



## LONDON LUTON AIRPORT OPERATIONS LIMITED

## ECONOMIC REPORT

STAFF ANALYSIS  
(Headcount)

	Mar-19	Apr-19	May-19
Airfield	129	129	129
Apron	11	11	11
Cargo	18	18	18
Maintenance	48	48	49
Terminal	54	54	53
Security	483	510	536
Support	76	77	76
<b>Total</b>	<b>819</b>	<b>847</b>	<b>872</b>

## PASSENGER &amp; AIRCRAFT ACTIVITY

	Mar-19	Apr-19	May-19
Passengers ('000s)	1,339	1,535	1,637
Passenger & Other ATMs	10,592	11,792	12,880
Cargo Tonnage ('000s)	3.6	2.5	2.9
Cargo ATMs	261	203	232

## ROUTE DEVELOPMENT

Secure airport; Grow with our people; Deliver great customer experience; Sustainable supply chain.

## EEMS (ISO 14001 &amp; 50001)

Our annual BSI audit for Environment and Energy Management Systems was successfully conducted in June. The audit carried out by external auditors is to ensure compliance with the BSI Standards. It

included onsite tours this year covering Security, Terminal & Concessions, Fire Service, Airside & Flight ops, Motor Transport, and external lighting across airport, such as airfield and car parks; to demonstrate that our integrated environment and energy management systems are well managed, controlled and continuous improvements are observed.

## GRESB (ESG benchmarks)

GRESB is a global Environmental, Social and Governance (ESG) benchmark for organisations that provides actionable and transparent Sustainability data. In 2021, LLA scored 78, an improvement of 14 points. Our 2022 has been submitted and following improvements in LLA Sustainability management, another big improvement in our scores is expected.

## STAFF ANALYSIS

	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022
<b>Headcount</b>	641	649	665	676	666
<b>FTE</b>	589	598	617	628	610

## SURFACE ACCESS

The second quarter of 2022 has seen an improvement in passenger volumes and a greater demand for parking and Surface Access services. Most of our operators have returned to pre Covid service levels.

Some of the key changes are detailed below:

- Demand for parking has steadily increased with occupancy levels averaging 73%
- National Express and Greenline coach services operating at pre Covid levels
- Rail strike, limited passenger disruption
- The new Hackney Carriage (Taxis) stand at London Luton Airport goes live 4<sup>th</sup> July, of those licenced already 20% are using Electric vehicles
- Modal share data from staff and passenger surveys show an improving picture for sustainable modes