



London Luton Airport

COMMUNITY ENGAGEMENT

Annual Report 2016





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I'm extremely proud of the business we have built today, but more than that, I am excited about the future.

Nick Barton
Chief Executive Officer
London Luton Airport

Foreword

Travel and tourism accounts for 10% of global GDP¹ and is growing fast. This is something which we're keenly aware of at London Luton Airport and is reflected in our 2016 passenger numbers of 14.5 million.

This is an 18.5% increase on 2015 and the highest ever recorded in our 78 year history. This growth presents exciting opportunities for not only the airport but also our neighbouring communities.

In order to meet this continued demand we began an ambitious £110m project in 2014 to transform the airport, which will see passenger capacity increase by 50%, improved facilities and a better built environment. But we don't just want our customers to benefit. It is vital that the local community shares in our success. This is why we are working hard to improve access to employment for local people, to minimise our environmental impact and continue to build our community engagement programme.

2016 has been a year of progress, challenges and new beginnings. Highlights include securing employment for 86% of the local young people who took part in our 'Get into Airports' programme. £165,000 being made available for local organisations via our Community Trust Fund and the introduction of manual sorting which has allowed us to more precisely categorise waste.

To be named as a finalist for 'Best Partnership in the Community' at the National CSR Awards was a great endorsement of our efforts.

We have also continued to enjoy a fruitful and rewarding partnership with our charity partner, Keech Hospice Care. Thanks to their hard work and creativity we have seen sold-out events and enthusiastic participation from the entire airport community. We are well on track to reach our fundraising target of £50,000 for the two-year partnership which runs to the end of 2017.

I'm extremely proud of the business we have built today, but more than that, I am excited about the future. We will continue to create and seize opportunities to better serve our customers and make a positive impact in our local community.

NICK BARTON
Chief Executive Officer
London Luton Airport

£165K

being made available
for local organisations
via our Community
Trust Fund



¹Travel & Tourism Economic Impact 2015 World

£34k

raised for Keech Hospice

£165k

made available via our
Community Trust Fund

86%

of Prince's Trust
programme participants
secured employment

100%

of all new LLA
employees undertook
a HS&E induction on
commencement

Recycled

35%

of all waste produced

2016 Commitments: Achievements

In 2016 we made ten commitments to ensure that we continued to play a positive role in our local community.

This report details our progress against the priorities and commitments as set out in the 2013–2017 Community Engagement Strategy, published in January 2013.

COMMITMENTS

ACHIEVEMENTS



BUILDING SUSTAINABLE COMMUNITIES



Raise £50,000 and awareness of Keech Hospice care with our employees and passengers during our two year charity partnership.

○ Work in progress



Commit £50,000 to the annual London Luton Airport Community Trust Fund

○ Achieved



Create and make available an employability skills workshop for students and work in partnership to deliver to a minimum of 10 local secondary schools.

○ Exceeded



CONTRIBUTING TO ECONOMIC GROWTH



Work with stakeholders to hold a job fair to support local employment.

○ Exceeded



In conjunction with The Prince's Trust and business partners open new employment opportunities to a minimum of 25 local young people.

● Not met



Work to ensure at least 55% of The Prince's Trust programme participants secure employment within 3 months.

○ Exceeded



HEALTH, SAFETY AND ENVIRONMENT



100% of all LLA employees to undertake a HS&E induction on commencement by end of 2016.

○ Achieved



40% of all new LLA employees to undertake 'Dementia Friends training' by the end of 2016.

○ Work in progress



Increase recycling rates to 45% of total waste produced to further minimise our contribution to landfill.

○ Exceeded



Deliver Health and Safety management excellence by successfully migrating and complying with OHSAS18001 updated standard ISO45001 by the end of 2016.

○ Work in progress

A BETTER ENVIRONMENT

OUR AMBITION IS TO PROTECT WHAT MATTERS MOST BY OPERATING IN A SUSTAINABLE AND ETHICAL WAY.



Health, Safety and Environment

Health, Safety and Environment is paramount to the operations at LLA. We identified a number of key priorities focusing on employee awareness, waste management, and achieving excellence.

RAISING OUR EMPLOYEES' AWARENESS

To reflect the importance of Health, Safety and Environment at LLA we made a public commitment in 2016 that all new staff would receive a Health, Safety and Environment induction as part of the new starter process.

