



June 13, 2016

His Worship Mayor Malcolm Brodie and
Members of City Council

The City of Richmond

6911 No. 3 Road

Richmond, BC V6Y 2C1

Delivered via e-mail to: mayorandcouncillors@richmond.ca

Your Worship and Members of Council:

I am looking forward to our annual presentation to the City of Richmond on behalf of the Vancouver Airport Authority on June 20, 2016. Joining me will be Howard Jampolsky, the City's nominee to our Board, and Anne Murray, Vice President Marketing and Communications. Our presentation will review the Airport Authority's progress on our strategic plan and its four supporting objectives: creating a connecting hub; being a leader in sustainability; delivering remarkable customer experiences; and building on our exceptional foundation.

Attached is a summary with highlights of YVR activities over the past year. I hope that providing this information in advance will facilitate our discussion. We will be pleased to answer questions from Council; should you wish you are welcome to send questions in advance to the e-mail below.

I would also like to use this occasion to extend a standing offer to members of Council for a tour of YVR. You are welcome to get in touch with me directly at 604-276-6501 or craig_richmond@yvr.ca. Again, I look forward to seeing all of you.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Craig Richmond', is written over a horizontal line.

Craig Richmond
President and Chief Executive Officer

Attachment

cc: City Clerk's Office cityclerk@richmond.ca

P.O. BOX 23750
AIRPORT POSTAL OUTLET
RICHMOND, BC CANADA V7B 1Y7
WWW.YVR.CA

TELEPHONE 604.276.6500
FACSIMILE 604.276.6505

GP - 7

YVR CONNECTS

2015 SUSTAINABILITY REPORT HIGHLIGHTS



A MESSAGE FROM MARY JORDAN

CHAIR, BOARD OF DIRECTORS, VANCOUVER AIRPORT AUTHORITY



On behalf of the Board of Directors, I would like to thank you for supporting YVR in 2015.

As a not-for-profit organization, YVR is committed to our community. In 2015, we channelled this commitment through our three-year Strategic Plan, focusing our actions on competitive and sustainable objectives with a goal of reaching 25 million passengers by 2020.

We aligned our operations under a renewed environmental plan, which sets ambitious emissions targets for 2020. To ensure we grow sustainably,

we sought input from the community for YVR's new 20-year Master Plan at our summer festivals and speaking engagements. We also continued to give back, contributing over \$900,000 to support community initiatives such as Quest Food Exchange, the Nature Conservancy of Canada, Hub Cycling, Canucks Autism Network and many more.

At our core is an engaged and driven team, dedicated to safety, health and security. This team worked hard to deliver a remarkable airport experience—and it didn't go unnoticed. We once again made the BC's Top Employers list in recognition of our great workplace. And for the first time, Vancouver Airport Authority received the Best Health & Safety Culture award and the Gold award in the Transportation category of Canada's Safest Employers.

Vantage Airport Group, our subsidiary, has grown into a very successful company. We determined that it was time to sell our 50 per cent stake, in order for Vantage to continue to grow and for YVR to focus on our ambitious Strategic Plan. The sale closed in late 2015 and will allow Vantage to acquire the funding it needs to pursue future largescale airport projects. YVR will continue to work with Vantage through a strategic partnership agreement that includes sharing of our employees' expertise, knowledge and leading-edge approach to innovation.

Thank you for contributing to our discussions, for choosing our airport and for being a part of YVR's vision. We strive to be a world-class connecting hub, one that links passengers and products from around the world to British Columbia. We could not do this without the support of our partners, communities and employees, all of whom provide the foundation for our ongoing success.

Mary Jordan
CHAIR, BOARD OF DIRECTORS
VANCOUVER AIRPORT AUTHORITY



VANCOUVER
INTERNATIONAL
AIRPORT

Beyond, Every Day.



Vancouver Airport Authority is the community-based, not-for-profit organization that manages Vancouver International Airport (YVR). We are committed to creating an airport that British Columbia can be proud of: a premier global gateway, local economic generator and community contributor.

BEST AIRPORT IN NORTH AMERICA FOR A HISTORIC 7 YEARS IN A ROW

MISSION

Connecting
British Columbia
Proudly to
the World

VISION

A world-class,
sustainable gateway
between Asia and
the Americas

VALUES

Safety, Teamwork,
Accountability,
Innovation

91% CUSTOMER
SATISFACTION RATING
three years in a row



OUR LEADERSHIP

The Airport Authority is governed by a community-based Board of Directors. An Executive Team, led by President & CEO Craig Richmond, oversees our daily operations at YVR.



