

3<sup>rd</sup> March, 2021.

We originally made contact during the early stages of the COVID-19 pandemic as we battled with the impacts of the virus and the need to make our journey safe for our 5 million plus passengers, our colleagues and visitors alike. The need to perform enhanced cleaning, find a suitable product at a fair cost at a time where prices were being heavily inflated, was an onerous task. Louise was very responsive, engaging and helpful in meeting our various requests for data, information and guidance.

Following some initial enquiry on performance and efficacy of the product through promotional results. IMG were very supportive of us running our own independent testing of their product and supported us through this process with advice, products, time and a great deal of patience.

We started off with 10l of solution and ran tests on areas of high traffic on various surfaces, such as steel handles, lift buttons, bathroom fittings, escalator rails, security trays and vending machine keypads. This was done over a period of four weeks using operative feedback, management audit and ATP test results.

We tested three products during the trial to include Virakill and eventually opted to use the Virakill product for our enhanced cleaning regime as required for our COVID secure airport environment.

We have now been using Virakill exclusively for our sanitisation requirement for almost a year. We continue to test the market to ensure we have the most effective products on the market and continue to use Virakill across all of our passenger areas and touchpoints as well as our colleague areas such as our Fire Station, Air Traffic Control, Airfield operations, Airport coaches, Control rooms and offices.

Some of the benefits that we have found using the product is the effectiveness of sanitising surfaces and the lack of residue/ strong smells/ staining after fogging. The holdover period also suited us, we found it was adequate enough to find a schedule we could manage with our cleaning team, yet not so long that we had risk in some areas and lacked reassurance in seeing people cleaning and keeping on top of the sanitisation in all areas.

Liverpool Airport Services, provide a sanitisation service to external stakeholders on request, this has been well utilised following a return to business and after any possible confirmed positive case of COVID, given an immediate need to sanitise/ fog premises. We continue to promote and use Virakill for this service to prevent any contaminations on site.

Thanks for your support so far,

Debbie Lacy-May

Head of Security & Terminal Operations.

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