London airports for the fifth year to once again be named 'Best Airport in London' in the latest Which? airport passenger survey.

London Southend Airport has won this award every year since 2013, apart from 2016 when the awards were not held.

This year it boasted a customer satisfaction score of 84% - 14% points more than the next closest airport, London City (70%) – with the Which? press release stating *"The airport's efficient queues through bag drop, security and passport control earned high praises from passengers. With direct trains to Liverpool Street that take under an hour, Southend is the highest-rated London area airport, soaring past rivals Heathrow and Gatwick."*

The impressive customer satisfaction score also makes London Southend the second best ranked airport of any size in the whole of the UK (just three points behind Doncaster Sheffield airport with its chart topping 87% score).

London Southend scored a maximum five-star rating in six of the ten categories assessed, with staff, queues at bag drop, security and baggage reclaim, toilets and prices in shops / food outlets all top scoring.

Rory Boland, Which? Travel Editor said *"Travellers want to start their trips in the smoothest way, but long queues through airports and a lack of facilities can cast a rain cloud over any getaway. With new routes launching all the time, passengers have an increasing choice over not just who they fly with but where they fly from. If you can pick a smaller airport, choose Southend over Luton to get your holiday off to a better start."*

AOA Best Airport in the UK (with under 3 million passengers, per year)

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 third time London Southend Airport has won the award.



Ten year anniversary celebrations

On January 15, Stobart Group celebrated ten years since it acquired London Southend Airport with a celebratory event reflecting on the past decade and looking forward to what the future might have in store.

More than fifty people representing local and regional businesses, along with key stakeholders, were amongst those attending the event at the Holiday Inn at London Southend Airport, which was also attended by Stobart Group CEO Warwick Brady (pictured second left, with Cllr John Lamb (Leader of Southend Borough Council), Cllr Norman Smith (Leader Castle Point Council) and Ali Griffin (Chief Executive, Southend Borough Council).



London Southend creates World's largest Belgian Bun to celebrate new route to Antwerp

At more than one metre wide and weighing in at a staggering 17.1kg, the monster Belgian Bun created to celebrate a new route to Antwerp was enough to keep even the sweetest toothed passengers at London Southend Airport happy.

The gigantic, world beating bun – deliciously filled with 2.6kg of sultanas and 1.5kg of Tiptree Lemon Curd, before being topped with 6kg of fondant icing and nearly 50 cherries – was created by Tiptree Patisserie, based in Witham, to mark the brand-new service to Belgium, operated by Stobart Air through its franchise partnership with Flybe.

It took weeks of practise runs to get the recipe involving 15kg of flour, 2kg of yeast and 3kg of apricot glaze just right, and then a team of strong people to lift the bun into position to meet its public.

Morgan Chasse is a Golden Ticket winner!

Essex hotel manager is 1 millionth passenger flying out of London Southend with Stobart Air.

Morgan Chasse from Billericay was treated to VIP service at London Southend Airport today (11 February) after winning a Golden Ticket for being the 1 millionth passenger to fly out of London's favourite airport with Stobart Air.

The 24-year old, who is originally from France but moved to Essex when she was 11 and now works as a Duty Manager in a 5-star hotel, was today flying out to Rennes to visit her sister.

Her Golden Ticket entitled Morgan to free parking, super speedy Fast Track through Security, entry into the smart and sophisticated SKYLIFE Lounge with a bottle of champagne waiting for her on ice, a goodie bag crammed full of fantastic products from World Duty Free and the chance to be the very first person to board her flight.

She also won a voucher for a pair of return flights to a Stobart Air destination of her choice from London Southend.

Morgan commented after hearing she was a winner, "I've used London Southend lots of times as it is so simple to get to and it's just such a great, quick and hassle free experience."



Morgan Chasse was Stobart Air's 1 millionth passenger to fly out of London Southend Airport.



First UK airport trial of a drone surveillance system takes place at London Southend

A successful trial of a ground-breaking drone surveillance system took place at London Southend Airport in May 2018.

IPS is combining its skills with the METIS Aerospace SKYPERION technology to develop a suitable solution for integration into airports. This system not only spots drones much sooner than previously possible and allows them to be tracked, but it also identifies exactly where the operator is located (offering the possibility of them being apprehended), something which has previously been almost impossible.

Rogue drone operations are becoming an increasing issue for UK airports with upwards of three to four sightings of 'rogue' drones per week in the London airspace area alone. Drones are readily available from High Street shops and can be flown within a few minutes of purchasing, and although they have many lawful uses they can also be easily adapted to carry a range of payloads, from cameras to explosives.

Damon Knight, Head of London Southend Airport Air Traffic Services says "We do not have any outstanding issues with 'rogue' drone operations at London Southend, but we have had some sightings near the airport which fortunately have not affected our operations. However, we recognise that there is a wider problem for the aviation industry and so as an airport we have been very involved in understanding how we can deal with the issue and helping to explore ways to co-ordinate drone activity in the existing aviation operational framework."

Visit by the Secretary of State for Transport, Rt Hon Chris Grayling MP

The Secretary of State for Transport, Rt Hon Chris Grayling MP, visited the 'Best Airport in London' on 26 April 2018.

The Transport Secretary toured the new Stobart Jet Centre and also visited the Control Tower and Terminal with Glyn Jones, Chief Executive Officer of Stobart Aviation (that owns London Southend Airport), Kate Willard, Head of Corporate Projects, Stobart Group and Rochford and Southend East MP James Duddridge.

Chris Grayling MP said "There's loads of different routes and lots of capacity – they've really done a fantastic job and it is really exciting to see the airport succeeding. This really matters as we have got such a shortage of capacity in the South East of England, and although we are looking at expansion at Heathrow Airport, what we need is capacity now so having an airport that is succeeding like London Southend is, is really valuable for the South East."

He added "One of the reasons for being here today is having a discussion about what the transport needs are going to be for the future. As we design rail franchises and plan future road improvements, as the airport grows it is really important that we ensure it has got the right connections to the right services - so in terms of our planning for the future, it is about understanding what the airport aspirations are and what needs to happen."





Holiday Inn Southend Airport, is number one!

The Holiday Inn at Southend Airport was ranked number one in UK and Ireland for customer satisfaction. Guest HeartBeat, who measure guest satisfaction, surveyed all the Holiday Inn hotels and found that over 93% of hotel guests rated it eight out of ten or higher, with over 95% saying they would recommend the hotel.

Aviation stalwart Jon Horne wins ERA Personal Excellence Award

London Southend Airport is extremely proud of its ex Chief Operating Officer, Jon Horne as he was unveiled as the winner of ERA's prestigious Personal Excellence Award on 10 October 2018 at the ERA awards dinner in Edinburgh, Scotland.

Jon was instrumental in pioneering airport membership at ERA as well as strengthening the prominence of airports within the association throughout the years.

Throughout his 45-year career, Jon Horne has worked at several major businesses within the aviation industry, more recently, at Stobart Aviation, London Southend Airport where his position was Chief Operating Officer between 2015 and late 2018. Jon has now taken early retirement although he remains in regular contact with the London Southend Airport team.



Former Chief Operating Officer Jon Horne, who won the ERA's Personal Excellence Award

Ground operations medium volume airport

Every year easyJet host an easyJet Spirit Awards evening in Brighton to celebrate high achievers supporting their operations. The awards are a great accolade in recognition of the fantastic efforts made by the London Southend Airport operations team against some strong opposition.

In the past three years London Southend Airport have come in the top two for ‘Ground Operations Medium Volume Airport’, winning the category in 2017.

London Southend rated most accessible airport

On 13 July 2018 London Southend Airport was rated the most accessible airport in London and the South East by the Civil Aviation Authority (CAA).

The Airport Accessibility Report awarded sixteen airports with a “Very Good” rating, with London Southend the only one representing the capital’s airports.

The report is the third annual review of accessibility of UK airports carried out by the CAA and covers the period 1 April 2017 to 31 March 2018. The results were based against three criteria; the amount of time that people wait to receive assistance; the level of satisfaction with the different aspects of the service; and the quality of the consultation with disability groups and charities.

Commenting on the report findings Glyn Jones, Chief Executive Officer of Stobart Aviation, owners of London Southend Airport said: *“We are very proud to have received a ‘Very Good’ rating, reflecting the hard work and pride that the London Southend Airport team put in to making this such a great facility. We want to make sure people enjoy travelling through our airport and it is an efficient and easily accessible experience, as we offer quick access to London and a wide range of European travel destinations, with our Dublin route also providing ongoing connectivity to the USA.”*

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 2017/18 report concludes that London Southend Airport is classified as ‘very good’ and is the only London airport in this category.

The CAA report states that; Sixteen airports have been classified as ‘very good’. These airports have provided an excellent service to disabled passengers and those with mobility restrictions. The common theme among airports classified as very good is that, against a backdrop of increasing numbers of people using assistance services, the staff at each of these airports have worked hard to ensure standards are maintained; that waiting times are kept short, and that users of the assistance service are treated with dignity, care and attention. They have also all worked closely with local disability organisations or individuals so that they can better design their assistance to meet the needs of disabled passengers.

In the previous 2017/18 CAA report, London Southend was classified as ‘good’ and feedback from the CAA suggested that to move to the ‘very good’ category, London Southend Airport should provide more information on its website regarding interaction with disability groups. As a result, London Southend Airport has made a number of improvements to the website under the Special Assistance section to make assistance information easier to find and to highlight ongoing relationships with a number of groups including Guide Dogs for the Blind, D.I.A.L., Hearing Loss, Dementia Awareness and local schools for children with autism and special needs.

Ranking results

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

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 monitor 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		465	566	558	346	437	723
	10 mins	80%	97.63%	96.99%	96.77%	98.27%	96.34%	98.89%
	20 mins	90%	99.35%	98.41%	98.92%	99.42%	100%	100%
	30 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		10	6	6	11	4	5
	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs		357	607	550	522	361	666
	5 min	80%	100%	98.68%	100%	100%	100%	95.35%
	10 mins	90%	100%	100%	100%	100%	99.72%	100%
	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		110	79	156	132	199	151
	25 mins	100%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

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

The latest table can be found on the website;
southendairport.com/flights/special-assistance

Guide dog familiarisation training

The Guide Dogs for the Blind team were once again welcomed to the airport for Guide dog familiarisation training on 5 June 2018.

Six guide dog puppies, all aged between nine – 12 months – Jenson, Gracie, Wilbur, Tammy, Dottie and 'Runway' (who is sponsored by airport employees) – each accompanied by their trainers, took a tour of the terminal.

The handlers and puppies all went through Security, before visiting the Departures Lounge and also experiencing the Baggage Reclaim Area.



The visit was designed to help the puppies get used to the sights, sounds and smells of busier, noisier environments.

Joanne Thorn from the Guide Dog team said; *"Coming to the airport gives the pups a brilliant experience with different floor surfaces, noises and the experience of going through security, duty free and luggage reclaim. We are very grateful to the airport for helping with the pups training in this way".*

Jenson, Gracie, Wilbur, Tammy, Dottie and Runway with their trainers.

Hearing Loss

Following a meeting between the airport Customer Service Manager and a representative from Hearing Loss in 2017 to discuss the accessibility of the journey through the airport for passengers with hearing difficulties, London Southend Airport continues to provide hearing aids throughout the airport;

Hearing loops are situated at the ticket desk, check-in desks and boarding gates. Visual information is provided throughout the terminal via Flight Information Display Screens.

The airport also has many mobile hearing loops to assist and support staff who are trained signers.



