



**NON-STOP
SUSTAINABILITY**



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WELCOME TO EDMONTON AIRPORTS' FIRST SUSTAINABILITY REPORT

Sustainability is about meeting the needs of the present without compromising the ability of future generations to meet their own needs. Not so long ago, sustainability was viewed as an academic concept focused primarily on environmental issues. Today, responsible organizations know that sustainability is a foundational best-practice that is essential for long-term success. A successful society cannot exist without a functioning and successful environment, and a successful economy cannot exist without a successful society. Sustainability is not only an implicit values-based concept; sustainability makes smart business sense.

Edmonton Airports has long considered sustainability a core organizational value, seeing it holistically as part of the triple bottom line — the social, environmental and financial aspects of airport operations. Over the last ten years, Edmonton International Airport (EIA) has been Canada's fastest-growing major airport. In that period, EIA added many non-stop flights, completed a major terminal expansion, made significant strides in commercial development and worked with many community partners to drive the Edmonton region's economic success.

One of the airport's many supporters recently commented, "EIA is non-stop news." Still, EIA's sustainability story doesn't always make the headlines. This is an opportune moment to underscore that EIA's non-stop story is supported by non-stop commitment to responsible, sustainable operations. With that in mind, the time is right for Edmonton Airports' first-ever sustainability report.

This report is presented in sections according to Edmonton Airports' five core values: Dedicated to Sustainability, Safety and Security First, Owning the Outcome, Doing the Right Things Right and Invested in our Talent. Dedicated to Sustainability is the overarching value that is the starting point of EA's sustainability journey. The Sustainability Report is a supplement to the 2014 Annual Report and is primarily being used to share new information. Both reports together contain the full sustainability story, and our appendix supports your navigation of both documents.

In creating this report, EIA was guided by the Global Reporting Initiative (GRI), an internationally recognized framework for reporting on sustainability in a thoughtful and thorough way. The Global Reporting Initiative's G.4 Core Standards were followed, with guidance from the Airport Operator Sector Supplement. This report focuses on Edmonton Airports' operations between January and December 2014. This report does not develop significant content on the performance of airlines, airport tenants or external stakeholders. Some aggregate and historical data is presented; for clarity, each section of the report identifies the scope of the data it presents.



A MESSAGE FROM THE BOARD CHAIR

Since 2008, it has been my pleasure to serve on the Board of Directors of Edmonton Airports (EA). During that time, I have seen tremendous growth in both the strategic sustainability planning and physical expansion of Edmonton International Airport (EIA). Sustainability is about more than environmental stewardship; sustainability is about developing connectivity and communication between the organization, airlines, passengers, employees and our region. At Edmonton Airports we don't just see stakeholders, driven toward our goals with the consideration of our values, we see people; we see partnerships.

As a not-for-profit, non-share corporation, EIA is mandated to operate in the public interest. Our core role involves connecting people and places, delivering goods and services and maintaining vital infrastructure. Like our region's schools, its concert halls, its civic buildings and recreational centres, our airport is one of the places of community gathering that helps to support the high quality of life that makes our region such a great place to live and work.

As an organization with a long-term commitment to the community, we take this responsibility very seriously. Our focus is on people, partnerships and possibilities for the future. With this in mind, sustainability has always been important to us.

As we look ahead to new opportunities, sustainability will continue to be essential as we seek to build on our previous financial, social and environmental successes.

In 2014, one example that stands out to me is all the work that went into expanding our cargo service. As we increase our freighter services to the world we also stimulate new international trade opportunities. We help people get what they need when they need it, anywhere around the globe. Our cargo growth supports our revenue diversification and has increased airport employment.

We hope that this report can open the door to new conversations on how we can work towards even greater leadership in our shared regional efforts to build a sustainable, prosperous future. It's a key part of delivering our promise: *we'll move you*.

Tom Redl, Board Chair



A MESSAGE FROM THE PRESIDENT AND CEO

As a Board member of the World Airports Council, and past president of the Canadian Airports Council, I see the growing importance of sustainability and its presence in global partnerships and local living standards. The world's airports are rising to meet this challenge, including seeking greater transparency through more formalized reporting on sustainability to the communities they serve.

Over the past 10 years, Edmonton Airports has seen incredible growth and development, almost doubling the number of passengers we serve. Our non-stop route network continues to grow, connecting our region to more major world destinations as we work to deliver on our promise: more flights to more places. In a way, with every new link, we are joining hands with a new community. On a long-term basis, our success and theirs becomes even more bound together. As we grow, sustainable thinking is thus an essential part of our ongoing effort to be an airport that simply offers more.

As Edmonton increasingly makes its presence known on a global stage, now is a perfect time to take our sustainability commitment to the next level by joining other progressive international airports that are delivering

dedicated reporting. This report is the first step towards permanent, continuous sustainability reporting.

As we progress, we will endeavour to speak clearly to the community and our stakeholders about our vision of sustainability and what we're doing to reach those goals. Transparency and stakeholder engagement are fundamental to us as an organization. With this report, we aim to share with the community, in a sharper focus, our triple-bottom-line approach to sustainability.

Edmonton International Airport now becomes the second of Canada's major airports to produce a sustainability report in accordance with Global Reporting Initiative (GRI) standards. We hope this report will allow us to both lead by example in our successes as well as learn from our fellow airports as our industry grows, innovates and develops new best practices.

Tom Ruth, President and CEO

Sustainability is about meeting the needs of the present without compromising the ability of future generations to meet their own needs.



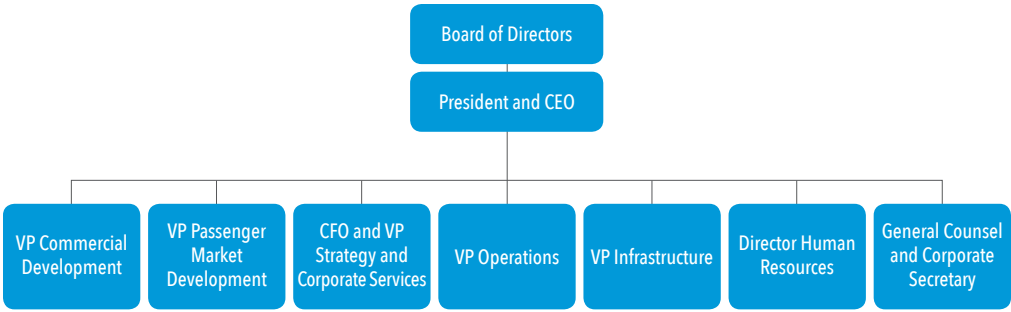
ABOUT EDMONTON REGIONAL AIRPORTS AUTHORITY

The Edmonton Regional Airports Authority (hereafter referred to as Edmonton Airports) is a community-based, financially independent, not-for-profit corporation. It has no owners or shareholders; all revenues are reinvested back into supporting its operations. Edmonton Airports is a member of the Airports Council International – North America (ACI-NA). Edmonton Airports follows regulations set by Transport Canada and is also incorporated under the Province of Alberta’s Regional Airports Authorities Act, which further defines our organization’s role in the local context.

Edmonton Airports (EA) is led by an independent Board of Directors made up of 15 appointees, and can include two Directors at Large. Six Directors are appointed by the City of Edmonton, two by the Government of Canada and one each by Leduc County, the City of Leduc, Parkland County, Strathcona County and Sturgeon County. The Board includes respected business and community leaders who bring a broad range of expertise and diverse backgrounds that make an invaluable contribution to fulfilling EA’s regional mandate.

Under the Edmonton Airports governance model, Edmonton Airports’ Board of Directors is responsible for the organization’s stewardship, strategic direction and supervision of its business and affairs. This includes updates on sustainable projects and feedback on their developments. The Board regularly reviews and considers the economic, environmental and social issues that affect EA operations.

Edmonton Airports operates both Edmonton International Airport and Villeneuve Airport, managing these two regional assets as parts of an overall air service portfolio that serves the interests of the community.

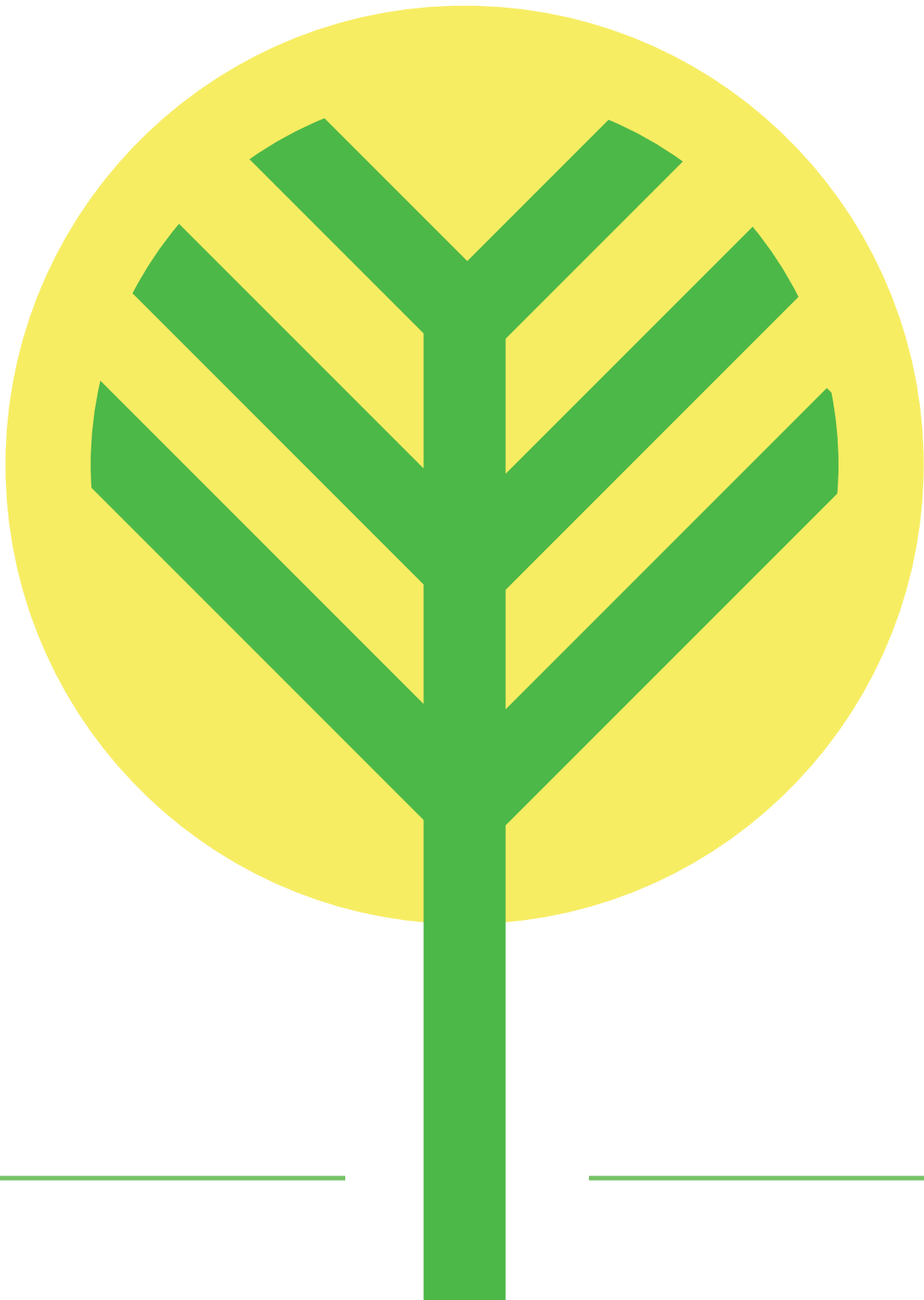


EDMONTON INTERNATIONAL AIRPORT

Edmonton International Airport (EIA) is Canada's largest airport by land area. EIA is located in Leduc County, approximately 30 km south of the city of Edmonton. With over 8.2 million passengers in 2014, EIA is a major (Tier 1) airport in Canada with the fifth-highest number of passengers served per year nationwide. In addition to being one of the fastest-growing airports in Canada, it has been recognized for various other achievements.

History Highlights:

- 1955: Transport Canada purchased 7,400 acres of land for a new air service field
- 1960: EIA opened for passenger service in what is now EFC T4
- 1960s: Expansion at EIA – Opening of the 370,000 sq ft steel and glass north terminal
- 1980s: Expansion at EIA – 50,000 sq ft space addition
- Early 1990s: Privatization and incorporation of EIA under the Regional Airports Authorities Act
- 1992: Change in governance; EIA is now a self-sufficient entity that pays an annual lease to the federal government and reinvests all profits back into the development of facilities and air service
- 1990s into early 2000s: Expansion at EIA – Building of the new south terminal, Central Hall and a new cargo apron
- 2012: Expansion at EIA – New terminal and Central Office Tower/Nav Canada control center built following LEED guidelines



EIA FACTS	
Total land area	2,800 hectares
Terminal area	143,043 sq m
Bridges	25
Ground loading positions	13
Runways	2
Runway length (12-30)	3,109 m long 61 m wide
Runway length (02-20)	3,353 m long 61 m wide
Commercial airlines	18
Commercial passenger terminals	2
Non-stop destinations	59
Freight-dedicated cargo airlines	6
Total parking stalls	+12,000
Operating hours	24/7

VILLENEUVE AIRPORT

Villeneuve Airport (VA) handles small aircraft, including private planes, business jets, flight taxis, training facilities and flight schools, police helicopters, news helicopters and other general/private aviation. Villeneuve has no scheduled service, and most hangars are privately owned. EA provides infrastructure, maintenance and operations resources. VA provides complementary commercial activities to those at EIA. It is a regional asset that is strategically focused on the general aviation sector and is an important part of Edmonton Airports' business decisions and growth plans. VA is the only general aviation airport in the Edmonton region with an air traffic control tower.

- 1977: Villeneuve Airport becomes operational
- 1992: Operations/management are transferred to Edmonton Airports by Transport Canada
- 1994: Designated a satellite airport under Transport Canada's National Airport Policy
- 2000: Ownership of Villeneuve Airport transferred to Edmonton Airports
- 2013: Villeneuve Runway extended to 1,524 m
- 2013: Category 1 instrument landing system installed
- 2014: New stormwater management program installed

VILLENEUVE FACTS	
Total land area	573 ha
Hangers	17
Total parking stalls	55
Operating hours	24/7
Tenants	25
Runway 08-26	1,524 m
Runway 16-34	1,066 m

	2013	2014	% CHANGE
Villeneuve aircraft movements	53,397	67,410	26.2

VISION

More flights to more places

MISSION

Driving our region's economic prosperity through aviation and commercial development

GOAL

12 million annual enplaned and deplaned passengers by 2020

Edmonton Airports' key corporate objectives are designed to achieve its vision while staying true to its core values and meeting the needs of the community. The organization's core values were developed through internal focus groups and other communication and consultation with staff and external stakeholders.

CORE VALUES

- Safety and security first
- Owning the outcome
- Doing the right things right
- Invested in our talent
- Dedicated to sustainability

EDMONTON AIRPORTS' STAKEHOLDER ENGAGEMENT

Edmonton Airports provides services directly to the public and to airlines, and also brings together a diverse group of industries that must work together to make air service sustainable, safe and successful. Strong stakeholder relationships and an understanding of their concerns are a cornerstone of EA's operations. To fulfill its role as a not-for-profit organization mandated to operate in the public interest, Edmonton Airports maintains strong connections with a wide range of stakeholder groups, consulting on current airport operations and future development plans. Stakeholders include all people and groups who influence or are impacted by EA's operations, including passengers and guests, community groups and residents, business partners, industry professionals, government, employees and media.

PASSENGERS AND GUESTS

As the primary drivers and customers of air service, passengers are a significant focus of Edmonton Airports' dialogue and interactions.

EA routinely interacts with the public through social media platforms, offering information about the airports and the community and responding to passenger interests and concerns. EA provides information and receives feedback through its website. To foster open communication, EA hosts an annual public meeting, publishes strategic and business plan highlights and publishes an annual report outlining key corporate activities, initiatives and accomplishments.

An example of a main concern for passengers is the length of time it takes to get through security. Addressing these concerns is an ongoing process. Recently, EIA increased the size of the security screening area and installed Automated Passport Control kiosks, which expedites passenger travel to the US by eliminating the need to fill out a paper customs declarations form.

ENGAGEMENT TOOLS	FREQUENCY
Traveller surveys	
Airport Service Quality	Monthly
Service and marketing	Regularly
Business analysis (usage, preference, routings)	Regularly
Web portal (flyeia.com)	Continuously
Social media (Twitter, Facebook)	Continuously
Annual Public Meeting	Annually
Annual Report	Annually
Information booth	Daily
Telephone calls (Airport Information)	Daily
Email response	Continuously
Airport Service Quality Information Collection	Quarterly

COMMUNITY GROUPS AND RESIDENTS

Through the community investment program, Edmonton Airports showcases local music, art, fashion, dance, education, science, sport, safety and security, technology and health and wellness initiatives, working through partnerships with 100 community organizations.

Edmonton Airports also supports the community through corporate giving, donation matching and support for employee volunteerism.

Surrounding communities are concerned about noise levels and land-use planning in and around EIA. Edmonton Airports is very responsive to those communities by addressing noise concerns, participating in the Noise Advisory Committee and providing consultation on land-use planning and zoning concerns.

