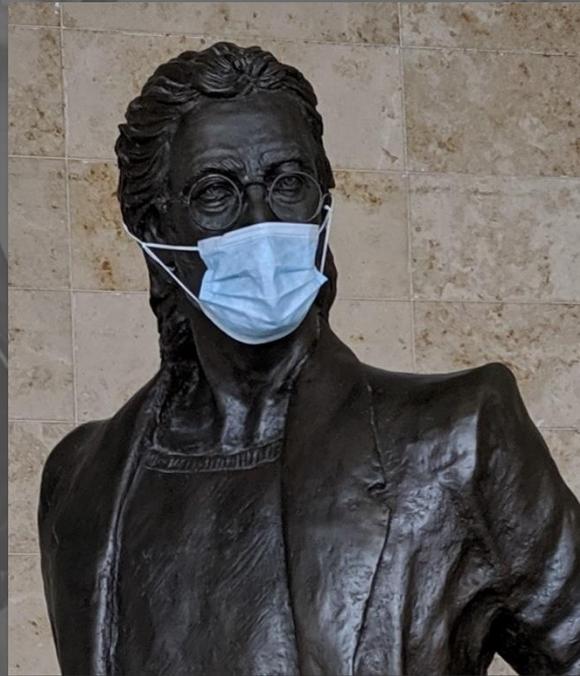


Liverpool John Lennon Airport Update

Spring 2022



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 recover.
- Almost overnight decline of passengers on flights between Liverpool and Italy in February 2020 - within a few weeks global aviation almost comes to a standstill.
- The Airport committed to remain open and operational to safeguard vital medical transfers from the Isle of Man.
- At its worst – 2 departures per day, with as few as 2-3 passengers on board.
- LJLA's car park soon became home to one of the areas first Covid-19 Testing Stations.

Providing a vital logistics link in the supply of essential PPE



Financial challenges and adapting to the new normal



- Closed the terminal to save costs – utilising the XLR Executive Jet Centre for passenger flights.
- Maximised the furlough scheme.
- Essential staff redeployed to incorporate other duties within their roles to cover for furloughed colleagues.
- Took the opportunity to undertake maintenance and upgrade activities during this downtime – eg central passenger search area equipment upgrades.

National and regional media presence



- The impact on travel and aviation was a continual focus for the media.
- The Airport has an excellent reputation with broadcast media, co-operating where possible.
- National and regional media often choose the Airport as the back drop to the latest developments.
- We were keen to show we remain operational and open, particularly as restrictions lifted.

Developing a Covid-secure terminal

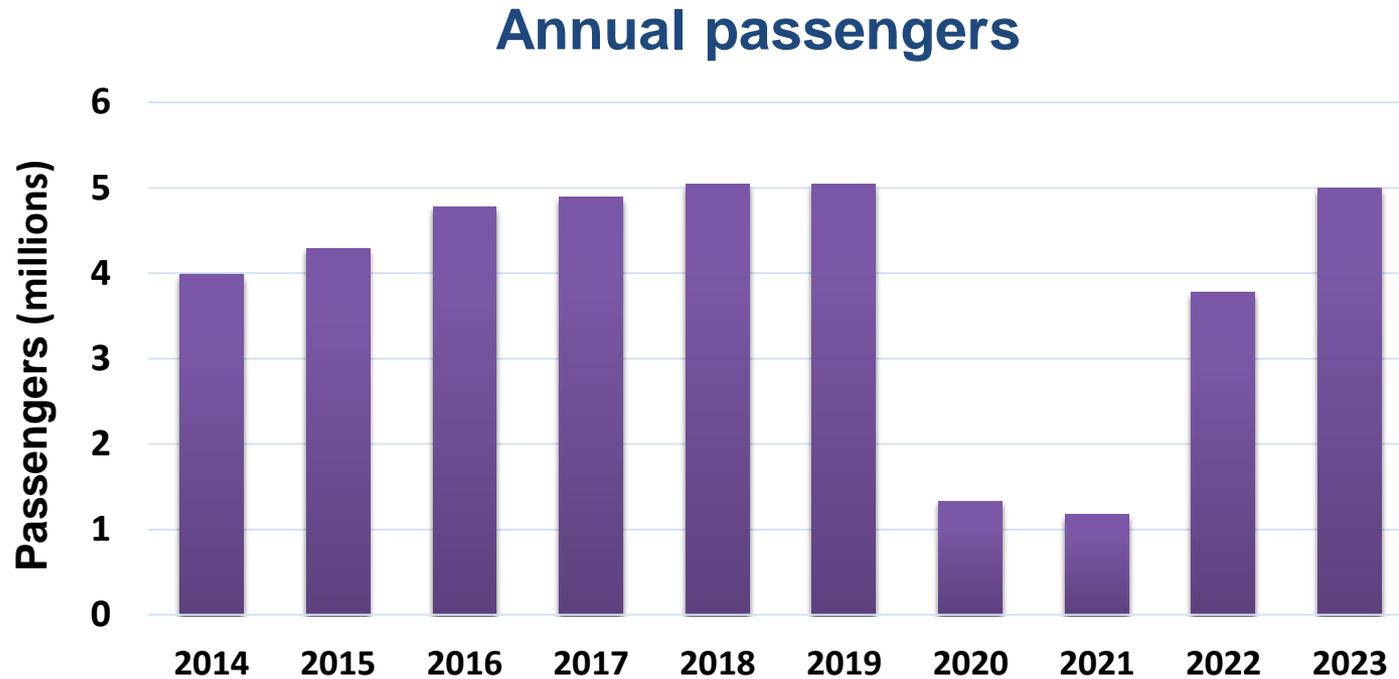


- Measures developed and introduced to provide passengers and employees with as much covid protection as possible, receiving international recognition that these are in line with the latest international ICAO guidance.