In April 2018, some of the airport staff took part in a viral signing video campaign to highlight positive choices for the hard of hearing. The staff were all filmed signing 'hello my name is ...'. Learning Disability Nurse Becky Hardman took the video whilst travelling through the airport and posted it on Twitter with the hashtags **#getthenationsigning** **#bestsigningvideoever**

Southend Supports Breastfeeding gets London Southend Airport's approval

On 20 February 2019 London Southend Airport signed up to the Southend Supports Breastfeeding scheme, promoting a welcoming environment for families who wish to breastfeed.

The National Lottery Community Fund programme A Better Start Southend and Southend-on-Sea Borough Council are working together on the scheme, across the whole of the borough, to support and enable mothers to feel confident to breastfeed in public places.

Jo Marchetti, Corporate & Social Responsibility Manager "We welcome the opportunity to promote a welcoming environment for families who wish to breastfeed and are so are delighted to sign up to the Southend Supports Breastfeeding

scheme. This fits perfectly with our customer friendly ethos and efforts to make travelling easier for everyone."

Sabrina Kerr, Health Improvement Practitioner Advanced, Southend-on-Sea Borough Council and A Better Start Southend says: *"We are delighted that such a key organisation as London Southend Airport has joined up to pledge it will provide a welcoming environment for breastfeeding mothers and families. As well as helping provide a friendly environment and choice about how to feed infants, Southend Supports Breastfeeding scheme will also help change attitudes and perceptions about breastfeeding and to help make news stories of negative breastfeeding experiences a thing of the past."*



Sabina Kerr and Jo Marchetti at the airport.

Blue Band Initiative

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

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

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

Speaking about the scheme, Glyn Jones, CEO Stobart Aviation that operates London Southend Airport, said: "We wholly recognise that for some of our customers the airport itself can be a challenging environment. When you have a hidden disability, such as autism, dementia or are sight or hearing-impaired, the unfamiliar, bustling and occasionally noisy surroundings can become a little overwhelming. We want to

support every passenger as best we can and I hope that these blue bands will play a big part in delivering on that commitment".

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

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



The discreet blue bands in action.

Southend Dementia Action Alliance

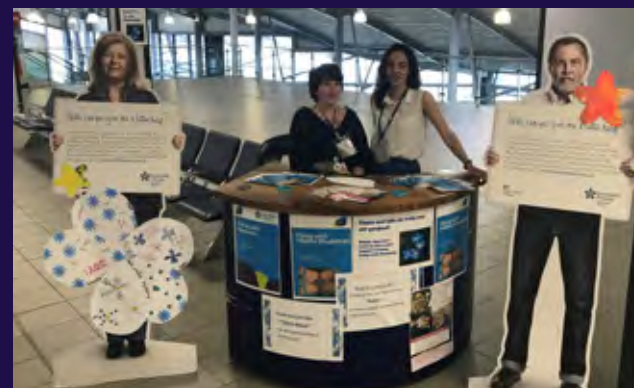
In October 2015 London Southend Airport became the first airport in the United Kingdom to sign up to a local dementia action alliance.

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

Since then, the airport has devised an action plan that includes a commitment to ensuring that Dementia Friends Information Sessions are given to all front of house staff, such as those working

on check-in staff and security. London Southend Airport has also invested time for a staff member to become a Dementia Friends Champion to continue the dementia friends programme to all customer facing staff including retail staff, rail staff, cleaners and possibly third parties that deal with customers.

London Southend Airport was proud to participate in Dementia Awareness week 20 – 26 May 2018. The Southend Dementia Action Alliance team were at the airport all week offering advice on how to travel with dementia and other hidden disabilities.



London Southend Airport participated in Dementia Awareness Week in May 2018.

2. Airport surface access strategy

London Southend Airport, has continued to work with Southend-on-Sea Borough Council, Rochford District Council and Essex County Council to deliver the Airport Surface Access Strategy (ASAS) published in September 2014. This includes a number of targets and commitments to actively promote and monitor the use of sustainable transport. The ASAS document can be found at southendairport.com/corporate-and-community/environmental-responsibility/. London Southend Airport has continued to perform well against the targets and commitments and is working with the local authorities and other stakeholders to review the targets and develop them in line with the airport's growth.

Rail

Greater Anglia are two 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 later this year. These new trains will include 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. The airport is working with Greater Anglia to try and develop the timetable to include earlier trains and later trains, to accommodate travellers on the first and last flights of the day. The airport is also working with them to implement their franchise commitment of 15 minute day time services. This year the train station had Gateline barriers installed which has enabled the airport to have a better understanding of train usage, both overall and how usage fluctuates throughout the day.

Throughout this year there were a number of rail disruptions, including reduced evening and weekend services, as well as replacement buses over the Easter Weekend and other bank holidays. In total there were over 150 days this year with some level of disruption due to engineering works.

London Southend Airport has worked closely with C2C, local taxi companies, bus operators and other partners to provide additional transport options during rail disruptions on the Southend to London Liverpool Street line. This has included the airport putting on buses to and from the C2C line at Thorpe Bay. The airport has also worked with an on-site taxi operator to run special shuttle services to Shenfield and Liverpool Street. The Airport also focused on providing clear information to passengers transiting between the C2C line and the airport.

Bus

First Essex Buses continue to provide a link to Chelmsford and Rayleigh with service X30 which operates between Southend and Stansted Airport. The service serves the airport forecourt from 0511 until 0010 hours daily. The fleet of buses all include easier access and have Wi-Fi and charging points. The designated X30 waiting shelter was installed in 2017 to encourage increased use of the service and plans have been made to adjust its location slightly to help boost its prominence.

The airport is planning to host a Staff bus day with Arriva on site for a to educate staff about the option of using the bus to travel to and from work. This event plus a staff Active Travel event are planned for March 2019.

Parking

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. The reporting period 2018-19 saw the first summer of use for the newly expanded Long Stay 2 car park. The combined occupancy for all Long Stay car parks, during the month of August, was around 78%.

Following the bi-annual British Parking Association visit in August, the airport's car parks all once again received their ParkMark status, as well as Short Stay, Long Stay 1, and Long Stay 2 maintaining their DDA compliance.

To further improve the car parks, this year London Southend Airport has worked with a new barrier supplier to agree to replace all of the existing equipment. This involves around £500,000 worth of investment which will hugely improve the customer experience for the car park users. These are due to be installed throughout March 2019.

Following feedback at the Transport Liaison Group meetings, London Southend Airport has updated and improved signage at the airport entrance, which made the directions to the car parks clearer and highlighted where the 15 minutes free drop off in Long Stay 3 was located.

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.

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.

The 2019 Airport Transport Forum held in March, was also used to consult with all relevant stakeholders on updating and refreshing the airport's ASAS targets as well as defining some new ones to include in the next iteration, which will be confirmed later in 2019.



2019 ASAS Review

The current London Southend Airport Surface Access Strategy (ASAS) was published in September 2014 and included a commitment to review it within 6 months of exceeding 1.5 million passengers per annum (mppa) and again at 2mppa. At the end of February 2019, there were more than 1.5mppa on a rolling 12 months basis for the first time, in addition it is expected that passenger numbers will also surpass 2mppa within the next 12 month period. Therefore it has been agreed with Southend Borough Council and Rochford District Council that the 1.5 and 2mppa review targets be combined and the 2019 review be completed within six months of reaching 1.5mppa. The 2019 review is currently being undertaken with the help of the Southend Airport Transport Liaison Group (SATLG), local transport providers and local councils.

The 2019 ASAS review will primarily look at the actual performance against the 2014 ASAS targets, but also takes the opportunity to update a number of areas and to refresh, consolidate, revise and add new targets.

The 2014 ASAS Targets are being updated as part of this review. These can be found within the 2014 ASAS document on our website at <https://southendairport.com/corporate-and-community/environmental-responsibility>



Southend Airport train station is just a short walk from the terminal.



Passenger and staff mode share

Passenger mode share

Whilst passenger numbers remained under 1mppa, London Southend Airport carried out passenger travel surveys. The last passenger travel survey took place over a six month period, throughout October 2015 to April 2016.

As of January 2019 London Southend Airport has commissioned the CAA to survey passengers throughout the year, in line with all other London Airports. The 2019 results will be published in the 2019-20 Annual Report.

Key highlights from the 2016 Passenger Travel Survey;

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

Staff mode share

The next staff travel survey is due to take place in Summer 2019 as the passenger numbers have reached 1.5mppa.

Key highlights from the 2015 Staff Travel Survey;

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

3. Employment

Recruitment and training

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

London Southend Airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the airport website, Linked-In and social media channels. In addition, roles which require specific expertise may also be advertised in specialist publications, for example, Air Traffic Controllers. Effective relationships continue to be maintained with local recruitment providers and when required, the services of local agencies may also be used.

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

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 the airport team fairly. A review of terms and conditions has added value for the airport teams in introducing greater work life balance in working hours.

Recruitment event

Following on from previously successful recruitment events, smaller focussed events have taken place for specific roles, through the year and have positively impacted our retention and our 'right fit, right role' approach.

Internal progression and development for employees at London Southend Airport is encouraged and supported through a variety of training and development opportunities. London Southend Airport benefits from a productive working relationship with South Essex College and offers various opportunities for students to experience and become involved with activities at the airport, in addition to working with the college on bespoke requirements for training. A number of graduated Travel and Tourism students are now employed by the airport.

London Southend Airport continually review our recruitment strategy to ensure it is aligned with the future growth requirements of the airport.

London Southend Airport recruited 154 new employees to the team between March 2018 – Feb 2019.

Training

To ensure a high percentage of jobs are accessible to local people, the airport actively looks to offer a significant amount of development and entry level as well as graduate opportunities where possible. All new staff are offered training which varies based on their role and experience. London Southend Airport invests heavily in staff training and development with all operational staff receiving between two and ten weeks of initial training supported by an on-going development programme. All of the customer facing roles receive training in customer service excellence during their induction with the company.

London Southend Airport has invested over 30,000 hours of training in it's team over the past year, which includes, classroom, online and on the job. Also including basic induction and safety training.

The airport's short Fire Awareness training, delivered by it's internal fire team and available to all employees to attend, continues to be well received and hugely popular with a mix of theory and practical elements at the fire ground involving live fire and fire extinguisher methods as well as a fire blanket demonstration .

Here to help work experience

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

Employee survey

The airport is dedicated to improving employee engagement and being an employer of choice. During January the airport carried out an employee survey, achieving a very pleasing overall engagement score of 70%.

It is important that action plans for making improvements or doing things differently are devised directly from the feedback that employees provide from the survey and follow up departmental focus groups to ensure a collaborative approach and maximum impact in making Stobart Group an even greater place to work for the airport's employees.

**YOUR
SAY!**

Fire training

During the 2018-19 reporting period over £70,000 was invested in training for the fire crews;

Three initial firefighter courses at International Fire Training Centre (IFTC)

Two Crew Manager incident command courses at IFTC

34 staff attended IFTC twice during 2018-19 for their revalidation of competence scheme

Two staff trained as new emergency fire appliance driving instructors

Three staff revalidated their emergency fire appliance driving instructor licences

Two staff attended IFTC for firefighter bridging courses

Over £70,000 was invested in training for the fire crews during the 2018-19 reporting period.



Left to right, Adam Hickey (Firefighter), Stuart Sansom (Firefighter), Elliot Foster (Firefighter), Adam Garbett (Watch Manager), Dave Young (Station Manager), Lee Morgan (Crew Manager), Carl Aquilina (Firefighter) and Stuart Howard (Firefighter).