ENGAGEMENT TOOLS	FREQUENCY
Noise complaints telephone line	Ongoing
Noise Advisory Committee	Three times per year
Barrier-Free Committee	Semi-annually
Town halls, community meetings	Regularly
Public speaking engagements	Regularly
Events, workshops, presentations	Frequently
Community event support, sponsorship and donations	Regularly
Corporate giving and volunteering	Regularly

AIRLINES, TENANTS AND BUSINESS PARTNERS

Edmonton Airports works extensively with key air carrier stakeholders, such as commercial airlines, fixed-base operators, freight-dedicated air carriers, airline and airport associations and interest groups. EA also liaises with third-party organizations that support air carriers, such as those that provide baggage handling, catering, air supply, fueling, de-icing, storage, repairs and other services. EA meets regularly with airline network planners, business analysts and communications and marketing teams. The organization is involved in industry associations and participate in consultations, conferences and learning events hosted by and for these stakeholders. Airport tenants such as concessions and ground transportation providers are engaged through regular merchant committee meetings and one-on-one meetings to coordinate strategies and address potential operating concerns.

Airlines constantly work towards increasing their passenger numbers. With Expansion 2012, Edmonton Airports added 50 per cent more terminal space and nine new aircraft bridges, helping airlines to increase air service at peak times. They also increased merchant space for vendors and tenants.

ENGAGEMENT TOOLS	FREQUENCY
Merchants Committee	Monthly
One-on-one meetings	Regularly
Industry associations (membership and participation)	Ongoing
Conferences, consultations and events	Regularly
Airline Consultative Committee	Quarterly

BUSINESS AND INDUSTRY

Given its mission of driving the regional economy, Edmonton Airports is actively engaged in the region's business community. Edmonton Airports is a member of local chambers of commerce, economic development organizations and a variety of other business associations within the region. EA also consults with manufacturing associations, freight forwarders and transportation associations.

Businesses and industry professionals are always seeking new ways of accessing markets. With the development of EIA's Cargo Village, Edmonton Airports is providing the business community an opportunity to reach out to many new markets.

ENGAGEMENT TOOLS	FREQUENCY
EIA Business Advisory Committee	Quarterly
Chambers of commerce / economic development associations	Regularly
Industry associations	Ongoing

GOVERNMENT

Edmonton Airports is accountable to various government regulatory agencies and has shared interests in areas of government jurisdiction. EA interacts with government bodies regularly to ensure that it meets or exceeds compliance requirements and to ensure mutual understanding of needs, concerns and interests.

Edmonton Airports complies with all regulations enacted by various government regulatory agencies. Furthermore, the Board of Directors is appointed by regional governments and also has representation from the Government of Canada.

ENGAGEMENT TOOLS	FREQUENCY
Board of Directors (municipal and federal appointees)	Quarterly
Appointers Briefings (reports to board-appointing municipalities)	Regularly
Capital Region Board	Regularly
One-on-one meetings, roundtables, event partnerships	Frequently

EMPLOYEES

Edmonton Airports’ employees are a core asset to the business and their expertise is a major contributor to the organization’s overall success. EA is committed to investing in its talent and maximizing its influence through ongoing engagement.

Edmonton Airports’ engagement committee seeks employee feedback on various issues. In response to a recent employee-engagement survey, employees requested more organizational communication. Edmonton Airports provides multiple engagement tools to keep employees up-to-date on initiatives.

ENGAGEMENT TOOLS	FREQUENCY
Employee Information Sessions	Quarterly, and as required
Engagement survey	Annual
Team meetings	Regularly
Employee surveys	Annually
Social activities / social committee	Monthly / regularly
Skip-level meetings / CEO meetings	Regularly
Employee tours	Annually
Health and wellness activities	Regularly
Donation-matching	Annual campaign, occasional disaster relief

NEWS MEDIA AND PUBLIC COMMUNICATIONS

News media are key stakeholders that allow Edmonton Airports to reach out to the general public and to the targeted audiences that follow specialized media. Edmonton Airports routinely responds to a wide variety of media inquiries on a range of subjects, such as airline schedules, economics, weather and tourism. It liaises with professional communications organizations to ensure communications with media and the public are rooted in best practices and to enhance transparency and accountability.

Edmonton Airports is responsive and open to media. Media are regularly updated through news releases and media events and are also provided access to organization spokespersons and to the airport for news stories.

ENGAGEMENT TOOLS	FREQUENCY
Interviews	Regularly
News releases and supporting material	Frequently
Telephone calls (call-arounds)	Regularly
Information briefing (live, and printed materials)	Regularly
Media monitoring	Daily
Editorial boards	Occasionally



VILLENEUVE TENANTS

Edmonton Airports has a supplementary strategic plan (2013–2017) for Villeneuve Airport (VA). VA also has its own selection of stakeholders and a unique stakeholder engagement plan. The VA stakeholder groups are owners/operators, airport tenants, service providers, airport users, governments/regulators, local municipalities and chambers of commerce. Examples of the topics discussed include the quality of facilities and services such as water, site development, regional economic development and the quality of operations. EA makes informed decisions based on both data from surveys and information from key VA stakeholder groups.

ENGAGEMENT TOOLS	FREQUENCY
Tenant satisfaction survey	One in 2014
Developers survey	2013
Interviews	A few in 2013
Workshops	A few in 2013
Owners/operators meetings	Quarterly
Website updates	When relevant

Based on our knowledge of our stakeholders, Edmonton Airports has an understanding of their interests. This table includes the GRI aspects that were considered most important to EA’s first report and includes the physical boundaries of the discussed topics and the primary stakeholders who find those topics most important.

GRI ASPECT	PHYSICAL BOUNDARY	STAKEHOLDERS
Economic Performance	EIA and VA information included	Government, airlines, tenants, community, charity
Market presence	Edmonton International Airport terminal and FBOs	Government, airlines, tenants, passengers, community, local businesses
Indirect economic impact	Money from Edmonton Airports, or collected through Edmonton Airports	Government, community, charity
Energy	Energy from EIA owned buildings	Government, Airlines
Water	Water used on EIA property	Government
Emissions	Emissions from electricity, and fuel used at EIA owned property	Government, airlines, community
Effluent and waste	Waste produced on EIA property by EIA staff, passengers, tenants and airlines	Government, passengers, tenants, airlines, community
Compliance	EIA operations	Government
Noise	Noise concerns attributed to aircrafts leaving EIA or VA property	Government, airlines, community
Labour management	EA staff on EA property	Government, union, employees
Occupational health and safety	EA staff on EA property	Government, passengers, union, employees
Training and education	EA staff training supported by EA	Passengers, union and employees
Local community	Farmers and residents inhabiting area directly in close proximity to airport activities	Government, community
Customer health and safety	Health and safety of passengers on EIA property	Government, airlines, passengers
Product and service labelling	EIA – passengers questioned through random sampling following ASQ guidelines	Passengers, airlines

Through the **community** investment program, Edmonton Airports showcases local music, art, fashion, dance, education, science, sport, safety and security, technology, health and wellness initiatives, working through partnerships with 100 community organizations.



**DEDICATED TO
SUSTAINABILITY**





A SUSTAINABILITY FLIGHTPATH

Commercial air travel has grown tremendously over the last century, and all predictions suggest that this growth will continue. Sustainable thinking is needed to manage the impact of this growth. Whether it is expressed as **environment, society and governance**, or **environmental, social and economic**, or **planet, people and profits**, sustainability increasingly underpins the work that Edmonton Airports does. This requires the organization to recognize that financial success goes hand-in-hand with the success of people and the environment.

The United Nations Intergovernmental Panel on Climate Change (IPCC) estimates that aviation contributes about two to three per cent of greenhouse gas (GHG) emissions globally and has the potential to increase to five per cent by 2050. Canadian airline partners have committed to billions of dollars in new fuel-efficient fleets and have already achieved an average annual fuel efficiency increase of 1.2 per cent between 2005 and 2013. EIA is conscientious of opportunities to reduce airport-specific GHG emissions and is committed to working with airlines. The aviation industry's goals are to cap net carbon emissions from 2020 onward and reduce GHG emissions by 50 per cent from 2005 levels by 2050.

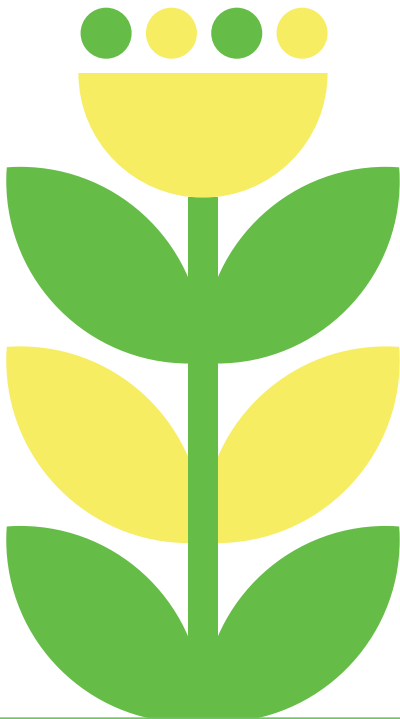
EDMONTON AIRPORTS' SUSTAINABILITY MOVEMENT

In the Airport Cooperative Research Program's (ACRP) guidebook for "Incorporating Sustainability into Traditional Airport Projects," it was suggested that two elements were prevalent at airports with sustainability success stories: 1) The organizations have a sustainability champion, and 2) a clear, organization-wide sustainability plan exists.

Edmonton Airports is committed to responsibly managing all of its assets to advance the region's environmental stewardship, social well-being and economic prosperity. Looking back at EA's sustainability journey over the last seven years, the progress can be divided into four phases, driven by sustainability champions, plans and objectives.

The **first phase** (2007–2008) was marked by initial efforts to establish internal understanding of sustainability by making commitments and accomplishing key milestones. EA started to contemplate the value of sustainability and what it could mean to airport development and operations. In this process, EA reviewed what worked, matching environmental and social commitments and actions against those who look to the organization to provide value.

During the **second phase** of EA's journey (2009–2010), it became clear that EA needed to establish an initial set of priorities across the business to see how best to drive value through the triple-bottom-line of sustainability thinking. Edmonton Airports contributed to passenger experience through an art and ambience program. In addition to enhancing passenger experience, EA was also recognized for its support of employees. To increase transparency on developments, EA added a sustainability section to its Annual Report.





In the **third phase** of the journey (2011–2013), EA explored and tested integrated approaches to aspects of sustainability. In particular, the innovative Central Office Tower and new terminal were built along LEED specifications, which was a considerable commitment to internationally recognized standards. EA's sustainability activities have been inventoried in previous annual reports.

EA's continued commitment has allowed for the implementation of the **fourth phase** of its sustainability journey (2014–beyond). With the ground work in place and aligned values, EA took significant steps forward. The organization's key commitments include internal catalysts, which will aid in continuing to embed sustainability in all decision-making:

- The implementation of the balanced scorecard in 2014
- The elevation of risk management in project decision-making
- The development of the sustainability program
- Collaboration in the production of its first Sustainability Report
- The release of the inaugural Sustainability Report in coordination with the 2014 Annual Report

“And so we have moved into the next phase, and greater opportunity awaits. Given the lessons learned so far, we are presented with the opportunity to make our sustainability commitment even more meaningful, through our corporate strategic direction and commitment to sustainability reporting. I couldn’t be more excited for our future!”

ROBERT HOUGH
Manager of Engineering, Planning and Operational Compliance

“In terms of the elements in the fourth phase, this is where we start taking things from a conceptual, principles-based approach to an integrated approach. And to truly integrate this, we needed to start right at the corporate scorecard level. It is our belief that by providing our employees with more comprehensive information, including non-financial impacts, that they will do the right thing, and make smart business decisions that incorporate sustainable solutions.”

ROB MALLI
CFO and Vice President, Strategy and Corporate Services

GUIDING PERFORMANCE

2014 marked an important change in strategic thinking: EA initiated a new formalized objective-driven method of risk management for all components of the business that places emphasis on transparency within the business, to support holistic decision making, and the balanced corporate scorecard was implemented. The scorecard supports the development of targets that go beyond the achievement of financially-based objectives. Specifically, the scorecard categorizes EA's measures into five main categories or perspectives (see below).

STRATEGIES

EA's long-term (25-year) intentions are captured in the Edmonton International Airport Master Plan 2010–2035. In EIA's 2014–2020 Strategic Plan, Edmonton Airports has five key strategies to deliver its vision of more flights to more places.

The development of the new corporate scorecards supported the clarification of EA's strategic objectives. They allow for a more holistic perspective in day-to-day decision-making.

PERSPECTIVES OF OUR BALANCED SCORECARD	STRATEGIC OBJECTIVES 2014-2020
Passenger relationships	Enhance passenger experience
Operations	Enhance airline productivity
Learning and growth	Be accountable for exceptional leadership
Financial stewardship	Achieve financial sustainability
Community	Achieve social and environmental sustainability

The development of 2020 strategic objectives guided the selection of the targets and measures for the organization. Edmonton Airports recognized that each objective, project and initiative must advance with a conscious consideration of its associated risks. Safety and security risks have always been at the forefront of its thinking. Edmonton Airports is accountable for the safety of all those on its property, including passengers, the airline crews and employees.

Edmonton Airports’ corporate scorecard:

PERSPECTIVE	2020 TARGET
Voice of the Business	Total revenue \$310 Million EBITDA margin 56.1% 12 million passengers Operating expense \$14.91 per enplaned passenger
Voice of the Passenger	Airport Service Quality 4.5/5
Voice of the community	Report in accordance with GRI comprehensive guidelines
Voice of the process	On time departure rate of 89%
Voice of the employee	Employee engagement survey score 75%

THE INTEGRATION OF GLOBAL REPORTING INITIATIVE (GRI)

Given the lessons learned so far, EA is presented with the opportunity to make its sustainability commitment even more meaningful through the corporate strategic direction and commitment to sustainability reporting. In only five years, there was a 100 per cent increase in the use of GRI throughout the world.

EA selected the GRI framework and its Airport Operator Sector Supplement to measure sustainability. Dozens of international airports and air carriers, including EA's two largest Canadian carriers, WestJet and Air Canada, follow GRI guidelines to communicate their sustainability efforts.

Sustainability reporting brings transparency to EA's performance. The application of its principles are appropriate in all parts of the airport, including hangars, terminals, corporate towers, groundside and airside. EA's non-stop dedication to sustainability shows respect for the region it serves. Moreover, EA understands that, as a manager of two airports, it is connected on a global level.

REPORT DEVELOPMENT

Edmonton Airports recognizes that sustainability is a unifying concept and wanted to ensure that it harness the energy, skills and experience of employees, tenants and partners. The organization's knowledge is invaluable in moving forward and developing together. Through the compilation of data from different departments, in-depth interviews, as well as creating spaces for sharing and developing a unifying vision of excellence, this report develops conversations on the important issues for the airport and its stakeholders. In addition to presenting EA's performance on sustainability indicators in 2014, it has included ideas for future innovations and new projects for 2015 and onwards.

THE MATERIALITY PROCESS

In order to present the most relevant and important sustainability information to staff and stakeholders, EA followed carefully planned processes. Best practices from the developments of other airports and airport governing bodies were analysed. In addition, the experiences and expertise of Edmonton Airports' employees in airport operations, management and stakeholder engagement helped the review of material sustainability topics.

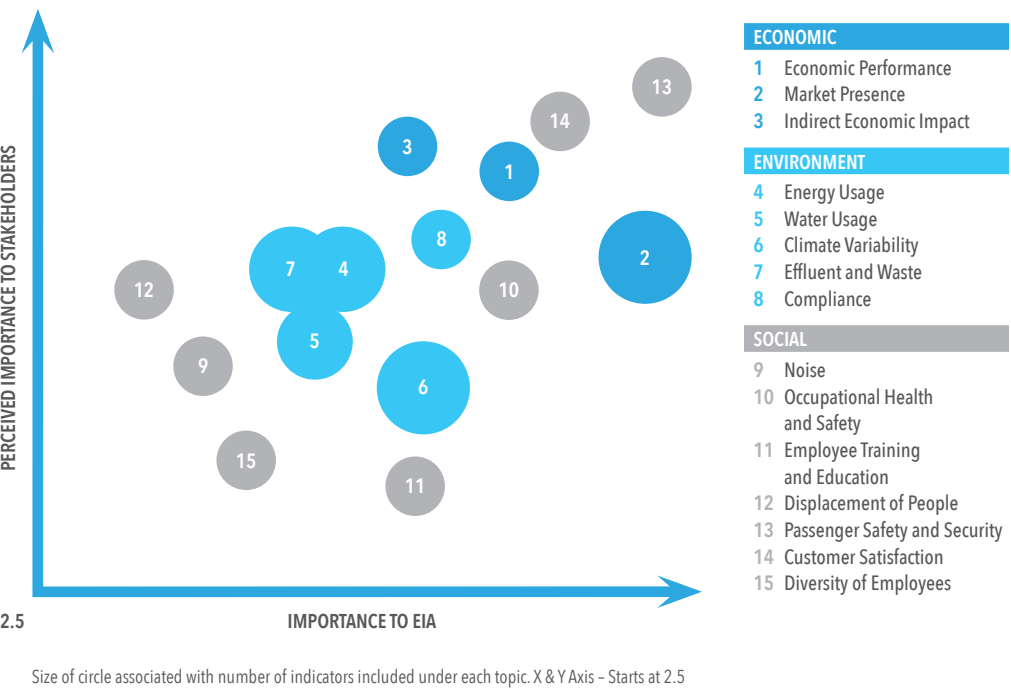
For this first report, Edmonton Airports selected a proxy analysis to begin this new style of documentation. This is a first step in EA's official commitment to allow a transition to an in-depth sustainability-focused consultation program in coming years.

