

London
Southend
Airport

Annual Report

2022 - 2023



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Annual Report

2022 - 2023



Chief Executive Officer's message

Welcome to our 2022-23 Annual Report.

Since joining as CEO in September last year, we have been able to celebrate the early stages of our recovery journey, despite numerous headwinds that airports and the aviation industry alike have faced, including far broader financial and geopolitical challenges impacting the UK.

I would like to start by saying thank you to the dynamic and highly committed London Southend team that I am fortunate enough to work alongside. Everyone here, from our frontline operations to the senior team, inspire me and I'm committed to see this work ethic nurtured and our talented people given ample opportunities to grow.

Times are challenging, but we have developed exactly the right restart mindset which allows us to act with pace and agility in re-establishing our proven capacity and sustainably rebuilding our award-winning business. The road ahead is full of exciting opportunities.

We shared the fantastic news of a new multi-year agreement with easyJet in late 2022 – which we believe will underpin our long-term growth and form part of significant route development from London Southend. We are confident that more growth is coming for 2024 and beyond, alongside existing and new airline partners.

We also celebrated a very welcome return to passenger flying through our quick and easy terminal last summer, with sunny routes to Palma, Malaga, and Faro and were delighted to provide support to ad-hoc flights operated by Wideroe, Sky Express and Blue Air.

Looking ahead, flights to Faro, Malaga and Palma de Mallorca remain ever-popular and we recently started flying to Amsterdam Schiphol Airport, providing passengers with global connectivity to more than 300 onward destinations. Recently we have also announced a brand-new year-round route to Paris Charles de Gaulle Airport with easyJet starting Sunday, October 29 2023.

In early 2023 we further enhanced our passenger experience with the launch of a modern, user-friendly new website.

Support for the airport is strong as we continue to work through our ambitious recovery period. On this, I would like to express my sincere thanks to our stakeholders, local community and passengers; our aim is to be a good neighbour and a growth enabler for the community, Essex and the South East of England.

The London Southend team will be continuing its valuable local charity work through a partnership with SECE Mind, enabling us to proudly support the mental wellbeing of our local community in 2023.

Planning for Net Zero is front of mind – we have made a great start on our journey with 28% of terminal energy usage already being met by renewable sources generated onsite from our solar farm, which equates to the equivalent carbon reduction of planting more than 40 million trees.

Our modern airport will make future infrastructure and operational development decisions to underpin our plan to deliver Net Zero. The immediate focus is minimising energy consumption across the estate through consistent efforts to reduce London Southend's carbon footprint; from switching light bulbs to LEDs to introducing new certified 'Earth Pro' uniforms for our teams, no stone is left unturned. We are also actively engaged on switching all of our energy supply to 100% green energy.

I am pleased to be able to provide this year's positive update on our airport's progress and performance, against a number of planning conditions, for the period March 2022 to February 2023.

The airport continues to operate well and within its S106 planning commitments.

John Upton

Chief Executive Officer
London Southend Airport



1 Development

Prioritising passenger experience remains at the heart of developments.

Airspace

Controlled airspace

In March 2017, London Southend Airport submitted an Airspace Change Proposal (ACP) to introduce two areas of airspace that formed part of the original design but were not approved by the Civil Aviation Authority (CAA) in 2015.

The areas of airspace lie to the North East and South East of the airport. Permission was granted for the airspace to the North East, subject to yearly traffic levels reaching 2018 levels within three years of 27 October 2020, and there being no changes to the wider context which would have a material impact on the validity of the decision. The January – December 2021 movement figures exceeded those of 2018, therefore in accordance with the conditions, the additional airspace was implemented in September 2022. A Post Implementation Review (PIR) will be conducted in September 2023.

Standard Instrument Departure Procedures (SIDs)

London Southend Airport has decided to withdraw the SIDs Airspace Change Proposal (ACP) and is progressing the introduction of SIDs under the FASI-S ACP: southendairport.com/corporate-and-community/airspace-change-f-a-s-i-south/

Area Navigation (RNAV) Instrument Approach Procedures

The procedure designs and ACP have been submitted to the CAA and are awaiting approval.

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 South East region of the UK, that has not had any significant changes for the last 50 years.

In December 2018, the airport filed an ACP with the CAA, to support this regional strategy along with 16 other airports in the South East of the UK, due to the pandemic. In 2021 the airport reactivated the ACP and recommended the project.

The airport is currently working on the Stage 2A and 2B documentation following feedback from the CAA. It is expected that the documentation will be re-submitted by autumn this year. This project is expected to be complete in 2030.

For further information on airspace changes:

[Airspace Change Proposals - London Southend Airport](#)



Communicating with our customers

Social media

The airport rebranded its social media channels to amplify our unique selling points (USPs) in a fun, promotional fashion whilst also providing our followers with an open forum for questions, information and airport guidance.

With a strong focus on engagement, openness and transparency, our social media has evolved into a cooperative platform for positive communication, information and opportunity for revenue. It's also built on the relationship between airport and passenger in recognition of this opportunity for growth and success; being, plane tickets bought, outlets hitting targets and a full car park.

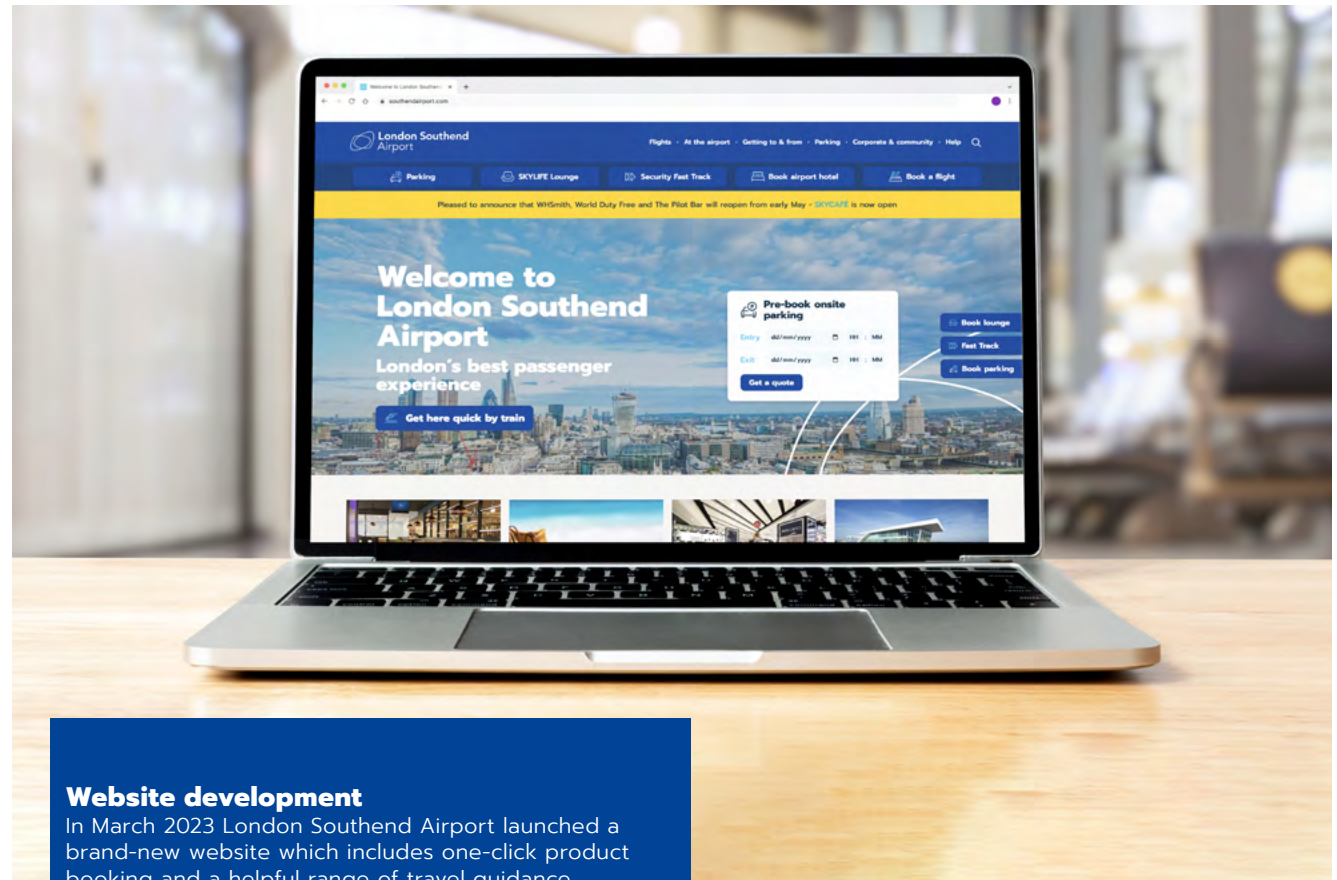
Following these changes, the airport has seen an overall 30% increase in followers across all social channels.

Community newsletter

In May and December 2022, London Southend launched its new community newsletters to keep local residents up to date on airport news and developments. The newsletter will be published at least twice a year via a mailing list and is made available through its website and social media channels.

Community newsletters can be found here.
southendairport.com/community/connecting-communities/

Subscribe to our community newsletter here.
southendairport.com/community/newsletter/



Website development

In March 2023 London Southend Airport launched a brand-new website which includes one-click product booking and a helpful range of travel guidance.

The intuitive website design works cohesively to support user navigation and assist with immediate access to the airports on-site amenities, such as Parking, Security Fast Track, or access to the SKYLIFE Lounge.

With updated key performance indicator (KPI) capability, London Southend can now track audience activity and refocus its USPs accordingly.

Welcome to London Southend Airport
#FlyLondonSouthend

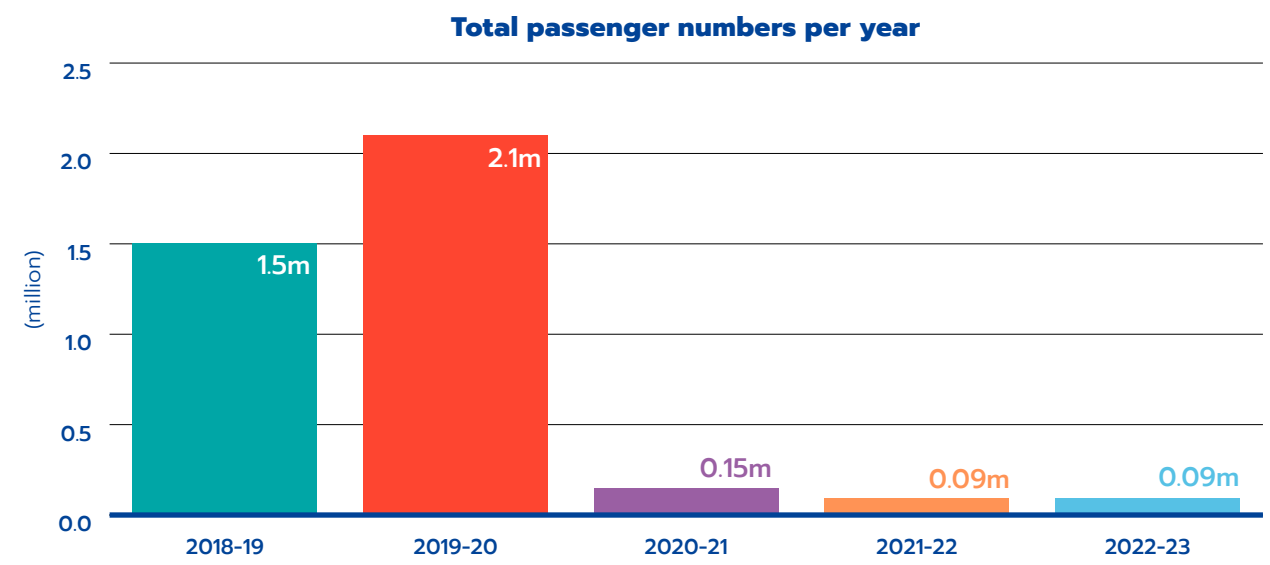
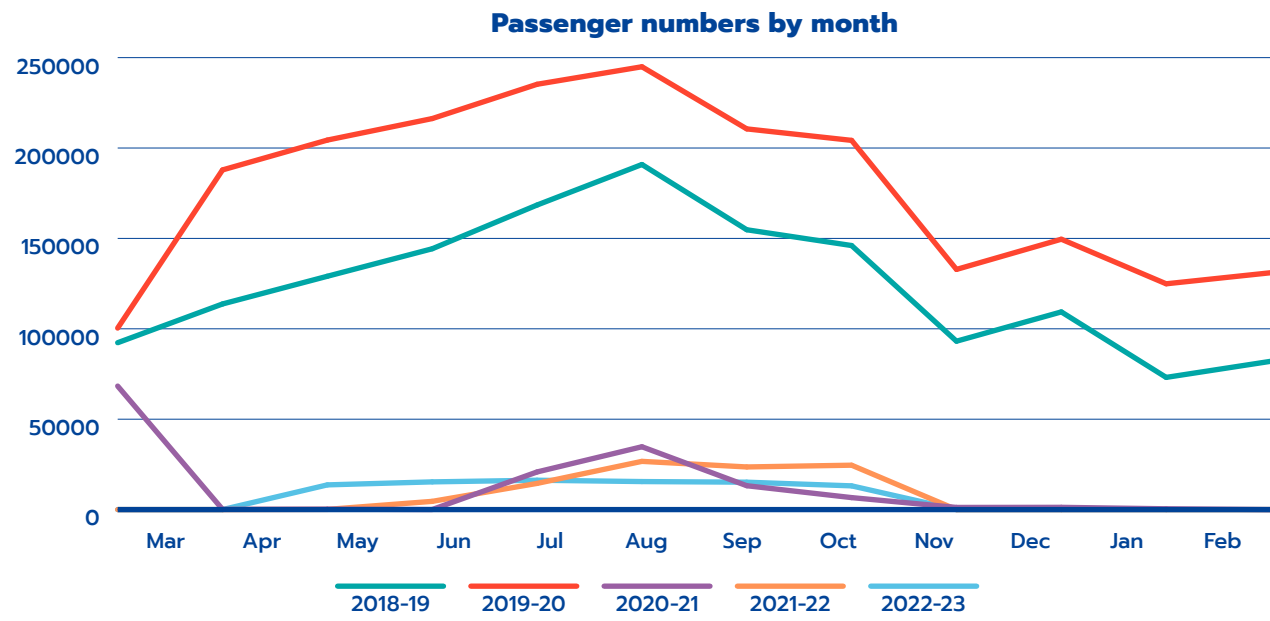


Passenger numbers

A total of 89,017 passengers travelled through London Southend Airport in the year to Feb 23, such traffic broadly flat against the prior year. Growth year-on-year was impacted by cancellations in early summer due to the significant strike action in Spain.

The airport welcomed back long-term partner easyJet who operated 12 weekly flights to three destinations. easyJet has now signed a multi-year deal to help secure future growth at London Southend Airport and has already announced an additional route to Amsterdam for summer 2023 and Paris from winter 2023 onwards.

As passenger demand recovers post the COVID-19 pandemic, airline capacity will return to the London market and airlines will begin to look for slot availability given the lack of capacity at the other London airports. Airline seat capacity to the London system is already at 94% of 2019 and is expected to reach 100% of 2019 within the coming 12 to 18 months, with this saturation point imminent, the airport continues to talk to numerous airlines about new destinations.



Disability Assistance

London Southend Airport recognises that passengers with reduced mobility or hidden disabilities should experience the same great customer experience travelling through its airport as any other passenger and offers a whole range of special assistance measures.



Sunflower scheme

In December 2022, London Southend Airport also signed up to the more internationally recognised Hidden Disabilities Sunflower scheme. The Sunflower lanyard was first launched in Gatwick airport in 2016 and has now been rolled out to all major UK airports. One of its founders, Ruth Rabet, attends the London Southend Airport Passengers with Reduced Mobility (PRM) Committee meetings. All airport staff are trained to identify and support people who are wearing a sunflower.