Leadership development

The airport's focus in 2017 was in Leadership development for all levels of management through the Developing Effective Management and the Fast Track to Leadership Programmes. In addition a programme was designed and implemented for 33 junior managers including coaching, development and job related training, one-to-one mentoring and action learning sets for operational challenges. These programmes have been significant to the continued development of the airport's managers through 2018.

"I really enjoy my role at the airport as it involves engaging with all departments across the business. It's great to be part of the airport as its developing and growing in passenger numbers and routes. The course I'm studying will help me with new projects and boost my confidence. I took my first exam in December and got a distinction. I'm now working on my dissertations."

Jodie Ashworth
Marketing Co-ordinator

Training

Jodie Ashworth joined the business in June 2017 as a Marketing Co-ordinator, having previously worked as a Marketing Assistant in the retail sector. Jodie is now responsible for heading the marketing department at Southend Airport. She is currently studying Level 4 Certificate in Professional Marketing with the Chartered Institute of Marketing.

Air Traffic Control

London Southend Airport has invested over £200,000 in training for Air Traffic staff;

Meteorological Observer training for four people. This was a two week course held at Southend in June - July 2018. The Meteorological Observer course was the first ever run by Storm Geo and was directly assessed by the CAA.

Air Traffic Control professional training at Global ATS in Gloucester for the following;

- **One Aerodrome and radar training in June 2018. (Dax Rice completed his first validation in tower in February 2019)**
- **Two 'On the Job Training Instructor' courses in October 2018**
- **Two training courses between October – December 2018**

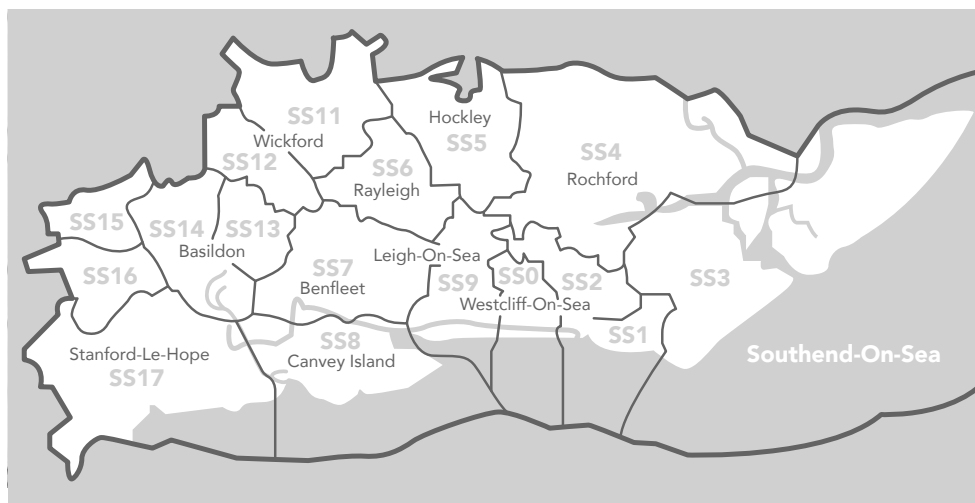


Our growing business

The future exciting aspirations of London Southend Airport in growth of passenger numbers and airlines require focussed areas of expertise. To ensure the business is prepared to successfully deliver the future needs, the airport will continually review its recruitment/resource and business model. In June 2018, 26 employees in the Food and Beverage team joined TRG (The Restaurant Group) and 121 employees within its Passenger Services and handling teams transferred to the Stobart Aviation Services business; the specialist handling services function of Stobart Aviation. The airport continues to embrace a 'one team' ethos and maintains close and productive relationships with its partners. The airport continually reviews the most efficient and effective ways of delivering outstanding customer service excellence as it grows and develops.

Local staff directly employed by London Southend Airport

In February 2019, London Southend Airport itself employed 220 people, of which 49 were part time. 78% were from the SS postcode area, 15% were from the wider Essex area and only 7% were from outside of Essex.



The number of staff directly employed by London Southend Airport has fallen in the past two years. This is because, as the business has grown, some major departments have been outsourced. Staff previously employed in food and beverage departments have been re-employed by TRG Concessions in the Giraffe Stop, Costa and The Navigator pub. In June 2018, all of the Front of House, Ramp and Aircraft Operation teams were transferred to the employment of Stobart Aviation Services. Overall, the number of people employed in these areas have increased.

Whilst the numbers of staff employed can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June–September) the table below shows the number of staff employed at the end of the reporting period, February 2018–2019.

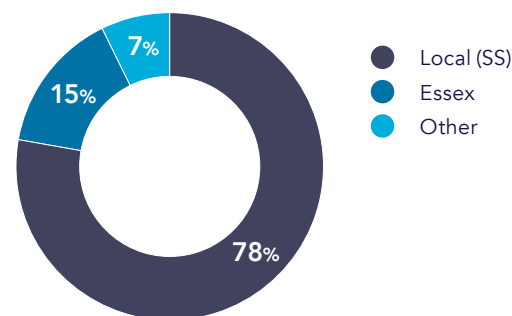
	As at 28/02/14	As at 28/02/15	As at 29/02/16	As at 28/02/17	As at 28/02/18	As at 28/02/19
Total jobs	264	272	252	267	316	220*
Full time staff	211	217	187	196	246	171
Part time staff	53	55	65	71	70	49
Full time equivalents	231.61	242	221.42	228	275	195

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

London Southend Airport operates a resourcing model made up of a team of core staff across the year, which is supplemented with additional staff to support the seasonal peak for summer. The seasonal team increases the overall workforce by up to 10%. The ethos of the company ensures that all employees fully understand and support operational roles, thereby contributing to service excellence in the passenger experience. This promotes multi-skilling and enhanced employability options for employees, also widening potential opportunities for progression.

The pie chart below shows the locality of all staff directly employed by London Southend Airport Co Ltd at the end of the reporting period February 2019.

Locality of London Southend Airport employees



*This number previously included Stobart Aviation Services staff who employed 120 people, as at 28.02.19.

General airport employment

London Southend Airport is part of the Stobart Group which also includes ownership of the Holiday Inn Southend Hotel and Southend Airport Railway Station. Together they employ 295 staff.

During 2015–16 the airport saw a decline in the total number of people working on the site largely due to the collapse of ATC (Lasham) Ltd, and a reduction in staff at Inflight, however since 2016 numbers have steadily risen.

The number of employees based on the airport site in aircraft maintenance, and local flying clubs has remained steady with no significant changes in the past 12 months.

Private charter company Jota Aviation continues to grow and has increased employee numbers from 91 to 102. With the introduction of four new BAe 146 QT aircraft into service following their arrival last July, this now brings the total fleet to seven aircraft. Over the past year Jota have recruited additional staff in most departments to support the operation including pilots, cabin crew and engineering staff. This year they also introduced a cadet pilot scheme and have three new trainee First Officers currently completing their line training.

The main area of employment growth has been associated with airline and passenger numbers.

easyJet increased staff number by 32 to 168 and the number of staff employed by Stobart Aviation Services, London Southend Airport and TRG concessions combined increased by 83.

The addition of a Ryanair base at Southend in April 2019 will see more growth in employment during 2019–2020.

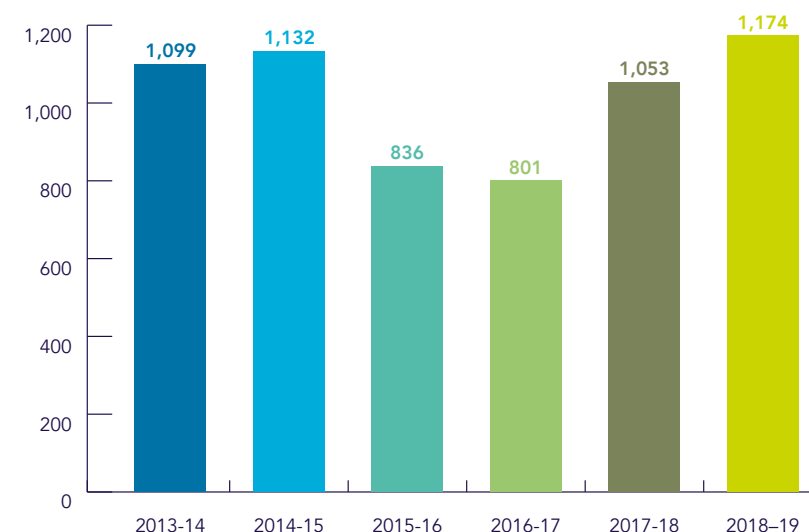
Totals for 2018–19 show an overall increase of 373 employees from 801 in 2016 to 1,174 in 2019 in 33 companies based within the airport boundary.

Airport employment 2018 – 2019	
Airport operations, terminal and handling	340
Terminal concessions	103
Aircraft support and catering	26
Onward travel	35
Hotel	66
Airlines	286
Rail station	9
Control authorities	37
Aircraft maintenance	117
Private charter	107
Flying clubs	34
Travel agents	3
Other (non-aviation related)	11
Total	1,174



London Southend Airport supports employment for 1,174 employees.

Airport employment 2013 – 2019





4. Quiet ground operations

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

- Aircraft taxiing
- Aircraft mounted auxiliary power units (APU's)
- Testing (ground running) of aircraft engines

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

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

The base size at the start of the 2018-19 reporting period was the same as the previous year with three Airbus, two Embraer 195 and two ATR72. This remained the case until July 2018 when a fourth easyJet aircraft started operating as a based aircraft. This coincided with one of the ATR72 aircraft operating in reverse, being based in Groningen and operating to Southend, therefore the actual base size remained static at eight based aircraft. For significant periods over the winter season, none of the based aircraft operated concurrently, therefore FEGP demand was seven operating aircraft.

The start of the 2018-19 reporting period, FEGP was fully available on the original seven parking stands, in October 2018, the final three contact stands were fitted with FEGP therefore all ten contact parking stands are now fully implemented.

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

Use of APU and GPU was once again fully compliant with the Best Practice Plan for Quiet Ground Operations. No noise complaints were received during the reporting period in relation to mobile GPU usage.

Engine testing

The airport ensures that all engine testing is carried out in accordance with its 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 2018 there have been no incidents where the conditions of the airport's Engine Testing Best Practice Plan have not been fully met.



5. Noise



History

Whilst airports bring employment to an area, and are important economic generators, providing jobs, encouraging inward investment and boosting local tourism, it is recognised they also have some negative effects too. The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly. In the 1960's and 1970's London Southend Airport was the third busiest airport in the UK, offering scheduled passenger flights to Europe using Carair aircraft which passengers could drive their cars into. In the 1980's London Southend Airport was handling over 100,000 aircraft movements each year. Whilst passenger services declined in the 1990's the airport did remain a major hub for maintenance companies, with large aircraft – such as the B727 and BAC1-11 being regularly maintained at London Southend Airport. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to increase its length to 1856m long. This was to increase the range of destinations offered beyond the scheduled passenger services to Ireland and the Channel Islands. Following a period of public consultation, Southend-on-Sea Borough Council and Rochford District Council agreed to the extension and introduced conditions for a number of new controls and incentives to help minimise any negative impact on the surrounding communities that the airport development might bring. These included:

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

Night noise restrictions

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

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

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

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

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

*Exempt ATMs by helicopters are permitted; please refer to page 55 for the definition of exempt ATMs.

Preferred runway scheme

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

During the daytime – when weather and safety conditions allow and movement volumes allow the runway direction to be changed – London Southend Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

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

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



Arrivals will typically come from the north east and depart to the south west around 70% of the time.