STEPS	
1	Review of sustainability and related publications
2	Review of available sustainability data
3	Stakeholder selection clarification
4	Internal and external discussions on sustainability
5	EA sustainability strategy focus group with topic experts
6	EA sustainability aspect discussion with content experts
7	Sustainability presentations to stakeholder groups
8	Executive-level ranking of issues 'Importance to stakeholders' (y axis)
9	Executive-level ranking of issues 'Importance to EA' (x axis)
10	Ranking of material sustainability issues in matrix
11	Board of Directors update on prioritization
12	Selection of indicators based on matrix
13	Integration of matrix information into message of report

The selection of applicable/associated sustainability aspects and indicators from GRI supported the formalization of primary material sustainability issues. The top-ranked sustainability topics led to the organization of the report and indicated the focus of the information shared so it is most relevant to those stakeholders.

The Materiality Matrix below presents the sustainability topics that were considered of highest importance for the company. The table below indicates the different GRI aspects that EA selected to speak to the sustainability topics of interest.

EA MATERIALITY MATRIX

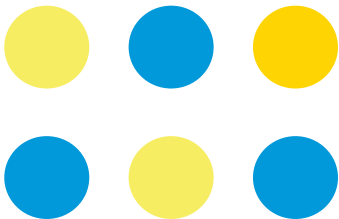


ORDER AND SUMMARY OF CONTENTS OF OUR SUSTAINABILITY REPORT

DEDICATED TO SUSTAINABILITY

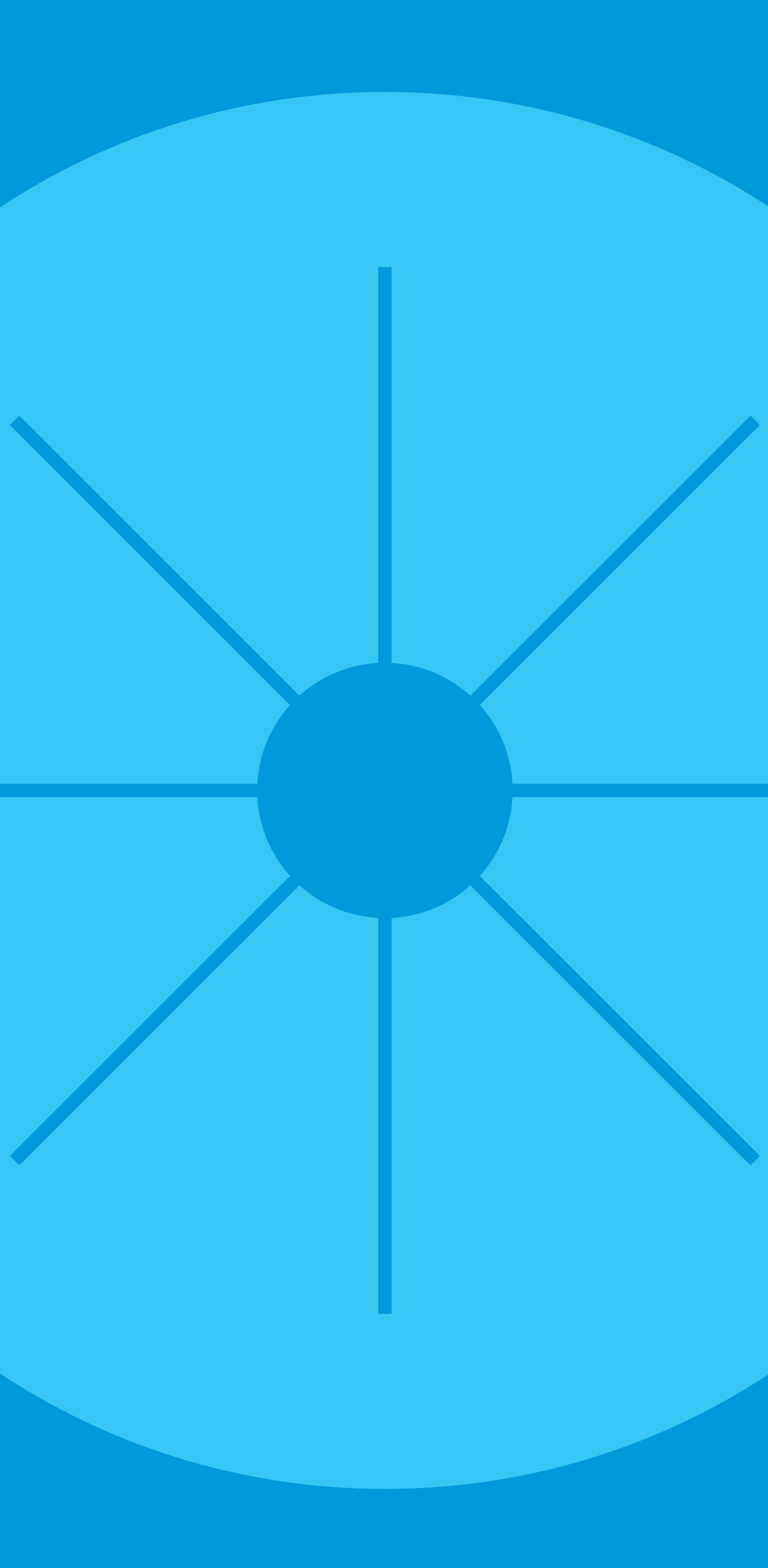
CHAPTER	CATEGORY	MATERIAL SUSTAINABILITY ISSUES	GRI SPECIFIC ASPECTS
Safety and security first	Social	Passenger safety and security	Emergency preparedness Customer health and safety Wildlife strikes, security practices
	Social	Occupational health and safety	Occupational health and safety Employment
Owning the outcome	Economic	Market presence	Market Presence
	Economic	Economic performance	Economic performance
	Economic	Indirect economic performance	Indirect economic performance
	Social	Customer satisfaction	Service quality Accessibility
Doing the right things right	Environment	Compliance	Environmental compliance
	Environment	Energy usage	Energy
	Environment	Climate variability	Emissions Transport
	Environment	Water usage	Water
	Environment	Effluent and waste	Effluent and waste
	Environment	Noise	Noise
	Social	Displacement of people	Local communities
Invested in our talent	Social	Employee training and education	Employee training Labour management
	Social	Diversity of employees	Diversity and equal opportunities

As shown above, the results of the prioritization exercise align with organizational core values. As such, this report is structured to reflect these four sections of EIA's values and their importance to employees, management and stakeholders.



SAFETY AND SECURITY FIRST





EIA'S NUMBER ONE PRIORITY

An integral component to the passenger experience at EIA is security and safety. One of the five core corporate values is **Safety and Security First**. Security measures are highly regulated at the international level by the International Civil Aviation Organization (ICAO). This governing body provides suggestion to Transport Canada, which then gives guidance to airports on a federal level.

"Safety and security goes beyond the regulatory requirements; it's about doing the right things, ensuring safety and security are always top of mind. We look for a balance between doing what is right, to make sure it's safe and secure, while ensuring passenger experience is also considered and the overall process is as simple, comfortable and positive as possible.

We work intensively to keep things behind the scenes and unobtrusive, creating ways to make sure passenger facilitation is expedited, finding efficiencies in the system and investing in technologies to improve the process."

STEVE MAYBEE
Vice President, Operations

"We are all part of the security team."

JASON SANGSTER
Director, Safety and Security

Safety and security are top priorities at EIA, not just in our values, but also in our discussions of sustainability. The longevity of our organization is heavily dependent on secure operations and the safety of all **passengers** and personnel.



"When you see someone who works at the airport, they're looking out for you and thinking about how they can help. The biggest part of that is how they can keep you safe.

We have a holistic, integrated approach to safety and security at EIA. We are very concerned about public safety, as well as aviation safety and occupational health and safety for both the airport community (more than 12,000 people who directly and indirectly work for the airport) and the flying public (tens of thousands every day)."

TOM RUTH
President and CEO

EDMONTON AIRPORTS' SAFETY MANAGEMENT SYSTEMS

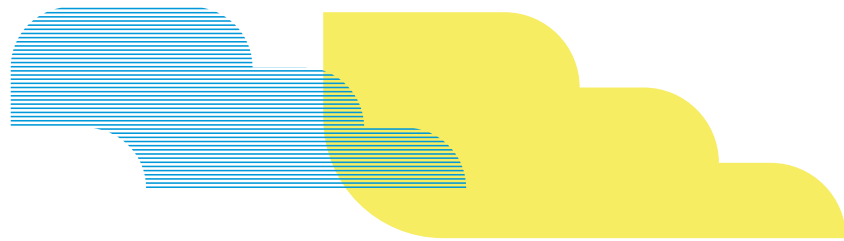
At Edmonton International Airport, safety is paramount. A high-level security system requires direct communication and strong, open relationships to ensure all goals are understood and met.

APPLY THE FOUR PILLARS OF SAFETY MANAGEMENT

- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion

FOUR SAFETY MANAGED PROGRAMS

- Aviation Safety Management System
- Occupational Health and Safety
- Public Safety
- Contractor Safety



EMERGENCY RESPONSE

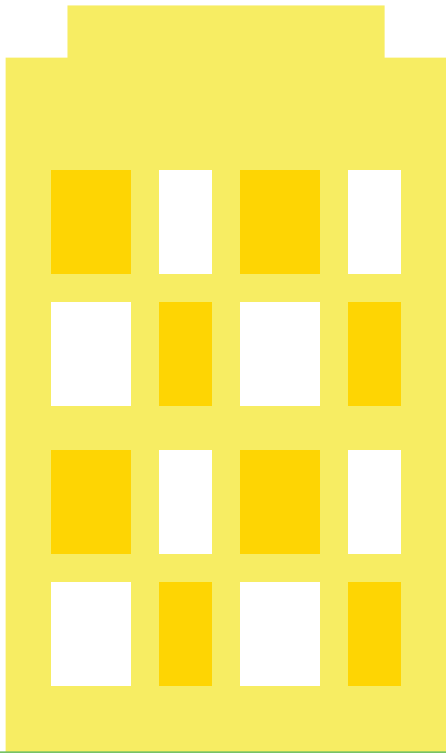
“Responders answer any emergencies that may affect our traveling public between the Edmonton region and EIA. We are also proud of the successful implementation and lives saved of our public access automatic external defibrillator (AED) system. The units are located within a one-minute walking distance throughout the terminal, with clear instructions on how to use them, should the need arise.”

BURL HAMM
Manager, Emergency Response Services and Emergency Planning

EMPLOYEE OCCUPATIONAL SAFETY

Edmonton Airports is committed to protecting the health and safety of employees, customers and the general public who use its facilities. The purpose of Edmonton Airports’ Workplace Health and Safety Committee (WH&S) is to represent all employees. The committee is considerate of the needs of employees and aims to be proactive in terms of safety decisions and inspections, and is mandatory under the Labour Code. In 2014, EIA proudly achieved a Certificate of Recognition (COR) for its health and safety program.

OH&S TRACKING	2014 OCCURRENCES
Disabling injuries	2
Minor injuries	3
Deaths	0
Lost days from disabling injuries	1
Total lost days	20
Total hours worked	430,726



WILDLIFE MANAGEMENT

EA’s priority is ensuring a safe operating environment for aircraft that use its facilities. By managing wildlife, EA reduces risk associated with damages to aircrafts during takeoff and landing from its property. As per the requirements of Transport Canada, Edmonton Airports produces an Airport Wildlife Management Plan (AWMP) for its airports every two years to assess and control risks associated with local wildlife hazards.

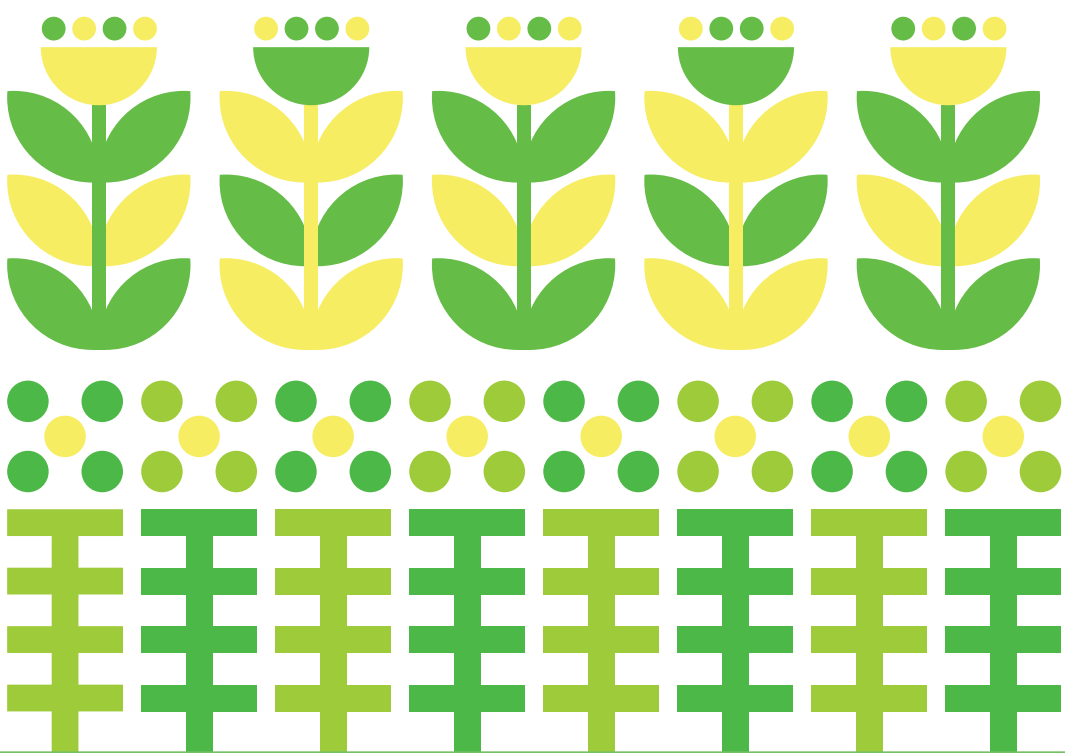
The AWMP states that a wildlife strike has occurred when:

- A pilot or other airport personnel reports a strike
- Maintenance personnel report that aircraft damage is due to a wildlife strike
- Airport personnel report seeing a wildlife strike
- Airport personnel find wildlife remains on airside areas within 60 m of a runway centre line and no other cause of death is identified

The numbers below include confirmed, suspected and remote wildlife strikes.

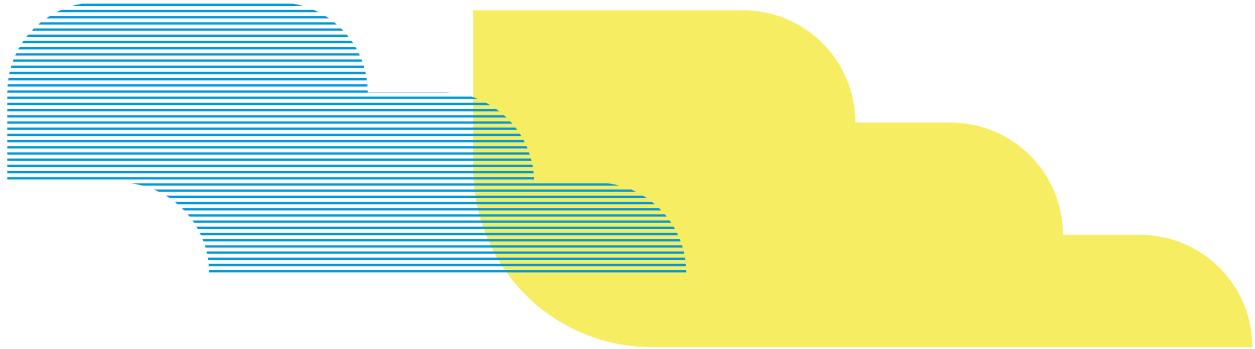
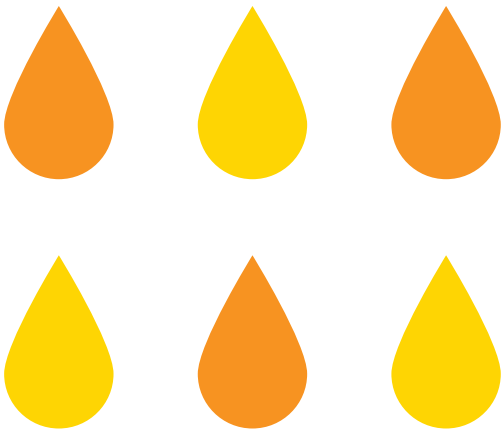
	2011	2012	2013	2014
Wildlife strikes per 10,000 airplane movements	2.97	3.29	2.74	2.36

Wildlife is managed throughout the year, as there are various species that require management activities throughout all seasons.



“We are proud to be able to provide security services at EIA. Their commitment to safety and security first provides a welcoming and secure environment for passengers, employees and everyone who walks through their doors.”