Recovery and looking to the future

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 
- Tallinn 
- Sibiu 
- Rome 
- Tirana 
- Kos 
- Frankfurt 
- Reykjavík 



Lufthansa connecting Liverpool to the world

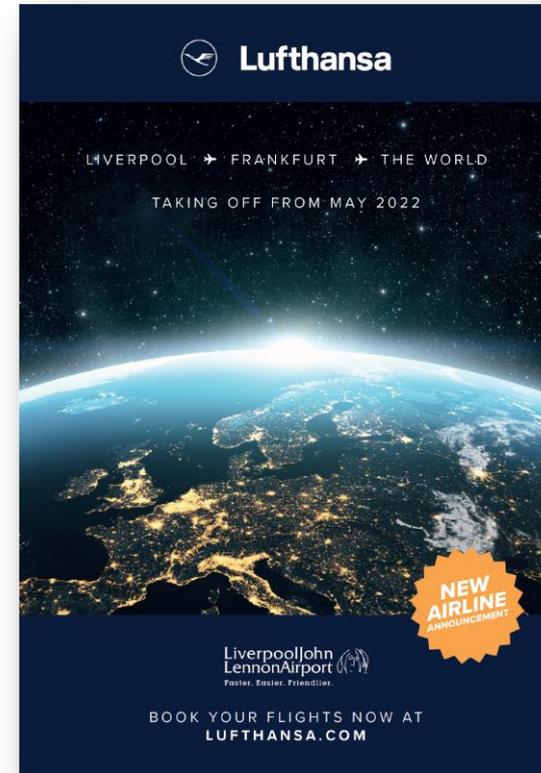


Lufthansa



- New route launches 2nd May
- 4 weekly flights – Monday, Wednesday, Friday and Sunday.
- Connections to over 150 global destinations via Frankfurt.
- Passenger and luggage checked ‘through’ from Liverpool to the final destination.
- Europe's only 5 Star Carrier.
- Premium, full-service carrier offering full Business Class cabin on all routes.

Lufthansa connecting Liverpool to the world



- Important new route for business and leisure, inbound as well as outbound helping to attract visitors to the region from across the world

The return of global connectivity

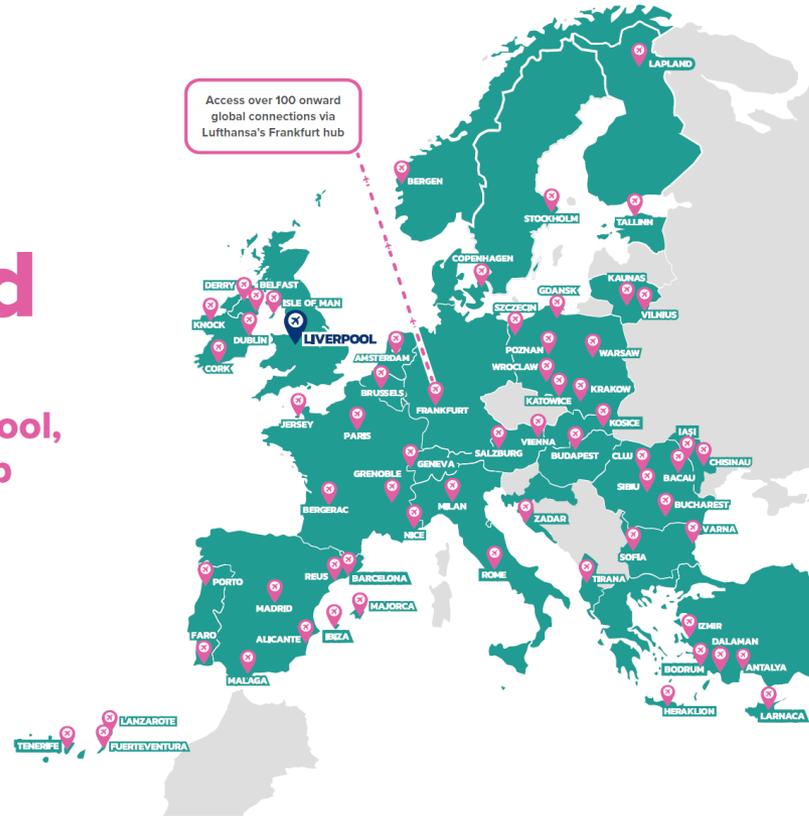
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All content is correct at time of going to print.



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. Freeport opportunities.
- **Business aviation**
Dedicated business jet facilities to facilitate VIP and executive passenger handling



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 underway including Meet & Greet parking, Greggs, Upper Crust JD Sports expansion, M&S Food offer.

Welcoming passengers to the North West and North Wales



- Creating a better 'Welcome' for passengers visiting the region or returning home.
- Dressing of arrivals corridors and baggage reclaim areas.
- Iconic imagery showcasing, the Liverpool City Region, Cheshire, Lancashire, Cumbria, Greater Manchester and North Wales.
- Landside arrivals area to be improved in the future.

Best in class customer service



- 96% of all passengers passed through security in less than 10 mins in 2019 – 72% took less than 5 minutes.
- Over 90% of flights departed on time in 2021 - the best performing airport in England.
- The only UK airport to receive a 5-star OAG on time performance rating in 2019.
- Best UK Airport award 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.....”
- 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



- 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.
- 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.

