

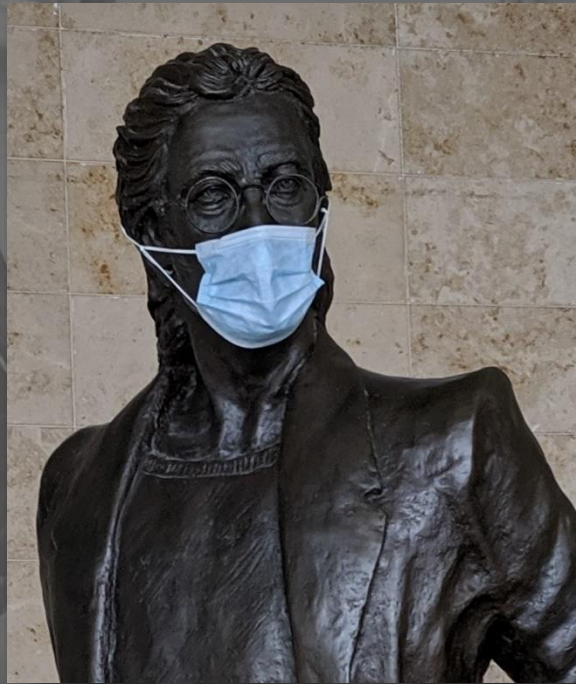
Liverpool John Lennon Airport Update

Winter 2022

Liverpool John Lennon Airport

Robin Tudor
Head of PR & Communications

The challenge of operating an airport during Covid

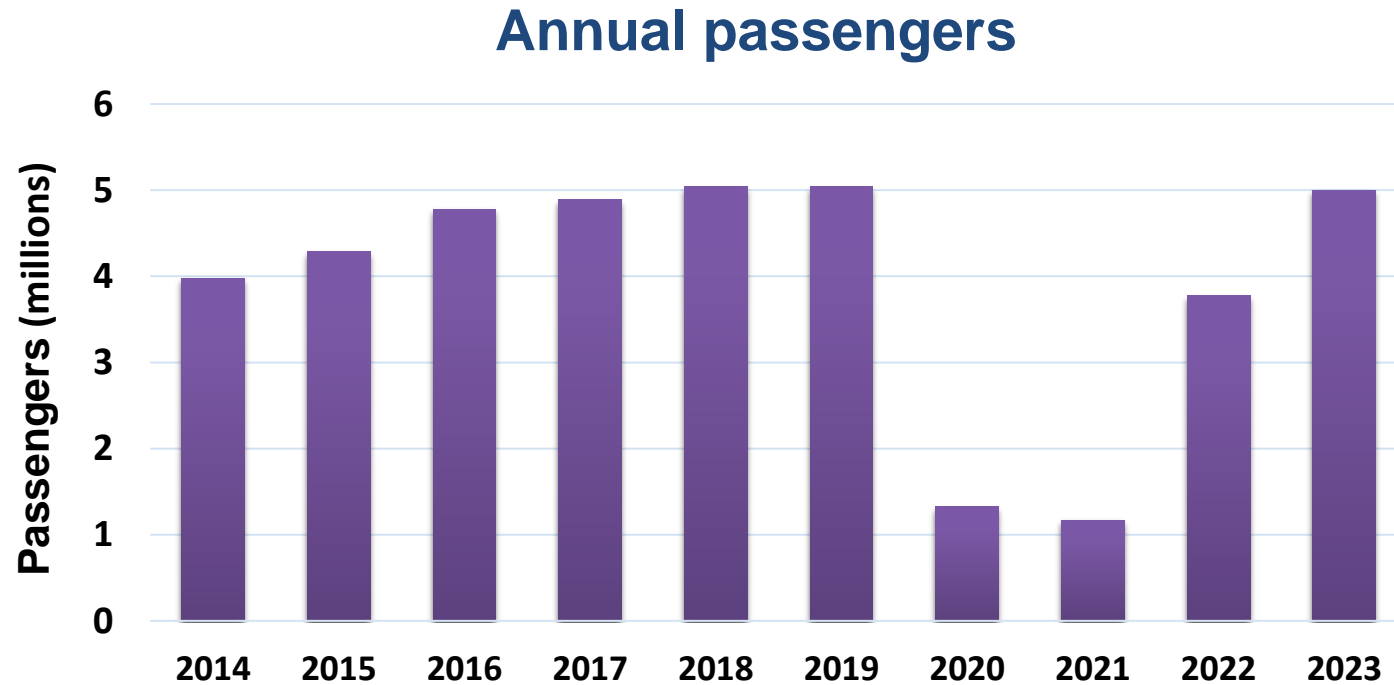


Aviation globally almost comes to a standstill



- Aviation was one of the first sectors to be impacted and probably one of the last to fully recover.
- At its worst – 2 departures per day, with as few as 2-3 passengers on board and closed the terminal to save costs.
- Maximised the furlough scheme.