STAFF SERGEANT GRANT MACDONALD
Detachment Commander, Edmonton International Airport RCMP



OWNING THE OUTCOME





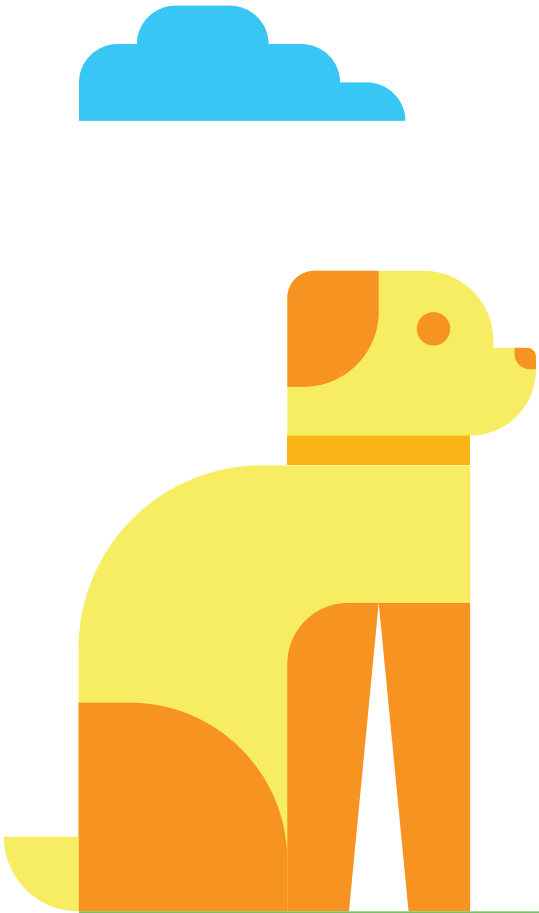
GROWTH AND REGIONAL IMPACT

Edmonton International Airport ‘Owns the Outcome’ of every action and made from our business decisions. We are aware that everything we do has consequences, and we do everything in our power to benefit the region we serve. Development and growth don’t happen on their own; we work hard to deliver the best quality of service possible to our customers.

“Edmonton International Airport is motivated to provide all our customers with the best possible service and experience. We’re experts in aviation business, no doubt about it. But a lot of how we do things is driven by our community, our passengers and our employees. Every new facility, service, merchant, airline, destination, parking lot and development we add is done with the passenger in mind. From our pet therapy program, to new international service, every action we take is carefully planned to create the best possible experience.

By listening — actually listening — to customer compliments and concerns, we can constantly tweak and improve our business to better serve those to whom we are accountable.”

TRACI BEDNARD
Vice President, Passenger Market Development





PASSENGER GROWTH

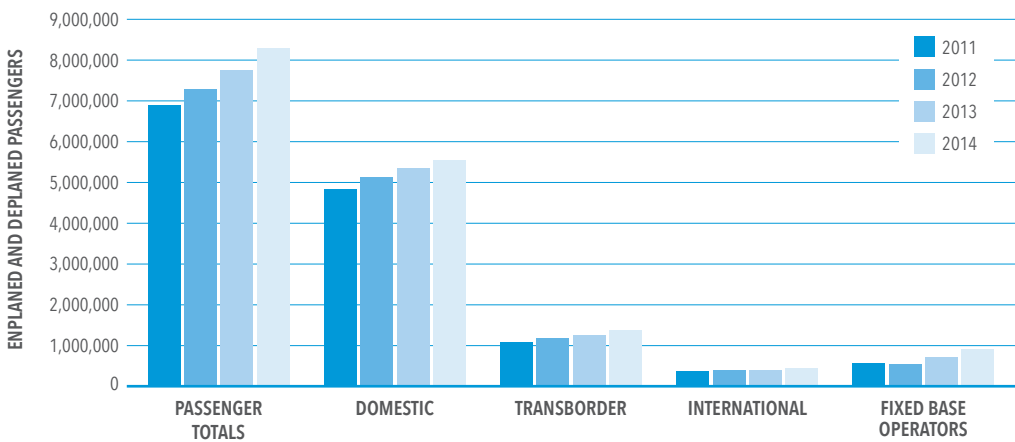
“The ultimate goal in sustainability reporting is to truly integrate it into our decision making. We’re making smart business decisions that consider our impact on the environment. The two aren’t mutually exclusive, and that’s something we’ve known for a long time. Now, with our first sustainability report, we can truly ‘own the outcome’ by being completely transparent about our processes.”

ROB MALLI
CFO and Vice President, Strategy and Corporate Services

EIA’S 12-MILLION-PASSENGER GOAL

EA’s vision, more flights to more places, benefits the Edmonton community and the entire province of Alberta. Expanding its business means more people are coming to the region to visit, work and contribute to the economy. Between 2011 and 2014, EIA’s total (commercial + FBO) passengers increased by 20.2%.

TOTAL ANNUAL COMMERCIAL AND FBO PASSENGERS



Source: EIA Activity Report

INCREASING CAPACITY

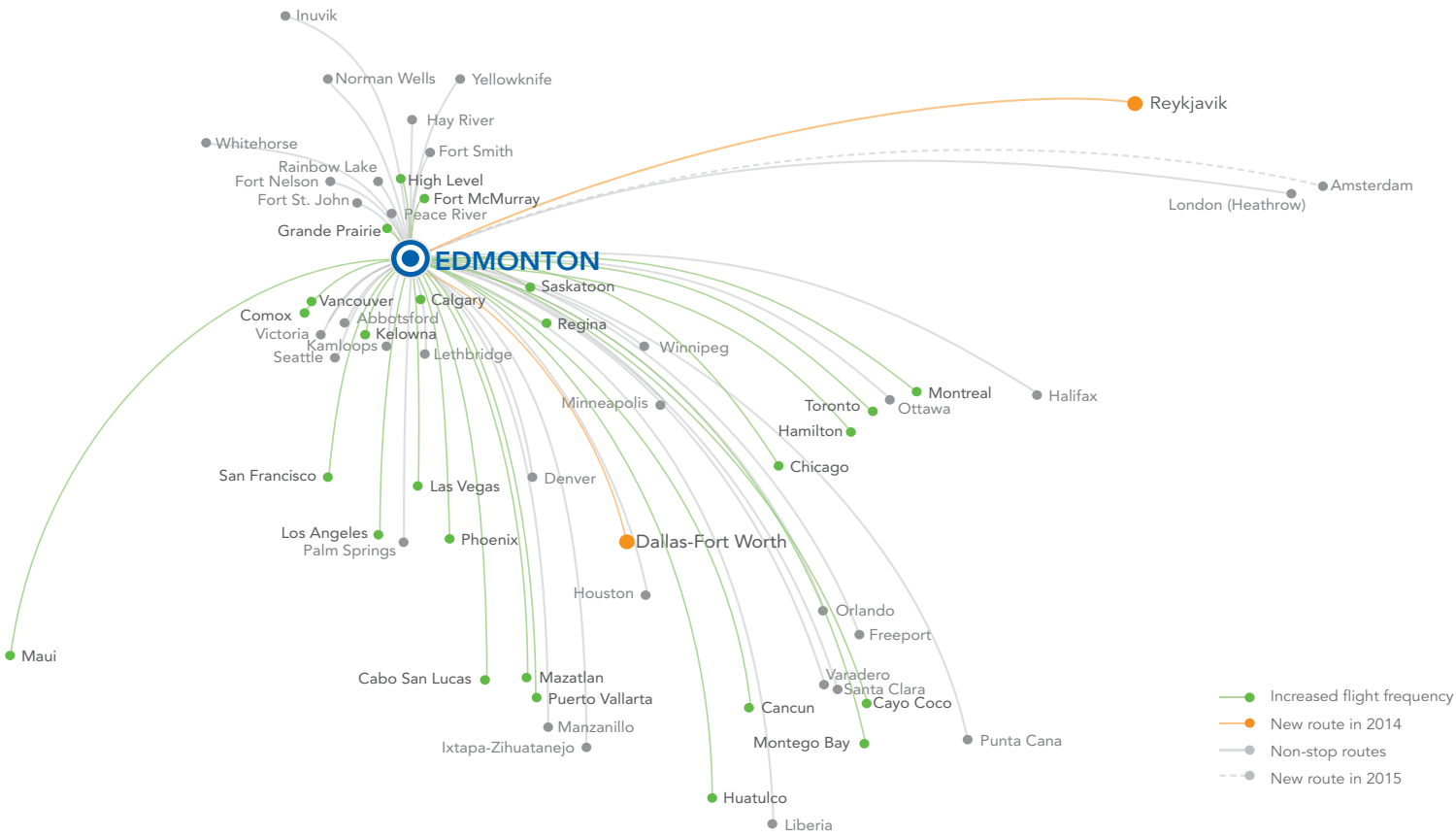
EA’s aircraft movement data includes both billed and non-billed movements. Various aircraft such as government and military, are not billed for their activities at the airport or their use of airport infrastructure.

	2013	2014
Total Aircraft Movements	156,711	168,671
Commercial passengers	94,378	98,026
Commercial Cargo	3,390	3,316
General Aviation	51,468	60,704
Other	7,475	6,625

“The preamble to the Chicago Convention, the Magna Carta of international civil aviation, calls for the development of civil aviation to help create and preserve friendship and understanding among nations and peoples of the world.”

ICAO AVIATION AND SUSTAINABILITY

NEW SERVICE IN 2014



CARGO

Cargo is fundamental to EIA’s growth strategy. Air freight is fast and reliable over great distances and indispensable to international trade. The International Air Transportation Association (IATA) suggests that worldwide air cargo represents 35 per cent of world trade by value, while only two per cent of its volume. Securing cargo to fill the undercarriage of the plane helps ensure that routes remain profitable for airlines, keeping passengers happy with more service.

ECONOMIC VALUE

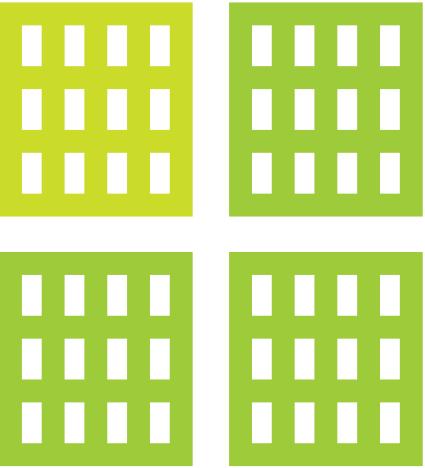
EA’s aim is sustainable growth that benefits the local community economically and supports its connection to the world. Financial sustainability was expressed in past annual reports and remains an important theme in EA’s first sustainability report. The financial ability to maintain operations and function is essential to Edmonton Airports’ vision, goals and mission. Similar to other Canadian commercial airports, EIA and VA are different than other transportation infrastructure where taxpayer dollars fund and support operations and growth. As a private entity, we are self-sustaining, and operate on leased federal land.

Generated Direct Economic Value

Aeronautical services are Edmonton Airports’ primary business, representing 69 per cent of direct economic value (DEV) generated in 2014. Non-aeronautical services are becoming increasingly important as EA grows its business and generated 31 per cent of 2013’s DEV.

Direct Economic Value Distributed

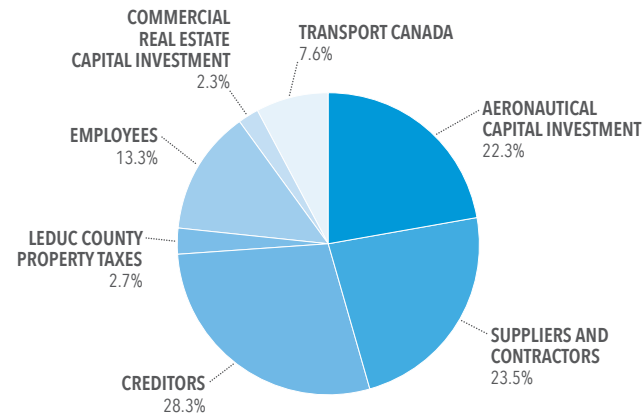
As a non-share, not-for-profit corporation, Edmonton Airports re-invests all DEV earned back into developments and maintenance. In 2014, EA saw a budgeted net loss of \$15.8 million that was accounted for during the redistribution of DEV after EA’s significant investments in the 2012 expansion.



Edmonton Airports does not operate on taxpayer dollars.

	2013 (000'S)	2014 (000'S)
Direct Economic Value Generated		
Revenue	182,844	205,821
Direct Economic Value Distributed		
Aeronautical Capital Investment	53,500	51,300
Suppliers and Contractors	46,075	54,000
Creditors	64,294	65,159
Leduc County - Property Taxes	5,947	6,176
Employees	30,914	30,550
Commercial Real Estate Capital Investment	17,500	5,300
Transport Canada	15,380	17,591
Total Direct Economic Value Distributed	233,610	230,076

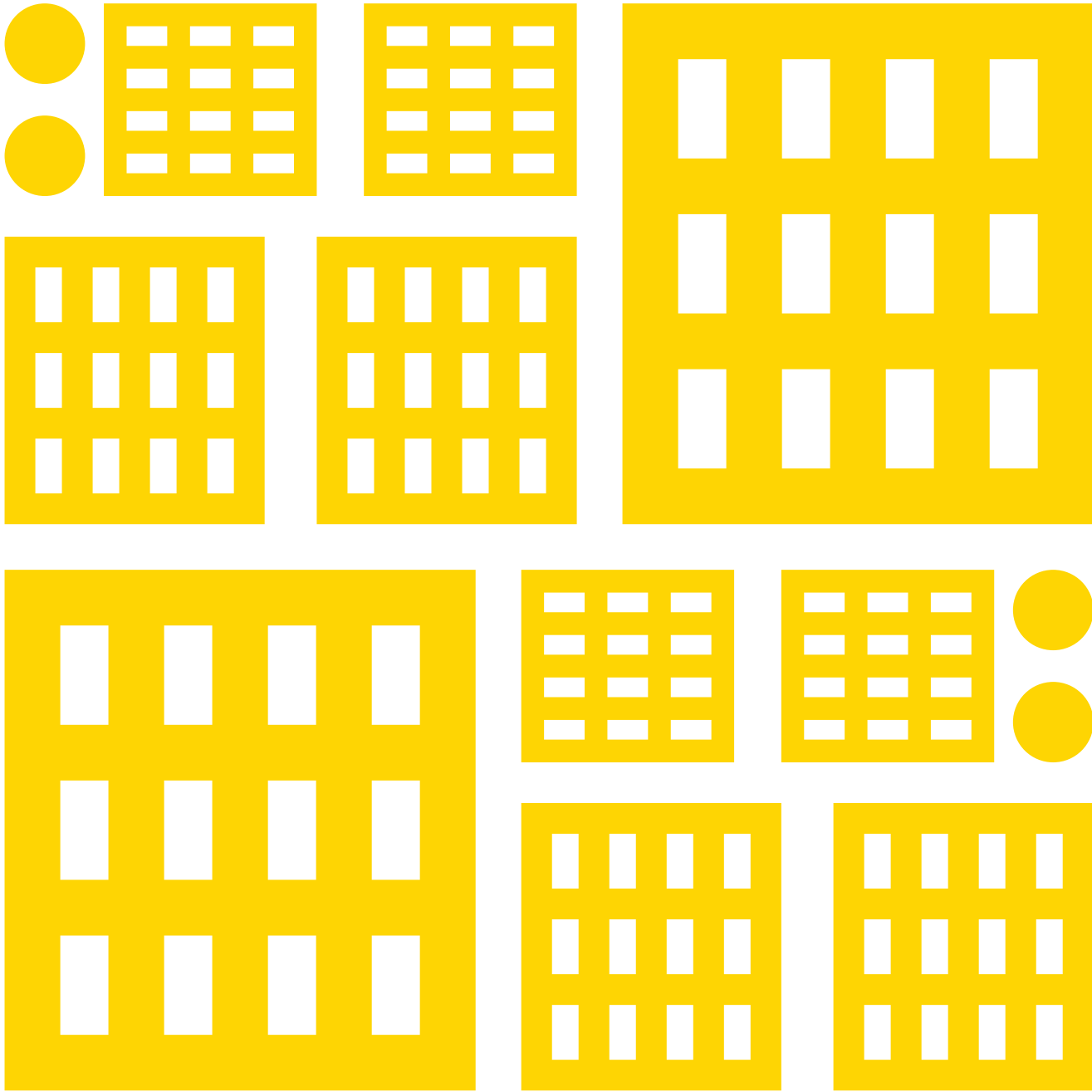
2014 DIRECT VALUE DISTRIBUTED PERCENTAGES



	2013 (000'S)	2014 (000'S)
Revenue	182,844	205,821
Net Loss	(22,720)	(15,780)
EBITDA	84,528	97,504
EBITDA Margin	46.23%	47.37%

SUPPLY CHAIN

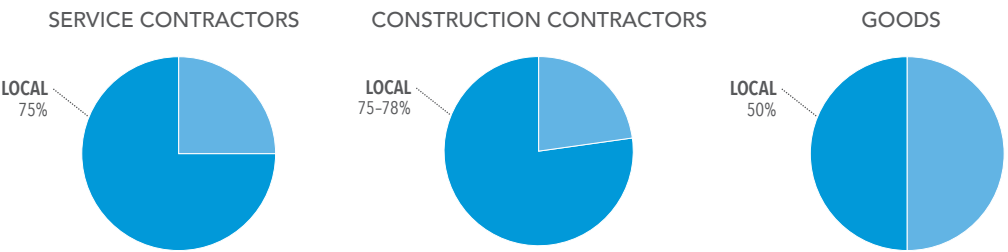
Understanding and being conscientious of the supply chain is vital in airport operations and the delivery of services. EA is influenced by local, national and international factors and is partnered with organizations at all levels. It wants to support the quality of the airport experience and to create connections for the local economy. As hubs of the aviation industry, airports work with airlines, governments, agencies and businesses that provide services to passengers and cargo. Suppliers to the airport and the airport community include construction firms, consultants, various service providers and companies providing goods required by the airport community.



LOCAL SUPPLIERS

For many services, EIA hires local contractors. Local is defined here as having headquarters or an established branch office in the Edmonton region. Buying local make sense; it allows for faster response times, develops community relationships, supports local capabilities and skills and provides a shared understanding of the local economy and market conditions. EA supports local goods and service providers when the region is able to provide them.