In total all 143 new recruits participated in induction sessions over the course of the year. The session, tailored to the specific needs of each job role, covers topics from first aid and what to do in the case of an accident, to energy efficiency and controlling hazards.

The increased awareness of our employees has helped LLA to achieve its best year on record for employee accidents. In 2016 there were no lost time incidents or Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDORs). This places LLA as one of the top performers in terms of Health and Safety performance against other airports of a comparable or bigger size.

REDUCING OUR CONTRIBUTION TO LANDFILL

As passenger numbers increase we remain as committed as ever to reducing the airport's

contribution to landfill. We've therefore worked hard to recycle a greater proportion of waste, and in 2016 we recycled 35% of all waste produced. This places us well on the way towards our target of increasing recycling rates to 45%.

The introduction of manual sorting has allowed us to more precisely categorise waste. Increasing the number of manual waste sorters from one to two in June means that we can now cover waste produced between 5am and 10pm, 7 days a week. Before this was introduced just 10% of waste was recycled, but rates peaked at 58% last year.

One aspect of our waste reduction efforts is the recycling of disposable coffee cups. While the cups are traditionally considered suitable only for landfill, LLA was a test-site for an innovative new system. Our waste solutions provider Veolia has developed a new method of recycling which means that more than 10,000 cups are now recycled every day.

REACHING EVEN HIGHER STANDARDS

We've been working hard throughout 2016 to ensure we comply with ISO45001 Occupational Health and Safety Management systems which was

due to be introduced at the end of the year. The new standard, which sets out regulations on a global basis, will not be completed until 2017. However, in line with our annual review of the airport's safety management system, we believe LLA is well positioned ahead of the publication of the final standard.

40% OF ALL LLA EMPLOYEES TO UNDERTAKE 'DEMENTIA FRIENDS TRAINING' BY THE END OF 2016.

During 2016 we were able to train 28% of our employees in Dementia Awareness, but we chose to broaden this commitment and a further 35% had training in Mental Health awareness. Dementia Awareness is now part of the training programme for our Fire Fighters, who are often first responders for first aid calls, and mental health awareness forms part of the training for our security officers and other front line staff. We will continue this commitment into 2017 where we will build on the programmes we have established to ensure even more of our staff will have a clear understanding of all aspects of mental health, both in the workplace and with regard to our position as a service provider.

BUILDING SUSTAINABLE COMMUNITIES

OUR AMBITION IS TO SUPPORT PEOPLE IN OUR LOCAL COMMUNITY – PARTICULARLY THOSE FACING SOCIAL DISADVANTAGE – TO BUILD SUCCESSFUL LIVES AND REDUCE SOCIAL DEPRIVATION.



Our Charity Partner

This year London Luton Airport entered a two-year charity partnership with Keech Hospice Care. Keech provides adult hospice care for Luton and South Bedfordshire and children's hospice care for Bedfordshire, Hertfordshire and Milton Keynes.

In 2015 Keech supported a total of 422 children, adults with a life-limiting or terminal illness and their families, and has delivered award-winning specialist palliative care for the last 25 years. It has built resilient relationships within Bedfordshire as shown by the strong support for Keech in a public vote to select our charity partner. Keech received over 40% of the vote, totalling more than 12,400 people, including jazz-pop singer and songwriter Jamie Cullum, McBusted's Harry Judd, golfer Ian Poulter and chef Marco Pierre White.

Airport staff have led our whole engagement programme. The partnership was kicked off by a survey encouraging fundraising suggestions. This included our first ever runway run, a music night displaying talents from across departments and even an ice cream social, as well as supporting the charity's own "Keech-Fest" summer garden party. Our bedrock events continue to grow, including the popular golf day, bake sale and quiz nights. An added benefit has been the strengthening of relationships across departments as employees work together in aid of a good cause.

We have raised over £34,000 to date, placing us well on the way to smashing the £50,000 target for the two-year partnership. £50,000 provides three months of funding for a bedroom on Keech's children's In-patient Unit, including all associated care.

Next year we hope to continue the momentum by creating "charity champions" in each of our departments to help raise further awareness of Keech. Preparations for our cycle ride from LLA to Amsterdam, planned for July 2017, are already gathering speed, with 34 riders signed up.