Noise monitoring

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

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

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

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

Noise Monitor Location one: School Way

Noise Monitor Location two: Stambridge Way



Noise complaints handling service

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

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on the airport website to make feeding back to us easier and also to ensure that all of the data required to investigate a specific incident is captured. This new system also enables us to keep an accurate record of all the complaints submitted to us. However, for those without access to a computer, noise complaints can also be made in writing.

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

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

All noise complaints are regularly reviewed by the ACC.

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

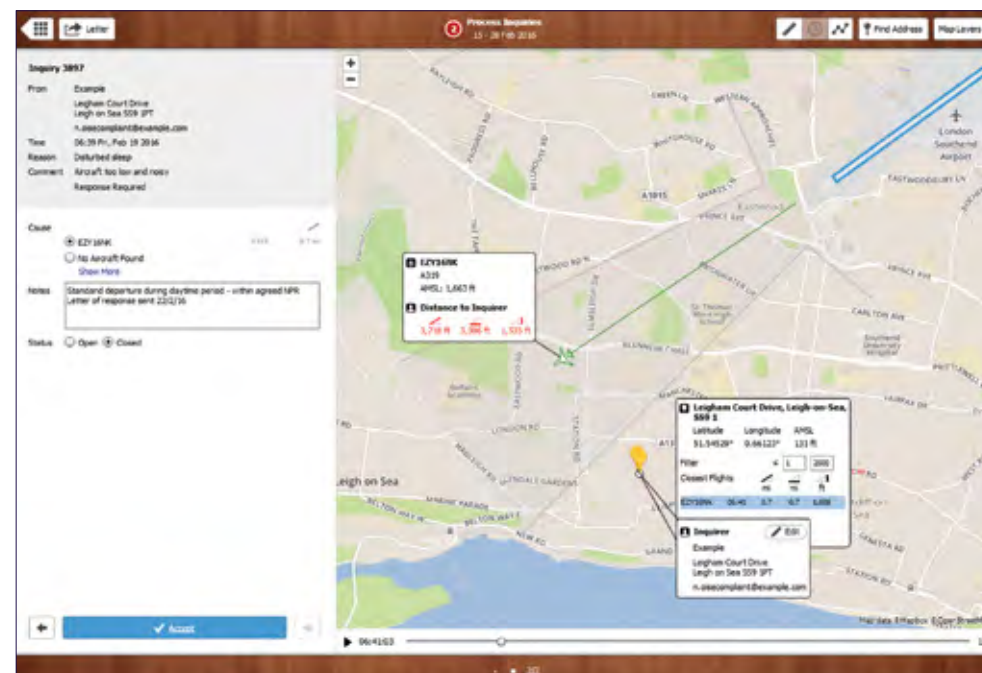


The noise form can be completed online from the London Southend Airport website.

Noise and track keeping complaints

Using a noise and track keeping system London Southend Airport is able to log and record all complaints individually and then fully investigate specific flights. The system records aircraft data as well as a summary of the response provided.

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



Airport Consultative Committee

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

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

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend-on-Sea Borough Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Southend Flying Clubs
- West Leigh Residents Association
- Southend Trades Council
- Essex Chambers of Commerce
- UK Border Force
- Based airlines

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

Minutes of the quarterly ACC meeting are available on London Southend Airport's website; [southendairport.com/community-relations/](https://www.southendairport.com/community-relations/)

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

Within the Section 106 planning agreement London Southend Airport is required to present the Annual Report to the ACC for review and approval ahead of general publication.

A draft report was presented to the ACC in May 2019 and following the feedback from the committee was approved in June 2019.

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

Noise complaint statistics

London Southend Airport regrets that some residents have felt the need to complain about aircraft noise. In the reporting period March 2018 – February 2019 a total of 1,505 noise complaints were received and investigated. All of the complaints were fully investigated, and all of the aircraft concerned were found to have been operating legitimately, within the airport's agreed control framework.

Following the opening of the runway extension in March 2012, the number of noise complaints peaked at 3,050 however this number significantly reduced year on year to 278 in 2017 (by 89%).

During the 2018-19 reporting period the number of complaints increased from 278 the previous year to 1,505 (441%). This was due to some very specific factors;

- Between May – September 2018 there was an increase in executive business jet arrivals during the night-time period whilst other London airports were sanctioned for not keeping to agreed night quotas. As a result, London Southend Airport was the only London airport able to accept night flights between 01 June 2018 - 01 October 2018. London Southend Airport was able to accommodate these additional night flights within its existing S106 quotas.
- Due to a lengthy high pressure weather pattern during May, June and July, London Southend Airport was unable to operate most of the night flights over Rochford in accordance with the Preferred Runway Scheme – most night time complaints are from Leigh-on-Sea. The warm weather also meant that local residents have had their windows and doors open and therefore aircraft noise was more noticeable.
- The announcement of Ryanair operations starting in April 2019, generated an increase in complaints from residents concerned about increase in noise levels. The Airport experienced a similar rise in complaints prior to the start of easyJet operations and after the first twelve months, the complaints had significantly reduced.

- Between November – January 2019, the Airport received and processed over 400 complaints from two residents both living in the same address in Wells Avenue. A few Wells Avenue properties back onto the Airport boundary and one of the taxiways used by aircraft to enter and vacate the main runway. The taxiway concerned forms part of the original runway and taxiway configuration, it has not moved in recent years and has always been essential to normal aircraft operations. The taxiway was rehabilitated in 2017 as part of a programme to repair and rehabilitate all the taxiways and aprons at the airport. As part of the rehabilitation works the Charlie Taxiway was slightly re-profiled to allow a safer and more efficient access/exit to the runway. This means that aircraft are now holding on the taxiway closer to the runway – and slightly closer to the complainant's property. ATC have noise sensitive procedures that mean they will avoid holding aircraft at the closest holding point on Charlie Taxiway if they are aware that the aircraft may hold on the ground for long periods.

To address the concerns of a small number of Wells Avenue residents the Airport set up quarterly residents' meetings with the Airport's Head of Air Traffic Services, COO, the local councillor for St Laurence ward, as well as the Environmental Officers from SBC and RDC.

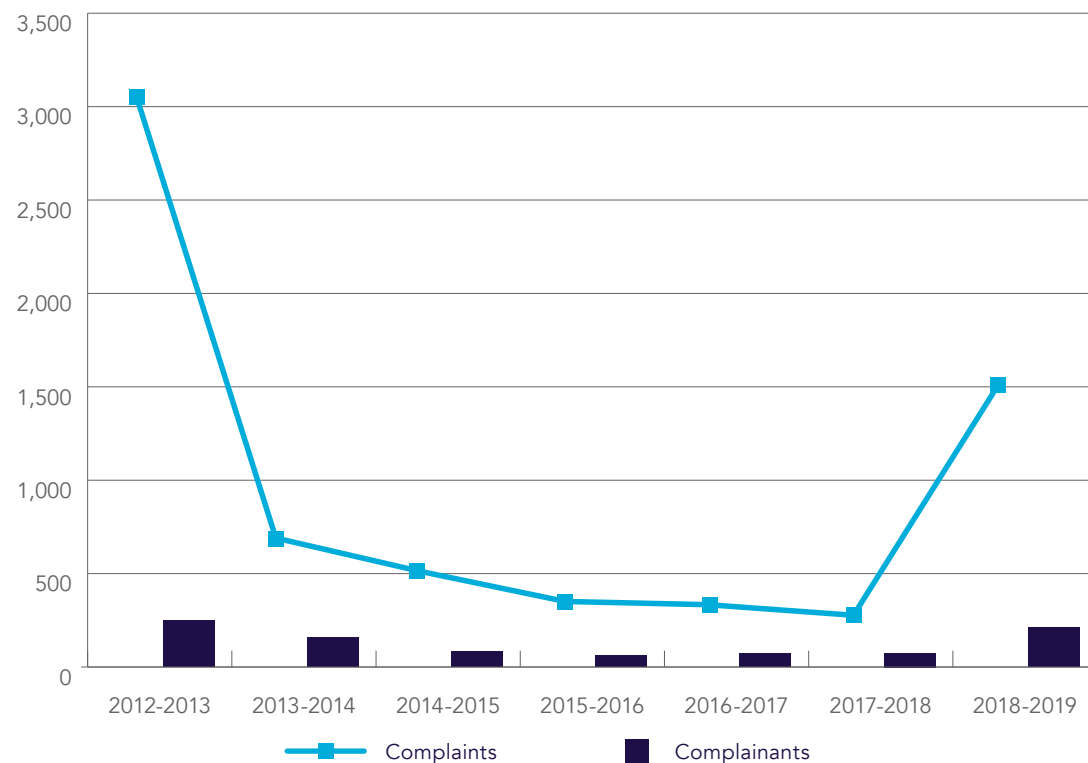
The graph on page 41 shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2019.

Of the 1,505 complaints investigated, more than half (51%) came from four properties, two of which are located on the airport boundary with gardens backing onto the airfield.

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

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

+ London Southend Airport annual complaint/complainant data



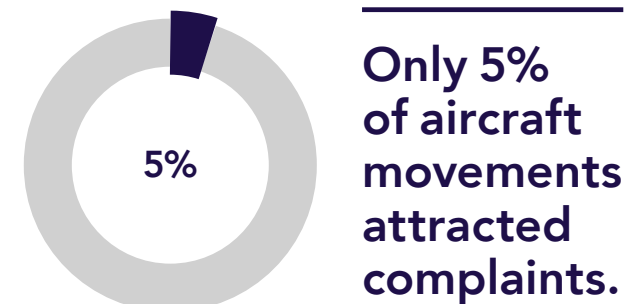
The Chairman of the ACC reviews all of the correspondence for continuous complainants and may recommend to the full committee that London Southend Airport suspend correspondence with them for a period of six months. If the committee agree, the complainant is advised in writing and at the end of the six-month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

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

Over the past seven years the total number of complainants that have been suspended in this manner is 19, of which six have agreed to attend meetings with London Southend Airport to discuss their individual concerns about noise.

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

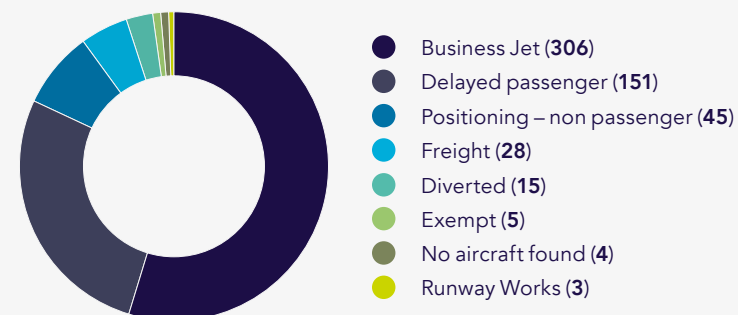
+ Aircraft movements attracting complaints



Night-time noise complaints

There was a total of 885 aircraft movements within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30). Of the 1,505 noise complaints received, 557 (37%) related to night-time operations;

+ Breakdown of 557 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.

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 Lane	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.



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 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.

Since the scheme was established in 2012, there has been just one 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.