2014 purchases:



INDIRECT ECONOMIC IMPACT

“Good air transport connections underpin and enhance the productive capacity of an economy supporting long-term economic growth and development.”

ICAO

ALBERTA'S CAPITAL CITY

The Edmonton region has been called an Albertan powerhouse by Colliers International, with its population growing by more than 12 per cent between 2006 and 2011, more than double Canada's overall growth. Edmonton's Chief Economist spoke of the region's young population (more than 31 per cent between the ages of 25 and 44): “This bodes well for future growth as it indicates the region is able to attract and retain migrants, even in difficult economic times.” EIA is Canada's northernmost major airport and, as such, is an integral part of the success of the resource sector in Northern Alberta and the Northwest Territories. Additionally, EIA helps initiate and develop a variety of businesses and stimulate the Albertan economy. Whether directly or indirectly, the impact EIA has on the region is significant and growing.





COMMUNITY INVESTMENT

In addition to the indirect impacts on the local community through employment and increased tourism, EIA is committed to direct investments into the Edmonton region and beyond. As one of the cornerstone institutions of the community, EIA is at work in the community. EIA is a focal point and gathering place. As the first point of contact for visitors to the region, the new terminal is a perfect place to show community pride by highlighting all the great things the region has to offer. EIA supports a wide range of community interests, including aviation education and heritage, art, music, culture, government programs, tourism and trade promotion from the greater Edmonton region. EIA's community investments amount to hundreds of thousands of dollars a year.

DESTINATION EIA

EIA is more than a stop for passengers and cargo; it is a destination. Through expansion and the development of services and service quality, EIA aims to provide an enjoyable place for people to spend their time. EIA's *we'll move you* brand promise is realized in many ways. Passengers are touched by beautiful music, inspired by art and refreshed by sweet, purified air. EIA encourages passengers to make new connections, be excited about what EIA has to offer and to look forward to wherever their journey may lead them.

BARRIER-FREE COMMITTEE

Edmonton Airports is committed to providing excellent service to all passengers. EIA was the first airport in Canada to comply with the stringent accessibility standard prepared by the American Disabilities Act set in the early 1990s. Since then, EIA has been diligent in making the airport as accessible as possible.



Remy! A pet therapy dog at @FlyEIA. I could hang out with him all day. #yeg

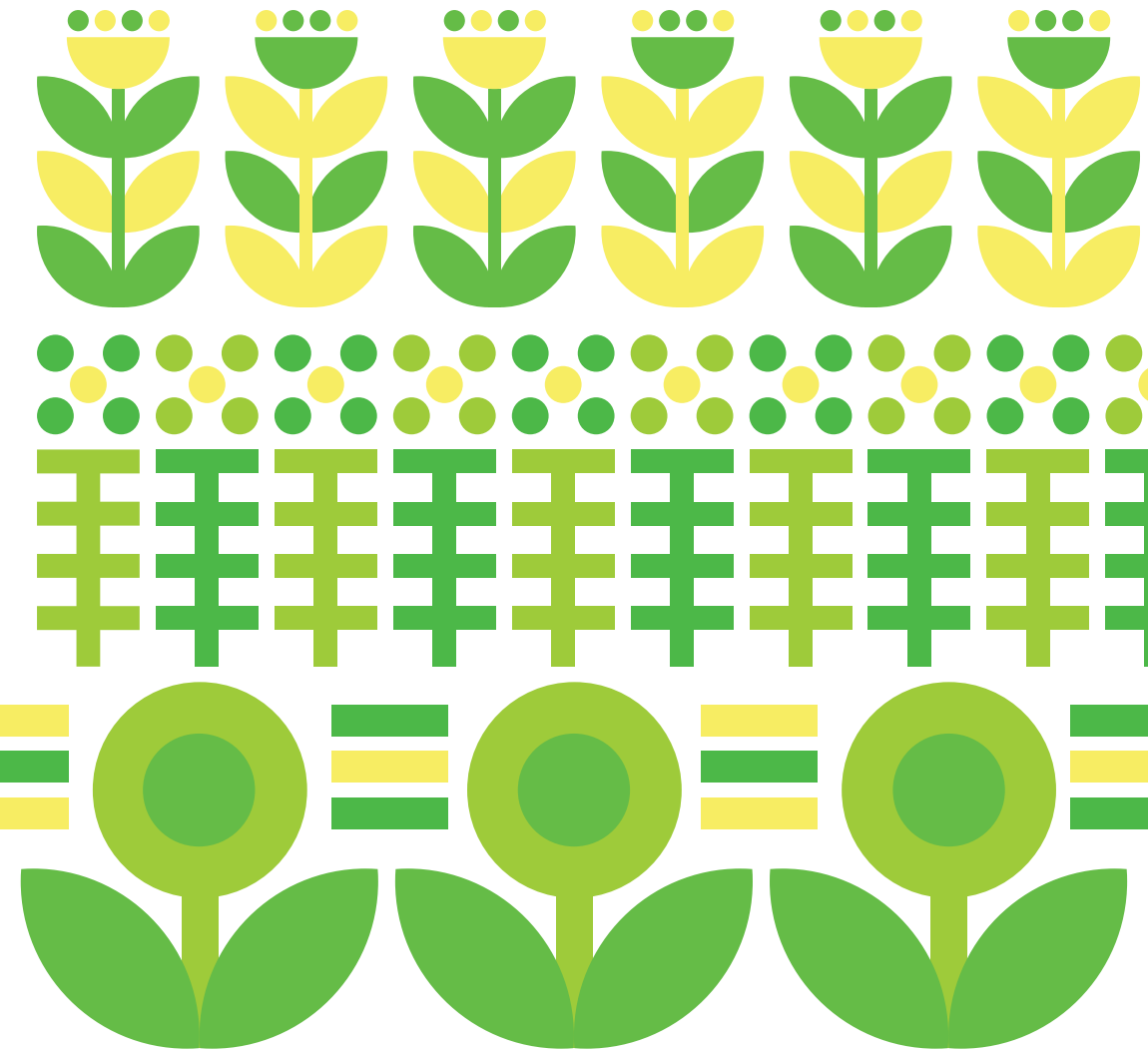


AIRPORT SERVICE QUALITY

The Airport Service Quality (ASQ) survey was developed by Airports Council International and was implemented on a voluntary basis by over 200 airports in 50 countries in 2006. EIA saw a score increase with the terminal expansion and addition of new restaurant and shopping opportunities. Monthly, the ASQ Team is responsible for approaching 500 random passengers and asking questions on specific airport issues. EIA aims to have a score of 4.5 out of 5 by 2020.

OVERALL SATISFACTION		2012	2013	2014
1	Overall satisfaction with the airport	4.22	4.31	4.25

LIVING WALL
8,000 plants from 32 species
Features nine of 10 plants used by NASA to purify air on the space station
First airport in Canada with a living wall inside the terminal
Made with 100 per cent recycled materials

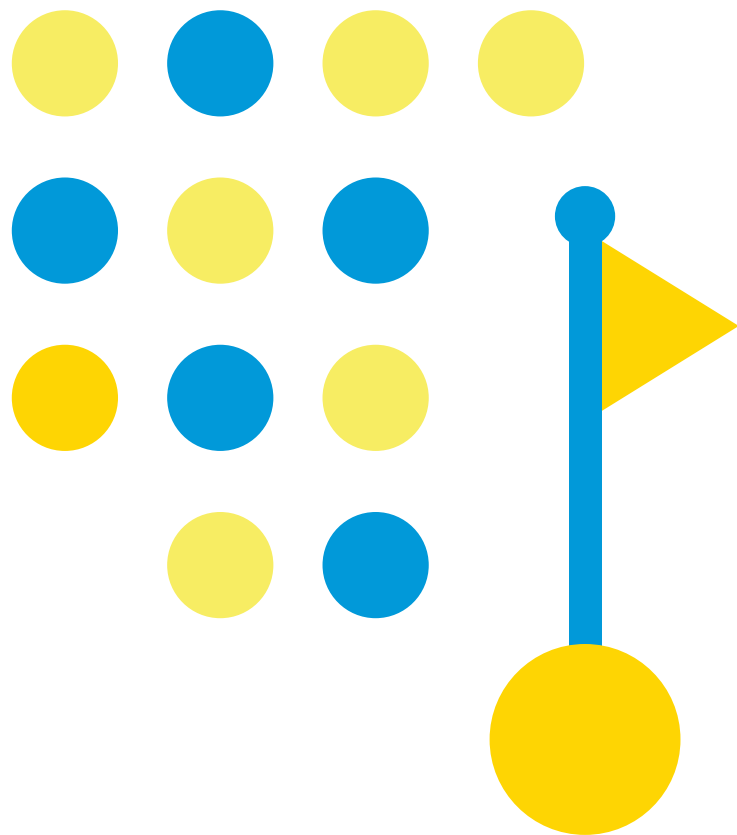


“Sustainability is defined as “the ability to last or continue for a long period of time.” Edmonton International Airport has persevered through challenges in the past and is now poised to capitalize on a bright future with vast opportunity. EIA’s business relationship with Alberta Capital Finance Authority strengthens their economic sustainability and we are proud to work with EIA as partners into the future.”

TROY HOLINSKI
President, Alberta Capital Finance Authority

“Through Edmonton Airports’ generous donation of over \$114,000 that they fundraised in 2014, we are able to continue to empower youth from difficult realities, from providing immediate emergency shelter to ongoing support programs and individual guidance. We greatly appreciate EIA’s support.”

DEB CAUTLEY
Executive Director, Youth Empowerment & Support Services



DOING THE RIGHT THINGS RIGHT






CREATING POSITIVE COMMUNITY IMPACT

Every success that EIA boasts is due to the integrity and hard work of its individual employees. In the same vein, EIA's sustainability progress can only be measured by the progress of individuals within the organization. EIA's commitment to reducing effects on the community and planet is reflected in its conscientious approach to waste, effluent, emission, energy and noise mitigation.

"Looking for efficiencies is a big part of my role at EIA and Energy Conservation is one area on which we are focused. Over the last several years, the overall energy intensity of the airport has improved though the use of new technologies for heating of the buildings. As we have expanded our facilities, this has been a major factor that has allowed us to achieve these savings.

Another area of focus is the future planning of infrastructure. As part of our 25-year Airport Master Plan, we prepared for changes to our major transportation access points and specifically, the access to our commercial development along Highway 2. Later this year, we will start actually building those improvements. The Master Plan was key in identifying the land we needed to protect, and identifying our stakeholders in order to share the information early to make it all possible. Planning the phasing and the timing of these investments is important in order to strike a balance between the cost, sustaining our base operations and building the infrastructure we need for our growth."

STEVE RUMLEY
Vice President, Infrastructure



“Edmonton International Airport is an exciting place to be right now, both in terms of the sheer volume of our growth and development and the way in which we approach our business. We have more passengers than ever and have focused our efforts on efficient ground transportation initiatives to offset potential environmental impact resulting from the increase. With Chantry, North America’s first online reservation system, we reduced the number of shuttle bus trips from our parking lots and increased the frequency of bus transportation to and from the airport. We are also the only organization in the entire province to offer vehicle credits to taxis and limos that use alternative fuel.”

MYRON KEEHN
Vice President, Commercial Development



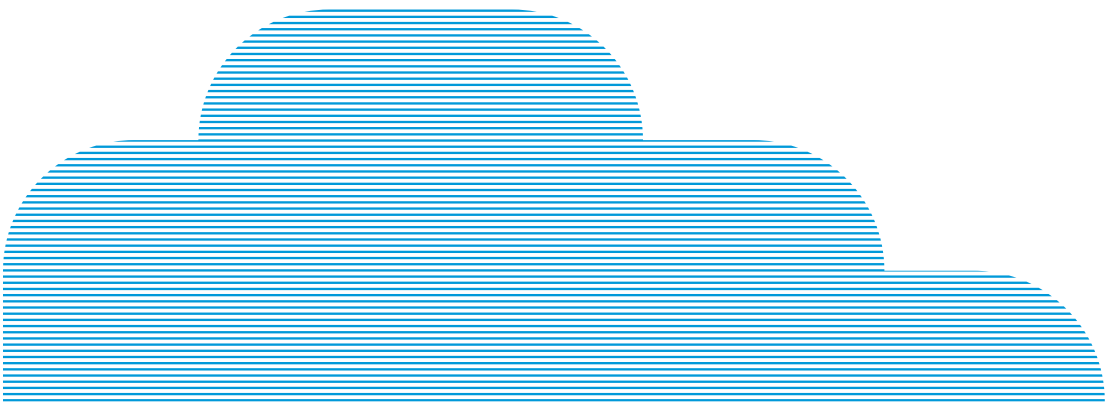
DOING THE RIGHT THINGS FOR THE ENVIRONMENT

EA offers many services, manages airport lands and coordinates the many components of aviation. The organization seeks to reduce its environmental impact while offering the safest and highest quality service. Successful service delivery and airport management depends on conscientiously using land, air, water and energy supply. EA must responsibly manage its resources to advance the region’s environmental stewardship, social well-being and economic prosperity. EIA’s Environmental Policy reflects the understanding that protecting the environment is in the best interest of employees, customers and stakeholders.

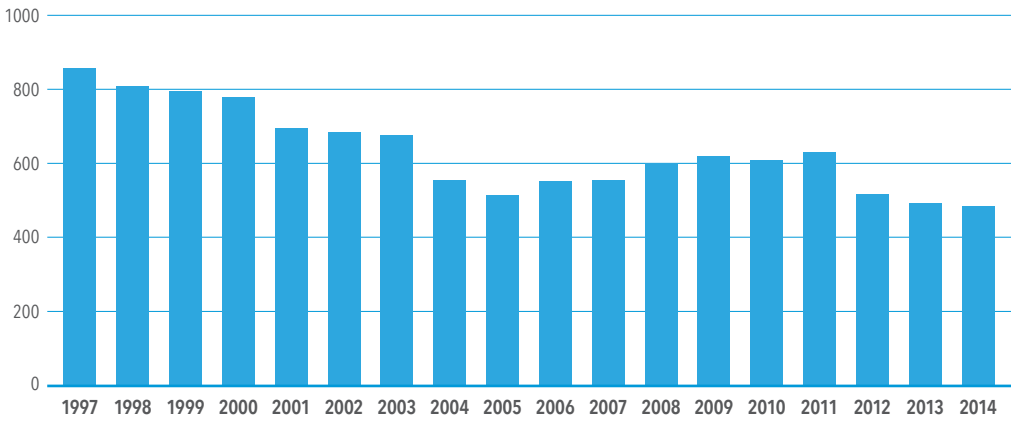
Edmonton Airports is committed to following regulations on environmental performance. In 2014, no fines were levied against either of EA’s airports for environmental damages.

ENERGY

Energy efficiency is of interest to many stakeholders. Reducing airport emissions is a good business strategy: It shows customers and partners that EA is committed to long-term success. Conscientious energy use is a key measure for the sustainability component of the balanced corporate scorecard. Over more than a decade, EA has made building, structure, management and growth decisions that have reduced energy intensity. Overall energy intensity includes natural gas intensity, together with electricity intensity. This was measured using an industry standard of equivalent Kilowatt hours per square metre per year. (ekWh/m2/year). A benchmarking initiative suggested that EIA was on par with the average energy intensity of medium-sized airports in the study, even though it operates in a cold, northern climate.



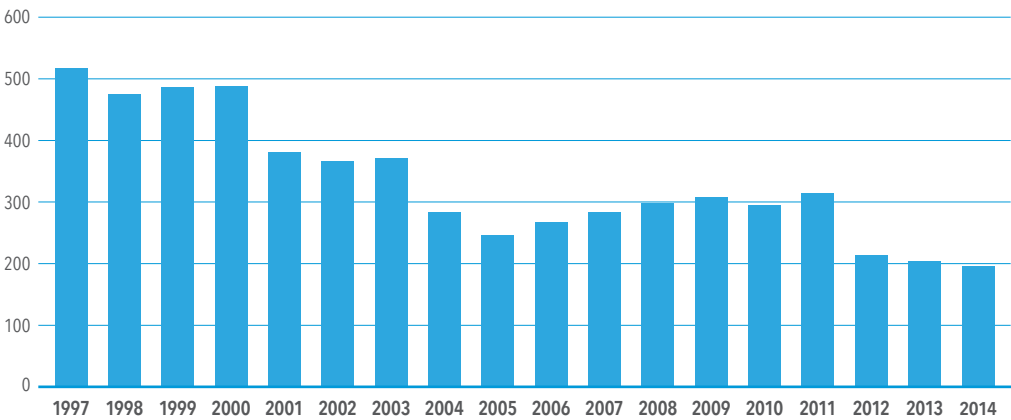
ENERGY INTENSITY – TERMINAL BUILDING – POWER AND GAS COMBINED (ekWh/m²/year)



NATURAL GAS INTENSITY REDUCTION

Natural gas is required to heat EIA's facilities and its rate of consumption is dependent on the weather. The heating for EIA's Air Terminal Building (ATB) comes from the natural gas consumed at the Central Utility Plant (CUP) boilers. Over the past 20 years, the size of our ATB has grown by 350 per cent, while gas usage increased by only 40 per cent. As EIA expanded its facilities, building designs became more energy efficient. In 2014, the Air Terminal Building size was 145,337 m² and used 102,204 GJ of natural gas for an intensity of 195.8 ekWh/m²/year. Historical information can be seen below.