Visually impaired

Guide Dogs are more than welcome at the airport. The airport regularly works with the Guide Dogs for the Blind who bring their puppies along for familiarisation training. The airport also engages with Blind Welfare on airport transport forums to gain valuable knowledge on what challenges passengers with impaired sight may experience, both at the airport and during their onward travel.



Blue Band scheme

London Southend Airport offers a Blue Band Scheme to help assist disabled passengers. For passengers who may have a hidden disability such as autism, dementia, anxiety or have sight and/or hearing impediments, the unfamiliar, bustling airport can sometimes be a little overwhelming. A discreet blue wristband is available to wear by those with hidden disabilities, and/or their travelling companions. Airport staff, both air and landside, are fully trained to identify the bands and offer additional help and support as and when required by those wearing it. The free of charge scheme has been running since 2016 and has proved popular amongst passengers, helping to add to the stress-free airport experience.

Hearing impaired

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.



Essex Therapy Dogs

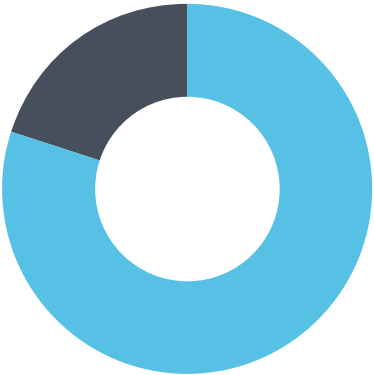
London Southend Airport offers a weekly timetable of onsite therapy dogs. Known to reduce anxiety, therapy dogs can help even the most nervous of fliers regain their confidence. All of the therapy dogs are fully trained to bring comfort and reduce anxiety – particularly around nervous people, those experiencing stress, or those with hidden disabilities.



PRM (Person with Reduced Mobility) Committee

In 2019, London Southend Airport formed a Disability Awareness Committee to ensure that all passengers including those with reduced mobility and hidden disabilities, can access and travel through the airport with ease. Representatives from the following groups are invited to tour the airport facilities and provide helpful feedback on how improvements could be made.

- Blind/impaired sight
- Hearing loss
- Age Concern
- Dementia
- Early on-set dementia
- Autism
- Autism/ADHD in children
- Anxiety
- Mental Health
- Guide Dogs
- Essex Therapy Dogs
- Sunflower - Hidden Disabilities
- Wheelchair users
- Airport Consultative Committee



Over 80% of our PRM passengers rated our support as excellent.

Civil Aviation Authority (CAA) CAP1228

CAA CAP1228 requires that all airports with 150,000 commercial passengers or more set quality standards for passengers with reduced mobility (PRM)s.

Due to the reduced passenger volume, London Southend has not met the criteria for submitting PRM data to the CAA, however, it continues to assess and improve PRM services to ensure that the rights of disabled persons and persons with reduced mobility are compliant with the quality standards.

A CAA survey undertaken between 1 April 2022 to 30 November 2022 showed how arriving and departing PRM passengers rated their experience at London Southend:

Experience level	Arriving PRM passengers	Departing PRM passengers
Excellent	80%	94%
Good		3%
Acceptable		2%
Poor	5%	
Not applicable	15%	

The Civil Aviation Authority (CAA) surveys passengers on quality of assistance provided to passengers with reduced mobility at UK airports. The feedback from passengers using London Southend Airport was overwhelmingly positive, praising our colleagues on quality of service, friendliness and excellence:

“The lovely lady that met us, just after we dropped off our hold luggage, stayed with us, helped us through security, took us to the right departure area and booked us in at the loading desk. She took us to the loading ramp, where some strong Firemen pushed my wife’s wheelchair up the ramp. Brilliant”

“Without the kind help I would not be able to travel that’s how important it is to me. And I am exceedingly grateful.”

“Excellent from beginning till I entered the plane. Wonderful staff at Southend. A+”

“Excellent customer service, very helpful, reassuring anxious passengers to remain calm, wheeling elderly mother in wheelchair to the plane where she was pushed by local firemen for both journeys. Was helped to wheel mother in wheelchair to my car.”

“Excellent service, highly recommended and very pleased.”



London Southend Jet Centre

The Jet Centre, led by a new robust leadership team and a re-enforced front line team, have seen aircraft movements increase by more than 63% on the previous year with both new and returning customers.

The Jet Centre team continue to provide ongoing support for flights that are crucial to the global economy. They have also supported a large number of critical medical flights, whilst still supporting the HMS Coastguard as they continue to carry out search and rescue missions along the Essex and Kent coastline.

The Jet Centre supported 240 flights by HMS Coastguard. In total, the Jet Centre handled in excess of 1,950 movements and 3,158 passengers between the months of March 2022 and February 2023.

The Jet Centre team attended multiple events nationally and internationally including ACE at Biggin Hill, Schedulers and Dispatchers in Nashville, NBAA Base in Orlando and many other single day events in the UK. The Jet Centre team picked up a second place award for "Best FBO and ground handler" at the ACA awards.

The Jet Centre continues to offer superior services with easy access to London by rail or helicopter and provide a solution to the shortage of available and affordable aircraft parking at other London airports. With focus on customer experience, value and quality the Jet Centre offers:

- Travel from plane to car in less than two minutes.
- Direct ramp access for vehicles.
- Less than 12 minutes flight time from Battersea via helicopter transfer.
- Knowledgeable and experienced team, providing 24/7 services.
- Located under 40 miles from the centre of London.
- VIP Luxury lounge.
- Immigration and Customs with pre-clearance available to qualifying passengers.
- More established departure routes resulting in shorter flight time and less fuel burn.
- Exceptional third party partners providing chauffeur services and catering services.



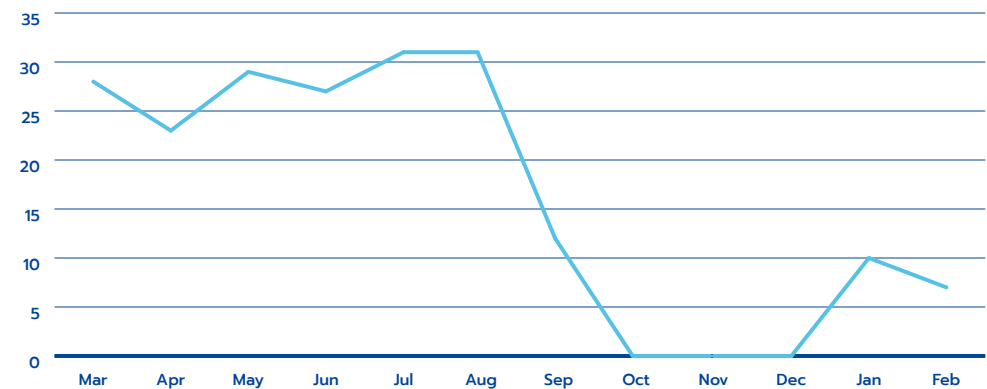
Global Logistics Centre

In September 2022, the main global logistics customer ceased operations from London Southend Airport in line with a change of strategic focus from air freight to road-based cargo.

London Southend Airport secured a temporary cargo contract with a leading logistics customer which operated three flights a week from January to March 2023.

	Day movements	Night movements	Total
2019-20 (5 months)	624	398	1022
2020-21	769	888	1657
2021-22	583	870	1453
2022-23	179	198	377

Night-time cargo movements 2022-23



2 Airport Surface Access Strategy

The airport is working hard to deliver future growth of sustainable, excellent public transport connectivity.

Airport Surface Access Strategy (ASAS)

The Airport Surface Access Strategy (ASAS) was published in February 2020 following a review, triggered by 1.5 million passengers per annum in March 2019.

The strategy identified 32 targets for delivery in anticipation of passenger numbers rising to 2.5 million passengers per annum. The number of passengers per annum for the 2021-22 reporting period fell to 94,000 and reduced slightly further again in 2022-23 to 89,000. Therefore, some of the identified targets are not currently relevant to passenger demand and cannot be progressed until passenger and staff activity increases. A full list of the 32 targets can be found in appendix A.

The annual Airport Transport Forum (ATF) is attended by the local authorities, bus, and rail stakeholders, as well as bus user groups, residents, and disability groups. The ATF provides an opportunity for the airport to work with its transport stakeholders to progress the ASAS targets and discuss the provision of sustainable public transport services against passenger demand.

Throughout 2022-23, the airport has continued to host quarterly meetings with the Transport Liaison Group (TLG) which includes Southend City Council, Rochford District Council and Essex County, to try and identify and progress any targets that will aid the return of passengers and increase employment opportunities as the airport rebuilds.





Rail

Greater Anglia is six and a half years into the rail franchise which will run through to 2025, with £1.4 billion of investment promised.

With up to three trains an hour in each direction, Southend Airport station provides passengers quick access to London, with journey times to London Liverpool Street in just 52 minutes and to Stratford in 43 minutes, where passengers can connect to the London Underground and the new Elizabeth line.

The airport has initiated a project to extend the contactless zone from Shenfield to Southend Airport station and is currently working with the Department of Transport to scope the work required at the Southend Airport station to be included within the contactless fare structure.

The airport is keen to see a return to four trains per hour and is working with GA to monitor passenger demand.



Bus/X30

The airport has supported Southend City Council with the Bus Service Improvement Plan offering feedback on areas of development that could support both the colleagues and passengers of the airport in their journeys, taking into consideration both timings and routing.

Service X30 linking Southend, Southend Airport, Chelmsford, and Stansted has been restored to the pre-pandemic timetable, but continues to stop adjacent to the airport in Eastwoodbury Crescent, with an aspiration to move the service back to the forecourt once greater volumes of commercial flying resume.

Taxi

Taxis continue to run an on-demand service via an automated booking kiosk situated in the designated waiting shelter. The taxi APP supports contactless payments, live tracking and outlines current safety measures.

Car parking

Car parking usage remained low during the 2022-23 reporting period and with no winter passenger schedule, the car parks were shut down over the winter to conserve energy.

The car parking tariffs were reviewed, and signage upgraded ahead of the summer 23 passenger schedule. The airport has once again been awarded the Park Mark® following a successful assessment in February.

An EV charging point has been installed in the Jet Centre car park for use by Jet Centre customers and airport staff.

Air passengers and employee surface access

CAA passenger travel surveys were suspended during the pandemic when the number of routes and passengers per annum significantly reduced. The latest data available for passenger and staff transport modes was collected via surveys in 2019.

Prior to the pandemic, 33% of passengers arrived at London Southend Airport by public transport, 31% of which arrived via the Greater Anglia line to the Southend Airport rail station. 77% of passengers had a journey time of less than two hours.

Due to locality of residential properties to the airport, drop-off, and pick-up, along with taxis represent an attractive option to many local passengers. A small number of passengers walk to the airport. The 2019 ASAS sets out several targets to decrease the number of staff using single car occupancy. It is however noted that public transport options are very limited for many staff that work shift patterns and live to the north or south of the airport. London Southend Airport continues to work with the service providers to find solutions.

Sustainable travel plans are provided to all new staff as part of their induction process. London Southend also provides keep fit activities and a gym to help encourage staff to consider walking and cycling transport options as many live within a short distance to the airport. The 'Cycle to Work Scheme' is available to all employees.

Since the pandemic, a move to remote working for office-based staff has resulted in fewer journeys to work and a reduction in single car use. As the airport rebuilds, office-based staff will continue to work from home for part of their working week. There has also been an increase in on-line meetings, which has reduced both rail and single use car journeys.

3 Employment

Colleague numbers are increasing, and are expected to grow steadily.

As the airport continues to build back, the recruitment strategy comprises of a blend of fixed term, part-time and full-time roles which will evolve into a greater percentage of full-time, permanent roles as new airline partners come on board. This will allow the airport to retain and develop key talent in the coming years, by delivering on its sustainable workforce planning strategies, through robust teams that are capable of growth and expansion.

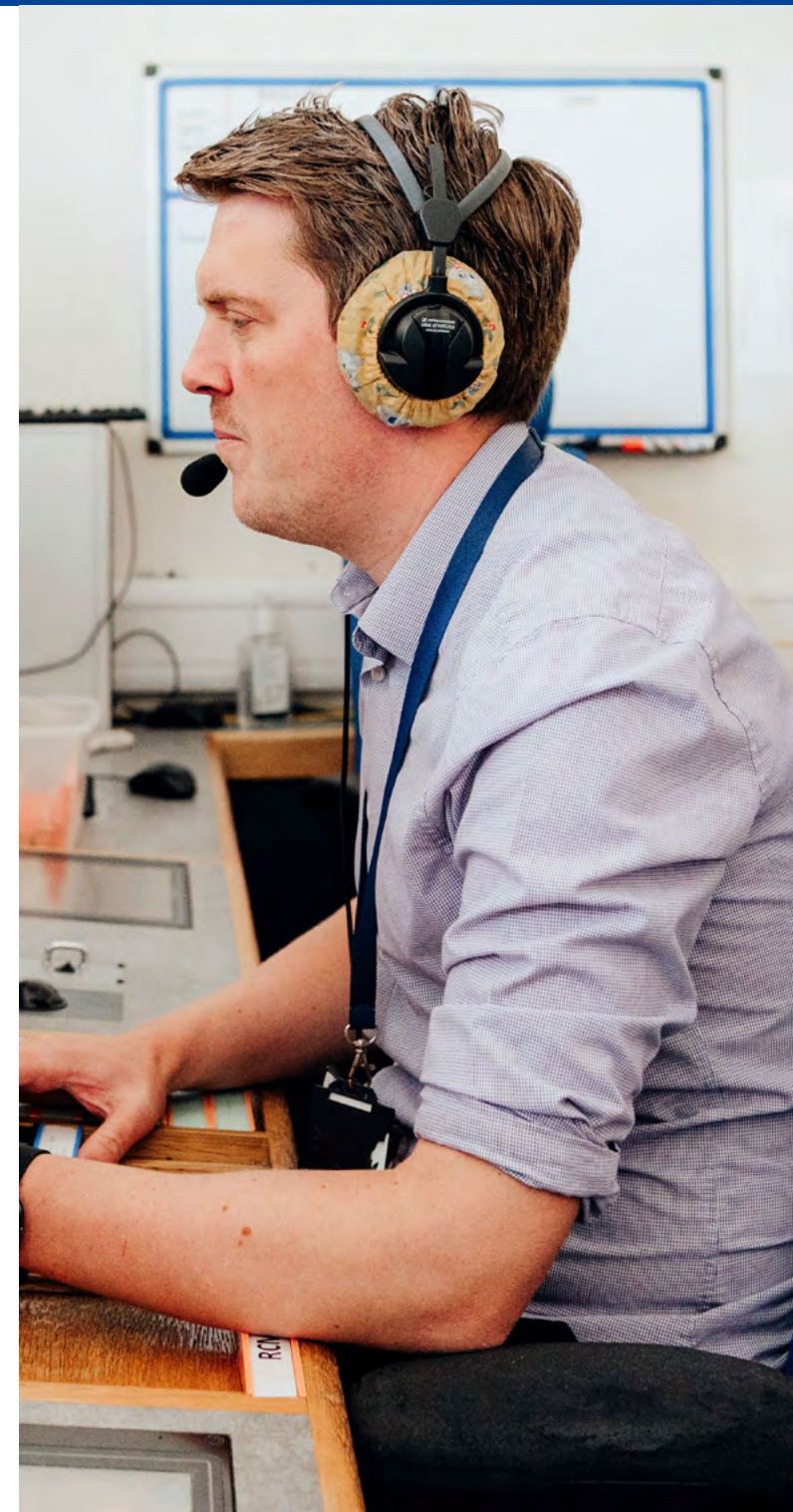
Continually improving our people

The airport continues to attract a large percentage (80%) of its colleagues from Southend and the surrounding local areas.

The airport recognises that to truly provide an inclusive culture, it needs to look at more than just gender equality when developing best practice and behaviours. A holistic approach to inclusion centred around intersectionality has been adopted. A Diversity and Inclusion strategy now includes initiatives not only related to women in careers, but minorities from different ethnicities, physical abilities, LGBT+ status and generations.

Wherever possible, the airport remains committed to making meaningful change when it comes to removing barriers to employment, by offering hybrid and agile working arrangements, and flexible working practices to make office-based roles more accessible to female applicants, applicants with disabilities, or applicants with caring responsibilities.