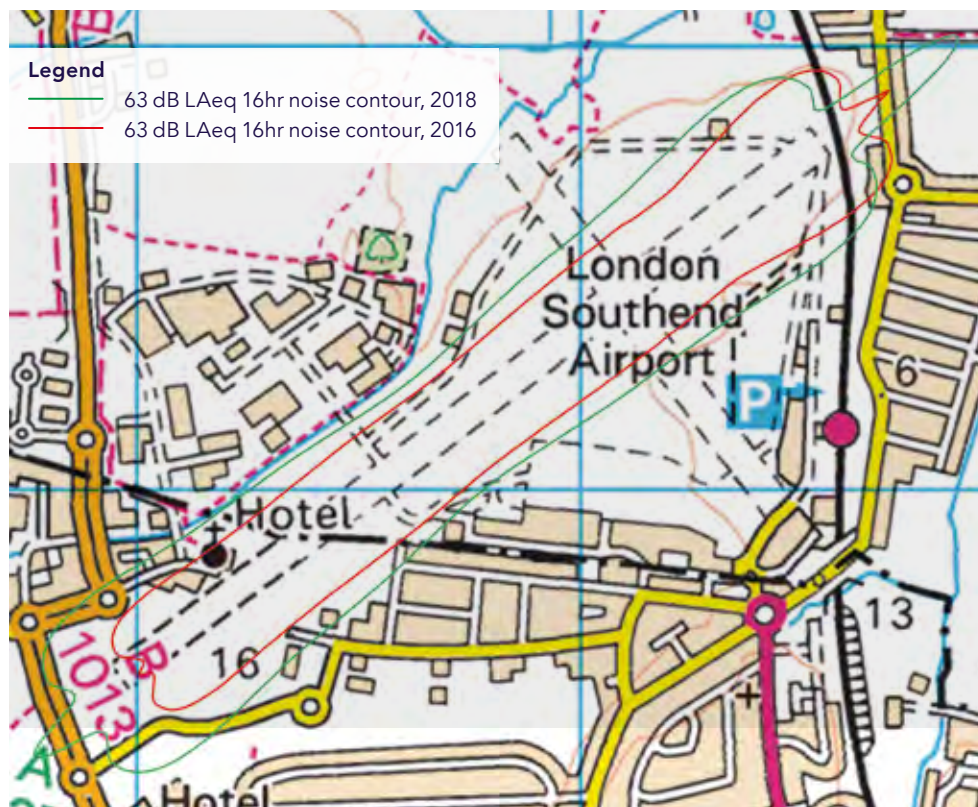


Figure A

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. The air quality in the area surrounding London Southend Airport is generally good and consistently remains below the 40 µg/m³ value limit of NO₂ at which the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution concentrations so that the objectives are met.

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

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

Nitrogen dioxide (NO₂)

To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO₂.

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

The objective therefore, is not to exceed an annual mean average of 40µg/m³ for NO₂ levels.

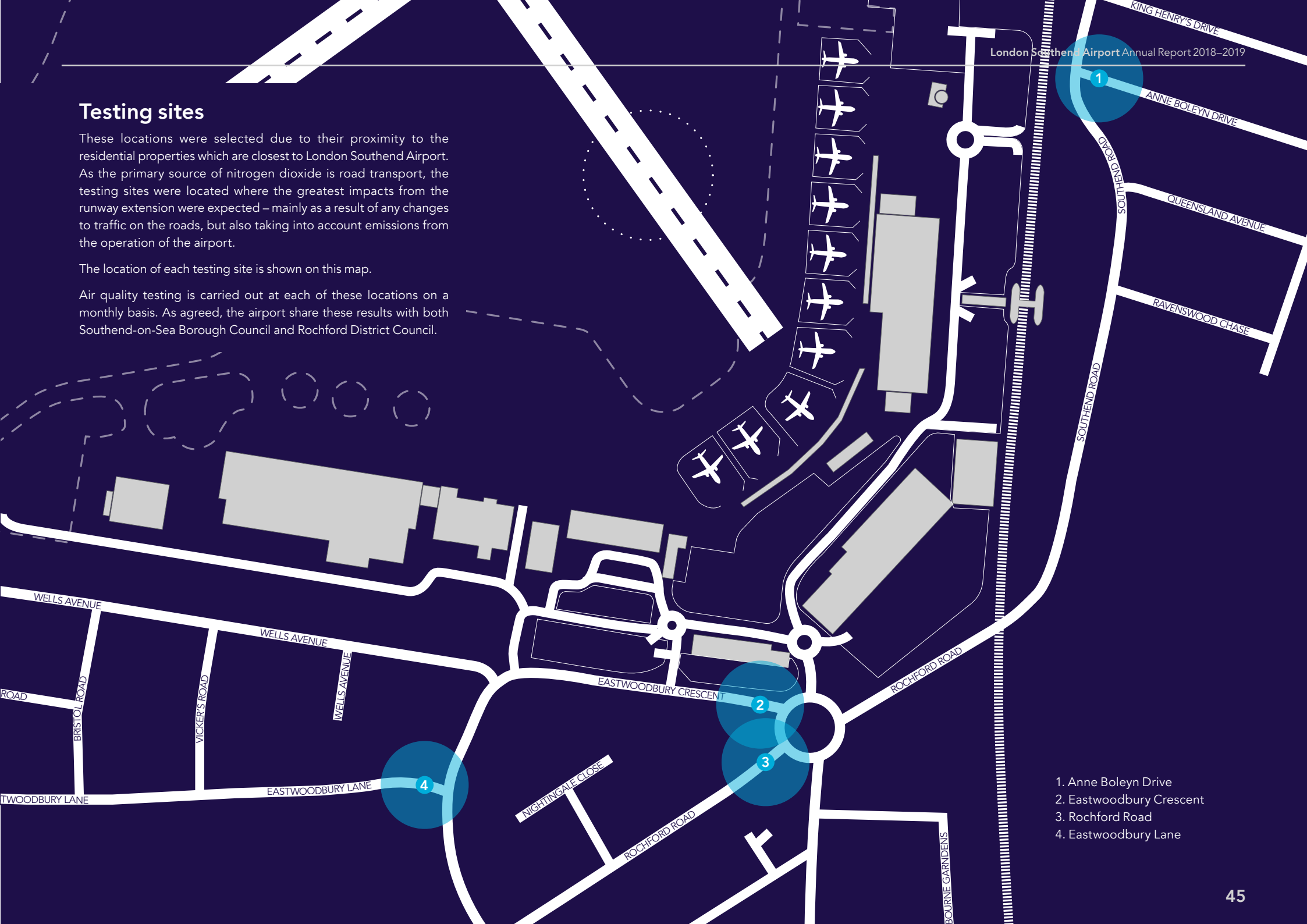
The airport tests for NO₂ at a number of permanent locations.

Testing sites

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

The location of each testing site is shown on this map.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, 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 2018 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).

Results of nitrogen dioxide (NO₂) testing

Site	2011	2012	2013	2014	2015	2016	2017	2018
Anne Boleyn Drive	29.9 µg/m ³	26.3µg/m ³	24.8µg/m ³	23.6µg/m ³	22.07µg/m ³	22.27µg/m ³	22.49µg/m ³	20.00µg/m ³
Rochford Road	34.2µg/m ³	32.4µg/m ³	32.7µg/m ³	32.6µg/m ³	28.38µg/m ³	30.34µg/m ³	30.68µg/m ³	28.85µg/m ³
Eastwoodbury Lane	31.6µg/m ³	28.3µg/m ³	28.0µg/m ³	28.4µg/m ³	24.29µg/m ³	27.44µg/m ³	28.81µg/m ³	25.69µg/m ³
Eastwoodbury Crescent	33.6µg/m ³	30.9µg/m ³	29.4µg/m ³	29.5µg/m ³	25.84.µg/m ³	29.38µg/m ³	27.23µg/m ³	24.96µg/m ³

Figure 1

⊕ Annual mean nitrogen dioxide concentrations 2011–2018 (µg/m³)

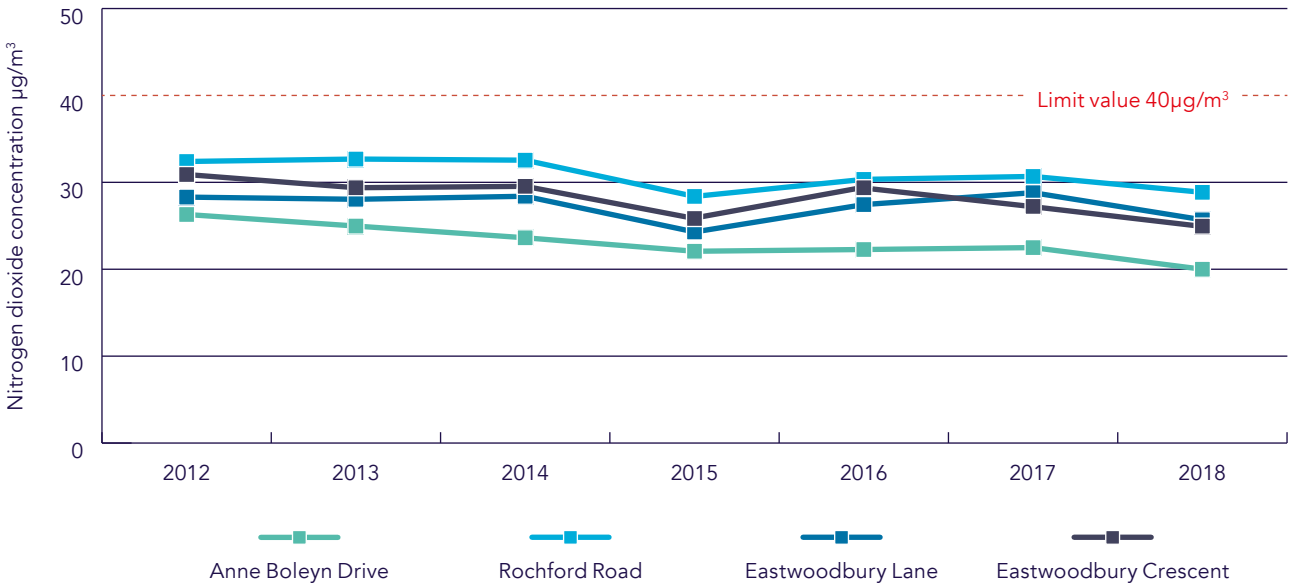


Figure 2



7. Carbon management

Introduction

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

Carbon reduction has been considered throughout the design and implementation of a number of the development projects across the airfield, including the new control tower, rail station and terminal building. CO₂ reductions were considered alongside financial aspects when making capital investment decisions.

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

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

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

Energy management and control

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

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

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

London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from operations.

Water and electricity usage

Utilising natural resources: Water

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

The rain water collected is used specifically for toilet flushing.

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



Energy consumption: Electricity

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

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

	2012–13	2013–14	2014–15	2015–16	2016–17	2017–18	2018–19
Total kW/h (passenger terminal)	1,523,116	1,438,398	2,292,060	2,666,685	2,893,919	2,879,706	3,182,831
Total passengers	724,986	1,001,580	1,088,377	900,450	871,816	1,127,355	1,492,028
kW/h per passenger	2.1	1.44	2.11	2.96	3.32	2.55	2.13

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

During 2015–16, the new Lakers bar and restaurant was opened in the new terminal extension, and during 2016–17 additional retail offerings have been installed which have increased the energy consumption for this area of the terminal. As passenger numbers have increased over this 12 month reporting period 2018–19, the KW/h per passenger has decreased again.

Sustainable energy

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

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



Minimising energy use

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

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



Solar panels installed on the roof of the terminal.

What is BREEAM?