Life at LJLA BC (Before Covid) and Passenger Recovery



- Pre-pandemic 5.1m passengers in 2019.
- Recovery forecast to take 2 years, with possible 75% recovery this year.
- Recovery in line with other UK regional airports.

Despite the pandemic, more routes have been announced

New destinations:

- Milan 
- Paris 
- Stockholm 
- Rome 
- Kos 
- Paris 
- Frankfurt 
- Reykjavík 
- Bergen 



2 new airlines bringing greater global connectivity



- Lufthansa route to Frankfurt launched in May, with connections to over 150 global destinations
- 3 weekly flights in Winter, increased schedule expected for Summer '23
- Icelandic low cost airline PLAY commenced twice weekly flights to Reykjavik in October
- Low cost connections to New York, Washington and Boston

The return of global connectivity

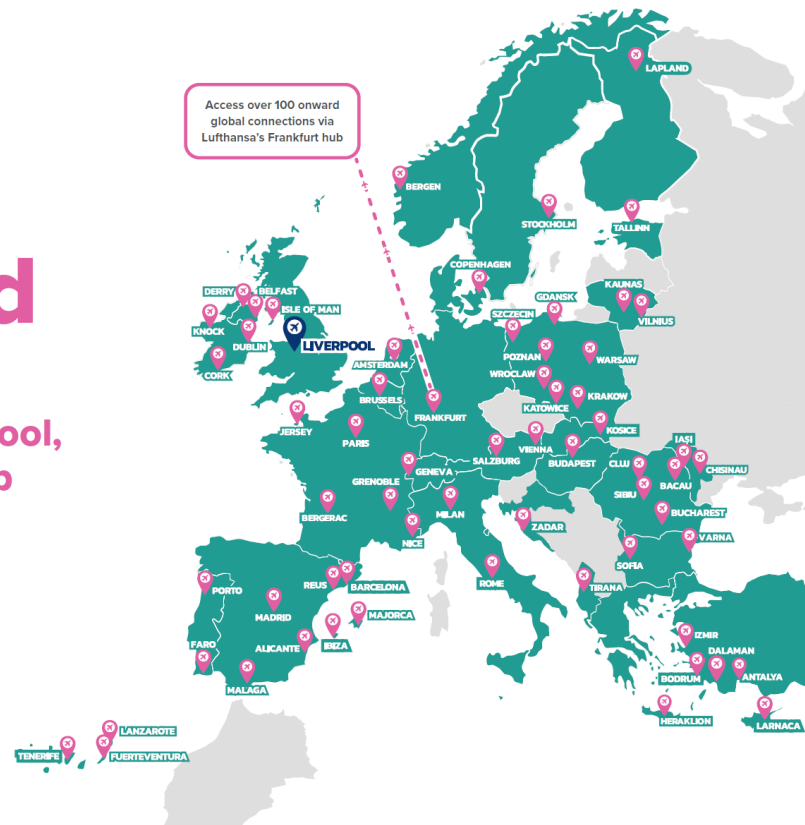
LiverpoolJohn
LennonAirport 
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Liverpool to the World

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across the globe from Liverpool,
either direct or via a one-stop
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Lufthansa

All content is correct at time of going to print.



Other business opportunities



- **Developing Cargo operations**
‘One stop shop’ partnership with dedicated cargo handler attracting new freight business. Successful automotive and PPE related air freight operations in 2021/22, plus Freeport opportunities.
- **Business aviation**
Dedicated business jet facilities to facilitate VIP and executive passenger handling

A grayscale photograph of a young couple sitting on a ledge, possibly at an airport or travel agency. The woman on the left is smiling and looking towards the camera, wearing a dark leather jacket over a light-colored top and jeans. The man on the right is looking off to the side, wearing a dark denim jacket over a light-colored t-shirt and dark pants. They are surrounded by travel gear, including rolling suitcases and a tote bag. The background is a bright, slightly blurred outdoor scene. Overlaid on the center of the image is the text "Best in class passenger experience" in a bold, white, sans-serif font.