KEECH PALLIATIVE CARE CENTRE PATIENT, CATHERINE NELSEY:

"When I came to the hospice for the first time in January, I was thinking life was not worth living and, if this is how it is going to be, then what's the point? From the moment I walked through the door, nothing was too much trouble. There is just so much empathy. It's not a sad place. I was sad when I first came through the door as I thought this is it and I'm here to be prepared for the end. But it isn't about that at all. It's about showing me I actually have a life to live and to get on with whatever life you have left – enjoy it! Live in the moment"

“

It's about showing me I actually have a life to live and to get on with whatever life you have left – enjoy it! Live in the moment

Catherine Nelsey
Keech Palliative Care
Centre Patient

The Community Trust Fund

Each year since 2009 we have given £50,000 to the local community through our Community Trust Fund. We're determined that as our redevelopment project gathers pace, that the benefits are felt by the local area and investing in the communities in which we operate remains a long-term commitment.

Independently administered by the Bedfordshire and Luton Community Foundation, the Community Trust Fund seeks to support a range of regional charities, clubs, and community organisations. Recent recipients include the Revellers Steel Band, Knebworth Football Club and the IQRA Women's Association.

In recent years we have been able to increase the maximum grant which charitable organisations can apply for from £3,000 to £7,500. This is thanks to our Noise Preferential Routes initiative which was launched in 2014. The aim of the initiative is to reduce the noise impact from departing aircraft on surrounding communities by restricting the area over which aircraft are permitted to fly during their ascent. Airlines failing to comply are fined, with that money going to the Community Trust Fund in addition to the committed £50,000.

In 2016 we saw a surge in new applicants to the fund as well as a wide variety of project types. We received 31 applications and made 24 grants, totalling £106,125 A 215% increase from 2015.

REVELLERS STEEL BAND

How does it work?

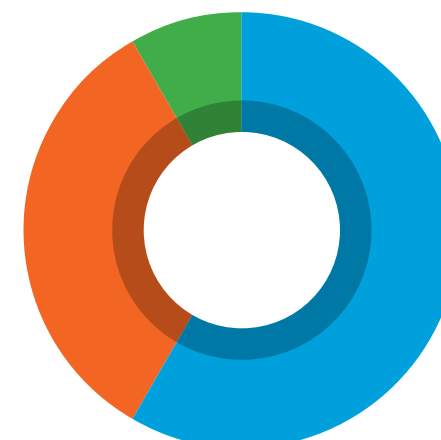
Revellers Steel Band is a voluntary community band based at the UK Centre for Carnival Arts in Luton. The group has members ranging from 16 to 65 the aim is to develop participants' education and ability. In addition raise awareness and dispel stereotypes about what steelpan music should sound like by running workshops and performances.

How does the project benefit users?

Being part of the band increases confidence and provides an opportunity to learn new skills and mix with people from diverse backgrounds they may not encounter otherwise.

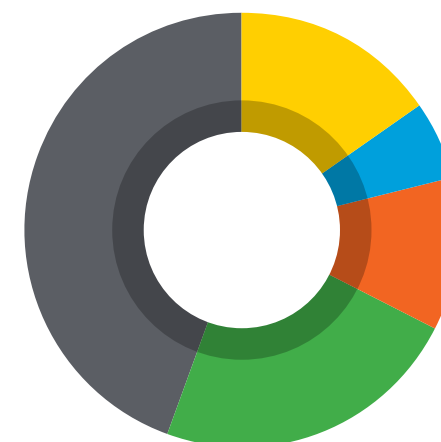
Watch the full case study online
<https://vimeo.com/205523604>

WHERE WE CONTRIBUTED



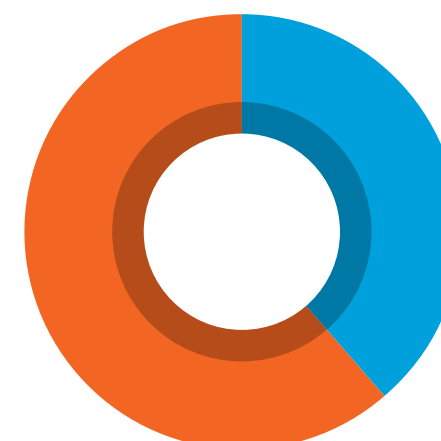
- BEDFORDSHIRE
- HERTFORDSHIRE
- BUCKINGHAMSHIRE

WHAT WE SUPPORTED



- IMPROVING THE ENVIRONMENT (BUILT)
- IMPROVING THE ENVIRONMENT (NATURAL)
- INSPIRING YOUNG PEOPLE
- EDUCATED AND SKILLED POPULATION
- BRINGING COMMUNITIES TOGETHER