A Diversity and Inclusion strategy now includes initiatives not only related to women in careers, but minorities from different ethnicities, physical abilities, LGBT+ status and generations.



Colleague survey

The 2022 colleague engagement survey revealed that an overwhelming 97% of colleagues cared about the future of the airport and were passionate about its future success. The results were an overall improvement on the 2021 survey, when 84% of colleagues reported that they enjoyed their job.

The most improved area within the 2022 survey, was 'communication coming from the Senior Leadership Team' which improved 10% on last year's score. There was also a 6% increase in colleagues saying they were proud to work for London Southend Airport.

Other areas where colleagues scored highly were:

- My Line Manager thanks me when I do good work (83%)
- My line manager treats me with respect (91%)
- I understand how the work I do contributes to the success of London Southend Airport (87%)

The areas that colleagues would like improvements in include:

- Communication between different departments of the airport
- Training and development on offer within the business

Through 2022-23 the airport continued to provide bi-monthly People Forums which give department representatives an opportunity to raise and discuss concerns directly with the management team in an open forum. A monthly newsletter 'Plane Talking' is sent to all colleagues to keep them up to date with airport activities and social events. The airport also introduced 'Town Hall' in which the CEO and the Senior Leadership Team provide updates on the business, introduce new colleagues, recognise colleague achievements and invite questions from colleagues.

Colleague benefits

Colleagues are encouraged to take part in a volunteering programme, with London Southend Airport's chosen charity partner, South East and Central Essex Mind (SECE Mind). [See page 53](#)

Colleagues have also been able to participate in fundraising events such as the 'Mental Elf Run' in December (which raised over £15,000 for SECE Mind). [See page 52](#)

Regular mental health support continues through the popular 'Coffee with Cath' sessions supported by SECE Mind. [See page 50](#)

In addition, London Southend Airport now has a fully trained Mental Health First Aider providing one-to-one sessions and ongoing mental health support at work.

The airport has undertaken a full mental health 'gap analysis' to identify where any current gaps exist in its mental health and wellbeing strategy, and to make improvements for the coming year. The audit achieved an overall score of 78% in the Park Health 'Readiness Review' and identified that improvements could be made to 'communicating the Mental Health strategy'.

Following its success and utilisation rate last year, the airport continued to offer access to an Employee Assistance Programme which offers colleagues, and their immediate family, access to professional help, counselling and confidential helplines 24 hours a day. Counselling sessions (both online and face-to-face) if the 'triage' service deems this to be necessary and also available.

Like many employers, London Southend Airport recognises the cost-of-living crisis and the impact this has on its colleagues. Great value savings and discounts on many high street stores are offered to colleagues via a benefits portal, sharing 'special' and additional discounts, as and when they become available.

In October, the benefits provider Sodexo hosted a roadshow at the airport to show colleagues how to use the Employee Benefits Platform.

Financial wellbeing

London Southend Airport has begun a consultation process to move to salary sacrifice pension contributions for its pension schemes. This will provide a financial benefit for colleagues, allowing them to contribute the same amount to the retirement fund, whilst taking home more in their net pay each month. The chosen collaborative scheme provider is the first 'net zero' scheme provider in the UK.

Colleagues also now have access to financial wellbeing workshops and financial advisors via the Employee Assistance Programme, a new addition offered via the service provider. This was a welcomed addition and one that has been promoted internally at a time when finances are likely to be a cause of worry and concern in many households.

Colleague Retention

London Southend Airport recognises the importance of showing gratitude to its colleagues for the exemplary work they do every single day and has introduced an 'Employee of the Month' scheme to recognise colleagues who have 'gone the extra mile'. Extra treats, such as a monthly 'McMuffin Drop' (where a breakfast muffin is delivered to all colleagues on site on a Friday), desk drops of Easter Eggs, Rollo's on Valentines and chocolates at Christmas all help to make colleagues feel appreciated.

A Long-Term Incentive Scheme is being introduced, which will formally recognise those who have dedicated more than five loyal years' service to the airport.

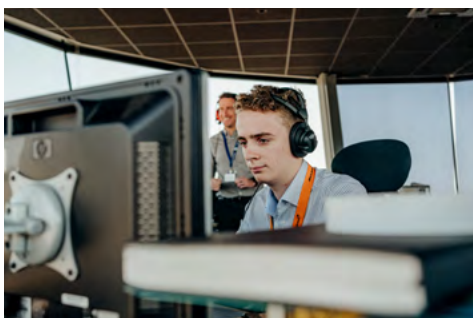
More than 46% of colleagues have worked at the airport for over five years. The airport's current longest serving colleague has worked in air traffic for over 36 years.

Training

The airport offers development opportunities from introductory courses through to level 7 (master's degree level). The airport encourages multi-skilling of its colleagues and actively seeks out 'high performers' for further development.

All training courses are available as E-Learning modules. Additional face-to-face support is available.

Specialist training is essential for some teams and colleagues are fully supported through their development.



Air Traffic Control (ATC)

The support and continued operation of general aviation through the period of quieter commercial traffic enabled the ATC team to continue to train new colleagues, whilst maintaining overall currency and competency:

- Three ATC colleagues completed the meteorological observer's course.
- Two ATC colleagues completed initial controller training at the air traffic control training college.

Rescue Fire Fighting Service (RFFS)

Rescue Fire Fighting Service (RFFS) colleagues continued to maintain their training regime through 2022, including onsite technical and practical training, using the airport specialist aircraft simulator for vehicle deployment training, and entry techniques such as:

- Seven new RFFS recruits began a five week on-station training program before heading to the International Fire Training Centre for their initial firefighter courses in 2023.
- Two RFFS crew managers completed promotion courses.

RFFS colleagues also attended the International Fire Training centre for a twice-yearly revalidation of competence scheme. This involved multiple live fire training scenarios, and both external and internal firefighting.

RFFS staff also honed their driving skills with emergency response driver training delivered through internal instructors and assessors.



Recruitment

London Southend Airport continues to advertise jobs via local recruitment providers, Reed in Partnership, the Job Centre, airport website, LinkedIn and social media channels as well as Southend and Thurrock Careers Hub, to deliver a careers platform system that has a measurable impact on young people – now and in the future. In March 2022, colleagues from the security team attended a careers fair held by Reed Southend in partnership with the Department of Work and Pensions (DWP), talking to over 500 attendees about the various roles on offer at the airport.

In February, the airport attended the Southend Job Fair where the Surface Access Manager spoke to over 200 attendees about recruitment options in surface access, security and other customer facing roles.

All job opportunities are also advertised to ex-service personnel through the Career Transition Partnership (CTP).

MOD Silver Award

In July London Southend Airport was awarded the Silver Award in the 2022 Ministry of Defence Employer Recognition Scheme in acknowledgement of ongoing support for colleagues that are members of the Armed Forces family.

This Ministry of Defence award recognises companies for their support to the Armed Forces community, including reservists, veterans, spouses, Cadet Forces Adult Volunteers and cadets. Silver award holders must demonstrate a number of positive measures and policies in their organisations which actively support members of the Armed Forces community.

In November, Safety and Compliance Manager, Darren Peacock collected the Silver Award at Madingley Hall, Cambridge. Darren has worked at the airport since 2018 following 22 years of service in the Royal Air Force as an Engineer.

Education, employment and skills

As a key supporter and partner of local education programmes, educational institutions, employment initiatives and projects designed to develop skills within the community.

Head of People, Michelle Ball has recently been appointed a Governor of USP College and will utilise this collaboration to encourage future talent for the airport, and the provision of technical skills development.

Michelle is also proud to be one of the Board Members of SEATS (South East Essex Advanced Technical Skills Limited) a work-based technical university that will be deliver degree based learning through work placements (similar to an apprenticeship style learning programme). The airport is a proud 'founding member' of this educational institution and is excited for the developments and opportunities this could bring to the business.

Chase High School – 60-minute mentor

Throughout the year, the airport continued its commitment to the 60-minute mentor programme at Chase High School, an initiative aimed at helping Year 8 students who may be disengaged about the future. Students are guided through sessions which allow them to discuss their thoughts on GCSE options, potential careers, or other related issues that are on their mind.

USP College – airport visit

In March, students from USP college in Benfleet, completing both level 2 and 3 of their Travel and Tourism course, attended a 'behind the scenes' look at running an airport. A tour of the passenger experience took them through central search where they experienced the new CTiX lane technology and covered the importance of vital airport security responsibilities.

South Essex College – student tour

Tutors and students from South Essex College were welcomed to the airport for a guided tour and to meet the airport teams, who spoke about the various roles available in aviation and what it's like to work at London Southend Airport.

Sutton House Academy – student tour

London Southend Airport provides careers advice to special educational needs and disability (SEND) students at Sutton House. In June, SEND students came for a tour of the airport and to speak to some of the different teams about future careers in aviation.

Belfair's Academy – Careers event

In October, colleagues from various airport teams attended the Belfair's Academy Careers Fair, where they spoke to over 300 students from year 7 – 13, to inspire them to consider a future career in aviation.

USP College – virtual Career Development Day

As part of the Enterprise Advisor role, the airport's Head of People gave a career guidance session to 100 students at USP college. The aim was to bring to life the diverse range of roles that the airport can offer, the career paths the students may wish to pursue and how the airport is able to cater for a wide range of interests and abilities. The session demonstrated how London Southend Airport can provide meaningful future careers to the students regardless of interest or ability.

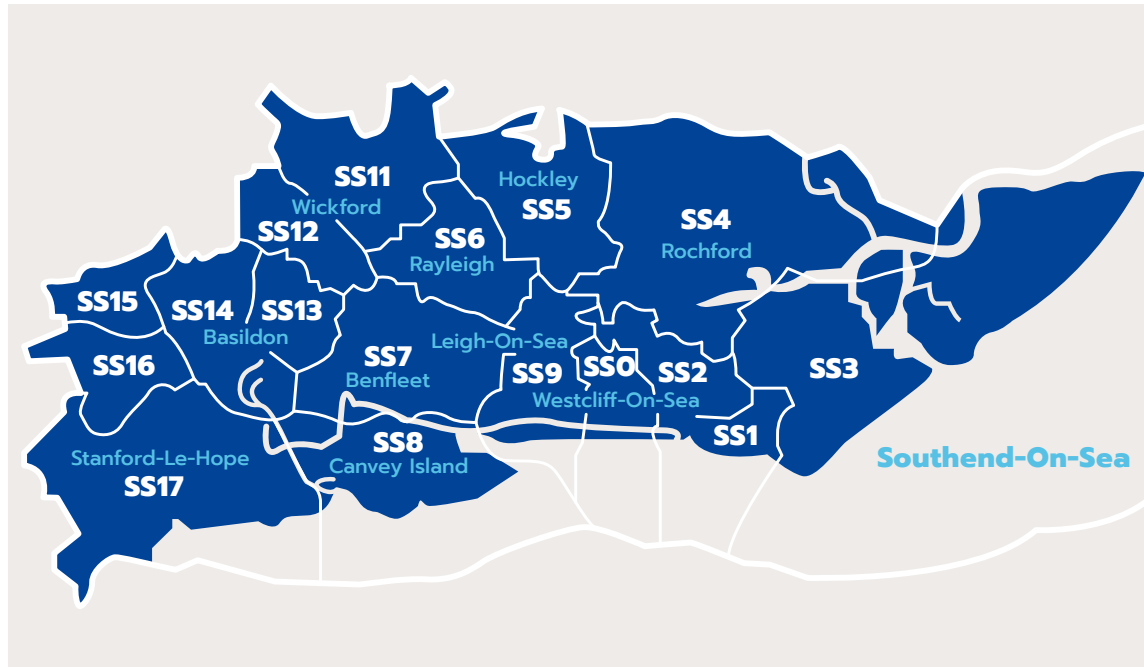
St. Thomas Moore High School – Aviation Club

The airport's Senior Air Traffic Controller visited St. Thomas High Schools Aviation Club students in October, to teach them what many different roles are available in air traffic, and how to become a controller.

Positive discussions and one-to-one support provides helpful information for students to make informed choices about their future career options.

Local staff directly employed by London Southend Airport

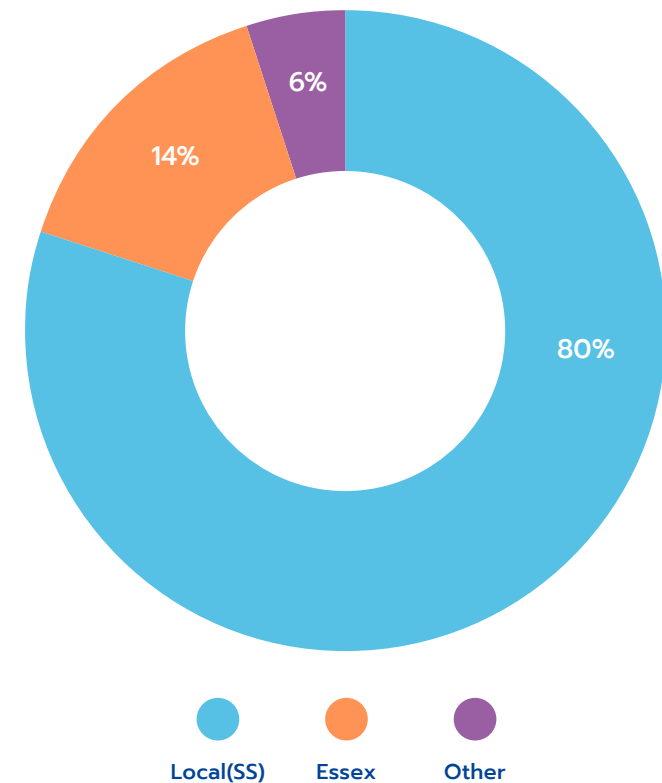
In February 2023, London Southend Airport itself employed 174 people, of which 33 were part time. 80% were from the SS postcode area, 14% were from the wider Essex area and only 6% were from outside of Essex.



The table below shows the number of staff directly employed by London Southend Airport between 2019 – 2023.

	As at 28 Feb 2019	As at 29 Feb 2020	As at 28 Feb 2021	As at 28 Feb 2022	As at 28 Feb 2023
Total	220	270	244	178	174
Full time staff	171	220	163	127	141
Part time staff	49	50	81	51	33
Full time equivalents	195	239	210	150	160

Locality of London Southend Airport employees



General airport employment

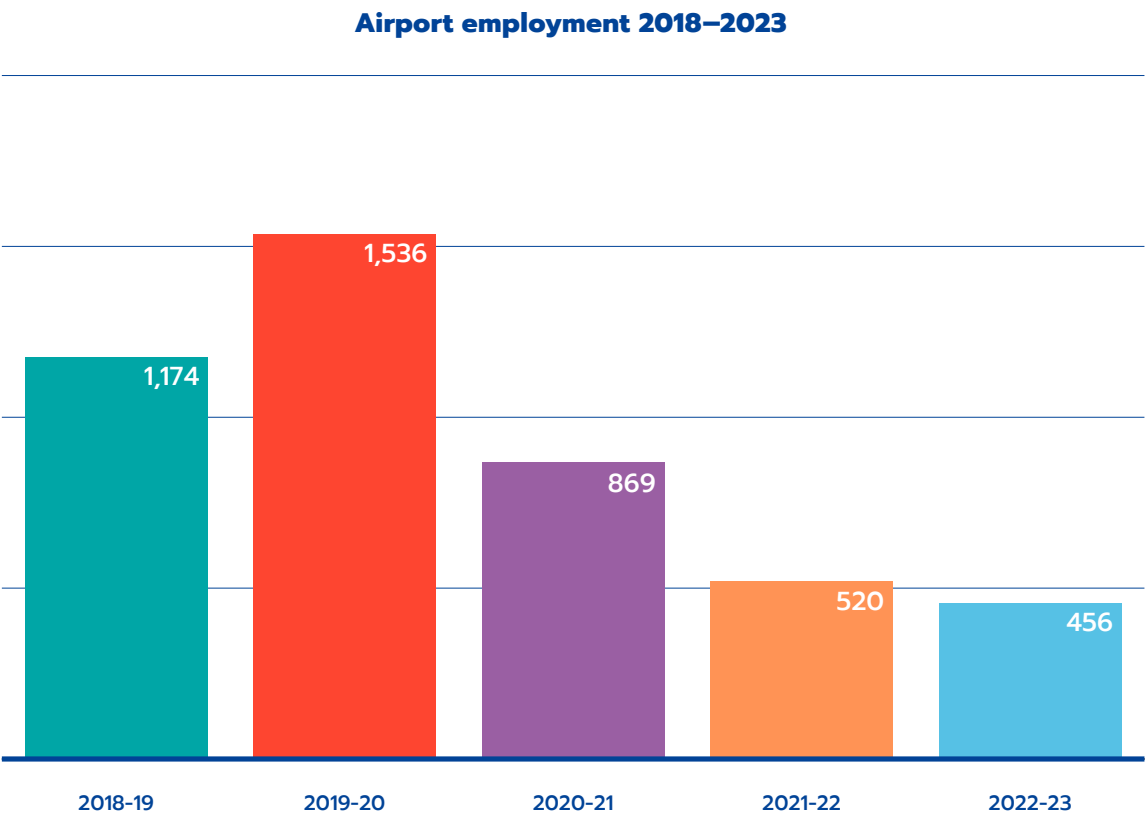
The airport estate remains a significant provider for local jobs.