HEATING ENERGY INTENSITY – TERMINAL BUILDING (ekWh/m²/year)



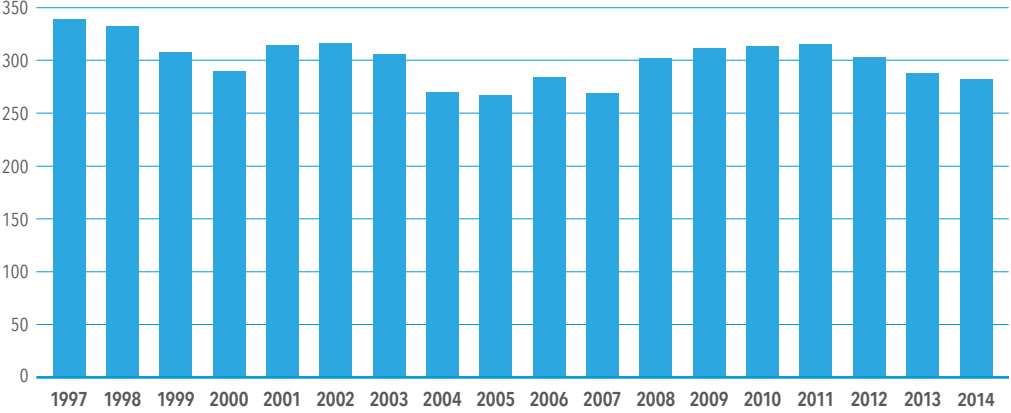
ELECTRICITY CONSUMPTION

EIA purchases electricity for its building sites and south-east lands. Approximately 93 per cent of electrical energy used on site is consumed by the terminal building and central utility plant.

The EIA campus power usage is measured as a single unit. When electricity intensity of EIA's campus is measured, it comprises the air terminal building, including the terminal tenants, the CUP and the southeast tenants. The power used by parking, NAV CANADA, exterior lighting, the

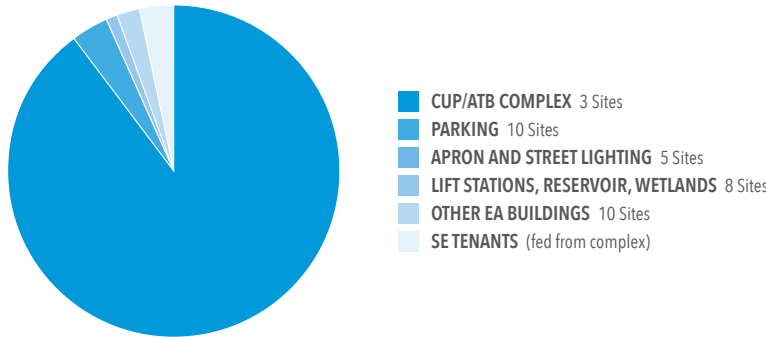
airfield and major construction projects is not included. Over the last 25 years, campus power intensity has gone down, primarily due to building expansions, but not to the extent that EIA's natural gas intensity was reduced.

CAMPUS POWER INTENSITY (NET kWh/m²/year)



In 2014, the total net power to the campus was 47,630,897 kWh, out a total of 53,049,721 kWh used by EIA-owned property. This includes usage where EIA recovered costs from its in-terminal and connected tenants and by Nav Canada (See Appendix D), which accounts for 11.6 per cent of the total net power listed above.

TOTAL EIA-OWNED FACILITY POWER USAGE 2014 (KWH)



ELECTRICITY	2011	2012	2013	2014
Total power to EIA-owned properties (kWh)	42,952,576	50,513,149	53,663,038	53,049,721

Power use understandably increased during and after the 2012 expansion, with the 50 per cent increase in size and the introduction of new shops and services. EIA saw some reduction between 2013 and 2014. A reduction of 738,928 kWh (1.39 per cent) can be attributed to the decommissioning of an inefficient chiller and expanding the functionality of the new ones in the CUP cooling plant.



FUEL CONSUMPTION

The fuel data is from EIA-owned and operated vehicles. Usage throughout the year depends heavily on weather. Diesel use is higher than gasoline because EIA operates many large vehicles that require it. The tracking system allows EIA to recognize if the rate of fuel consumption is above or below the norm.

USED BY EIA (L)	2012	2013	2014
Fuel - Diesel	497,087	659,486	557,141
Fuel - Unleaded	347,614	355,962	327,547

*Includes all NG and fuel used onsite (heating, ground transportation)

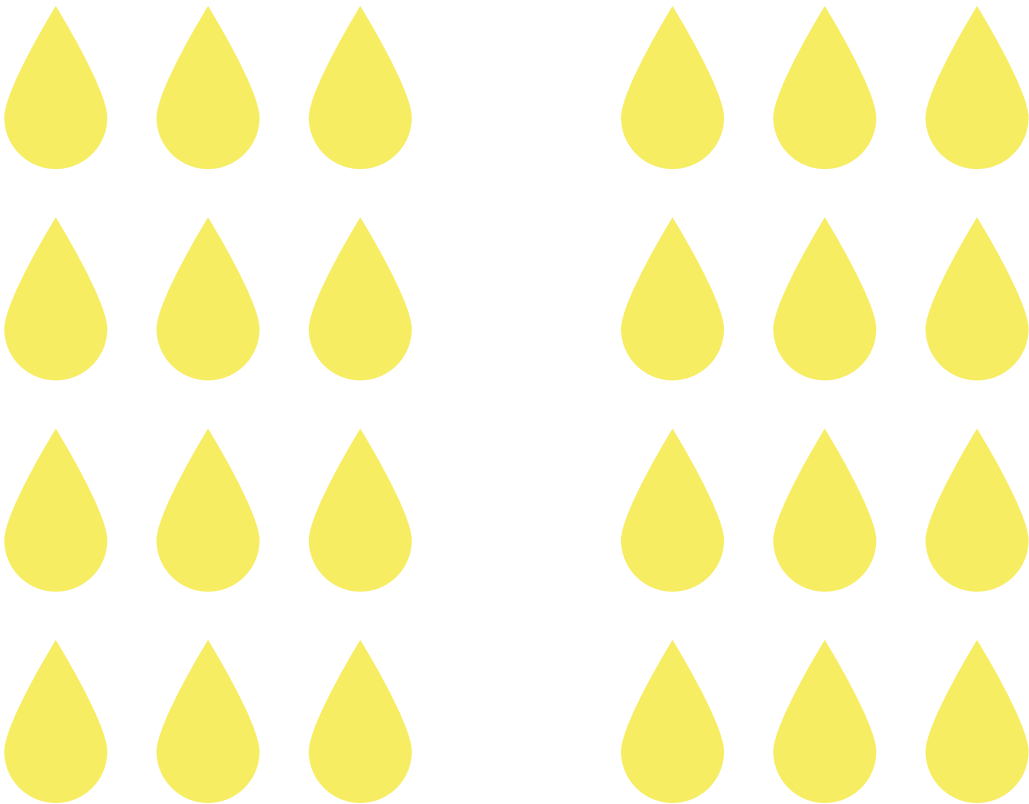
Below is the data pertaining to the propane used by various buildings on EIA property.

USED BY EIA (L)	2012	2013	2014
Fuel - Propane	40,690	32,650	40,753

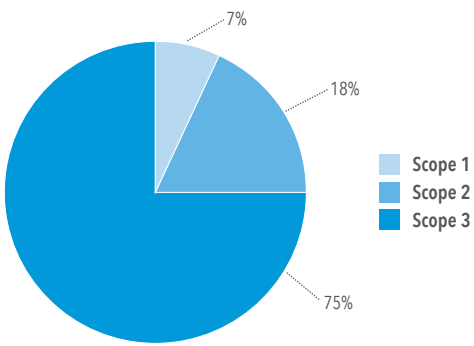
GREENHOUSE GAS EMISSIONS

In the last 40 years, aircraft have become 70 per cent more energy efficient. Coinciding with the increase in energy efficiency and the emergence of low carbon bio-jet-fuel capabilities, the market for air travel has increased tremendously. In 2014, the hundredth year of commercial aviation, over three billion people flew to destinations around the world. The aviation industry contributes to the world's climate change – 3.5 per cent, according to the latest IPCC report. The aviation industry has been keenly focused on greenhouse gas (GHG) emissions since 2007, with significant work on all aspects of GHG emissions related to aviation activity. While the contribution of aviation to overall world GHG emissions is quite small (3.5% according to the latest IPCC report), the profile of aviation has brought significant attention to the topic, especially as the industry predicts continued long-term growth. As such, all industry participants have been involved in efforts to account for and potentially reduce emissions from aviation, in a sustainable manner.

Choosing to track and measure carbon emissions is a necessary step for responsible environmental management. Conducting a carbon inventory establishes a baseline to accurately assess current operational practices. This enables the development of meaningful and appropriate emission reduction strategies and creates a benchmark for future assessments. Through a process of data collection, calculation and analysis, the carbon emissions of Edmonton International Airport's business operations were determined initially in 2008, prior to the last major expansion. The emissions studies, based on 2008 usage statistics, guided EIA in understanding the carbon inventory of its property.



GREENHOUSE GAS 2008



EIA's emissions impact is organized into three scopes; this helps to clarify which emissions come from EIA's property and actions and which come from others'. Scope 1 and 2 emissions resulted from 30 buildings, four parking lots and two pumps. Primarily, the operation and maintenance of EIA's terminal are responsible for its carbon footprint. We have little influence over Scope 3 emissions.

SCOPE 1

Scope 1 includes the natural gas and fuel consumed onsite by airport-owned property and vehicles, which constitutes a small percentage of the overall emissions from airport activities. This is common among all airports.

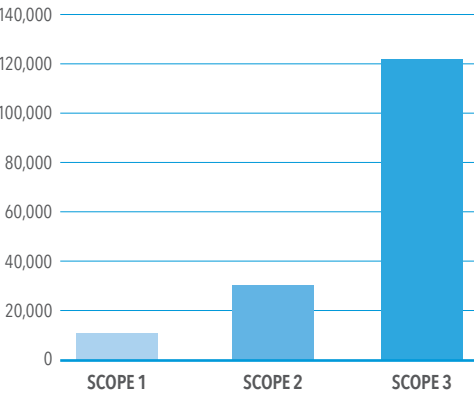
SCOPE 2

The emissions in Scope 2 are those from electricity usage. The electricity is used onsite; however, the energy is produced off-site, primarily by coal-fired power plants.

SCOPE 3

Scope 3 produces the largest percentage of emissions. This includes the emissions from aircraft, tenant buildings, groundside vehicles, engine run-ups and de-icing and anti-icing fluids. In this study, Scope 3 does not included travel between the airport by passengers and employees.

TOTAL TONNES OF CO_{2e} – 2008



EIA is planning to conduct an inventory of greenhouse gas emissions in future years.

REDUCING THE INTENSITY OF OUR IMPACT

REDUCING ENERGY CONSUMPTION INTENSITY (SCOPE 1 AND SCOPE 2)

- Over the next few years, EIA is seriously considering the construction of a co-generation plant on site. This technology is able to produce both electricity and heat, and is expected to help the airport in its electricity independence. This initiative also may contribute to a reduction in emissions intensity.

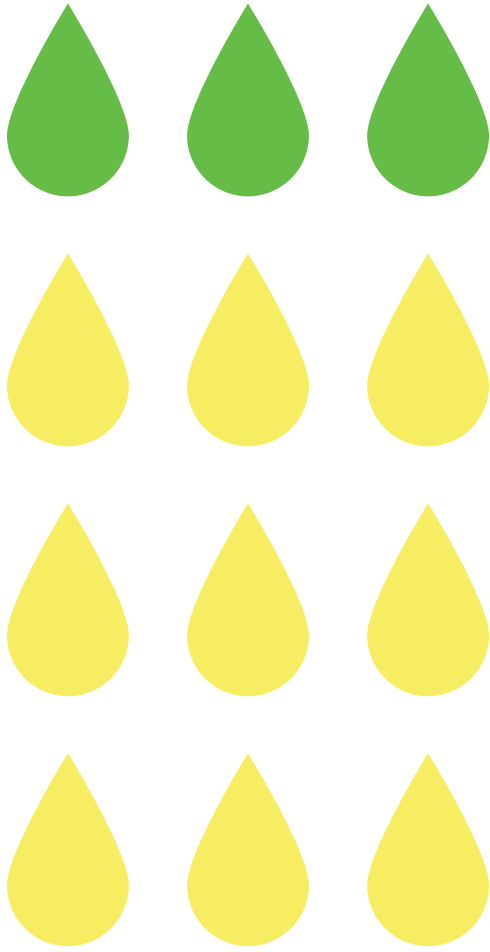
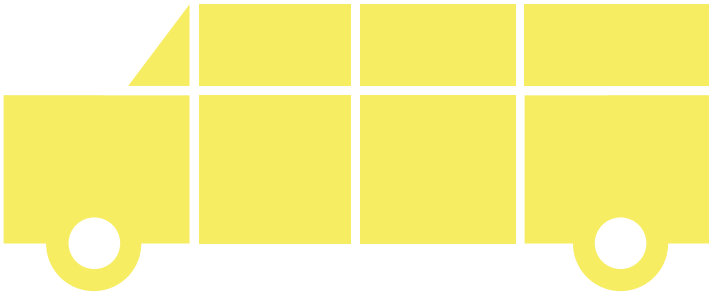
CONNECTING EMPLOYEES AND PASSENGERS TO EIA (SCOPE 3)

Airport Taxis

- Edmonton Airports has placed an emphasis on the passenger and employee commute to EIA. This can impact Scope 3 GHG emissions. Since 2013, all taxi companies with hybrid vehicles were given an approximately six per cent discount on their airport pick-up fee. This was implemented in order to encourage taxi corporations to opt for more sustainable vehicles in their consideration of new fleets or the upgrade of their own policies.

Buses

- The 747 bus is a collaboration between the City of Edmonton and Edmonton International Airport. It offers employees and passengers an alternate, environmentally-friendly and inexpensive method of accessing the airport and returning home. After over a year of service, approximately half of travellers are staff and half are passengers. Ridership now averages over 600 passengers per day.
- A new route started in September, 2014 in collaboration with EIA and Leduc transit. So far, Route #3 ridership has grown by more than seven per cent every month of operation.
- The Skyshuttle has been providing a shuttle service between EIA and the City of Edmonton for decades. With EIA's support, Skyshuttle has increased the efficiency of its services through improved route co-ordination.



2014 RECYCLING INITIATIVE

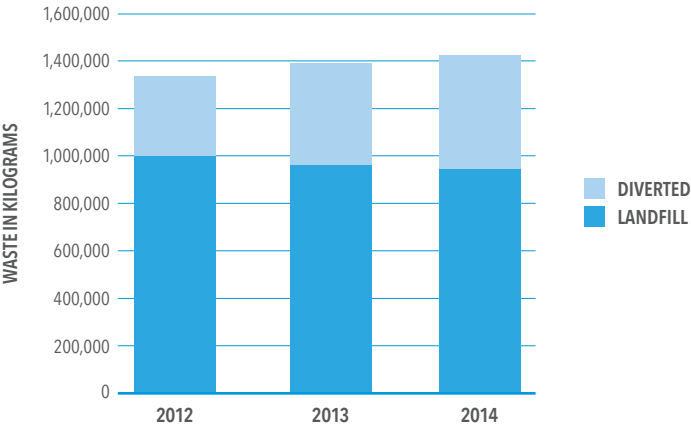
While replacing terminal carpets, a contractor was selected who could recycle the old carpeting. With this decision, EIA recycled 15,457 kg of carpeting.

WASTE MANAGEMENT

EIA's recycling efforts began about seven years ago; however, organic waste diversion was implemented at the end of 2012. The new terminal and Central Office Tower, constructed with guidance from LEED, initiated increased availability of waste separation. Waste management and the disposal of fats, oils and grease are part of tenant orientation and training.

While passenger numbers have increased, waste to landfill has decreased and recycling has grown. Through the collaboration between tenants, over 33 per cent of billed waste was diverted from landfill in 2014 (See Appendix A).

ANNUAL BILLED WASTE FROM EIA



The graph shows waste in kilograms reported by EIA's waste management providers from the terminal, tower, parkade, ground transportation, fire hall and weather station. It includes international aircraft waste, but does not include domestic aircraft and construction waste (details in appendix).

WASTE REDUCTION IN BATHROOMS

Ninety-five per cent of public washrooms are now fitted with Dyson Airblades. In 2008, EIA spent \$90,000 on paper towels annually (purchase, handling and disposal). In 2014, that figure was reduced to \$44,000.

WINTER OPERATIONS

In Edmonton, the average minimum seasonal temperatures fall below zero degrees Celsius between October and April. Therefore, snow and ice management for airport surfaces is crucial for safety and operability. While seasonal variation is a significant factor in the amount of effort actually required, EIA must be prepared for any condition.

EIA's sophisticated weather tracking and runway monitoring system encourages efficient application of pavement de-icing materials. After the system's first winter season, EIA's airfield chemical usage decreased from 189,863 L to 52,203 L. In 2014, the winter season was less harsh, which may have contributed to a lessened need for de-icing chemical use.