BENEFICIARIES



- DIRECT BENEFICIARIES
- INDIRECT BENEFICIARIES

HOW TO APPLY

1. Go to www.blcf.org.uk/grants
2. Select London Luton Airport Operations Ltd
3. Check you are eligible.
4. Download the application, complete and submit.

The Projects We Supported

COMMUNITY GROUP/ CHARITY	PROJECT	BEDS	HERTS	BUCKS
Barley Playground Refurbishment	Replacing existing dilapidated playground		£3,000	
Dunstable Sea Cadets	To purchase RS Quest Sail training dinghy	£2,250		
Downside Magazine	Community magazine	£1,500		
The Saye and Sele Foundation	Restoration of Saye and Sele Hall			£3,000
Shefford Methodist Church	Rebuilding the roof of the hall	£3,000		
Knebworth Football Club	Purchase of portable dugouts		£2,000	
IQRA Women's Association	Project workers' salary			£3,000
Letchworth Garden City Rugby Football Club Limited	Purchase of a fencing compound		£3,000	
Revellers Steel Band	Room and tutor hire for Steel Band Practice	£3,000		
Salto Gymnastics Club	"Enjoy Saving" project in partnership with the Carbon Trust.	£7,500		
Friends of Chums	To continue the delivery of the Non-bereavement Trauma Service.	£7,500		
Skillsmax Ltd	A project aimed at those who require assistance in making sense of their money.		£6,230	

COMMUNITY GROUP/ CHARITY	PROJECT	BEDS	HERTS	BUCKS
Dunstable and District Citizens Advice Bureau	Train volunteer advisers with Money Advice Service accreditation (MAS) by 31 March 2017.	£3,774		
Schoolreaders	To improve the literacy of children across Central Bedfordshire, North Hertfordshire, Aylesbury Vale, St Albans, Luton and Stevenage.	£3,000		
King's Arms Project	Expand services to respond to the recent humanitarian crisis in Syria.	£6,000		
Sorted Counselling Services	Launch a project to work with survivors of abuse.		£7,440	
Home-Start Royston and South Cambridgeshire	Home visiting service support for families who are struggling with post-natal depression, illness, isolation, domestic abuse, etc.		£2,500	
Herts Young Carers	Provide membership for seven young carers.		£6,931	
Ameina Centre	A project to promote health and wellbeing of the older people who live in the Ambleside area.	£7,000		
Headway Luton	Replacing lift with a fully DDA compliant fire evacuation.	£7,000		
Mid Beds Citizens Advice Bureau	'Up-skill' the volunteers in response to the high level of legislative changes in welfare benefits, debt and employment law.	£3,000		
Upper Caldecote Methodist Church	Toilets integrated into the main building complex (church/hall/kitchen) without the need to 'go outside'.	£3,000		
Doverly Down Lower School PTA	Playground improvements including new sports equipment	£3,000		
The Need Project	Help for families in need of food	£3,000		
TOTAL		£106,125		

Connect

Connect was a brand new programme for 2016 to help prepare secondary school pupils for success in the workplace.

The programme is the second initiative from LLA's 'Inspiring Young People' commitment and has been developed in conjunction with local not-for-profit training provider Develop EDP. Connect offers a series of workshops to help young people develop their communication skills.

WHAT'S THE CHALLENGE?

An under-emphasis on communication forms a fundamental part of the increasing skills gap in the UK. According to a recent British Chambers of Commerce (BCC) report, *Developing the Talents of the Next Generation*,² 57% of employers believe young people lack the communication skills, resilience and team working skills required to succeed in the working world. Improved communication skills will stand participants in better stead, whatever their chosen career or education path, by helping them to work effectively with colleagues, articulate ideas clearly and gain confidence.

WHAT IS CONNECT?