The number of people employed on the airport site is 456, a decrease of 64 (12%) from the previous reporting period, mainly due to the loss of the cargo contract.

There have been some increases in the number of staff employed at the Holiday Inn and Star Handling.

Of the 456 people working across the airport site, 76% live within a Southend (SS) postcode area, with only 3% living outside Essex.

Airport employment	2021-22	2022-23
Airport operations, terminal and handling	159	187
Terminal concessions	18	13
Aircraft support and catering	0	0
Onward travel	1	4
Hotel	64	84
Airlines	0	0
Cargo	96	0
Rail station	6	6
Control authorities	23	14
Aircraft maintenance	108	103
Private charter	0	0
Flying clubs	15	16
Travel agents	2	0
Other	28	29
Total	520	456



4 Quiet Ground Operations

London Southend Airport continues to focus on minimising ground noise, introducing quieter, more sustainable electric power units in 2023.

The main sources of airport ground noise are:

- Aircraft taxiing.
- Aircraft mounted auxiliary power units (APUs).
- Testing (ground running) of aircraft engines.

Aircraft taxiing is minimised where possible. Following discussions with local residents, the use of the Charlie taxiway (situated close to Wells Avenue) is restricted between 23:00 – 06:30 (unless alternative taxiways are closed for maintenance).

Larger passenger jets are expected to utilise single engine taxiing for arrivals, however, this is dependent on the type of aircraft and ability to power down during the relatively short distance between the runway and aircraft stand.

To ensure that the use of diesel fuelled Ground Power Units (GPUs) and aircraft Auxiliary Power Units (APUs) are kept to a minimum, all passenger/terminal contact stands are fitted with Fixed Electrical Ground Power (FEGP).

Where FEGP is installed on aircraft stands, it was available for 100% of the time over the 12-month reporting period.

Ground Power Units (GPUs) are used to power cargo aircraft whilst loading/unloading. In February 2023 the airport provided electric Ground Power Units (GPUs) to further reduce aircraft ground noise from the night time cargo operations.

The existing Quiet Ground Operations Scheme limits the use of APU to 30 minutes for passenger aircraft. To minimise impact an Aerodrome Directors Notice has been issued to all airlines to reduce APU use to 15 minutes.

London Southend Airport will continue to review its aircraft operations to seek further ways to mitigate ground noise, especially during the night-time period.



Engine testing

The airport ensures that all engine testing is carried out in accordance with our Engine Testing Best Practice Plan which stipulates the location of the testing site and the permitted testing times. For the 12-month period starting from 1 March 2022 there have been no incidents where the conditions of the Engine Testing Best Practice Plan were not fully met.



5 Noise

London Southend Airport is committed to reducing noise at and around the airport. While noise can't be eliminated completely, our goal is to reduce it as much as possible.

London Southend Airport works with airlines that use the latest, cleanest, and quietest commercial passenger aircraft and adopts the ICAO balanced approach to noise abatement and is one of only four UK airports to have established an independent community noise forum.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly; from Lancaster bombers in the 1940's, 'drive-on' Carvair aircraft in the 1960's to today's modern Airbus and Boeing passenger jets. As a result of planning permission being granted for a 300m runway extension in 2010, a Section 106 agreement was entered into between the airport and local authorities.

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

Night noise restrictions

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

- The number of night-time operations is capped at 120 per month.
- Only aircraft classified with a Quota Count of one (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below.

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

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

A summary of the operational controls which were agreed by Rochford District Council, Southend City Council and London Southend Airport can be found on the Southend City Council website: southend.gov.uk/downloads/download/224/london_southend_airport



Preferred runway scheme

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

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

Noise preferential route

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

ILS – Instrument Landing System

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

Noise Action Plan

In accordance with the terms of the Environmental Noise (England) Regulations 2006, the 2018-2023 London Southend Airport Noise Action Plan is published on London Southend Airport’s website: southendairport.com/community/noise/#noise-action-plan

All airports will be required to update their five year plans in 2023.



Community Reporting

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

The Airport Consultative Committee (ACC) meets every three months. Membership of the Consultative Committee includes representatives from all the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend City Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Southend Flying Clubs
- Residents Assoc (to include West Leigh)
- Rochford Board of Trade
- Essex Chambers of Commerce
- UK Border Force
- Independent Representatives

Minutes of the quarterly ACC meeting are available on London Southend Airport's website: southendairport.com/corporate-and-community/community-reports

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

Noise monitoring

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

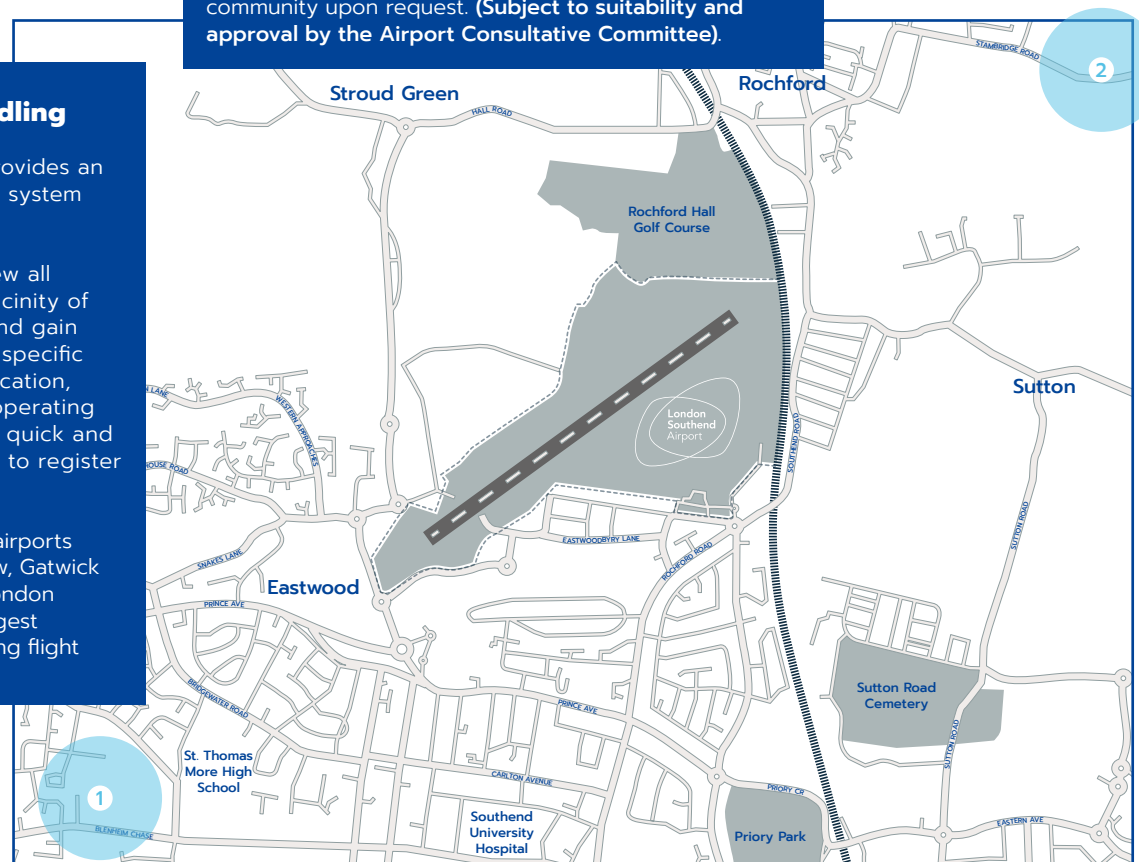
In addition to the fixed monitors, the airport has a Mobile Noise Monitoring Unit which can be deployed in the local community upon request. (Subject to suitability and approval by the Airport Consultative Committee).

Noise Complaints Handling Service - WebTrak

London Southend Airport provides an online self-service complaint system called "WebTrak".

WebTrak can be used to view all aircraft movements in the vicinity of London Southend Airport and gain further information about a specific flight e.g., aircraft details, location, height and whether it was operating compliantly. It also provides quick and easy access to a noise form to register a complaint if necessary.

WebTrak is used by over 60 airports worldwide including Heathrow, Gatwick and Stansted which brings London Southend in line with the biggest airports in the UK on managing flight tracking and noise enquiries.



London Southend Airport Community Noise Forum - LSACNF

London Southend Airport is one of only four UK airports to have established an independent community noise forum.

The LSACNF was set up in 2021 and was established to create and maintain an impartial pathway for local communities to engage with the airport, and to increase trust, transparency and clarity on noise issues associated with London Southend Airport.

The LSACNF is led by an independent Chair and forum members consist of residents from SS postcode areas (local to the airport and flight paths), local community resident groups, local authority representatives, Department of Transport (DfT), Envirosuite (WebTrak provider), Anderson Acoustics and key members of the airport management team.

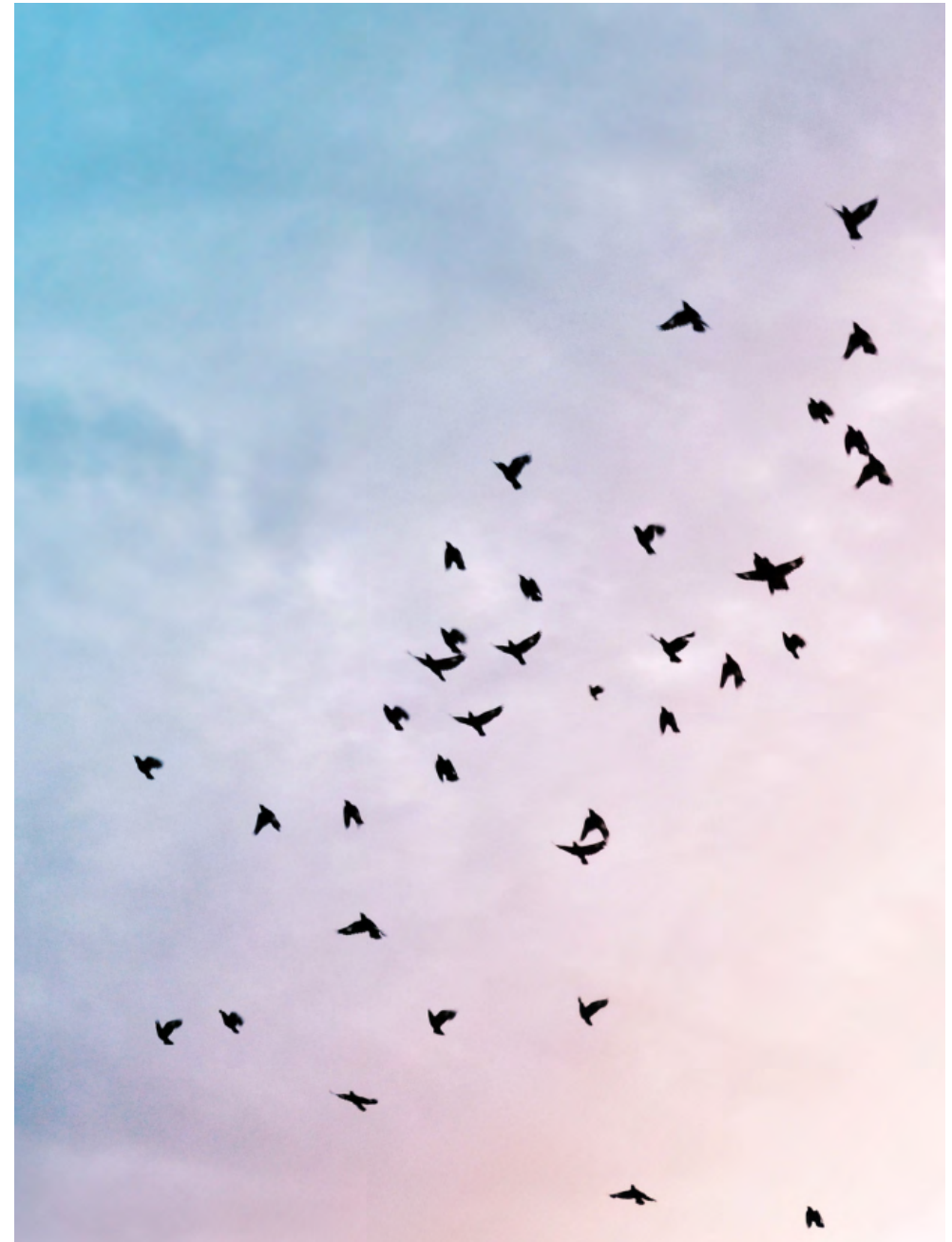
The five quarterly meetings held to date have included presentations and discussions on:

- Introduction to ICAO Balanced Approach
- Noise complaint data
- Night-time flights/cargo
- General Aviation Training Flights
- Independent study on how LSA performs against the ICAO Balanced Approach
- Light aircraft activity over Hockley
- WebTrak-on-line noise complaints service
- Analysis of light aircraft departures towards Eastwood
- Introduction to noise metrics

A process of reviewing the terms of reference (ToR) has now begun as the airport seeks to widen the forum membership to include more community groups and parish councils.

Minutes of previous LSACNF meetings can be found on the airport website under Connecting Communities:

southendairport.com/community/connecting-communities/





Noise complaint reporting

Data relating to noise complaints help the airport to better understand which aircraft operations cause the most disturbance and ensure that the best available noise mitigation measures are in place.

Noise complaints for the reporting period March 2022 – February 2023 fell by 72% from the previous year. A total of 2,894 noise complaints were received and investigated. Of those, 2,852 related to aircraft operating in or out of London Southend Airport.

Of 28,819 aircraft movements, 851 (3%) generated noise complaints.

There were 83 complainants from 75 households. 2,655 (92%) of all complaints derived from 20 addresses, and over 1,305 complaints (46%) were from just three individuals.

44 individuals submitted five or less complaints in the 12-month reporting period, (28 people submitted just a single complaint).

42 of the complaints submitted specified times when no aircraft were operating

within 30 minutes earlier or later than the time provided.

The most noise complaints (66%) were in relation to night-time cargo flights.

Against a generally quiet background during the daytime, complaints about light aircraft training have increased. A total of 278 complaints were recorded in relation to light aircraft (below 5700kg) performing training circuits.

There were 20 non-compliant aircraft movements in the reporting year, that breached noise abatement controls by initiating an early turn before reaching the required 2.5-mile straight departure when taking off towards Leigh-on-Sea. There were just three noise complaints received in relation to these flights. Full details of all non-compliant departures can be found on page 49.



57% reduction in the number of households complaining.