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

Solar Farm

During November 2015 the installation of a £2 million solar farm at London Southend Airport began and was officially registered with OfGEM on 31 December 2015. The array supports London Southend Airport's objectives of reducing its carbon footprint and the electricity required from the national grid network. It connects to the airport's electrical ring main, supplying approximately 20% of the airport's annual electricity requirements with the capability for limited power being exported to the national grid. Stobart Developments constructed the 2.5 megawatt solar array at London Southend Airport. The array consists of over 9,500 individual solar panels mounted six high on steel frames supported on approximately 2600 piles across 37 rows.

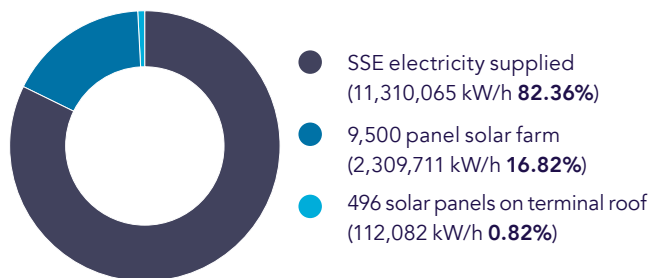
The solar farm is an addition to the 496 solar panels previously installed on the roof of the airport's new £10m terminal extension during 2014. These solar panels now supply the terminal's shops, cafés and restaurants with solar electricity via the airport's private electricity network. There are a number of companies based on and around the airfield that draw their electricity supply from London Southend Airport's private High Voltage (HV) network. During the 2018–19 reporting period a total of 13,731,858 Kwh was used over the whole site, approx. 39% of which was used by London Southend Airport Co Ltd.

The airport's energy contribution to the site from renewable sources i.e. solar panels was just over 18%.

Due to a reduction in electricity consumption from some of the airport's largest energy consumers (mainly aircraft maintenance and overhaul), the amount of renewable energy consumed on-site has reduced. The amount of power exported back to the grid is limited due to restrictions currently imposed by the Distribution Network Operators (DNO). London Southend Airport is working with the DNO to investigate options to increase the exportation limitation threshold.

The solar farm is predicted to save approx. 28,000 tonnes of CO₂ over its 25 year life (Source: Syzygy Renewables Scheme Appraisal 26 May 2015).

Renewable energy at London Southend Airport

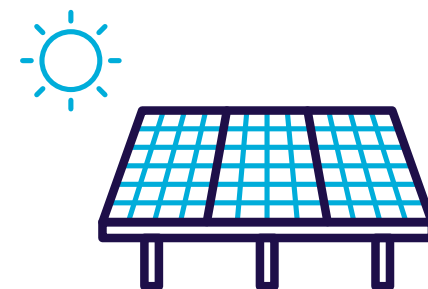


18%

Over 18% of the airport's electricity comes from renewable sources.



Solar farm



9,500
solar panels

2,309,711kwh
16.82%

Terminal roof



496
solar panels

112,082kwh
0.82%

Waste management and recycling

London Southend Airport is working copiously with its waste contractor TLM to further understand how more waste can be recycled. In April, GG Compactors installed the first cardboard baler to enable the airport to bale its cardboard onsite. The airport currently fill five ten-yard FEL's with cardboard on a weekly basis. This is then picked up by the waste company for recycling. The baler will allow the airport to bale large quantities of cardboard and sell this back to the company once it has accumulated a large amount. This reduces the need for weekly visits to the airport to empty the cardboard bins.



TLM also pick up all the airport's newspapers, confidential waste, used magazines, menu cards, leaflets from based aircraft and paper waste from airport departments monthly. This is then shredded and reused. TLM started undertaking this commitment in September 2018. This has subsequently led to a reduction of 23.5 tonnes of recyclable material going into our compactor.



London Southend Airport also recycles glass from our concessions, departments and airlines. The cleaning teams work diligently to guarantee as much glass as possible is segregated from the general waste and placed in onsite recycle bins.



London Southend Airport are looking to install water fountains throughout the terminal to enable its passengers to refill their plastic water bottles once they are in departures. In the interim, passengers can refill their bottles at Navigator or Giraffe.

New waste to energy process.

Contracts for waste removal providers are continually reviewed. As of December 2015 London, Southend Airport has only contracted locally based waste companies that send zero waste to landfill.

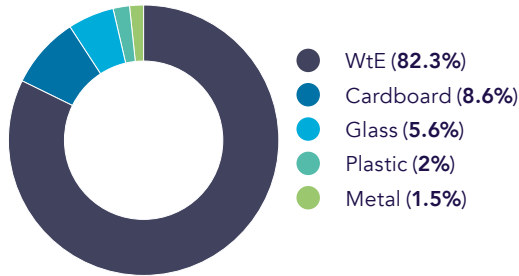
All waste collected from the airport site is currently taken to a recycling facility in Basildon where materials such as wood, plastics, cans and polystyrene are extracted. This process is known as a primary pick. Any remaining items that are unsuitable, including food waste, are then re-loaded and taken to a waste-to-energy (WtE) site.



As part of a project to reduce plastic waste, as of March 2018 straws have only been available upon request in the departure lounge, Navigator, Giraffe, Bourgee and Costa. Further incentives are being considered to reduce plastic cutlery. In addition to this, London Southend Airport has introduced reusable drinking bottles for all staff members.

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

Waste management 2018–19



Sustainable procurement

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

Protecting and enhancing biodiversity

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

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

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

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



Procurement of goods and services

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

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

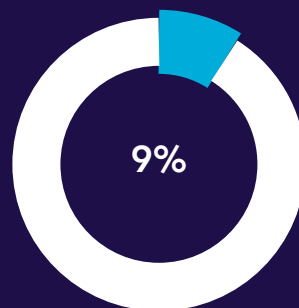
8. Air traffic movements controls

Reporting

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.

+ Cargo ATM usage



Only using 9% of the airport's permitted 3,266 cargo ATM's.

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

+ B737-300 movements



Just 10 B737-300 movements during the year.

Annual reporting

For the 12-month period March 2018 – February 2019, 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 2018 – February 2019.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2018 – Feb 2019	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	32,665	61%
ii	Cargo ATMs (permitted lessor of 10% of total ATMs or 5,300 p.a.)	3,266	307	9%
iii	Boeing 737-300 ATMs	2,150	10	0.5%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2018 – February 2019.

Ref.	Flights in night quota period (23:00 – 06:30)	Quota annual limit	Annual total Mar 2018 – Feb 2019	% of agreed annual limit
iv	Total night-time ATMs		885	
v	Diverted ATMs (of which all were QC1 or less)		32	
vi	Delayed ATMs (of which all were QC1 or less)		304	
vii	Exempt ATMs (of which all were QC1 or less)		15	
	Night-time ATMs to be included in quota total (120 per quota month)	1,440	534	37%

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 32 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 304 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 15 exempt ATMs, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.

Preferred Runway Procedures

London Southend Airport has just one main runway which is aligned 050o/230o. For reasons of safety and to maximise aircraft performance capabilities, aircraft usually take-off and land into wind. In the south east of the UK the prevailing winds are south westerly, meaning that about 70% of the time aircraft take off to the south west and arrive from the north east.

To minimise the number of properties overflown in the more densely populated area to the south west of London Southend Airport, (e.g. the Leigh-on-Sea area) a preferred runway procedure has been introduced.

The S106 planning agreement identifies a number of reasons whereby the preferred runway procedure may not be implemented:

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



Airport initiatives

London Southend Airport regularly monitors the use of the Preferred Runway Procedures. The Air Traffic Control (ATC) team record specific information relating to each ATM and where the Preferred Runway has not been used, ATC record the reason why.

Pilots are advised of the requirement to follow Preferred Runway Procedures at London Southend as part of the Noise Abatement controls provided to pilots within the UK AIP (Aeronautical Information Publication).

The airport prides itself on having good working relationships with the airport's based airline operators and will continue to work closely with them to maintain and, wherever possible, improve the use of the Preferred Runway Scheme.



The Air Traffic Control team record specific information relating to each ATM.

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 2018 to February 2019, all ATMs remained within the required percentages for the daytime period.

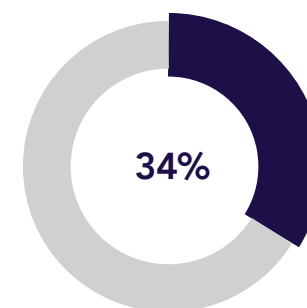
Daytime ATMs	Annual total Mar 18 – Feb 19	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	15,581	
Arrivals from South West (over Leigh-on-Sea)	5,347	34%
Total daytime arrivals and departures	31,800	
Arrivals and departures to/from South West (over Leigh-on-Sea)	14,328	44%

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).

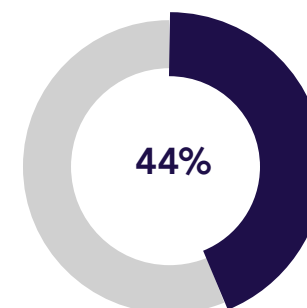
ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 18 – Feb 19	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	885	
Number of aircraft which did not take off towards, or land from the north east (over Rochford)	182	21%

+ Daytime arrivals over Leigh-on-Sea



Just 5,347 arrivals over Leigh-on-Sea during the daytime period.

+ ATMs operating over Leigh-on-Sea



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

+ Night-time ATMs operating over Leigh-on-Sea



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

9. Departures

Introduction

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

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

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

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

There were more than 16,300 departures from London Southend Airport for the 12-month period March 2018 – February 2019, of which over 11,200 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period just 17 (0.15%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.

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

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

Noise Preferential Routes

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

When departing on Runway 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1500ft 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 1500ft altitude and 2.5 miles in distance.

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

Reproduced from Ordnance Survey digital
map data © Crown Copyright 2012. All
rights reserved.

NPR results

	Date	Operator	Aircraft registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total year end 2017	Satisfactory action taken	Reviewed by ACC	Fines issued	Off track complaints received
1	31.03.18	Stobart Air	GFBEF	E195	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
2	25.04.18	easyJet	OEIZL	A320	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
3	11.05.18	Jota Aviation	GSMLA	B462	23	Positioning	✓	1st	✓	✓	n/a	0
4	27.07.18	Lufthansa	DAECD	E190	23	Departure following diversion	✓	1st	✓	✓	n/a	0
5	30.07.18	Titan	GPOWC	B733	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
6	08.08.18	Saxon Air	GMRLX	GLF5	23	Executive business jet	✓	1st	✓	✓	n/a	0
7	10.08.18	Stobart Air	EIFMJ	AT76	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
8	19.08.18	Air Malta	9HAEO	A320	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
9	20.08.18	Net Jets	CSDLB	F2TH	23	Executive business jet	✓	1st	✓	✓	n/a	0
10	08.09.18	Executive Aviation Services	GHMEI	F900	23	Executive business jet	✓	1st	✓	✓	n/a	0
11	19.09.18	Fly Edge	N977CB	GLF4	23	Executive business jet	✓	1st	✓	✓	n/a	0
12	20.09.18	Net Jets	CSGLC	GLEX	23	Executive business jet	✓	1st	✓	✓	n/a	0
13	24.10.18	Empire Aviation	T7JAT	GLEX	23	Executive business jet	✓	1st	✓	✓	n/a	0
14	26.10.18	BA CityFlyer	GLCYD	E170	23	Departure following crew training	✓	1st	✓	✓	n/a	0
15	31.10.18	Air Malta	9HAEO	A320	23	Scheduled passenger	✓	2nd	✓	✓	n/a	0
16	01.11.18	Air Malta	9HAEO	A320	23	Scheduled passenger	✓	3rd	✓	✓	£500	0
17	09.12.18	Adria Airways	ESATG	AT76	23	Scheduled passenger	✓	1st	✓	✓	n/a	0

Fines relating to NPR infringements

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

As NPRs were introduced to London Southend Airport for the first time in 2012 the airport has worked with both Airlines and Operators to ensure that they are familiar with the new noise abatement controls.