Our programme aims to equip young people aged 13–14 (Year 10) with the transferable skills and knowledge needed to make a smooth transition from education to the workplace. Two three-hour interactive sessions concentrate

on three key areas: verbal and non-verbal communication, listening and writing. The workshops enable participants to tackle real-world examples of communication at work such as composing professional emails, thinking about body language during conversations and presentation tips for interviews.

WHO HAS THE PROGRAMME BENEFITTED?

We hosted workshops at 10 schools in Luton and Bedfordshire. Typically, schools identify 25–30 pupils who will benefit most from the support offered. The programme particularly helps students from disadvantaged backgrounds or those with less academic ability, helping them to compete on a level playing field with their peers who may have had a more advantaged start in life. Two of the participating schools have in takes from Luton's most deprived wards, including Northwell, Biscot and Dallow.³

"The tutors who delivered the lessons demonstrated a clear understanding when communicating each activity and task to the group. They were passionate and enthusiastic throughout their time with the students.

Each topic was delivered with lots of discussion which then enabled the students

to participate actively in their groups, demonstrating their active listening and communication skills.

I found the course to be very beneficial and would like run this workshop again with year 11's." **Claire McNeil**, CEIAG Manager, Cardinal Newman School

While academic attainment is clearly important, it is also crucial for schools to facilitate students' personal development and readiness for the adult world. Year 10 pupils are well-placed to reap the greatest benefits from participation in the scheme as it gets them thinking about employment, specifically communication skills, the year before they sit their GCSEs.

THE IMPACT

- 1 10 Schools across Bedfordshire have completed the programme.
- 2 166 pupils participated in workshops
- 3 79% improved verbal communication skills.
- 4 83% improved non-verbal communication skills
- 5 66% improved written communication
- 6 81% improved working with other
- 7 80% improved self-confidence.

² The British Chambers of Commerce (BCC) report, *Developing the Talents of the Next Generation*

³ 2015 Indices of Multiple Deprivation

CONTRIBUTING TO ECONOMIC GROWTH

OUR AMBITION IS TO SUPPORT THE CREATION OF GROWTH, PRODUCTIVITY AND DEVELOPMENT IN THE REGION'S ECONOMY.





The Prince's Trust 'Get into Airports'

Our 'Get into Airports' scheme, in partnership with The Prince's Trust, supported 19 young people this year. The programme continues to go from strength to strength and has supported 138 18–25 year olds since it began in 2011. 86% have gone on to secure full-time employment as a result; those who do not will receive ongoing support from The Prince's Trust for a further six months to help them find employment.

THE PROGRAMME

'Get into Airports' is a four-week programme offering local unemployed young people the opportunity to gain experience working in a variety of roles at the airport. The aim is to help them develop their confidence and competence in the workplace. Ultimately, we hope to help them secure employment following participation in the scheme, either with LLA or another on-site employer.

The first two weeks are dedicated to training and preparation for the world of work. Candidates take part in First Aid courses, CV workshops, presentation skills training and interview practice sessions. They then spend two weeks on a placement offered by a range of employers around the airport in sectors including retail, engineering and operations.

Our partnership with The Prince's Trust is vital in ensuring that the scheme is accessible to even the most vulnerable young people.

Financial barriers are alleviated as all transport and uniform costs are covered. Emotional support is provided during and after the placement. Each participant has a mentor who can provide guidance and practical help navigating the sometimes overwhelming process of the world of work.

The number of participants who have gone on to secure employment is 7% above The Prince's Trust's national average. This is testament to LLA's commitment to the programme and of course the hard work by all the young people who take part. The programme has also been adopted by Thameslink in the form of a 'Get into Railways' programme.

A NEW FOCUS

This year's programme has operated in a new political environment. Following government welfare reforms young claimants now need to be

DIRECT IMPACT SINCE 2011		INDIRECT IMPACT SINCE 2013	
Programmes delivered	11	Programmes delivered (across three industries)	16
Young people supported	138	Young people supported	219
Young people into positive outcome	118 (86%)	Young people into positive outcome	165 (75%)
Financial Commitment	£275,000	Financial Commitment	£400,000

"earning or learning" to be eligible to claim benefits, which has led to an increase in traineeship and work experience programmes on offer. The demand for youth claimants to take up an Intensive Activity Programme (IAP) within the first 3 weeks of claiming out-of-work benefits has also compelled potential applicants towards other courses with a shorter lead time.