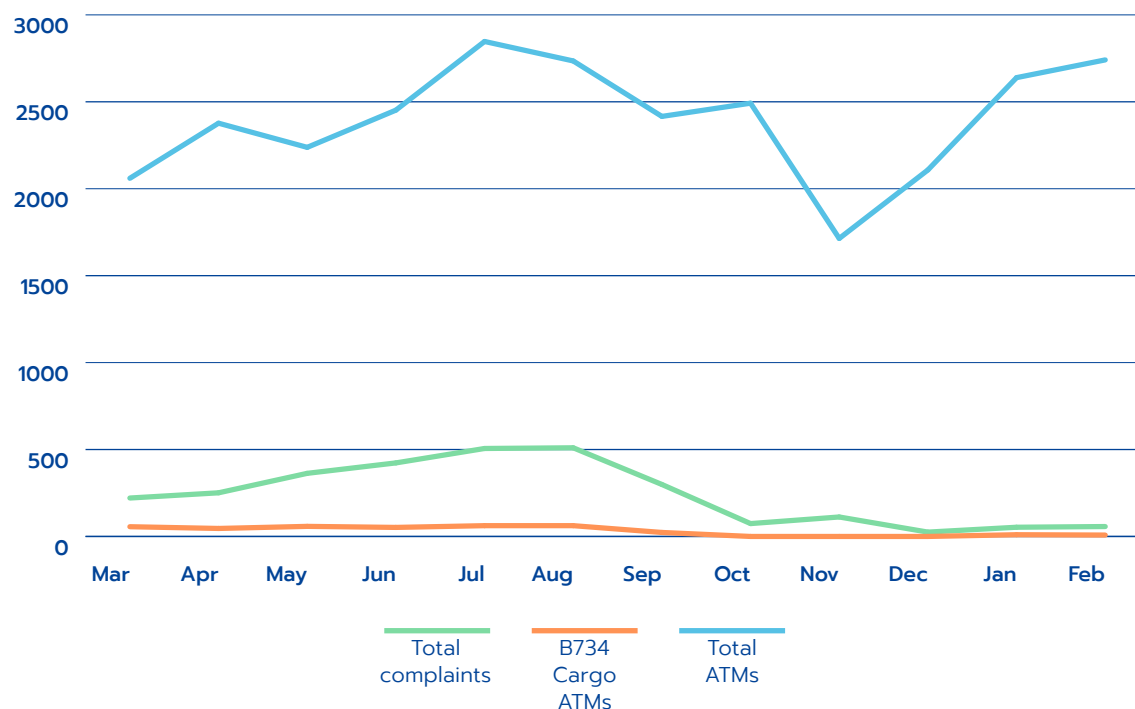


72% reduction in noise complaints.



99.9% of complaints relate to aircraft operating within the airport's agreed controls.

Noise complaints 2022-23



- 79% of all complaints were about night-time operations (between 23:00 – 06:30)
- 66% of all night-time complaints were about cargo operations
- 209 night-time complaints were received about aircraft operated by HM Coastguard and the police
- 31% of all flights operated to/from the south west, over Leigh-on-Sea, however
- 59% of all complainants live in the Leigh-on-Sea area (SS9 postcode)



79% of all complaints were about night-time operations.



66% of all night-time complaints were about cargo operations.

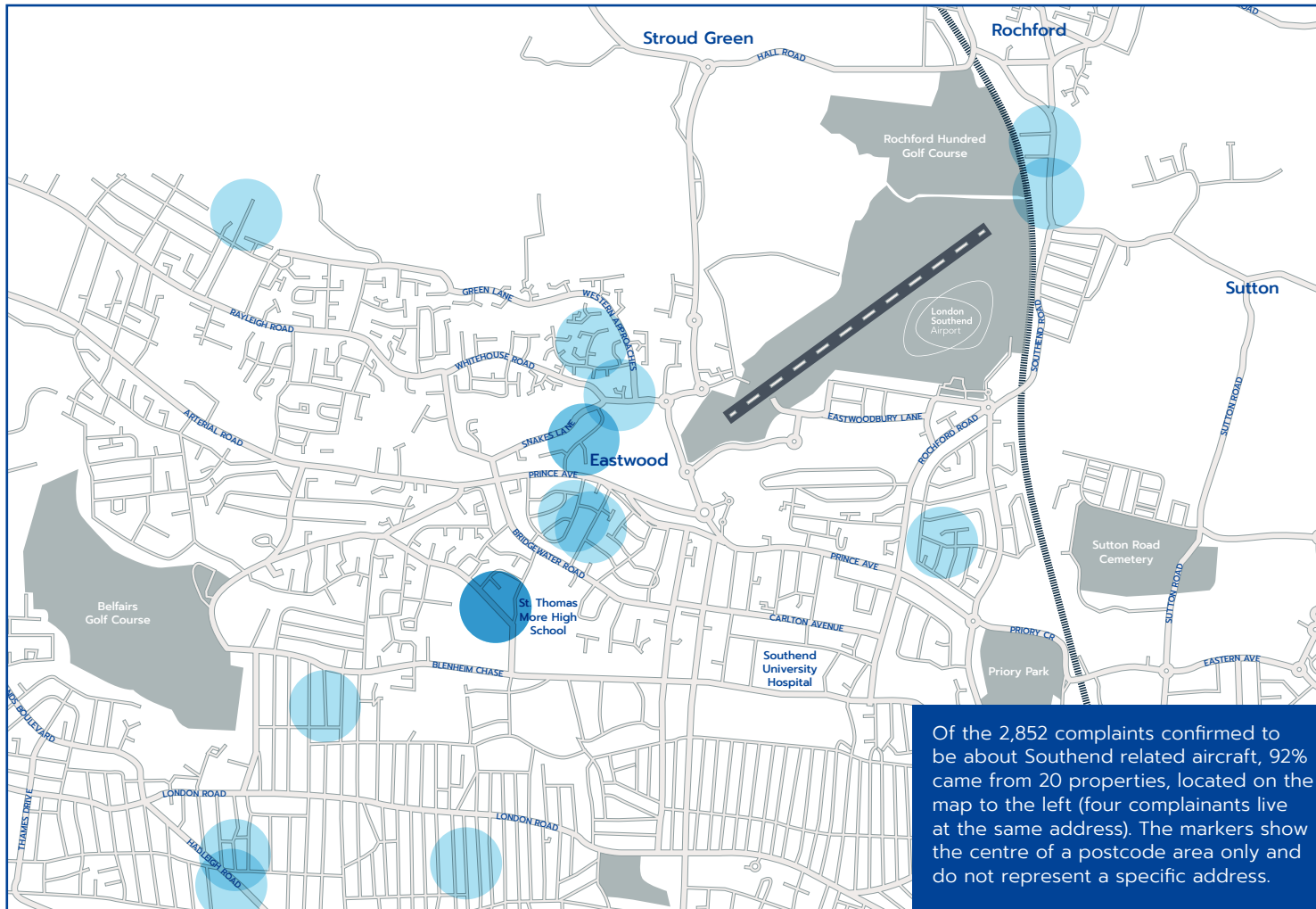
Postcode areas for noise complaints

2022-23	SS0	SS1	SS2	SS3	SS4	SS5	SS6	SS7	SS8	SS9	CM
Complaints	642	1	398	0	629	33	0	4	0	1178	9
Complainants	6	1	5	0	6	2	0	2	0	57	4

The table below shows the number of individuals complaining and volume of complaints received and investigated by the airport over the past five years to February 2023.

	2018-19	2019-20	2020-21	2021-22	2022-23
Complaints	1505	6711	15373	10547	2894
Complainants	213	708	431	197	83

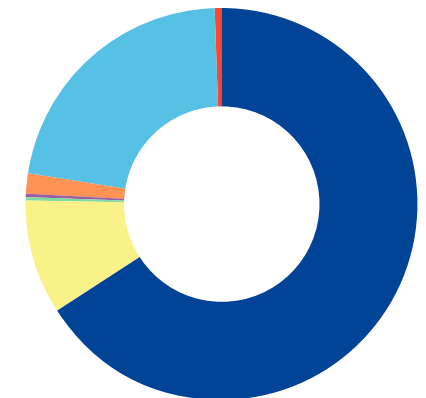
Complainants map



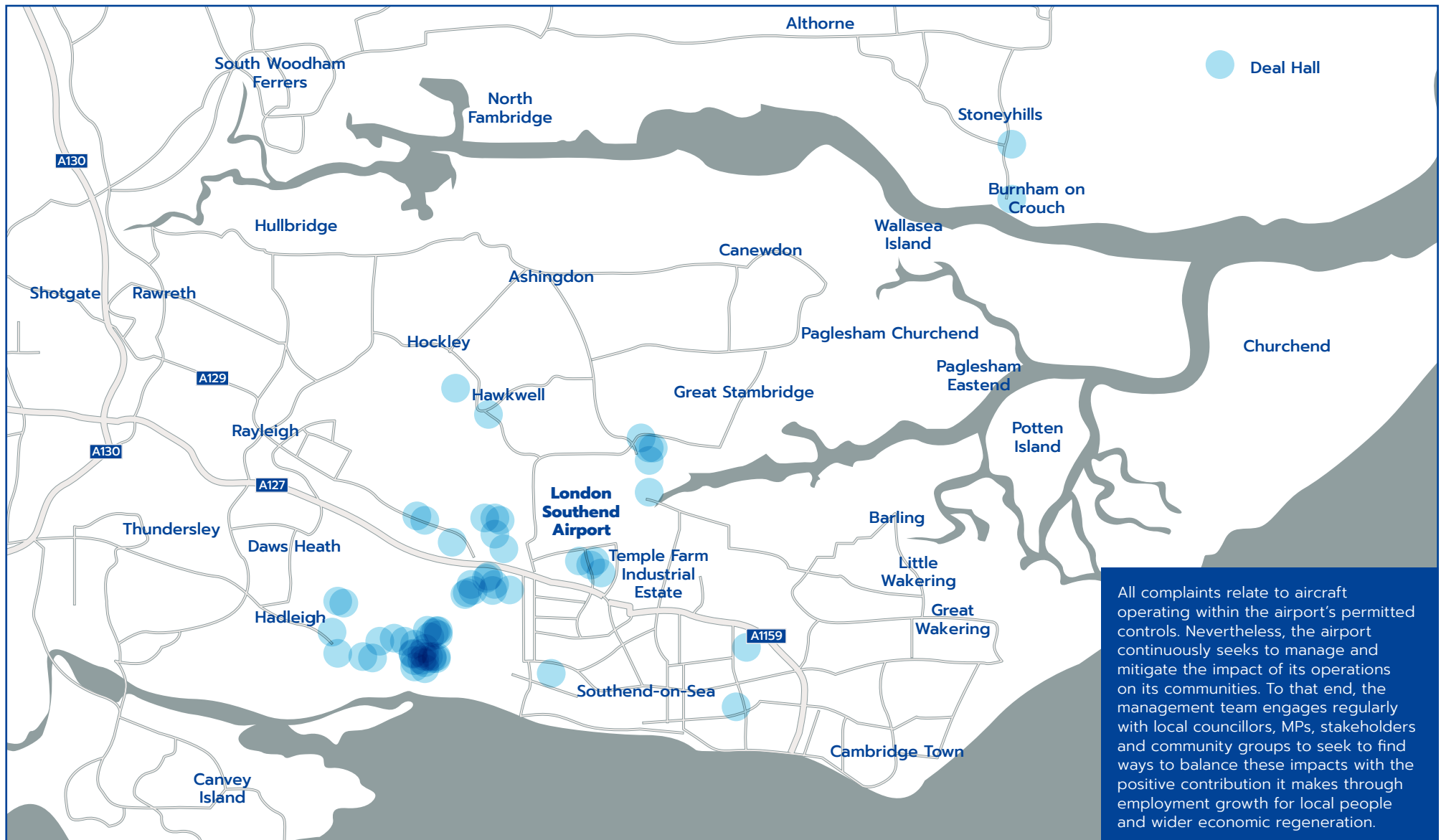
Night-time noise complaints

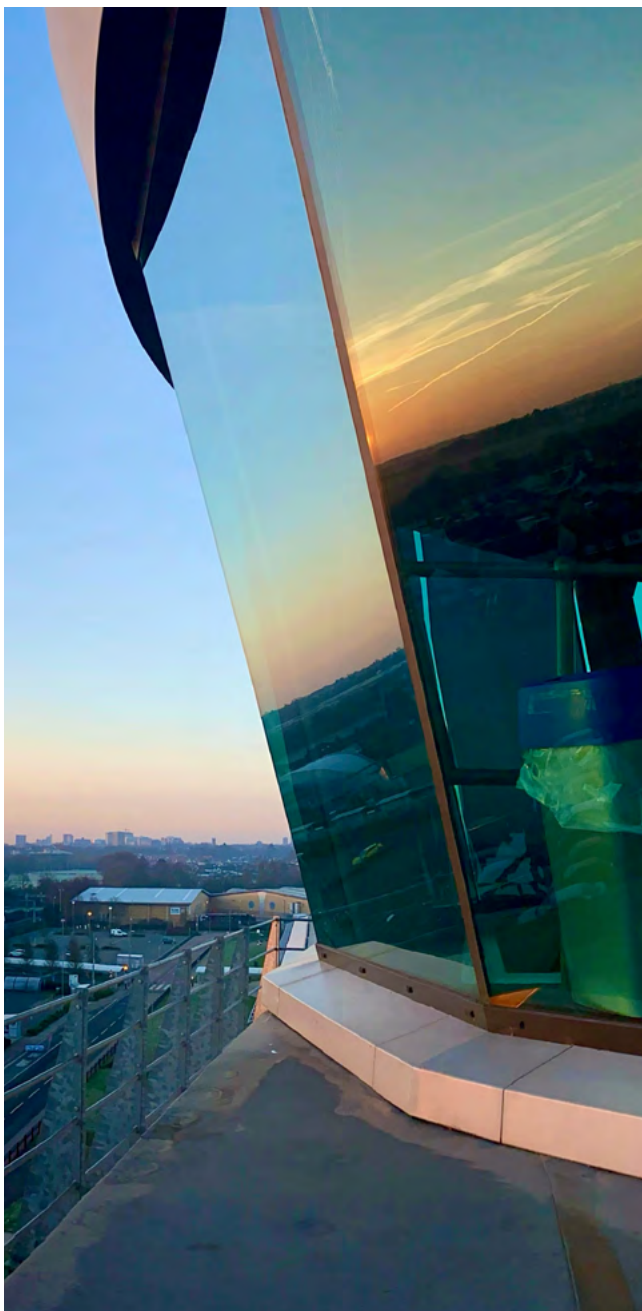
A total of 452 aircraft movements operated within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30 and delayed, diverted and exempt aircraft). Of the 2,852 noise complaints identified, 2,262 (79%) related to night-time operations.

Breakdown of night-time complaints



Map of all complaints received 2022–23





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, 2018, 2020 and 2022 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.

New noise contours were produced for the summer 2022 period. The noise contours for summer 2022 reflect the decrease in scheduled passenger flights post-pandemic. The timing of the noise contour assessment is determined by the S106 planning agreement.

Based on Ordinance Survey mapping, the results of the 2022 noise assessment carried out by BDA identified no properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

26 residential properties have previously qualified for the Sound and Thermal Insulation Grant Scheme and remain eligible to apply.

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

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 (odd)
Southend Road	14	66–92 (even)
Eastwoodbury Road	3	13,14 and 14A

The airport has written to all of the properties that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2022. Six properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £19,828.14.

Wake Vortex Compensation Scheme

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

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

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

Since the scheme was established in 2012, there has been just two reported incidents of damage to any properties in the vicinity of the airport. In both cases, a local qualified surveyor was commissioned to carry out an independent inspection of the property and provide a full report. The reports concluded that there were no areas of the roof with a pattern of damage associated typically with trailing vortices and that the damage present was due to general deterioration.



Summer 2020 and 2022 noise contours

The 2022 contour areas are similar in size to 2020 and reflect the decrease in passenger flights.