USAGE OF MATERIALS	2011	2012	2013	2014
Runway Sand (tons)	902	525	878	450
Sodium Formate (KG)	95,000	71,000	98,000	69,000
Potassium Acetate (litres)	97,488	72,700	189,863	52,203

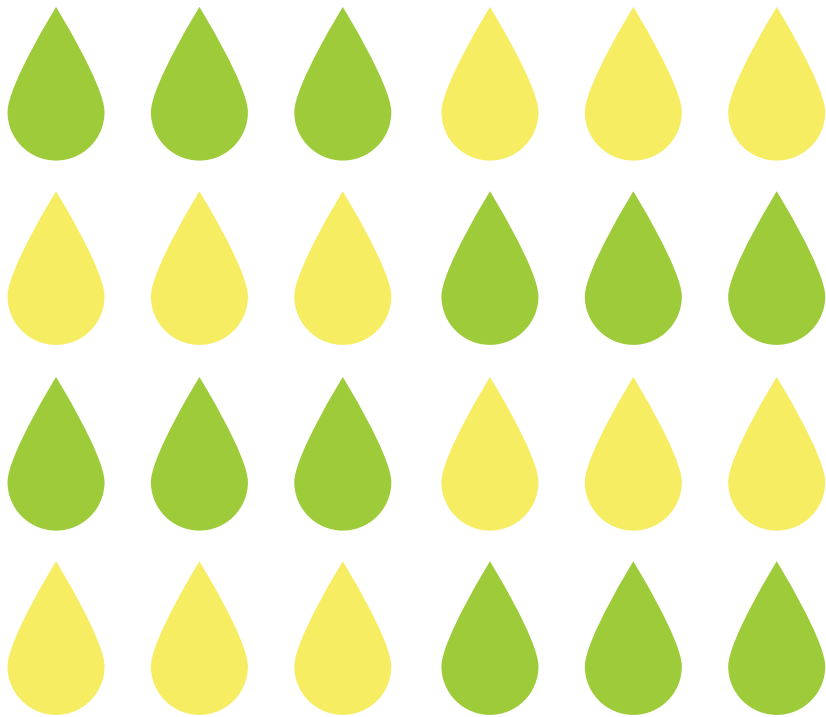
AIRCRAFT DE-ICING

From fall through spring, ice accumulation on aircraft flight surfaces can hamper aircraft flight efficiency and therefore affect the safety of the aircraft and passengers. To remove accumulated ice and to help in preventing further build-up, aircraft flight surfaces are sprayed with a de-icing solution of glycol and water prior to departure.

Although biodegradable, glycol de-icing fluids exact a toll from the natural environment during the application process. If de-icing fluid enters an aqueous system, it can deplete dissolved oxygen levels in the water and impact aquatic organisms. Therefore, EIA controls how de-icing fluids enter the environment. Two types of de-icing fluids are used at EIA: ethylene glycol based Type I (for de-icing) and propylene glycol based Type IV (for anti-icing).

De-icing fluid use at EIA has increased as air traffic has increased and official minimum effective volumes were implemented. There were 206 de-icing days in the 2013/14 winter season measured between September and May.

		2011/2012	2012/2013	2013/2014
Glycol - Type I	Litres	1,279,237	2,200,000	2,550,000
Glycol - Type IV	Litres	201,533	390,460	476,982



STORMWATER MANAGEMENT

Stormwater management efforts are crucial in reducing the impact of the glycol used at EIA on the surrounding environment. There is always risk that substances commonly associated with airport operations can enter the surface water, sanitation system or groundwater as pollutants. The purpose of EIA's water quality management program is to ensure that applicable regulations and guidelines are met, sampling is consistent and data collection is sufficient to identify potential problems and environmental issues.

- EIA's stormwater management system is licensed by the provincial environmental regulator, Alberta Environment and Sustainable Resource Development
- Runoff from all areas where de-icing fluids may be present are captured and contained in the stormwater system
- The engineered wetlands treatment system is unique to Canadian airports and is designed specifically to treat water containing aircraft de-icing fluids
- Water released from the system must meet strict quality criteria under the system license
- The system was last upgraded in 2011, and another upgrade is proposed for 2015, due to growth



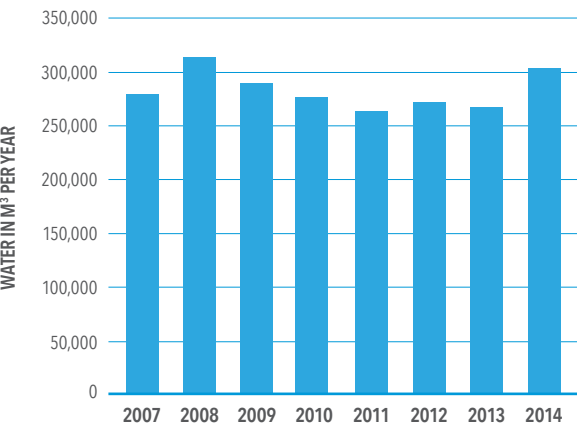
WATER

Edmonton Airports understands the need to be a responsible corporate citizen by minimizing impacts on the local environment where possible. Lowering water usage reduces associated wastewater production, which can reduce operating expenses and conserve precious natural resources and the capacity of local infrastructure.

EIA purchased 302,529 m³ of water in 2014. This water is purchased from the regional system which withdraws and processes water from the North Saskatchewan River.

- Water is stored in EIA's 4,200 m³ reservoir. A second reservoir was built in anticipation of future need
- Air Terminal Building used 149,530 m³ of water in 2014
- EIA discharges its domestic wastewater into the sanitary sewer, which connects to Edmonton's world-class Goldbar Wastewater Treatment Plant (WWTP)

TOTAL ANNUAL WATER PURCHASES BY EIA



The data available only allows for an aggregate understanding of the water used in the ATB, but does not allow for the distinction between tenant use and EA use.

TOTAL WATER USE IN AIR TERMINAL BUILDING

	2013	2014
Water consumption in ATB in m³	134,752	149,530

DOING THE RIGHT THINGS FOR THE COMMUNITY

NOISE MANAGEMENT

Edmonton Airports' noise management responsibilities are outlined in the ground lease with Transport Canada, including its responsibilities at VA. Any initiatives that are undertaken are governed by the Aeronautics Act and the Canadian Aviation Regulations. Edmonton Airports understands the need to balance regional expectations with the continued growth for aviation travel while maintaining a safe, convenient, and efficient 24-hour international airport.

- The International Civil Aviation Organization (ICAO) stated that in the last 40 years, aircraft have become 75 per cent quieter
- Changes/growth at an airport may influence noise perception and land use in the region
- While EIA does not produce the noise, by following Transport Canada Guidelines, it takes responsibility of responding directly to concerns relating to aircraft operating from our airports (See Appendix B)

NOISE IDENTIFICATION

- Sound is a measurable acoustic parameter, whereas noise is an undesirable sound, based on the perception of an individual
- EIA considers noise concerns as feedback from the surrounding communities, and feedback is encouraged as a means to inform and educate
- Each concern is validated through systematic reviews of complaints using information from our Airport Noise and Operations Management System (ANOMS). The system allows a number of different factors to be determined for further consideration, including differentiating which airport the aircraft operation is associated with (EIA or VA)
- One person can submit multiple concerns, so these figures are potentially skewed by one or two concerned citizens.

TOTAL NOISE CONCERNS RECEIVED REGARDING EIA-RELATED OPERATIONS

	2010	2011	2012	2013	2014
General	56	31	32	15	56
Specific	14	7	4	25	45
TOTAL	70	38	36	40	101

NOTE: Specific calls are those that indicate a specific time that correlates to a specific aircraft that can be found in the system.

The spike in concerns received between 2013 and 2014 can be partly operational attributed to the variant flight paths aircraft were forced to follow during the time EIA had only oner runway.

TOTAL NOISE CONCERNS RECEIVED REGARDING VA-RELATED OPERATIONS

	2010	2011	2012	2013	2014
General	2	0	2	1	7
Specific	1	0	2	5	11
TOTAL	3	0	4	6	18

THE NOISE ADVISORY COMMITTEE

The Noise Advisory Committee functions as a forum for information exchange between the airport and local communities and as an education vehicle on airport operations and aircraft noise. The committee consists of community and political representatives from local municipalities and aviation industry stakeholders (aircraft operators, NAV CANADA, Transport Canada). Noise concerns are shared with the committee and feedback on possible abatement strategies is provided.

Edmonton Airports has a long-term Master Plan for EIA that describes how the airport will grow until 2035. Through the plan development process, EIA engaged airport neighbours to understand their growth plans and sensitivities, in an effort to plan growth in a compatible fashion.

“Overall, EIA has been a valuable neighbour for us. They are key partners in working together on zoning issues and land-use planning, and they’re mindful of quality of life in our community. EIA always brings a responsive and collaborative approach to the table.”

MAYOR JOHN WHALEY
Leduc County

“EIA is a great regional partner. They are always responsive in working with us to serve the needs of our residents. When it comes to transit, they were quick to help us offer service between EIA and Leduc’s Downtown.”

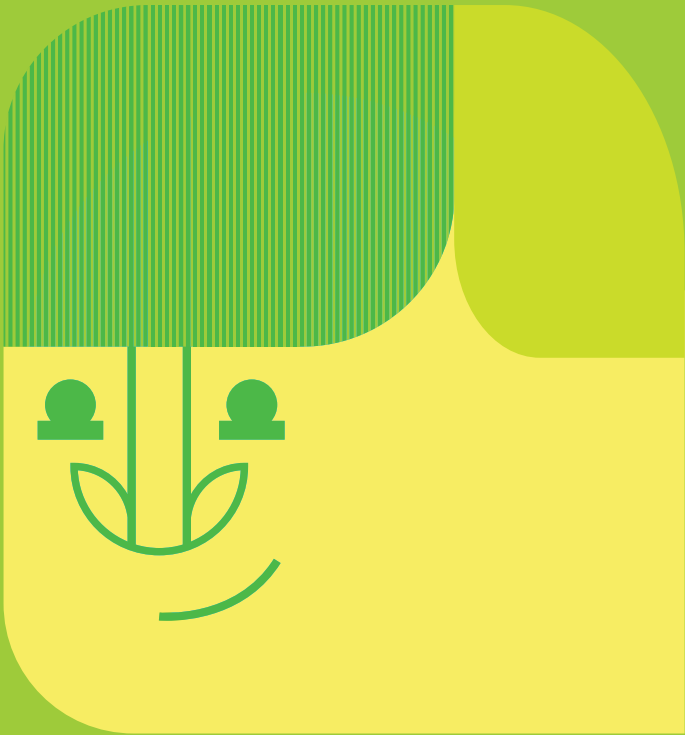
MAYOR GREG KRISHKE
City of Leduc

“EIA is a wonderful community partner. They are always eager to showcase our new exhibits, including the Harry Potter Exhibit in 2014 and the Dinosaurs Unearthed exhibit coming in 2015. They help us meet our vision of inspiring voyages of life-long discovery.”

MIKE STEGER
Vice President, Marketing and Communications
TELUS World of Science – Edmonton



INVESTED IN OUR TALENT





DEDICATED TO THE EMPLOYEE EXPERIENCE

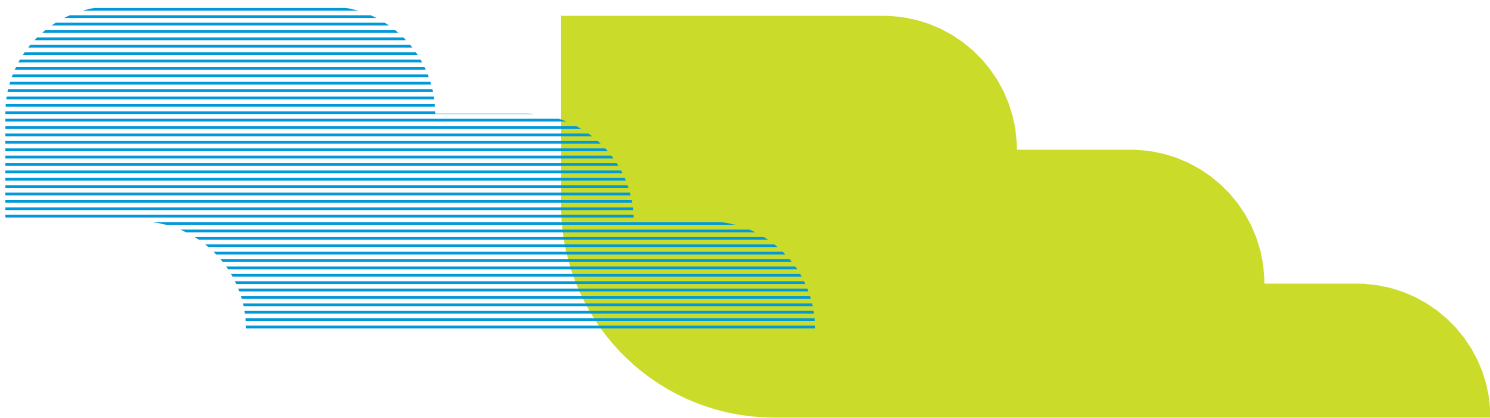
From the very first on-boarding experience to the day of retirement, we want all our employees to feel valued and be excited to come into work every day. We know that every effort we make to educate and train our staff is a long-term investment into the growth of the company.

Edmonton Airports recognizes that employees stand to benefit from the triple-bottom-line approach to sustainability. Edmonton Airports is an equal opportunity employer committed to employee development. Employee information represents EA employees at EIA and VA.

EA BOARD MEMBERS AND EMPLOYEES

	COUNT	M	F	% F	% M
TOTAL	328	231	96	29%	71%
Board Members	13	9	4	31%	69%
Executive Management Committee	9	6	3	33%	67%
Senior Management Team	11	7	4	36%	64%
Managers	27	15	12	44%	56%
Employees	268	194	74	28%	72%
TOTAL EA					
(EXCLUDING BOARD)	315	222	92	30%	70%

To support the needs of winter operations, EIA hires additional staff. Summer projects are usually supported by co-op students from local universities and other post-secondary institutions. This data expresses totals as of early 2015 and includes permanent staff, seasonal employees and summer students.



UNION

EA has union contracts that outline employee rights and are supported by the Public Service Alliance of Canada. The table below expresses the percentage of staff in the bargaining agreement.

TYPE OF EMPLOYMENT	COUNT	% IN UNION	% FEMALE	% MALE
Permanent full-time	245	73%	32%	68%
Permanent part-time	4	100%	100%	0%
Full time – Term	28	100%	29%	71%
Part time – Term	3	100%	0%	100%
Permanent Seasonals	13	100%	0%	100%
Summer Students	22	0%	17%	83%

NEW HIRES 2014

Edmonton Airports not only searches for new talent to add innovation and ideas to our company, but it also focuses on providing current staff opportunities to grow. While EA is evolving and growing as an organization to create a fulfilling passenger experience, it also creates new opportunities for current employees to move into as they grow in their careers.

	COUNT	M	F	% F	%M
Total new hires and promotions	88	54	34	39%	61%
Internal promotions	30	14	16	53%	47%

Turnover Rate

The turnover rate measures the percentage of employees at Edmonton Airports that left and were replaced annually. EA continually engages employees to ensure the work environment is desirable over the long-term.

EMPLOYEE TURNOVER

	2011	2012	2013	2014
Turnover percentage	18%	14.36%	13.93%	8.54%

INVESTED IN DIVERSITY

Edmonton Airports is committed to being an equal opportunity employer that recognizes and rewards individuals in the workplace for competence and accomplishments. EA promotes an equitable workplace for all employees. As part of this commitment, EA supports a federal program that is primarily concerned with removing possible employment barriers for women, visible minorities, Aboriginals and persons with disabilities. The focus is on educating and informing all employees of EA’s commitment to employment equity.

The organization works closely with employees and union representatives to establish proactive plans that will lead to increased recruitment, training and opportunities for not only the four designated groups, but for all Edmonton Airports employees. The 2014 data will be shared after submission of the report to the federal government.

TOTAL EMPLOYEES (EXCLUDING BOARD)	2013
% Female	31.9%
% Reported as visible minority	9.7%
% Reported as aboriginal	2.9%
% Reported as persons with disabilities	1.3%

INVESTED IN PERFORMANCE REVIEWS

EA’s employee engagement strategies are heavily focused on developing and retaining the existing workforce. Edmonton Airports built on the performance management program that was launched in 2012 and increased communications between employees and managers, as well as identified and supported employee training.

Performance reviews help employees understand that their work is important and to perform to the best of their abilities.

In 2013, all permanent full-time employees had discussions with their supervisors on their performance. In 2014, 78 per cent of permanent full-time employee had these discussions.

INVESTED IN CAREER DEVELOPMENT

Edmonton Airports encourages ongoing employee skills development with fully paid tuition subsidies for post-secondary education and other professional development training. The aim is to enhance organizational effectiveness and foster satisfied, high-performing employees. In 2014, 100 per cent of full-time, permanent staff received career development plans.

Edmonton Airports cares about its employees, supporting them and encouraging growth. In 2014, EA developed a new foundation and aimed to continue the advancement of the employee, from hiring all the way to retirement.

“I have been working for Edmonton Airports for over seven years. I appreciate the opportunities and support that Edmonton Airports has provided me in gaining knowledge and in choosing and in advancing my career.”

LISA MACKENZIE
Lead Hand / Red Seal Journeyman Plumber / Journeyman Gasfitter (B)

“People come to work here because they’re connected to something bigger. There’s a greater purpose to working at the airport. There are chances for EIA employees to grow, develop and foster their careers. We provide tuition costs, professional development opportunities and facilitate their involvement with community causes close to their hearts.

We invest in our talent every single day: In their current roles and future opportunities, in amenities and in the wellness of our people. That’s why we have the best people; we absolutely have the best people here.

They bring our brand to life; they influence our passengers; they care about sustainability.”

KIRSTAN JEWELL
Director, Human Resources

“Over the past years, I’ve seen a greater emphasis on sustainability at the airport, in part because society as a whole is viewing it as more important, and in part because we’re evolving as an organization. This includes much more than environmental sustainability. At EIA, we know that in order to succeed, we have to put money and energy into our assets – our people. That’s truly the most sustainable investment a company can make.”

