

11th October 2022

Dear Ken and Myles

Firstly, apologies for the delay in replying to your letter of September 26th last.

I also acknowledge and thank you for your most recent correspondence dated 7th October and appreciate your positive feedback regarding the significant enhancements to the car parks. We are confident that the sizable investment being made by the owners will deliver a significantly enhanced customer experience for visitors to the Centre and that these changes will benefit all our stakeholders including our retailers and their staff.

We understand that you need to express the views of your members and that the change in availability of free parking, like any change in a long-standing practice, brings difficulties.

The reality however is that current national transport policy requires modal shift from cars. The Liffey Valley owners have worked with the authorities to bring the bus interchange as close as possible to the Centre very much with the transport needs of retailer staff in mind. The transport policies also seek to encourage initiatives such as carpooling which are difficult for the owners to deliver but is something that our retailers in their employer capacity, can encourage and facilitate.

In conjunction with the car park upgrades and new BusConnects interchange, new and improved lighting, walkways, and cycle lanes are being installed and secure cycle parking will be available in three locations to give both retailer staff and customers more options to travel to the Centre. There has already been significant increases in provision of public transport services to the Centre with further increases to be rolled out with the opening of the bus interchange facility by the NTA.

There has been and continues to be extensive communication regarding these changes with all our retailers and it is largely understood and accepted that the delivery of enhanced customer experience will ultimately benefit these businesses and their staff. As regards the timing of the changes, unfortunately, there is never a good time for a change such as this.

We certainly appreciate the important contribution retailer staff have and continue to make to the overall success of the Centre. It is however also a reality that the needs of our customers are what underpin this strategy and of course the customer is core to ensuring those businesses continue providing employment and job opportunities into the future. It is a fact that the Centre has almost doubled in size since opening while car parking facilities have remained unchanged thereby making the existing arrangements no longer suitable.

Yours sincerely,

Denis O' Connell

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