Legend

- 63 dB LAeq 16hr noise contour, 2022
- 63 dB LAeq 16hr noise contour, 2020

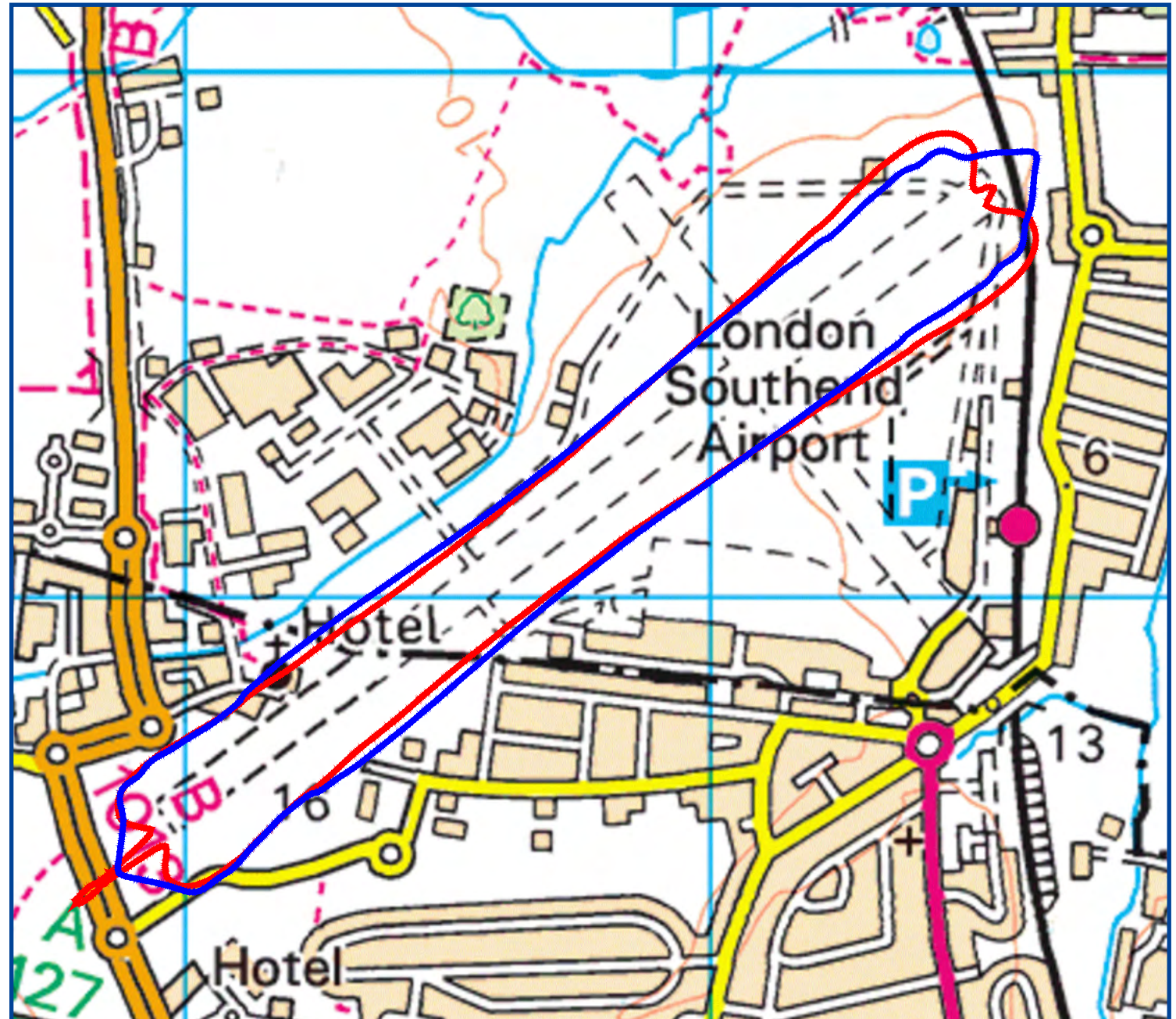


Figure A
London Southend Airport summer noise contours 2022. Airborne aircraft noise contours summer average daytime. Contour comparison 2020/2022– 63dB. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014

Summer 2022 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2022.

Legend

- 63 dB LAeq 16hr noise contour
- 69 dB LAeq 16hr noise contour

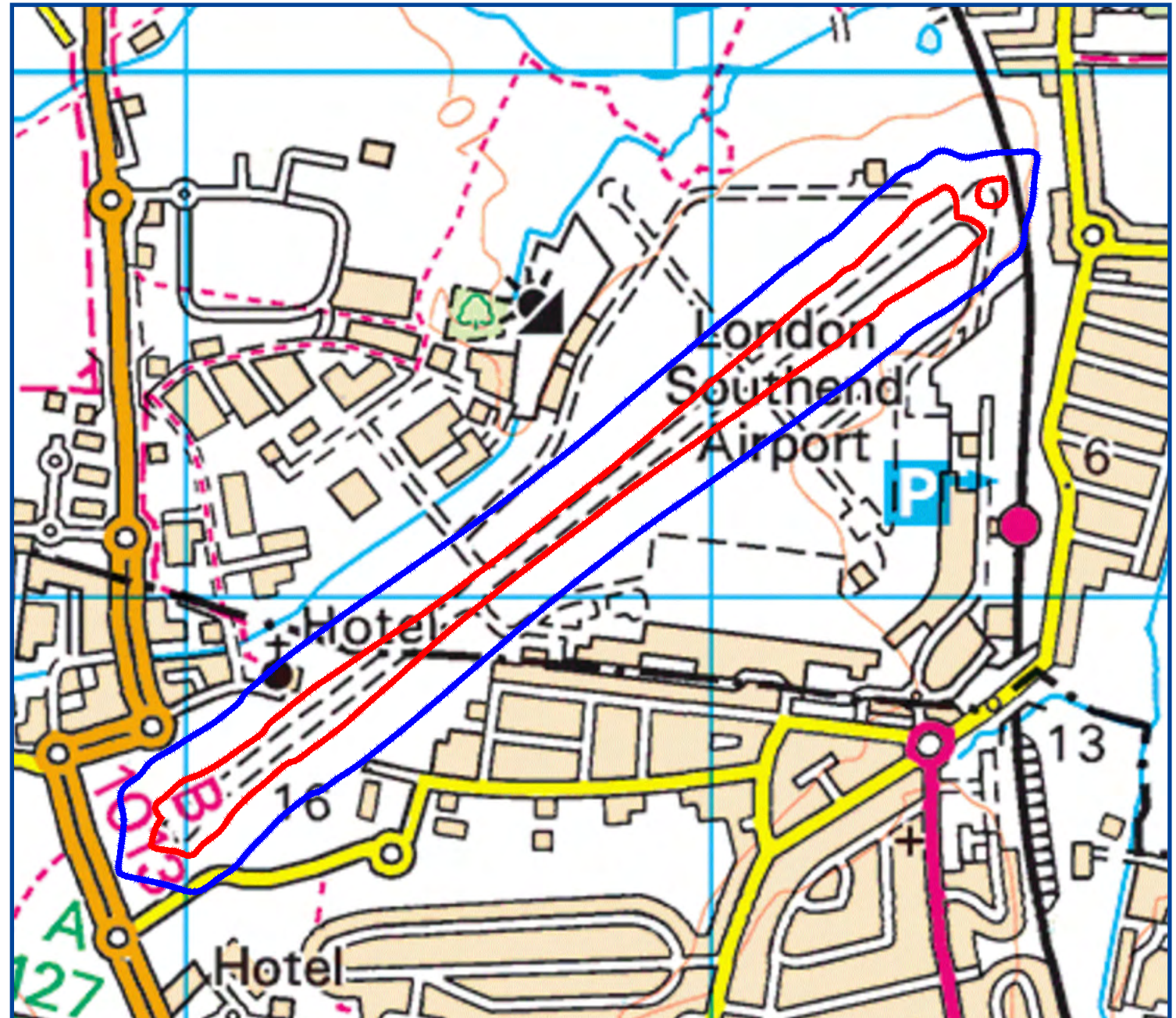


Figure B
London Southend Airport summer noise contours 2020. Airborne aircraft noise contours summer average daytime. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

6 Air Quality

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

London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health. The air quality in the area surrounding London Southend Airport is generally good and consistently remains below the 40 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 the 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 City Council.

Nitrogen dioxide (NO₂)

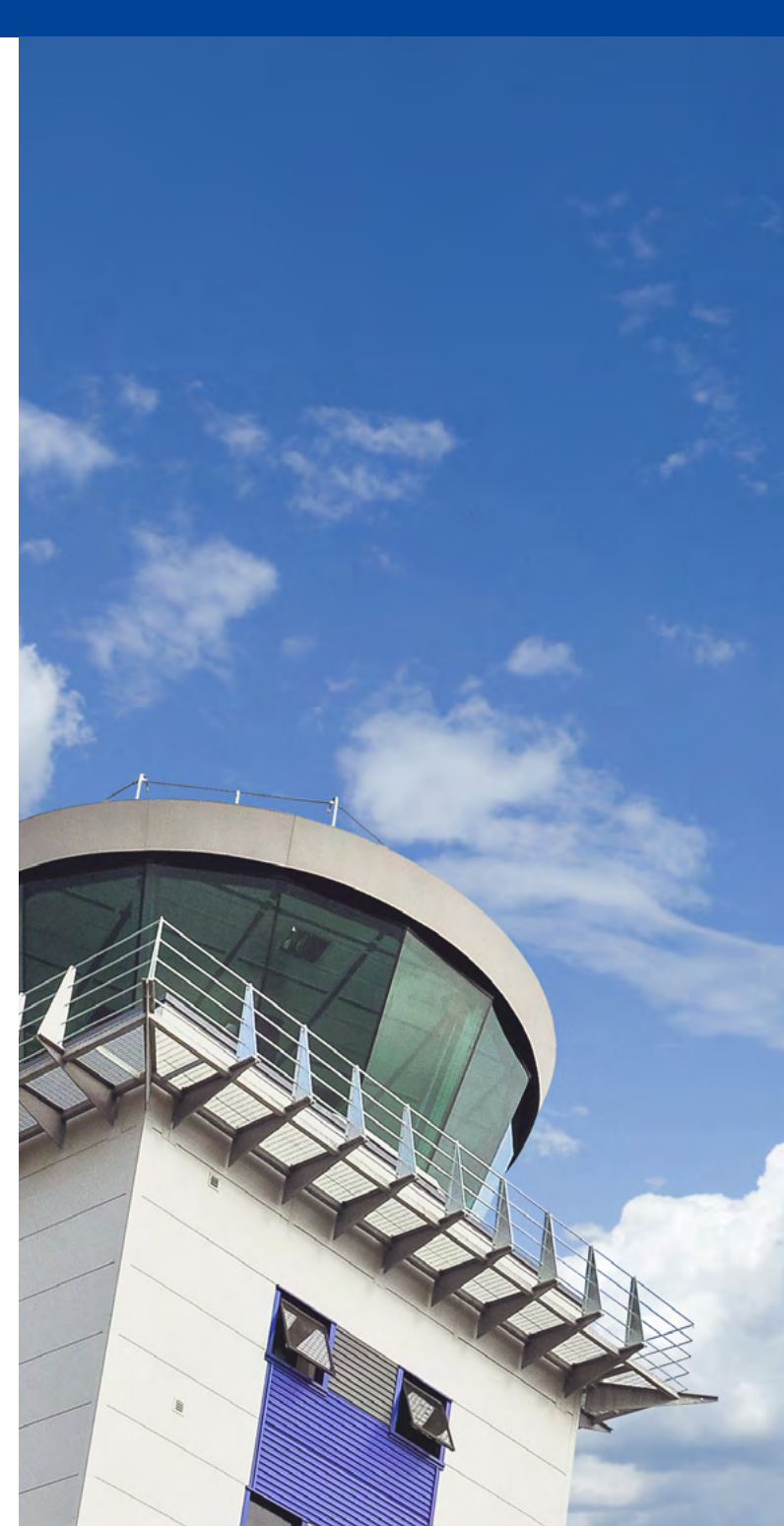
To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO₂.

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

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

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

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



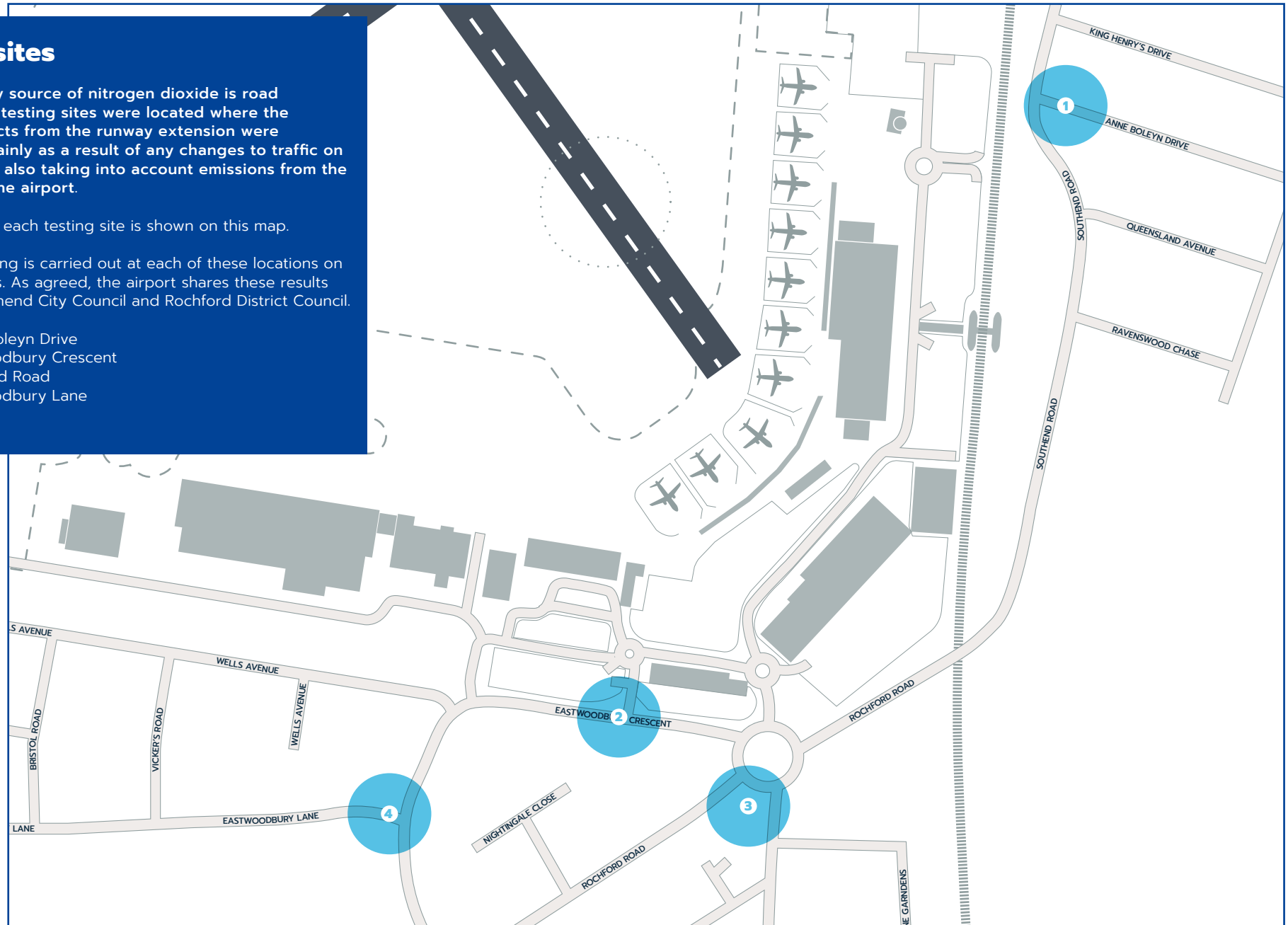
Testing sites

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 shares these results with both Southend City Council and Rochford District Council.

- Anne Boleyn Drive
- Eastwoodbury Crescent
- Rochford Road
- Eastwoodbury Lane



Results

Concentration levels of NO₂ measured around London Southend Airport consistently remain 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. Most 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).

The number of scheduled passenger flights during 2022 was similar to 2021.

The 2022 results compared to the previous year remain largely consistent with just a -1.46% to +0.59% decrease/increase across all four testing sites.