The increased options available have meant we can no longer rely on high numbers of applicants. In response we have successfully built on our relationships with local media to publicise 'Get into Airports' with a case study of a previous participant proving particularly successful in attracting applications. This approach helped us reach 'hidden NEETs' – not in employment, education or training – who are often difficult to target. Our

recruitment efforts led to a tripling of attendees at our taster day compared to a session held prior to our marketing initiatives.

THE FUTURE

As our £110m transformation project continues to gather momentum in 2017, even more opportunities will be presented to participants. LLA is already the biggest employer in the region. The investment is expected to create 7,100 new jobs in the Three Counties area, increasing the number of people employed by the airport and its supply chain from 15,900 in 2013 to 23,000 by 2030.⁴ Conversations with new companies at the airport, including retailers and hospitality providers, are progressing well with many already having indicated their willingness to get involved in the scheme.

⁴ Oxford Economics report, November 2015

More than

400

vacancies being offered
by employers exhibiting
at the fair

More than

930

people visited the event

462

people said they found the
event helpful

70

people noted they were
offered a follow-up
interview on the spot

Jobs and Careers Fair

Together with our event partner, Luton Borough Council, we hosted our first careers fair in October.

The event brought together 32 employers based in and around the airport who are all actively looking for new staff.

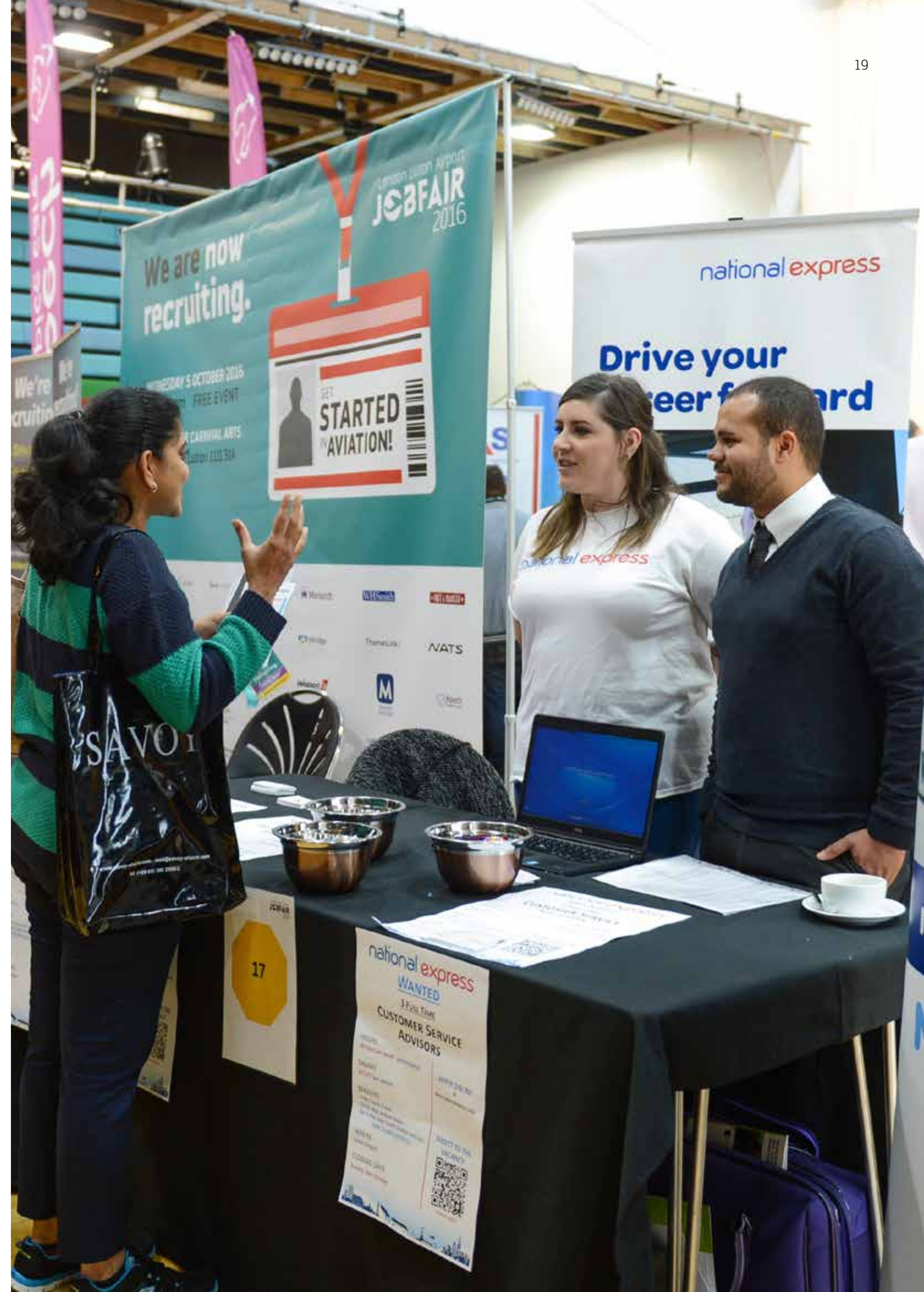
Exhibiting employers were offering more than 400 vacancies at the event with jobs ranging from entry-level roles for school leavers and young people, to managerial functions and technical specialties for more experienced workers. The range of skilled employment available at LLA means the average gross wage is £38,000 per year, significantly higher than the national figure of £27,000.