WILLIAM WRIGHT
General Counsel & Corporate Secretary



CONCLUSION

An organization’s sustainability journey is never-ending. Edmonton Airports will use the lessons learned from this report to reach the goals set in the Master Plan and align to internal and external stakeholders’ visions. EA will continue to work with key stakeholders as a frontrunner in airport GRI reporting. EA is excited to learn from organizations that are more advanced in their sustainability reporting, as well as to share what it has learned with those interested in collaboration.

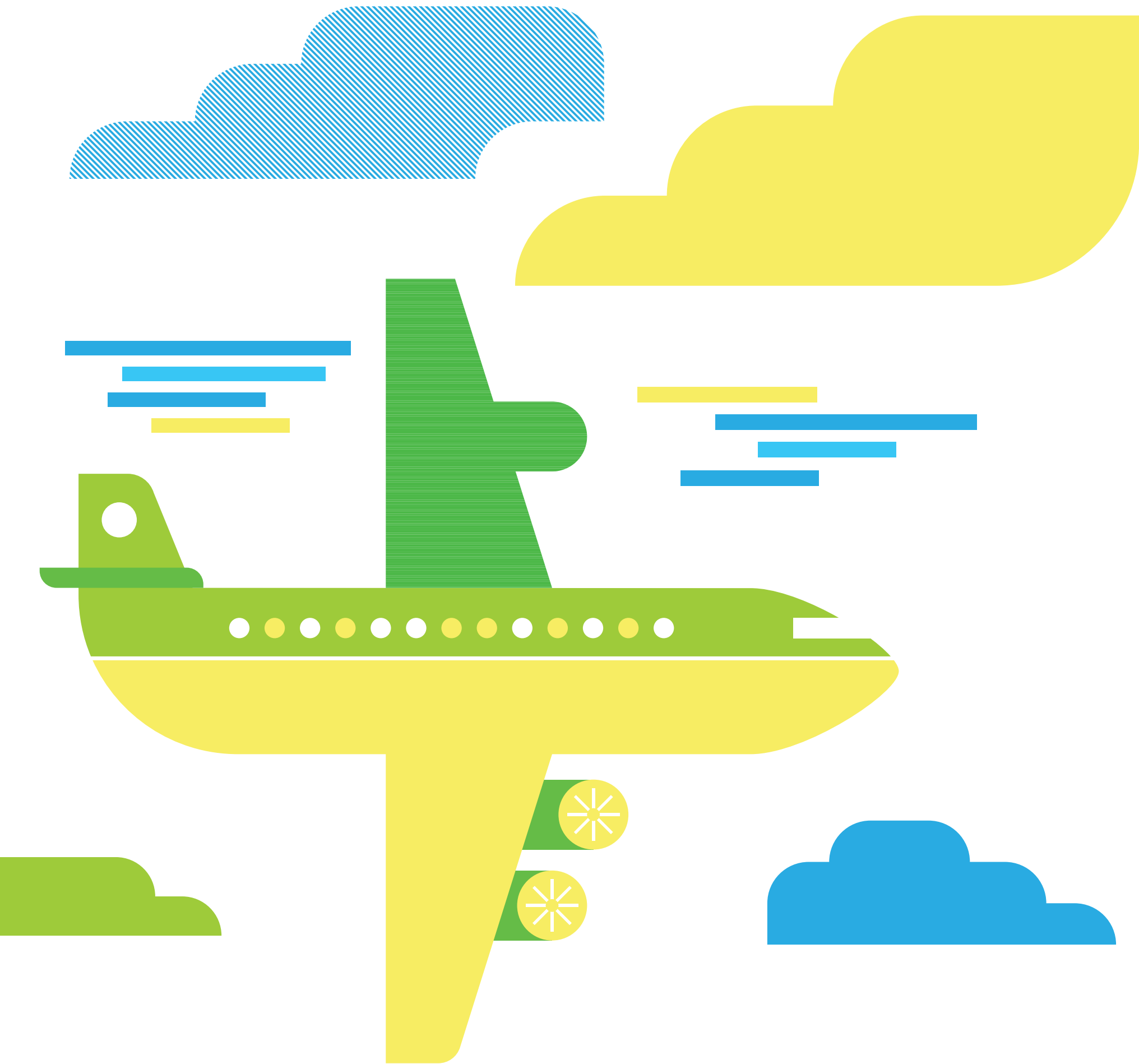
Creating an inaugural sustainability report is both a big step and an exciting process and requires collaboration. Thank you to the Edmonton Airports Board of Directors, supportive executive team, engaged employees, stakeholders and Travesia Partners, the consultants who provided advice to the development.

SELF DECLARATION

This report was developed using the GRI G.4 guidelines and G.3.1 Airport Operator Sector Supplement Guidelines. Through self-auditing, we have achieved GRI G.4. Core Reporting. There was no external assurance or auditing for this report. We would like to thank the numerous external organizations, internal employees and dedicated executives in guiding, shaping and developing this report. The reports referenced in our 2014 Sustainability Report can be found online:

- 2014 Annual Report
- 2014-2020 Public Strategic Plan
- 2014 Economic Impact Study

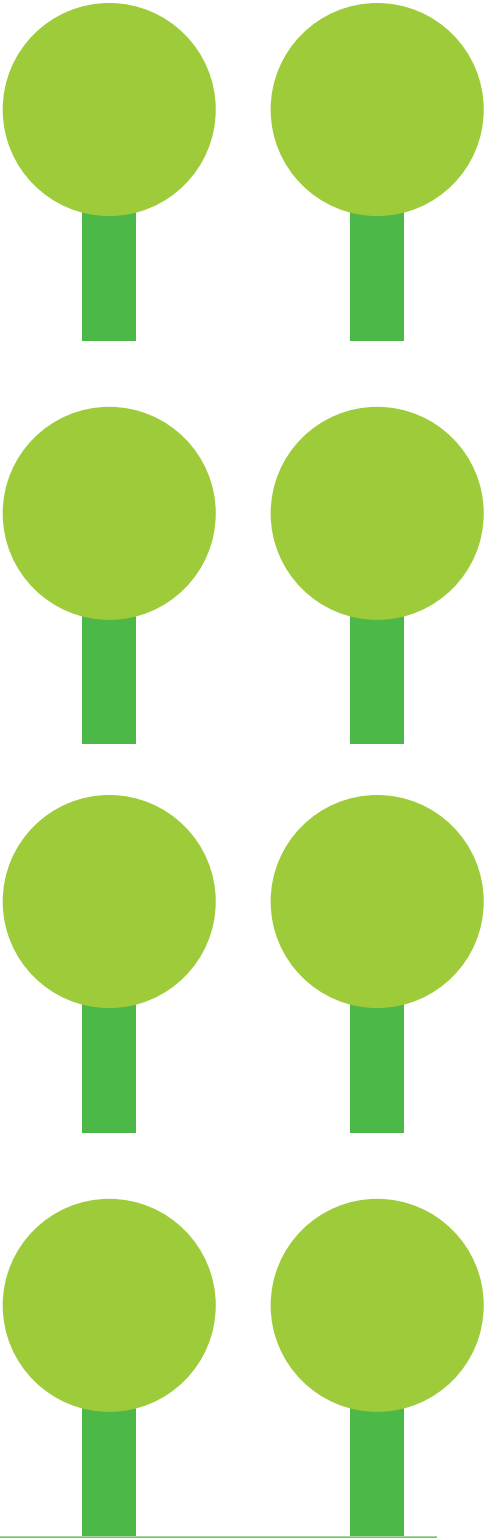
Edmonton Airports declares that this report is prepared in accordance with the internationally recognized Global Reporting Initiative G.4 Core Reporting guidelines.



GRI TABLE OF CONTENTS

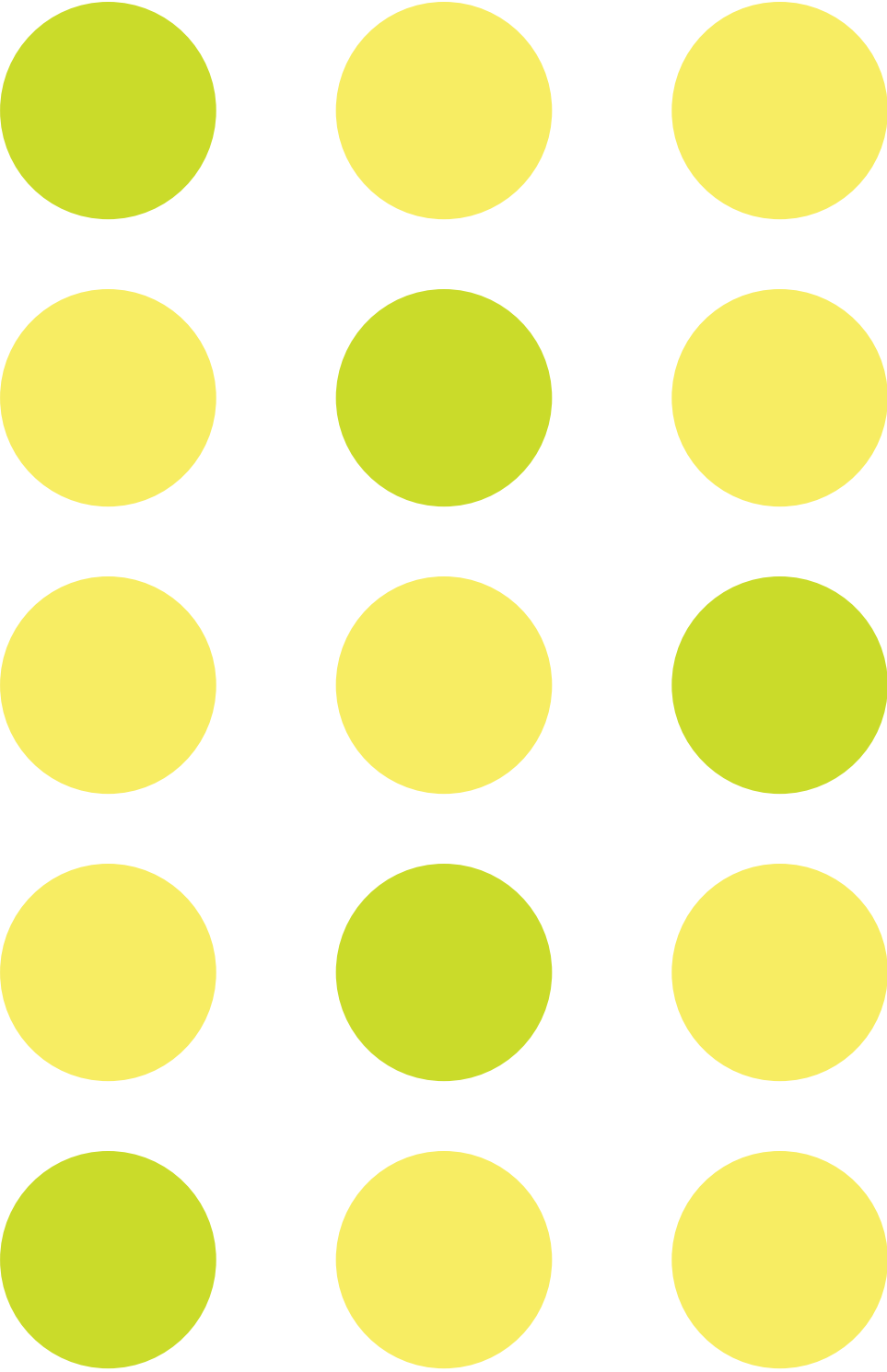
ASPECT	INDICATOR	INDICATOR DESCRIPTION	PG REFERENCE	PG IN ANNUAL REPORT
Strategy and analysis	G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	2,3	5,7,8
Organizational profile	G4-3	Report the name of the organization.	5-8	3
Organizational profile	G4-4	Report the primary brands, products, and services	5-8	3
Organizational profile	G4-5	Report the location of the organization's headquarters.	5-8	
Organizational profile	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	5-8	
Organizational profile	G4-7	Report the nature of ownership and legal form.	5	42
Organizational profile	G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	9-13, 35	16
Organizational profile	G4-9	Report the scale of the organization	6-8	
Organizational profile	G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total	59-60	
Organizational profile	G4-11	Report the percentage of total employees covered by collective bargaining agreements.	60	
Organizational profile	G4-12	Describe the organization's supply chain.	36	
Organizational profile	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	1	
Organizational profile	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	n/a	
Organizational profile	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	5	
Organizational profile	G4-16	a. List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive fund	5	
Identified material aspects and boundaries	G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report	35	73

Identified material aspects and boundaries	G4-18	a. Explain the process for defining the report content and the Aspect Boundaries.	9-13
		b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	19-22
Identified material aspects and boundaries	G4-19	List all the material Aspects identified in the process for defining report content.	19-22
Identified material aspects and boundaries	G4-20	For each material Aspect, report the Aspect Boundary within the organization,	13
Identified material aspects and boundaries	G4-21	a. For each material Aspect, report the Aspect Boundary outside the organization, as follows: <ul style="list-style-type: none">• Report whether the Aspect is material outside of the organization• If the Aspect is material outside of the organization, identify the entities, groups or entities	13
Identified material aspects and boundaries	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	1
Identified material aspects and boundaries	G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	1
Stakeholder engagement	G4-24	Provide a list of stakeholder groups engaged by the organization.	1
Stakeholder engagement	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	9-13
Stakeholder engagement	G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	9-13
Stakeholder engagement	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics	9-13
Report profile	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	1
Report profile	G4-29	Date of most recent previous report (if any).	1
Report profile	G4-30	Reporting cycle (such as annual, biennial).	1
Report profile	G4-31	Provide the contact point for questions regarding the report or its contents.	20
Report profile	G4-32	GRI Content Index: a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below).	
		c. Report the reference to the External Assurance Report, if the report has been externally assured	63
Report profile	G4-33	Assurance: a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance	63



Governance	G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	5-9	42-50
Governance	G4-38	Report composition of the highest governance body and its committees		42-50
Governance	G4-39	Report whether the Chair of the highest governance body is also an executive officer		42-50
Governance	G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed		42-50
Remuneration and incentives	G4-51	Report the remuneration policies for the highest governance body and senior executives for the below remuneration	97, 98	
Ethics and integrity	G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.		42-50
Economic performance	G4-EC1	Direct economic value generated and distributed	35, 36	7, 41, 72-98
Market presence	G3.1-A01	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination and transfer, including transit passengers.	34	54
Market presence	G3.1-A02	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.	34	55
Market presence	G3.1-A03	Total amount of cargo tonnage.	35	56, 57
Market presence	G4-EC9	Percentage of local suppliers used	37	
Indirect Economic Impacts	G4-EC8	Significant indirect economic impacts, including the extent of impacts	38	28, 29
Energy	G4-EN3	Energy consumption within the organization	45-48	
Energy	G4-EN5	Energy intensity	45-48	
Water	G4-EN8	Total quantity of water withdrawal	54	
Water	G4-EN10	Total water recycled	54	
Water	G3.1-A04	Quality of stormwater by applicable regulatory standards.	omission	
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Emissions	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	48, 49	
Emissions	G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	48, 49	
Effluents and waste	G4-EN22	Quantity and quality of water output and destination	54	
Effluents and waste	G4-EN23	Total weight of waste by type and disposal method	51, 52	
Effluents and waste	G3.1-A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m³) or parts per million (ppm) by regulatory regime.	omission	
Effluents and waste	G3.1-A06	Aircraft and pavement de-icing/anti-icing fluid used and treated by m³ and/or metric tonnes.	52	
Compliance	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with Environmental laws and regulations	45	
Noise	G3.1-A07	Number and percentage change of people residing in areas affected by noise.	55, 69	
Labour management	G3.1-LA4	Percentage of employees included in the collective bargaining agreement	60	

Occupational health and safety	G4-LA5	Percentage of total workforce represented in formal joint management worker health and safety committees that help monitor and advise on occupational health and safety programs	28	38
Occupational health and safety	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism and total number of work-related fatalities by gender	28	
Occupational health and safety	G4-LA8	Health and Safety topics covered in formal agreements with trade union	28	23
Training and education	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	61	
Local communities	G3.1-A08	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided.	70	
Customer health and safety	G3.1-A09	Total annual number of wildlife strikes per 10,000 aircraft movements.	29	
Product and service labelling	G4-PR5	Results of surveys measuring customer satisfaction	39	20-22



APPENDICES

APPENDICES

APPENDIX – A

DESTINATION	WASTE TYPE	2012	2013	2014
Landfill	International garbage	70,120	96,960	112,190
Landfill	General waste	928,548	858,985	828,578
Recycle	Cardboard/plastic/metal	165,780	178,210	185,160
Recycle	Bottles	126,923	117,406	123,131
Compost	Organics	46,426	142,715	176,070

APPENDIX – B

There is currently no system in place to quantify the amount of people who are affected by noise, and so it is not possible to give a number of percentage change over previous years.

APPENDIX – C

Due to the large amount of land owned by Edmonton Airports, EIA almost doubled the size of terminal facilities during Expansion 2012, but no people were displace from their property. Additionally, during 2013 and 2014 no people were voluntarily or involuntarily displaced from their property by Edmonton Airports

APPENDIX – D

	2011	2012	2013	2014
Total power sold to in-terminal tenants and Nav Canada (kWh)	3,353,639	4,586,165	5,792,118	5,521,679

APPENDIX – E

Topics covered by our benefit plan are:

- Maternity\Paternity leave
- Life insurance
- Health insurance
- Dental plans
- Pensions
- Disability insurance
- Family medical insurance

As we look ahead to new opportunities, **sustainability** will continue to be essential as we seek to build on our previous financial, social and environmental successes.