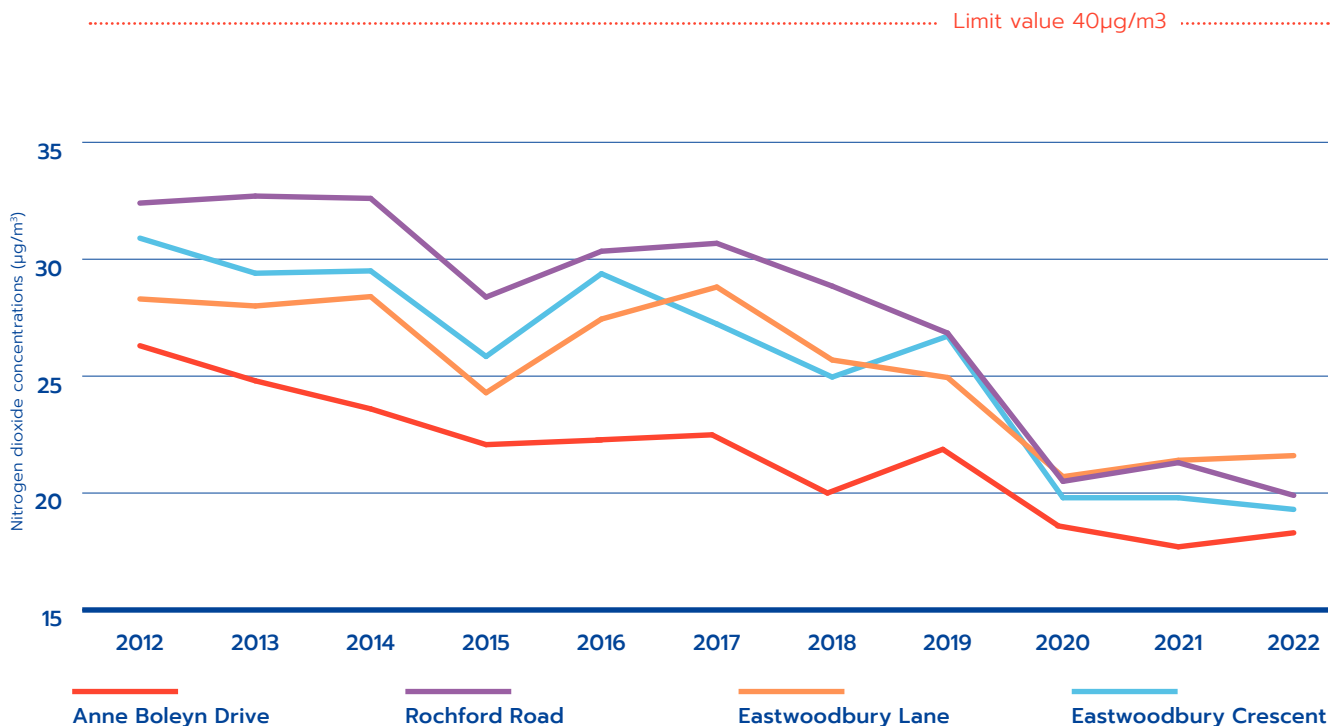
Site	2021	2022	%↔
Anne Boleyn Drive	17.7	18.3	0.59
Rochford Road	21.3	19.9	-1.46
Eastwoodbury Lane	21.4	21.6	0.23
Eastwoodbury Crescent	19.8	19.3	-0.43

Figure 1. Results of nitrogen dioxide (NO₂) testing

Site	2012 (µg/m ³)	2013 (µg/m ³)	2014 (µg/m ³)	2015 (µg/m ³)	2016 (µg/m ³)	2017 (µg/m ³)	2018 (µg/m ³)	2019 (µg/m ³)	2020 (µg/m ³)	2021 (µg/m ³)	2022 (µg/m ³)
Anne Boleyn Drive	26.3	24.8	23.6	22.1	22.3	22.5	20.0	21.9	18.6	17.7	18.3
Rochford Road	32.4	32.7	32.6	28.4	30.4	30.7	28.9	26.8	20.5	21.3	19.9
Eastwoodbury Lane	28.3	28.0	28.4	24.3	27.4	28.8	25.7	24.9	20.7	21.4	21.6
Eastwoodbury Crescent	30.9	29.4	29.5	25.8	29.4	27.2	25.0	26.7	19.8	19.8	19.3

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.

Figure 2. Annual mean nitrogen dioxide concentrations 2012–2022 (µg/m³)



Environment Management

London Southend Airport is committed to minimising its impact on the environment, protecting air quality, and delivering social benefits to the community around it.

The Roadmap to Net Zero is underway and is expected to be completed during 2023 when full compliance with the **Task Force on Climate-related Financial Disclosures (TCFD)** recommended disclosures is anticipated.

London Southend Airport's Environmental Policy Statement can be viewed on the airport website page: southendairport.com/corporate/environmental-responsibility/

Air quality (NO₂) around the airport site consistently remains below Government guidelines and is approximately 50% better than sections of the A127 which have been declared Air Quality Management Areas (having exceeded the national air quality goal), partly because over 40% of airport passengers arrive or depart by train.

London Southend Airport uses renewable energy generated by an on-site solar farm and continuously improves energy management and operational practices to reduce greenhouse gas emissions including several new measures, from switching light bulbs to LED's, to introducing new certified 'Earth Pro' uniforms for our teams.

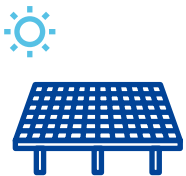
London Southend Airport is also working with airlines that put environmental responsibility at the very core of their strategy.

Air quality (NO₂) around the airport site consistently remains below Government guidelines and is approximately 50% better than at key comparison points within Southend and Rochford.

The total consumption of electricity across the airport site (including tenant operations) was 7,497,773.00 kW/h. Across the whole airport site, the energy contribution from renewable sources i.e., on-site solar panels was 28% during the 2022-23 reporting period.



**496 Solar panels
on terminal roof –
106,586 kwh.**



**9,500 Panel
solar farm –
2,005,020 kwh.**



**Electricity
supplied –
5,386,166.**



**Achieved Airport
Carbon Accreditation
Level 1 in 2021.**



**62% of the total energy
consumed on site was
used by London Southend
Airport Ltd, aviation
handling company
and the rail station.**



**28% of the total energy
consumed across the
site came from on-
site solar panels.**

Carbon management

Sustainable energy consumption is core to the operation of an airport. London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases.

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.

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 rail station is just 100 paces from the passenger terminal.

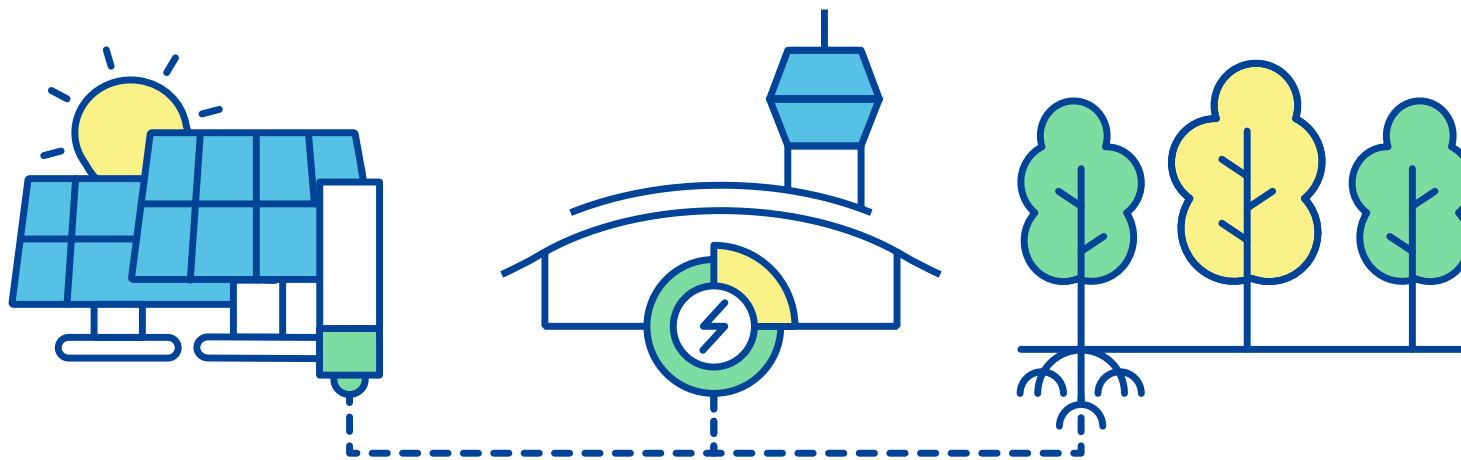
The main source of energy at London Southend Airport is electricity. All incoming electricity is measured monthly

through remote access meters. London Southend Airport uses this information to monitor overall consumption.

One of the main ways the 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 rainwater harvesting.

The kWh per passenger has increased, due largely to the drop in passenger numbers verses the energy required to run essential equipment to keep the terminal serviceable. Whilst there were no passenger flights over the winter, the terminal was used for filming projects. As passenger numbers increase, the kW/h per passenger will reduce.

	2018–19	2019–20	2020–21	2021-22	2022-23
Total kWh (passenger terminal)	3.18m	3.04m	1.59m	0.9m	1.3m
Total passengers	1.49m	2.14m	147,018	93,957	89,017
kWh per passenger	2.13	1.42	10.82	9.84	15.00



**Our onsite
solar farm**

**generates 28% of the
energy used by London
Southend Airport**

**Total carbon saving
equates to planting more
than 40 million trees**

Renewable energy usage

28% of the airport's electricity comes from renewable sources. A £2 million solar farm at London Southend Airport was officially registered with OfGEM on 31 December 2015.

An array of 9,500 solar panels from an on-site solar farm supports London Southend Airport's objectives of reducing its carbon footprint and the electricity required from the national grid network.

The solar farm is an addition to the 496 solar panels previously installed on the roof of the airport's terminal extension during 2014, supplying the shops, cafés and facilities with solar electricity via the airport's private electricity network.

London Southend Airport achieved Airport Carbon Accreditation, Level 1 in February 2021 and aims to continue to Level 2, demonstrating the airport's carbon reduction. Airport Carbon Accreditation is the only institutionally endorsed, global carbon management certification programme for airports. It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through a structured programme.

Efficient airport operations

The way in which the airport operates can have a significant impact on carbon emissions.

- Uncongested airspace at Southend means that aircraft are rarely delayed on approach or required to enter a holding pattern on route, reducing track miles and emissions.
- London Southend Airport benefits from having spare slot capacity, this allows for efficient departures and reduces the risk of delays due to runway congestion.
- The taxiway network allows space to 'remote-hold' aircraft with engines off, if longer delays are necessary (e.g. due to European air traffic control industrial action).
- Aircraft also benefit from a short taxi to the terminal facilities which reduces aircraft energy consumption.
- Runway lights are turned off during the night-time period and only turned on 15 minutes before and after an aircraft operation.
- All new passenger aircraft stands are fitted with fixed electrical ground power (FEGP). These fixed supplies allow the aircraft to use London Southend Airport's electricity supply and benefit from its onsite renewable generation. This reduces the need for aircraft to generate power from running auxiliary power units which need only be switched on to start the main engines just before departure.
- All of the vehicles used to transport luggage between the terminal and the aircraft are electric powered.
- London Southend Airport is committed to exploring further opportunities to improve efficiency of airport operations including further transitioning to electric vehicles and improving lighting efficiency.

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

Waste management & recycling

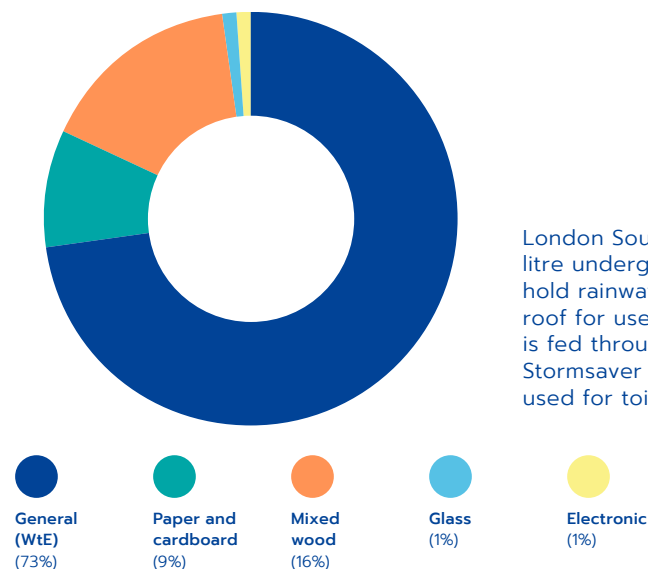
London Southend Airport contracts a local waste provider that operates a waste-to-energy (WtE) system, thus avoiding any waste being sent to landfill sites. All waste is either recycled or used to produce energy.

Waste practices include:

- **Cardboard:** we've implemented a system for segregating and baling cardboard for collection and recycling
- **Paper:** locked recycling bins are provided for the collection of papers including confidential waste, newspapers and airline magazines
- **Glass and metal:** separated from general waste for recycling and re-use.

In addition to on-site recycling systems, valuable materials including electronic items, wood, plastics and cans are extracted from general waste by our waste management company. Only the residual waste is processed as Waste to Energy (WtE), meaning that zero waste goes to landfill.

Waste management 2022-23



London Southend Airport has two 60,000 litre underground water reservoirs that hold rainwater collected from the terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system and used for toilet flushing.

Waste to energy process



As part of an ongoing commitment to further reduce plastic waste, London Southend Airport has introduced the latest screening technology C3 that will ensure plastic bottles will not need to be disposed of as this will be allowed to go through with liquids still in situ and up to a maximum of two litres.

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.

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

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

Protecting biodiversity

London Southend Airport protects biodiversity and enhances conservation through careful planning and management of its operations.

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

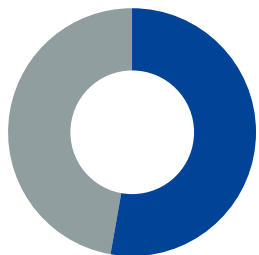
London Southend Airport operates a Wildlife Hazard Control Management Plan which seeks to:

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

8 Air Traffic Movement Controls

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

During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed to reduce the impact of the development on the local community. An annual cap on the total number of aircraft movements was introduced at 53,300. This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.



Only 53% of the airport's permitted ATMs were used in the 2022-23 reporting period.