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

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

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

Funds generated from these fines will go into a community fund. The ACC decide on how this fund is diverted to local good causes.

During the reporting period 2018-19 it was necessary to fine just one airline. Due to breaching three times in the same reporting period, an invoice for £500 was raised to Air Malta. The funds from this fine will be made available to the Airport Consultative Committee to donate to local good causes of their choosing.

Scale of fines Mar 18 – Feb 19	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



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

Aircraft with a higher Quota Count (QC) will be liable to heavier fining as they are noisier; Aircraft are assigned Quota Count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/5
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

10. Charity and community

Charity

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

Annual Charity Santa Flights

On 1 December the London Southend Airport staff hosted two charity Santa Flights. Tickets for the flights are offered for sale a few weeks before the event and were sold out within hours. For the price of the ticket, passengers arrived at a specially designated check-in desk to be greeted by 'elves', then were treated to a Christmas themed buffet and drinks, a 45 min magic show by Nicky Trix, and a magical Winter Wonderland created by Nikki Brittan who works as an Aircraft Dispatcher. The all-important 45 min flight was provided by easyJet. The easyJet crew members dressed for the occasion and got everyone in the festive spirit with carols and games onboard. There was also a special appearance by Santa who gave out Elves to the children.

Once back on the ground, all of the children received gift bags donated by PMS International. The Cliffs Pavilion team were also on hand giving out Aladdin themed gift bags.

All of the airport staff give up their free time to host this magical event and every penny raised is donated to local charities. This year, including the raffle, the total was over £14,000!

The event also offers an opportunity for the airport to give away free tickets to underprivileged children and children with hidden disabilities such as autism and AHAD. The special 45 min fun filled flight is the perfect first flight experience for families with children who would otherwise find airports a very challenging environment.

Glyn Jones, Chief Executive Officer of Stobart Aviation, said: *"The festive Santa Flights are a truly magical day out for the children and their families, so we were delighted to be able to provide them again, whilst also raising much-needed funds for fantastic local charities and good causes."*

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. Speaking about the partnership, Craig Taylor, marketing manager for Arriva Hertfordshire and Essex, said: *"Christmas is a time for giving and we're delighted to partner with London Southend Airport so that people could easily get to their Santa Flights. The initiative is a unique one that will not only raise money for charity but will also give children in the area a fantastic day out and we hope we can continue to partner with the airport for similar events in the years to come."*

London Southend Airport would like to say a huge thank you to all its sponsors who have made the 2018 Santa Flights possible – easyJet, PMS International, TRG, The Cliffs Pavilion, Arriva and Rochford Rotary Club – plus the many airport staff who help organise the event.



Twelve Essex charities share £14,000 raised by the 2018 Santa Flights

In February 2019, twelve local charities have all received much needed cash boosts after caring staff from London Southend Airport and easyJet helped to raise £14,000 through the 2018 Santa Flights;

Brighter Opportunities through Supported Play: BOSP

(Billericay) For a 'Making Autistic Sense' project to help children process day-to-day sensory information

South Essex Community Hub (Southend) To buy a laptop for a multilingual project for people where English is a second language.

SNAP (Brentwood) To support a helpline that can be the first port of call for families seeking support on a variety of topics.

Age Concern Southend Funding towards setting up a new base offering support to the elderly community.

Little Heroes ASD Support Group (Westcliff) To fund music learning sessions for children with autism.

Anxiety Society Mental Health Support Group (Southend) A project to help members face daily tasks that are often triggers for anxiety, whilst gaining support and learning coping mechanisms.

Southend Hospital Charity Buying a Trauma Transfer Board for the Accident & Emergency Department.

Southend Carers SAVS To help establish a Carers Confidential Telephone Emotional support service.

Peaceful Place (Rochford) For yoga classes for people with early onset dementia.

Change a Paw Life (Hockley) To help rehabilitate rescued dogs that have been severely abused.

Gold Geese (Leigh-on-Sea) Towards supporting children receiving treatment for cancer.

SUCET (Southend United Community & Education Trust) To provide equipment for a programme that targets childhood obesity.

Representatives of the charities were invited to attend a donation event at the Holiday Inn, London Southend Airport where they all received their cheques, it also provided a great opportunity for the separate charities to meet each other, share ideas and explain the work they do.

Glyn Jones, Chief Executive Officer of Stobart Aviation that owns London Southend Airport added: *"These charities are all great examples of projects being run in the communities served by London Southend Airport and I am proud that we can play our part in helping them to continue their admirable work. The festive Santa Flights are a truly magical day out for the children and their families, and I'd like to thank all the staff from the airport and easyJet who donated their time and worked tirelessly to make them happen."*

Elise Fleetwood, Corporate Relations Manager, Southend Hospital Charity *"We are delighted that the Southend Hospital Charitable Foundation 'For Wards' Appeal has benefitted from the wonderful Santa Flight initiative. The money donated will be used to purchase a Trauma Transfer Board for our Accident & Emergency department. Designed for fast and safe patient immobilization and the transfer of trauma-patients between emergency areas of the hospital, the trauma board will greatly enhance patient care and improve the lives of hospital staff too. We are extremely grateful for this very generous gift, thank you."*

Jodie Connelly CEO of BOSP – *"We are so very grateful for this funding from London Southend Airport, which will make such a difference to BOSP disabled children's charity, enabling us to deliver our specialist project of 'Making Autistic Sense' over six Saturdays. Autistic children/young people will experience textures, loud noises, smells, tastes, brightness and movement enabling their processing abilities to develop so they can cope better with unknown environments, situations such as travel and ultimately avoid 'meltdowns'."*

Dawnette Fessey, Chief Executive Officer, Southend Carers SAVS – *"Our Carers Confidential Telephone Emotional support service will be a great addition to our range of carers support services. Every payment we receive is greatly appreciated and your contribution will make a difference to the carers support we provide within the community, and in improving the lives of carers living in Southend-on-Sea."*

Michael Higginson, Anxiety Society, Co-chair – *"This funding is a big step in our group's journey. Not only is it symbolic of what this group is capable of, but also symbolic of what this grant gives our members to meet their potential. The project this funding will support directly tackles triggers of anxiety head on in day to day life, be it from making phone calls, filling out forms or meeting new people. We will no longer allow this to be an invisible illness; together we are stronger."*

Christina Stubbs, SNAP Director Finance & Fundraising said, *"By supporting SNAP's Helpline, the London Southend Airport and Stobart Group ensure that families who have a child with an additional need or disability can access clear, tailored information and support that enables them to better help their child."*



All smiles - London Southend Airport gave away £14k to local charities.



Save the Children Christmas Jumper Day

On 14 December, London Southend Airport showed off their most festive jumpers and raised £87.50 to Save the Children. An international non-governmental organisation that promotes children's rights, provides relief and helps support children in developing countries.

Airport's pawsome Guide Dog, Runway

Runway, a 16-month old Golden Retriever puppy, is now well on his way to becoming a fully-qualified guide dog after attending a graduation paw-ty at London Southend Airport on 5 January 2019.

Runway joined staff at the airport and fellow guide dogs Polly, Quincy and Layla to celebrate his graduation with a doggy cake made with carrots, honey and other secret dog friendly ingredients. He also received a special certificate, commemorating his successful completion of basic training.

Throughout 2016–17, London Southend Airport's owners, the Stobart Group, offered an Employee Donation Scheme. Ninety airport staff decided to pool their contributions together and donate £4500 towards sponsoring a Guide Dog for the Blind. £500 from the London Southend Airport Community fund topped-up the total sponsorship figure to £5000 – the complete cost of training of a guide dog puppy.

Jo Marchetti, London Southend Airport Corporate & Social Responsibility Manager says: "Runway has had an amazing first year, and we have all really enjoyed following his development and adventures through the regular 'Pupdates' that his Puppy Walker, Carolyn has been sending us. It was really great for all our staff to finally get to meet him today for a cuddle and to celebrate his graduation."

Ann Fressling from Southend and District Branch of Guide Dogs for the Blind says "We are very grateful to London Southend Airport in supporting us in the many ways they do. They let us bring puppies to the airport during training and go through Departures, so the dogs can get used to lots of people and the noise of rolling cases – very few airports allow us to do that. Not only that, they have collection boxes in the airport, and they sponsor a guide dog puppy called 'Runway' as well - we really cannot thank them enough for all they do to support us."

Southend University Hospital 2017 donation

In February 2018, London Southend Airport Community Team donated £7,000 to the Neptune Children's Ward Southend Hospital for a new Iris Chair. This specially designed shower chair enables patients to get in and out of the wet room safely, reducing the need for nursing assistance.

The Airport staff were very pleased to hear that the Iris Chair was successfully purchased and installed in 2018.

Laura Mason, Southend Hospital Charity, Corporate Relations Manager said, "The shower trolley is a fantastic addition to the wet room and enables staff to shower and bath younger patients with restricted mobility or physical disabilities. Feedback on this new facility from parents has been extremely positive and the new trolley is proving very popular with patients. The adjustable mattress provides support to patients and ensures they are in a comfortable position for staff to carry out their hygiene routine. We are so thankful to the money from the Santa flights which enabled us to purchase such a wonderful piece of equipment which benefits so many young people in our local community."



Jo Marchetti presents Runway with his certificate.

Guide Dogs for the Blind

As of April 2018, two Guide Dog collection boxes have been placed at the Airport. One in the Departures Lounge and one in the Arrivals waiting area. In the ten month period April – January 2019 a total of £1,267.95 has been collected and donated.

Commemorative Community Poppy Garden at London Southend Airport

A Community Garden featuring 2,000 red ceramic poppies made by hundreds of children from 25 schools across Southend was unveiled at London Southend Airport on Thursday 8 November 2018.

The Commemorative Community Poppy Garden was created in collaboration with Blade Education, a not for profit organisation based in Leigh-on-Sea that works within the local community to create new links to heritage.

The dramatic installation on the lawn in front of the terminal building was created in the shape of the Common Poppy (*Papaver Rhoeas*) with four large petals, each consisting of 500 hand-crafted poppies mounted on green bamboo sticks.

Unveiled just ahead of Remembrance Sunday (11 November), The Commemorative Community Poppy Garden was a special dedication to remember the fallen of Southend and Rochford, who lived and served their country in its time of need a century ago.

The airport also was very privileged to have three Tommy Silhouettes provided by Rochford District Council for this event.

The Poppy Garden was extended inside the terminal with a huge tapestry created by Ali Ward (artist-in-residence at Kingsdown Special School). Ali and her pupils created the monumental artwork by recycling discarded red t-shirts and weaving them into a piece that gives thanks to the hundreds of service personnel from the Royal Flying Corps who were stationed at LSA during the Great War when it was called Rochford Aerodrome. A war time memorial plaque (originally unveiled in the old terminal) was reinstated next to the tapestry.

London Southend Airport asked airport staff and members of the public, through social media, to send in photos of relatives that had served for their country. The photos were displayed in the terminal alongside the poppy tapestry and were a popular attraction for airport visitors.

The Commemorative Community Poppy Garden Launch on Thursday 8 November was a very poignant event incorporating The Last Post, The Exaltation and one minute's silence for the fallen. It was attended by local schools, dignitaries, local mayors, veterans and airport staff.



