Resilience First commissioned a study of UK airports and their business partners to identify best practice and areas for improvement in resilience and operational agility.

www.resiliencefirst.co.uk  @Resiliencefirst

**UK Airport Stats**

- **150,000** directly employed
- **$52 billion** GVA to the UK economy
- **$1.1 billion** global cost of 2010 Eyjafjallajökull volcano eruption
- **£55 million** cost of Gatwick drone attack in 2018
- **9.4%** of flights to UK arrived over 60 minutes late in 2019

**Future Challenges**

1. **Self-drive cars**
2. **Electric cars and aircraft**
3. **Global economic slow down**
4. **Aging populations**
5. **Trade war and geopolitics**
6. **Brexit**
7. **AI in control systems and automation**

**Agility is improved by**

- Strong leadership with high levels of staff engagement
- Well aligned and engaged business communities
- Looking further ahead
- Effective change management
- Consistent measures to assess impacts
- Including resilience as a policy
- Adopt technology early
- Experiment, practice, test and exercise
- Learning supported by an open no blame culture