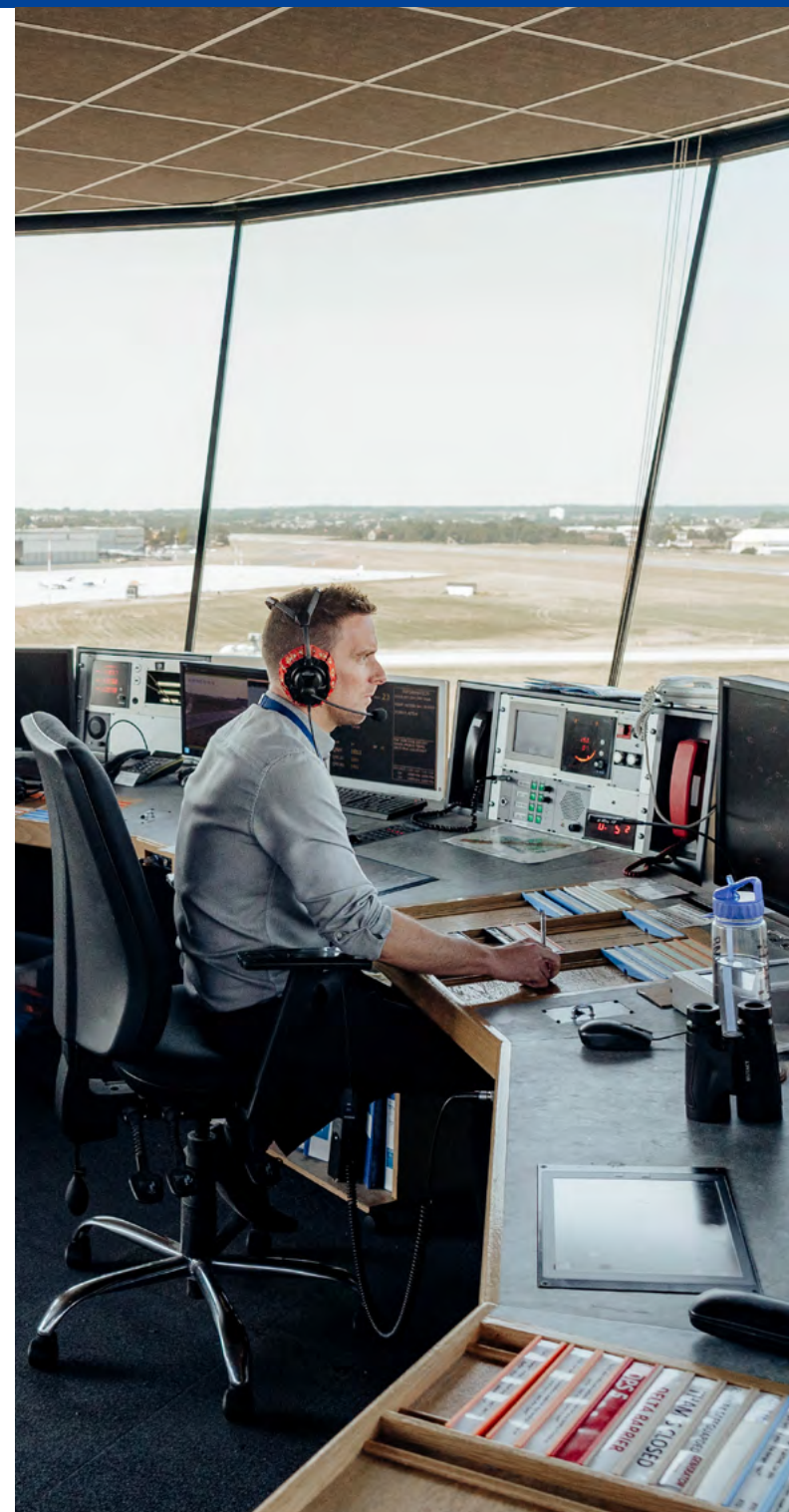
B737-300 operations are limited to 2,150 per annum



There were no B737-300 aircraft movements during 2022-2023.

Quarterly reporting

In accordance with our S106 planning agreement, London Southend Airport regularly reports its performance against its agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils and made publicly available on the airport website. southendairport.com/community/reports/



Annual reporting

The table below shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2022 – February 2023.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2022 – Feb 2023	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	28,445	53%
ii	Cargo ATMs (permitted lesser of 10% of total ATMs or 5,300 p.a.)	2,845	377	13%
iii	Boeing 737-300 ATMs	2,150	0	0%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2022 – February 2023;

Flights in night quota period (23:00–06:30)	Quota annual limit	Annual total Mar 2022 – Feb 2023	% of agreed annual limit
Total night-time ATMs		452	
Diverted ATMs (of which all were QC1 or less)		5	
Delayed ATMs (of which all were QC1 or less)		0	
Exempt ATMs (of which all were QC1 or less)		86	
Night-time ATMs to be included in quota total (120 per quota month)	1,440	361	25%

Diverted ATMs

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

Of the five 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.

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).

There were no delayed ATMs that arrived in the night-time during the reporting period.

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 361 exempt ATMs, all aircraft operated on behalf of the police, military, and/or HM Coastguard, or operated an air ambulance flight.

During the daytime

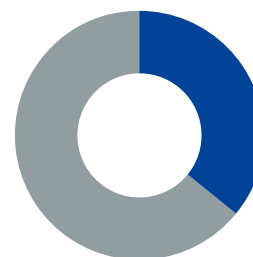
During the daytime, in total fewer than 50% of all landings and less than 50% of all ATMs may be over the South West area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12-month period from March 2022 to February 2023, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 2022 – Feb 2023	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	14,150	
Arrivals from South West (over Leigh-on-Sea)	5,221	37%
Total daytime arrivals and departures	28,367	
Arrivals and departures to/from South West (Over Leigh-on-Sea)	13,450	47%

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), unless for safety or weather exemptions set out in the S106 agreement.

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 2022 – Feb 2023	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	452	
Number of aircraft which did not take-off towards, or land from the North East (over Rochford)	112	25%



5,221 arrivals (37%) over Leigh-on-Sea during the daytime period.



Fewer than half (47%) of all ATMs operated over Leigh-on-Sea.



112 (25%) of night-time ATMs that operated over Leigh-on-Sea did so under agreement exemptions.



9 Departures

Since 2012, 99.8% of all passenger flights have departed London Southend Airport within their agreed NPR.

All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5,700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPRs at London Southend Airport were agreed with Southend City 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 have departed London Southend Airport within their agreed NPR.

There were more than 14,300 departures from London Southend Airport for the 12-month period March 2022 – February 2023, of which over 7,400 related to aircraft (above 5,700kg) that were required to depart within the agreed NPR. During this period just 20 (0.16%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.

Since introducing the Noise Preferential Routes in March 2012, 99.8% of all passenger flights 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 5,700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and one mile in distance.

When departing on Runway 23 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and 2.5 miles in distance.

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

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

London Southend Airport
The preferential routes.
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NPR results

Date	Operator	Aircraft Registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2022	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
14/03/22	NetJets	CLDTD	C68A	23	Executive business jet	✓	1 st	✓	✓	n/a	0
04/06/22	Panellic Airlines	SXAQG	C56X	23	Executive business jet	✓	1 st	✓	✓	n/a	0
17/06/22	Legends	GANAF	DC3	23	Memorial/display flight	✓	1 st	✓	✓	n/a	0
03/07/22	Global Jets	LXMIC	F2TH	23	Executive business jet	✓	1 st	✓	✓	n/a	0
25/07/22	Air Horizont	9HMPW	B734	23	Executive business jet	✓	1 st	✓	✓	n/a	2
19/08/22	RAF Typhoons		EUFI	23	Display flight	✓	1 st	✓	✓	n/a	0
20/08/22	RAF Typhoons		EUFI	23	Display flight	✓	*	✓	✓	n/a	0
20/08/22	RAF Red Arrows		Hawk	23	Display flight	✓	1 st	✓	✓	n/a	0
20/08/22	Initium Aviation	ECKPB	C56X	23	Executive business jet	✓	1 st	✓	✓	n/a	1
21/08/22	RAF Red Arrows		Hawk	23	Display flight	✓	*	✓	✓	n/a	0
21/08/22	RAF Red Arrows		Hawk	23	Display flight	✓	*	✓	✓	n/a	0
21/08/22	RAF Red Arrows		Hawk	23	Display flight	✓	*	✓	✓	n/a	0
21/08/22	RAF Typhoons		EUFI	23	Display flight	✓	*	✓	✓	n/a	0
12/10/22	Air Hamburg	DAVIB	E35L	23	Executive business jet	✓	1 st	✓	✓	n/a	0
28/10/22	Zenith Aviation	GZENJ	LJ75	23	Executive business jet	✓	1 st	✓	✓	n/a	0
15/11/22	Liberty Jet	N803AG	GLF4	23	Executive business jet	✓	1 st	✓	✓	n/a	0
20/12/22	Aeronautx	GLOBX	GL7T	23	Departure following training city	✓	1 st	✓	✓	n/a	0
30/12/22	Alba	IEDLO	H25B	23	Executive business jet	✓	1 st	✓	✓	n/a	0
10/02/23	Catreus	GNHHG	E55P	23	Executive business jet	✓	1 st	✓	✓	n/a	0
13/02/23	AirOps	PDHVK	PC24	23	Executive business jet	✓	1 st	✓	✓	n/a	0

* In agreement with the Airport Consultative Committee (ACC), infringements by the RAF Typhoons and RAF Red Arrows display teams have been treated as singular events.

Fines relating to NPR infringements

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

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

All monies collected from NPR fines are held in a community pot to be distributed to local charities selected by the ACC.

Scale of fines Mar 22 – Feb 23	1st fine	2–5 fines	5+ fines
Aircraft QC1 or less	£500	£1,000	£2,000
Aircraft QC1 – QC2	£1,000	£2,000	£4,000
Aircraft QC2+	£2,000	£4,000	£8,000

For information about Quota Count (QC) rating please see page 29. There were no fines issued during the reporting period 2022–23.

10 Charity and Community

In the past 10 years, the staff at London Southend Airport have raised £124,000 for local charities.

Charity Partnership with South East and Central Essex Mind (SECE Mind)

London Southend Airport began a two-year charity partnership with South East and Central Essex Mind (SECE Mind) in July 2021. SECE Mind is a local mental health charity offering information and advice to people with a range of mental health problems whilst lobbying government and local authorities on their behalf. As part of the community services at SECE Mind, the charity provides supervised residential housing for adults with a mental health condition who are unable to cope with living independently, comprising of eleven flats at Nelson's Gate in Southend-on-Sea.

The charity partnership has benefited both SECE Mind and airport colleagues through fundraising, mental health awareness events, staff support, volunteering opportunities, donations and support for passengers with hidden disabilities.



Coffee with Cath

Catherine Weir is the Services Development Manager for SECE Mind and has a wealth of knowledge about mental health and strategies for managing stress and anxiety. Through the charity partnership, the teams at SECE Mind and the airport have established a series of relaxed, friendly, drop-in meetings for airport staff to meet Catherine, grab a coffee and talk openly about mental health. These sessions have been aptly named 'Coffee with Cath'.

'Coffee with Cath' session during 2022 covered topics such as Seasonal Changes In Mood - How Moods Change and Why, Menopause and Anxiety and depression.





Nelson Gate – wellbeing garden

In August, James Duddridge MP was invited to Nelson Gate, Southend to open a wellbeing garden, which had been funded through the 2021 Mental Elf runway event.

Local contractors W&H Roads did all of the heavy work while airport colleagues volunteered time to paint, clear rubbish and decorate the garden. The previously disused space is now a tranquil oasis for tenants to use for gardening, 1:1 mentoring sessions, art, and relaxation. As well as growing their favourite flowers and encouraging wildlife, the residents have enjoyed planting a range of vegetables and herbs for cooking.

London Southend Airport staff will continue to support the site through a dedicated volunteering programme, Neighbourly.

Laura Lewsey, Housing Manager, South East and Central Essex Mind said: "The wellbeing

garden has transformed Nelsons Gate and had a very positive impact on our work here. Support staff now have a beautiful area to conduct outdoor support sessions and group activities.

"Tenants have commented on how peaceful the wellbeing garden is and how much they enjoy being able to tend to the plants."

SECE Mind Charity Trustee Lindsay White said: "The pandemic made everyone shut away and this has brought us back and connected everybody together in a way they may not have been able to."

"The fact that the residents here have been able to be involved; they've done some of the painting, they're wanting to plant and there are ideas to move it forward. So, although this is a legacy, it's not the end of it - it's the beginning."



Connecting Threads tapestry/ Music Man

Performers from the Music Man Project alongside Anna Firth MP and the Mayor helped unveil the Connecting Thread tapestry in March 2022.

The artwork, titled Connecting Threads and designed by artist Gwen Simpson, pays tribute to the 1,130 garment workers who lost their lives when five factory units, part of the eight-storey Rana Plaza building in Bangladesh collapsed in April 2013. The late Sir David Amess MP had sought to find a suitable place to exhibit it and the tapestry will now be hung in the check-in hall at London Southend Airport.

The unveiling was accompanied by The Music Man Project, who also had close ties with Sir David Amess. The Music Man Project is an international music education service for children and adults with learning disabilities.





Mental Elf fundraising event

In December, the airport hosted the annual Mental Elf runway event, which saw 104 participants run 197 laps of the runway (a cumulative distance of 702km). A total of £15,000 was donated to our charity partner South East & Central Essex Mind (SECE Mind) to help fund a 'Somewhere to Turn' mental health support phone line for local residents.

- £10,000 JustGiving donations
- £5,000 Match funding from London Southend Airport



 **mind**
South East and
Central Essex

£15,000
Donated to
SECE Mind



£5,000
Match funding
from London
Southend
Airport



£10,000
JustGiving
donations



Community engagement

Over the Christmas period, the airport gifted boxes of food and cleaning products to Southend-based homeless charity, HARP Southend.

HARP Catering Manager Andrew Turner said: "A lot of the people that come to us are rough sleepers, and they can't buy a lot of this by themselves, and we can't afford to buy it either, so it's a real treat. This is Christmas come early."

London Southend Airport registered as a drop off point for the Samaritans Purse annual shoebox appeal as part of Operation Christmas Child. A total of 50 shoeboxes were collected and sent to children in Ukraine.

John Upton, CEO of London Southend Airport, said: "Supporting Operation Christmas Child is a great way for London Southend Airport to engage our local community and connect them to people elsewhere in the world."

"As an airport, we're of course all about connectivity, and so the shoebox appeal seemed like the perfect fit for a festive initiative this year."

"Airport staff have also taken this opportunity to build a number of shoeboxes between their teams, and I'm extremely proud of their efforts."

Rescue and Fire Fighting Service (RFFS) colleague Joe Phillips changed from his usual fireman uniform to a Santa outfit to deliver Christmas gifts to Little Havens Hospice.



Volunteering

London Southend Airport manages its colleague volunteering programme through an online organisation called Neighbourly. The programme offers airport colleagues opportunities to spend time helping local charities. Tasks are uploaded onto the Neighbourly platform and advertised to colleagues through Yammer, SharePoint and via their line managers.

During the reporting year 2022-23 airport colleagues donated 174 hours of volunteering at SECE Mind, Nelson Gate wellbeing garden, Southend Pride event, and the Mental Elf runway event.



London Parks Half Marathon

In October, two airport colleagues completed the London Parks half marathon to raise over £1,500 for SECE Mind.



Medical flights to Ukraine

In support of an airline humanitarian relief flight operation, London Southend Jet Centre provided free of charge ground handling and the loading of an aircraft with around 30 aid parcels containing survival equipment headed direct to Ukraine in April 2022.

Colleagues at the London Southend Jet Centre and the London Southend Airport teams jumped at the chance to support a last minute relief flight, pooling all available resource from across the airport to load the aircraft quickly and efficiently and get it on its way to Ukraine as soon as possible.

11.

Feedback

Thank you for taking the time to read
London Southend Airport's Annual Report.

We would welcome your comments
and feedback, you can contact us:

By email
Isaenquiries@southendairport.com

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



Appendix. ASAS summary of new targets, commitments and actions

No.	Target/commitment/action	Target timescale	Progress
Mode share			
1	Air passenger public transport mode share should be at least 35% by 5mppa.	Review when passenger numbers reach more than 5mppa or within three years (whichever is earlier)	
2	Staff mode share should not exceed 65% using single occupancy vehicles.	Ongoing	
Sustainable modes			
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported.	Ongoing	
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Coordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing	
5	The airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing	
6	The Travel Plan Co-ordinators will investigate and develop car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the airport will be encouraged to designate the best parking bays for car sharers.	Ongoing	
7	Work with taxi companies to reduce empty running.	Ongoing	
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS.	Ongoing	
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing	
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing	
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing	
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing	
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing	
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing	
15	Encourage employees to walk and cycle to work.	Ongoing	

No.	Target/commitment/action	Target timescale	Progress
Car parking			
16	Install electric car charging point(s) for employees and passengers in any new staff and/or short stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing	
17	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off airport fly parking. The airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required.	Ongoing	
18	The airport will support and financially contribute to the Southend City Council's monitoring of street parking.	Ongoing	
19	Ensure safe drop off and pick up arrangements are maintained.	Ongoing	
Travel planning and information			
20	Work with local authorities to promote public transport links to the airport.	Ongoing	
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing	
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing	
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing	
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing	
25	Use emerging technology to review and develop travel information.	Ongoing	
26	Maintain DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	Ongoing	
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing	
Surveys, monitoring and reviews			
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing	Suspended
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier	
30	Continue to hold annual ATF meetings.	Ongoing	
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly	
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter	Not due

[illegible]



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
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