OUR BUSINESS

YVR welcomed a record 20.3 million passengers in 2015, thanks to strong Transborder, Asia-Pacific and European growth. We continued key projects to support this record growth, expanding our presence in Asia, opening the McArthurGlen Designer Outlet Vancouver Airport and opening the A-B Connector, part of our expansion of the Domestic Terminal.



56 AIRLINES SERVE YVR

Connecting people and businesses to
more than 118 non-stop destinations.

A RECORD
20.3
MILLION
PASSENGERS
IN 2015

271,000+
TONNES
OF CARGO

A 5.7%
INCREASE OVER
2014

YEAR	2015	2014	2013
Revenue (Millions)	484.7	433.3	433.3
Operating Expenses (Millions)	337.7	320.4	291.1
Ground Lease (Millions) paid to the Federal Govt.	49.3	46.6	42.3
Excess of Revenue Over Expenses (Millions)	100.0	101.7	98.3
Net Assets (Millions)	1,478.4	1,377.8	1,273.6
Capital Expenditures For The Year (Millions)	205.0	277.6	186.0
Passengers (Millions)	20.3	19.4	18.0
Aircraft Turnaround Time (Minutes)	27.5	27.5	27.5
Aircraft Turnaround Time - Offs / Landings (Thousands)	278	273	263
Cargo Handled (Thousands of Tonnes)	271.5	256.9	228.3



46%

WASTE DIVERSION
RATE IN 2015

1.8

MILLION KG
RECYCLED AND
COMPOSTED MATERIAL
FROM THE TERMINAL
IN 2015

OUR ENVIRONMENT

YVR strives to be a leader in environmental management, which we demonstrate through a range of initiatives. These include improving airport infrastructure to reduce emissions, upgrading light fixtures and buildings to reduce energy use, monitoring water quality to protect ecosystems, recycling materials to reduce waste and much more.

74%
HYBRID
TAXI FLEET

97%

SOLID
CONSTRUCTION
WASTE DIVERTED
FROM LANDFILLS IN 2015

OUR PEOPLE

Over 23,000 people call YVR their workplace. At the core of this community is the YVR team, a group of employees who go beyond, every day for our customers.



BC'S TOP EMPLOYER

NINE YEARS IN A ROW

INNOVATION

Airport Innovation of the Year –
YVR's BORDERXPRESS™ kiosks



266
BORDERXPRESS™
KIOSKS

SOLD IN 2015

We constantly innovate to improve the customer experience. YVR's kiosk-based BORDERXPRESS™ solution has helped over 80 million people quickly and safely clear the US and Canadian borders since 2013.

SAFETY

The safety and security of YVR's passengers, employees and communities is the Airport Authority's primary responsibility.

Canada's Best Health & Safety
Culture Award and the Gold Award
in the Transportation category



OUR COMMUNITY

YVR is committed to serving our diverse communities. In 2015 we accomplished this through a commitment to transparency, a willingness to engage and an outstanding team.

667
HAMPER
DONATED

ANNUAL QUEST
HOLIDAY HAMPER DRIVE

\$900,000+
IN COMMUNITY
INVESTMENT

96%
SATISFACTION
RATE

YVR'S EXPLORER TOUR





WE STRIVE TO BE ACCOUNTABLE TO YOU, OUR CUSTOMERS, NEIGHBOURS AND BUSINESS PARTNERS.

To view the complete Sustainability Report and learn about how we report on our four pillars— Economic, Environment, Social and Governance—please visit **WWW.YVR.CA**

Join us at Vancouver Airport Authority's **Annual Public Meeting** to find out more about 2015 and our future plans. May 12 at YVR. Registration begins at 3:00pm. The meeting begins at 3:30pm. Details available at yvr.ca

We welcome your comments and questions. Please email us at: **community_relations@yvr.ca**



@YVRAIRPORT



@YVRAIRPORT



VANCOUVERAIRPORT



VANCOUVERINTERNATIONALAIRPORT



VANCOUVER
INTERNATIONAL
AIRPORT

Beyond, Every Day.

YVR.CA