This amazing lady is 101 years old Greta Vogel who drove trucks during the war - her Army number was 60, meaning she was the 60th person to enlist



The Airport in Wartime

The First World War saw the creation of Southend as a flying base. The War Office listed the site as a potential landing ground in 1914 and the first flight followed in 1915, when Flight Sub Lieutenant A.W. Robinson took off in his Bleriot in an unsuccessful attempt to intercept a Zeppelin. This led to regular activity at Southend throughout the War and continued after the Armistice had been declared. In 1933, Southend Council purchased the site and two years later, it was officially opened as a municipal airport. Sadly, conflict put the airport back into military service when the RAF requisitioned the airport to fend off the Luftwaffe during World War Two. With peace declared again, the airport was returned to civil ownership.

The Community Garden outside the terminal building at London Southend.



Rotary Club

The Rotary Club of Rochford celebrated donations from the travelling public by handing over a certificate at the airport in recognition of the £557 raised for local good causes from collection tins placed around the airport terminal building during 2018.

Rotary Clun President Alan Harvey OBE said *"It's another great example of the generosity of the people in our area. We are very grateful to everyone that supports our work."*

Southend United Community and Educational Trust

In February 2019, London Southend Airport announced a new collaboration with Southend United Community & Education Trust.

Southend United Community & Educational Trust is incredibly proud of its affiliation with Southend United Football Club, but the Community & Educational Trust (SUCET) is about so much more than football. It strives to engage with and enrich the lives of people of all ages, abilities, backgrounds and interests, using a varied Sports Participation, Health & Wellbeing, Education & Training and Community Cohesion programmes to reach people throughout South-East Essex.

London Southend Airport is providing sponsorship funds and work alongside SUCET on a number of initiatives that will be announced through 2019. As a result of the relationship, London Southend Airport's logo will also appear on all of the kit worn by SUCET staff.

Glyn Jones, CEO of Stobart Aviation said, *"The community that surrounds our fast-growing airport is vitally important to us. After all, we employ 80% of our workforce locally. We want to ensure that we contribute positively to our community and this collaboration with SUCET is a fantastic opportunity to do just that. It has established a fantastic reputation and undertake a wide variety of positive activities throughout South-East Essex. We have a number of exciting plans to work with them on various initiatives, and we look forward to announcing more details soon!"*

Dale Spiby, Chief Executive Officer of Southend United Community & Educational Trust said, *"We are delighted to be in partnership with London Southend Airport. This is the coming together of two significant and highly ambitious organisations who provide a variety of opportunities within the local community. We are looking forward to joining forces and brands to enable us to deliver many exciting initiatives as part of our unique collaboration."*



Charity Football Match

On 17 June staff from London Southend Airport played in a charity football match organised by the London Southend Airport Community Team, against a team made up of people either with type 1 diabetes or family members of sufferers. Monies raised is going to the JDRF foundation to support local children with type 1 diabetes.

The airport team was made up with staff from Passenger Services, Ramp, Security, Fire, Operations and the Control room. All players put in an excellent performance coming out 4-3 winners on penalties after a tense 3-3 draw. This has again highlighted the excellent teamwork across all departments and was a lot of fun to be part of.

Over £500 was raised!





Essex Wildlife Trust

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

Sponsor Paglesham Clay Shoot

In June 2018, London Southend Airport provided a number of raffle prizes including SKYLIFE Lounge tickets, and a 'Behind the Scenes Tour' for four people, helping to raise money for Havens Hospice, Headway (Brain Injury Association), Southend Prostate Cancer Appeal and Southend Breast Cancer Unit.

Race for Life

On 20 May 2018 a few of the London Southend Airport staff took part in the '5K Race for Life' at Garon Park, Eastern Avenue, Southend-on-Sea, raising just over £900 for Cancer Research UK.



Pictured left to right: Tatum Marchetti, Jo Marchetti, Jan Chuck, Jodie Ashworth, Nicola Trett, Natasha Charles

Robbie and Frank from Delaware House visit the Control Tower

On 2 August 2018, London Southend Airport invited staff and residents from Delaware House to visit the Control Tower. The Airport has previously helped Robbie raise money for a Sensory Room at Delaware to help residents with dementia.

Robbie (pictured to the right), who has hidden disabilities and does a lot of work raising money for local good caused added *"I loved it, the views were great and seeing the planes coming in and out."*

Frank is a long term resident at Delaware and loved his trip to the tower at Southend Airport as he was able to reminisce of days when he worked on the air fields. Frank (pictured centre) said *"It was great, I found it very interesting and people at the airport were very kind."*



Head of Air Traffic presentation to RAF

On 25 February the airport's Head of Air Traffic, Damon Knight attended the Southend Area National Service Royal Air Force Association meeting at Hadleigh Conservative Club. Damon made a presentation about the airport's development and particularly the function of air traffic control. Damon was an Air Traffic Control Officer in the RAF so was appreciative of the audience and the opportunity to reminisce about the services provided during the war efforts.



Control Tower visit

London Southend Airport invited Sam (pictured above) up to the ATC tower on his eighth birthday on Monday as he loves planes and trains! Sam has a rare chromosome abnormally affecting speech and development (1P36 deletion syndrome). Sam was delighted when the train driver waved and sounded his horn at the station!

U3A/SEESOPE Visits

On 19 October and 23 November, members of the Leigh U3A transport group were provided a tour of the control tower by Head of Air Traffic Damon Knight. On 16 November a group of ten members of the South East Essex Society of Professional Engineers was also invited to attend the control tower for a guided tour.

Educational visits

South Essex College and USP college

In November, over 60 students from South Essex College who are currently studying Aviation and more than 40 students from USP College studying Travel and Tourism, visited London Southend Airport to take part in a familiarisation trip and participate in one-to-one interviews for voluntary “Happy to Help” roles within the airport.

The event was hosted by Leanne Dubovie, Head of Customer Service and assisted by a number of colleagues, including Marc Taylor (Asset Management), Sam Petrie (Project Management), Thomas Breakwell (Security), John Musson (Safety and Compliance), Jodie Ashworth (Marketing), Nicola Trett (Office Manager), Jo Marchetti (Corporate and Social Responsibility Manager), Debbie Harris (Cleaning and Waste Manager) and Eljay Worrell (Airport Control). The team explained their various roles at the airport and gave career tips to the students.

These students then attended a training session at the airport on 7 January hosted by Leanne Dubovie and Thomas Breakwell and are scheduled to complete their work experience between January – May 2019.



More than 60 Aviation Students from South Essex College visit the airport and volunteered in “Happy to Help” roles.

Air Cadets visit

On 18 February, the Cadets of 1476 Rayleigh Squadron were given a full 90 minute tour of the Visual Control Room and Approach Control Room by Air Traffic Controller Henry Spurgeon and Head of Air Traffic Damon Knight (both ex air-cadets themselves).

Karen Holmes, Civilian Instructor 1476 (Rayleigh) Squadron Air Cadets, wrote a letter of thanks saying *“Thank you and your team for providing such an outstanding experience for the Cadets of 1476 Rayleigh Squadron. It was a real privilege and we are very grateful for having the opportunity.”*

Everyone was very impressed with the cool, calm professional team that make the airport work and keep everyone safe, and also, for the time that everyone took to engage with us.

Since the visit, I have had some specific enquiries from a few cadets. The talk given by Head of Air Traffic Services, Damon Knight was very interesting but left some of our cadets with more questions to ask, and has also confirmed for them, that this is an avenue they would like to pursue as a career.”



The Cadets of 1476 Rayleigh Squadron in the Air Traffic Control Tower.

Belfairs Academy (12 students)

Twelve students from Belfairs Academy visited the airport on 3 July and took part in a familiarisation trip with a tour of all areas including the departure lounge, UK Border Force, arrivals hall, rail station and Holiday Inn. They were spoken to by various staff members about employment opportunities here at the airport and the possible ways of achieving employment within industry including relevant further and extended educational courses.

Second Cranham Scout Group (Upminster) visit

On 8 February, ATC hosted 20 scouts and their leaders for a tour of the Control Tower. The scouts were working towards their aviation badges and enjoyed learning all about Air Traffic Control and how the airport functions. Air Traffic Controller Henry Spurgeon showed them the views from the top of the tower, the radar room and gave a short talk about the airport.

Afterwards, one of the girl scouts sent in a picture and said she wanted to be become a controller!



The Cranham Scout Group and their leaders learning all about Air Traffic Control.

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 half-board three-night short breaks for unpaid carers by donating accommodation during the low season or mid-week.



Adventure Island, Southend and
The Southend Airport Holiday Inn.

Riham

Riham has four children and her third son Solomon, aged nine, was born premature at 26 weeks and has Attention Deficit Hyperactivity Disorder (ADHD) which is a behavioural disorder that includes symptoms such as inattentiveness, hyperactivity and impulsiveness.

Riham explains *"Solomon does things that he cannot control unfortunately. I must be very aware of and understand him and his condition, especially as I have three other kids. It's a mental condition. He's always clashing with the other children. He makes a lot of mess and needs constant attention. He has the social skills of a 3 to 5-year-old child. He's very kind hearted but sometimes cries because he doesn't understand why he acts in the way he does."*

Riham's two older kids (aged 11 and 14) also act as young carers to Solomon so all the family are involved. Riham is a mother and full-time unpaid carer and is unable to work.

Riham said *"I'm having a break with my two eldest children. We're having lots of fun. The hotel is really taking care of us and is very welcoming. The view is lovely and there's very, very good food. The staff at the restaurant and the bar are perfect – everything we ordered was tip-top. And free parking was laid on too. We're very, very happy. This break has given us time to relax. It's been many months since I last read a book. I don't have to do anything. I don't have to prepare breakfast or dinner, and the children can eat whatever they want"*.

She added *"The children look forward to this break. My eldest son shares a room with Solomon in London. He gives so much time and effort to helping with his brother and this is his reward"*.

Tracy

Tracy's stepfather has been her "rock and inspiration" since she was seven years old but now has late stage lung cancer. For the last seven years Tracy has been her father's full-time carer. Tracy's sister was able to visit her stepfather, who had recently been admitted to hospital, while Tracy took a much-needed break.

Tracy is registered with The Brent Carers Centre and they identified the need for Tracy to take a break for her own wellbeing and referred her to Carefree.

Tracy explained *"The caring role is 24/7, I don't get a life."*

Tracy chose The Holiday Inn at Southend Airport as she used to bring her daughter to Southend-on-Sea in the summer holidays. She said, *"I didn't know there was an airport there to be fair. The hotel is really nice, clean, friendly, the food's amazing, they can't do enough for you. I arrived by train and the station is so close and convenient."*

Tracy was able to take a friend along with her for company and added *"being able to take a friend is great. It would be lonely on my own. We visited to the town centre and the seafront. The weather was lovely, even in February"*.

Tracy said of the scheme and the Holiday Inn Southend Airport, *"Thank you so much. It's been so nice to relax, switch off a little bit and recharge my batteries and to have a bit of 'me-time' that I never otherwise get... ever! When I go home I'll be strong and ready to face another week of hospital appointments until my dad is discharged from hospital"*.

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

lsaenquiries@southendairport.com

By post

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



London Southend Airport

Southend-on-Sea

Essex

SS2 6YF

southendairport.com



London Southend Airport Company Limited registered in England, number 2881745
Registered address: 3rd Floor, 15 Stratford Place, London, W1C 1BE
London Southend Airport is part of Stobart Group