Job seekers were able to meet prospective employers, establish contacts and find out more about the opportunities available. The event drew more than 930 people to the UK Carnival Arts centre in Luton, far exceeding expectations.

The event highlighted the wide range of firms operating in and around the airport which includes some of the UK's biggest brands such as Thomson, Benugo, and National Express. Exhibiting companies ranged from construction and engineering firms to retailers and travel companies.

Hosting the fair is an essential part of our commitment to supporting job creation in the local area. Our current £110million expansion project is expected to create 7,100 new jobs in the Three Counties area, increasing the number of people employed by the airport and its supply chain from 15,900 in 2013 to 23,000 by 2030.

We've already seen some great success stories following the fair. 524 attendees completed a post-event evaluation, 462 said they found the event helpful and 70 people noted they were offered a follow-up interview on the spot. 11 exhibitors confirmed 487 job applications/CVs were received. So far 29 attendees are now working at the airport with over 100 more due to start later in 2017.





Our key principles

Our core ambitions are built upon the following principles.



BUILDING SUSTAINABLE COMMUNITIES

Our ambition is to support people in our community, particularly those facing social disadvantage, to build successful lives and reduce social deprivation.



Inspiring young people



Investing in our communities



Building sustainable partnerships



CONTRIBUTING TO ECONOMIC GROWTH

Our ambition is to support the creation of growth, productivity and development in the region's economy.



Supply chain



Employment



Championing our region



HEALTH, SAFETY AND ENVIRONMENT

Our ambition is to protect what matters most by operating in a safe and ethical way.



Running our business in a safe and responsible manner



Minimising the environmental impacts of our business activities



Effective health, safety and environment management



2013–2017 Community Engagement Strategy

This Community Engagement Strategy forms part of London Luton Airport's Corporate Social Responsibility programme. It sets out how we will facilitate long-term community development and meet the needs of local people. Initiatives are delivered by the Community Relations team in collaboration with key community partners.

Through this strategy we set out how we will pursue our core business aims and, at the same time, make a real contribution to communities across Bedfordshire, Hertfordshire and Buckinghamshire. We also aim to show how we will manage the impact of our operations on those communities. We are committed to ensuring that local people share the benefits of the airport's success.

To ensure our approach delivers best value for our resources, we have identified three core areas where we are focusing our efforts:



Health Safety and Environment



Building Sustainable Communities



Contributing to Economic Growth

We seek to develop long-term flagship programmes that reflect those core areas of focus. By working in partnership with other organisations, we ensure that we deliver real benefits for local communities that have a measurable impact. A full overview of our core ambitions and key principles can be found on our website at: www.london-luton.co.uk/corporate/community

Notes

Notes



KEEP IN TOUCH

To share your comments, inquiries and suggestions, please email:

communityupdate@ltn.aero or visit:
www.londonlutoninthecommunity.com

Videos of our latest projects can also be seen at:
www.london-luton.co.uk/corporate/community



London Luton Airport

COMMUNITY ENGAGEMENT

Annual Report 2016