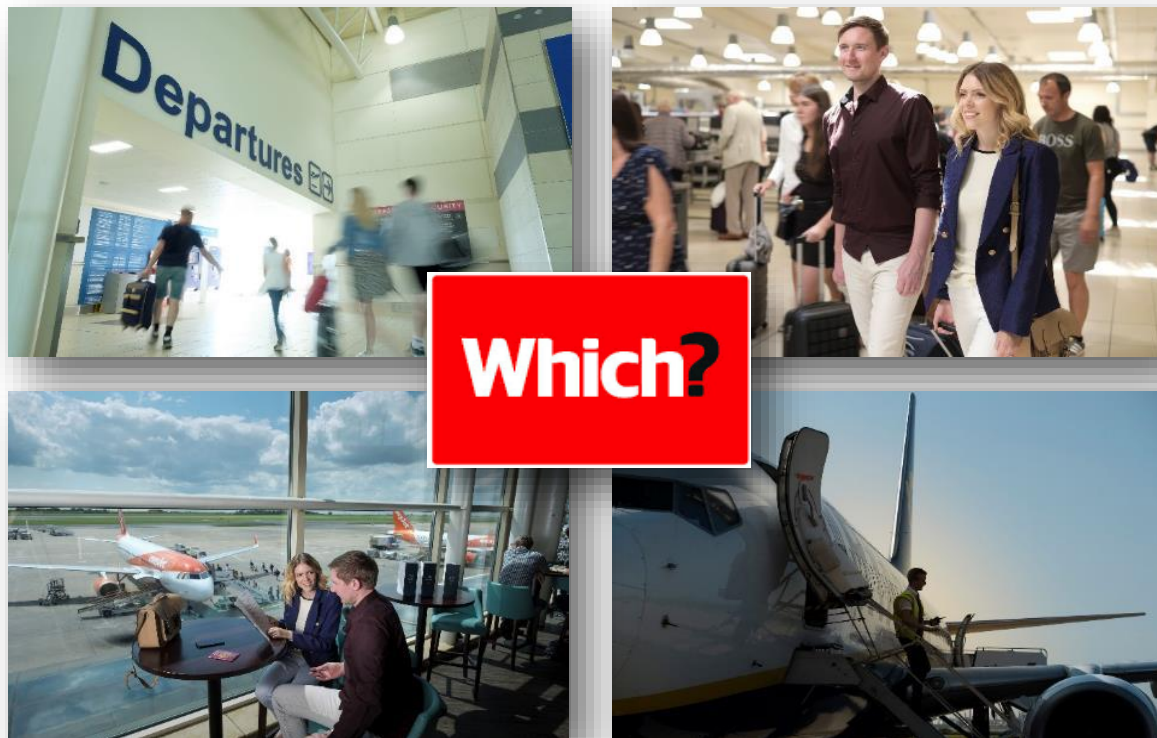
Best in class passenger experience

Further improving the passenger experience



- Previous £5m 'Facelift' of level 3 in the Departure Lounge.
- Further £2m investment in new retail developments completed including Meet & Greet parking, Greggs, Upper Crust JD Sports expansion, M&S Food offer.

Best in class customer service



- **Best UK Airport** in the **2022 Which? Airport Survey** and a **Which? Recommended Provider**
- Average security queue time of 12 minutes during June, July and August
- Amongst the best UK airports for on-time departures in 2022 and the best performing airport in England in 2021.
- The only UK airport to receive a 5-star OAG on time performance rating in 2019.

Helping to make air travel accessible to all

- Focusing on the needs of those passengers often deterred from travelling by air due to a range of disabilities.
- Categorised as 'Good' in the CAA's latest Accessibility Report providing "...a good service with short waiting times for passengers and high quality service from staff....."
- Accessibility Forum - working with a diverse mix of disability organisations to better understand the travel needs of all our passengers.



**Helping to boost the region's economy whilst
recognising our environmental responsibilities**



Liverpool is a key economic driver for the Region

- Supports 5,200 FTE jobs in the Liverpool City Region.
- Recent Recruitment Day saw over 750 attend the airport, interested in the 200+ vacancies available ahead of Summer '22
- Generates £340m GVA.
- £134m spend in the visitor economy.
- Almost 1m visitor arrivals.
- Connectivity for business and leisure, with direct flights to over 60 destinations in the UK and across Europe, plus a host of onward global connections.



Reducing the impact we have on the environment

- 63% reduction in total annual CO₂ emissions in 10 years between 2010 & 2019 from power usage.
- 22% saving in power usage through investment in energy efficient equipment and energy awareness.
- Working towards Net Zero by 2040.
- Less than 0.2kg of waste per passenger.
- Airport Surface Access Strategy - increasing public transport usage by passengers and employees.
- Signatory to 'Sustainable Aviation' and the roadmap to be carbon neutral by 2050.
- Airline fleet mix and geographic location means minimal noise impact on local communities.



Continuing to grow the business



- Return to pre-covid passenger numbers
- Introduce more carriers.
- Business and leisure destinations.
- Increase frequencies on routes for core markets.
- Fill the gaps, flights during quieter periods to missing destinations.
- Continue to grow freight business, capitalise on City Region's Freeport status
- Increase awareness, develop more loyalty.

Fly From Liverpool

LJLA is the **Faster, Easier, Friendlier** Airport of choice for passengers from across the region, recognised for its relaxed, hassle free environment and best in class operational performance.

