

# GRI SUSTAINABILITY REPORT FOR INDIANAPOLIS AIRPORT AUTHORITY 2013



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## EXECUTIVE STATEMENT

### FROM THE EXECUTIVE DIRECTOR

Mario Rodriguez



The Indianapolis Airport Authority (IAA) completed the new Indianapolis International Airport (IND) facilities, including the new Colonel H. Weir Cook Terminal, in 2008. These new facilities, which earned a Leadership in Energy and

Environmental Design (LEED) certification, are an example of IAA's commitment to operating under a set of sustainability principles in our planning, strategies and daily operations. IAA continues to achieve great success in providing outstanding customer service, attaining operational efficiency and expanding the airport system and infrastructure to encourage economic development in central Indiana.

IAA's sustainability principles include:

1. Minimize the negative environmental impact of our operations and ensure compliance with all applicable regulatory requirements.
2. Integrate sustainable practices into our daily operations.
3. Work with our partners, tenants, contractors and suppliers to implement our sustainable principles throughout our airport system.
4. Integrate sustainable design and construction practices in the development of our airport system.



- 5. Maintain and operate existing infrastructure in a manner that maximizes the life of the asset.
- 6. Engage with the local community in a positive and constructive manner and be a valued member of the community.
- 7. Ensure that we provide a positive and safe working environment.
- 8. Monitor and Report on progress in meeting our sustainability principles.

In 2013, IAA was recognized as the No. 1 Airport in North America by the Airports Council International for customer satisfaction, repeating this designation from 2012 and 2010. IND is now home to the largest solar farm on airport-owned real estate in the United States, generating power for the first time in October 2013. This new source of renewable energy will generate up to 11 MW of power at its peak and produce up to 15M KWhr per year. A second solar farm of equal size is in the works. Unique among airports, IAA also maintains a large Conservation Management Area, providing habitat for the federally endangered Indiana bat. The conservation area now also houses So-dalis Nature Park, a 210 acre passive nature park operated by Hendricks County Parks and Recreation for the citizens of central Indiana, with visitors approaching 100,000 per-year. This park converts land previously isolated from the public into a park with trails, picnic areas, educational programs and a 5.5 acre pond with a fishing pier.

IAA is proud of our accomplishments and our actions to operate in a sustainable manner. A recent Aviation Association of Indiana study estimates that the annual economic impact of the IAA on the economy of central Indiana is \$4.5 billion.

The IAA is a vital part of our community and we understand the importance of operating in a manner that enhances the environment, the economy and the community.

This report is an important example of our commitment to sustainability. We hold ourselves accountable within our organization and to the public on our overall efforts relating to sustainability. We greatly appreciate the efforts of Ball State University students who have partnered with IAA to make this Sustainability Annual Report a reality.

The report provides detailed information in many important economic, environmental and social areas. We welcome the public's feedback on our efforts, and we will continue to improve our overall operations to make IAA the best airport system that we can be.



# INTRODUCTION



The Ball State University Team

## INTRODUCTION

As a faculty mentor for the Building Better Communities Immersive Learning Fellows Program, Ball State University professor Gwendolen White approached the Indianapolis Airport Authority (IAA) with an immersive learning proposal at the end of 2013. White had expertise in Global Reporting Initiative Sustainability Reporting; during her time at the university she guided six reporting projects to completion. As project director, White oversaw teams of students who extrapolated, organized, and rewrote client data in accordance with GRI Sustainability Reporting guidelines. Previous projects include Minnestrista Cultural Center, the City of Bloomington, and Ball State University. With a new semester on the horizon, White was looking for a new project. Given the IAA’s high interest in sustainability, they readily accepted White’s project proposal for the Spring 2014 semester.

Next, Gwendolen White formed her reporting team. She screened applications, conducted interviews, and hand-picked students from across the entire university. In Spring 2014, White and her students visited the Indianapolis International Airport to get a better grasp on the IAA’s business model and sustainability initiatives. For the rest of the semester, the team met twice a week to collaborate on the report. Students also spent time outside of meetings working on their individual sections.

### Meet the Team:

- Gwendolen White, Professor of Accounting
- John Germano, Senior Accounting Major
- Jessica Hill, Junior Accounting Major
- Farah Alam, Double Masters in Information and Communication Sciences and Landscape Architecture
- Lucas Blair, Senior International Business Major, concentration - Marketing
- Amrutha Pulikottil, Masters in Public Administration, concentration - Sustainable Development
- Janessa Kahlig, Senior Accounting Major
- Kristyn Maccagnano , Senior Marketing Major
- Brayden Beyer, Senior Marketing Major, concentration - Economics





## OUR REPORTING

## OUR REPORTING

GRI G4 guidelines were used as a foundation for defining the report content. The Airport Operators Sector Supplement was also used to elaborate on the specific industry. Through this report, the Indianapolis Airport Authority wishes to provide a comprehensive report covering all relative sustainability aspects--environmental, economic, and social. Reporting on the economic performance indicators is based on the IAA's 2012 Annual Financial Report. The social and environmental segments of the report were developed through several divisional sources, such as the authority's human resource department and the environmental management team. (G4-18 - G4-20)

Since this is the first Sustainability Report created for the Indianapolis Airport Authority, no restatements or alterations from previous reports have been made. Similarly, there have been no changes in scope or aspect decisions. This report covers as many aspects as data permit. In future reports, the IAA will determine whether they should extend or retract the report boundaries using this report as a frame of reference. (G4-22, G4-23)

The Make-Up of the Indianapolis Airport Authority: (G4-17)

- Indianapolis International Airport
- Hendricks County Airport
- Eagle Creek Airport
- Metropolitan Airport
- Indianapolis Regional Airport
- Downtown Heliport

The Indianapolis Airport Authority follows a reporting cycle that reports annually on a fiscal year which begins on January 1st and ends on December 31st. The 2012 financial statements are the most recent statements available at the time of this report. If there are any questions or concerns about the report, Tim Method can be contacted at 317-487-6026. Tim is the director of the environmental and conservation program. (G4-28, G4-29, G4-30, G4-31, G4-36)



The audit of the IAA’s financial statements is conducted at the end of each calendar year. At the close of each calendar year, an independent firm of certified public accountants audits the IAA’s records. The accounting firm that is in charge of this audit is BKD, LLP. In addition to the audit from BKD, the Indiana State Board of Accountants also retains the right to audit the IAA. (G4-32)

According to the audit done by BKD, it believes that the audit evidence it obtained is sufficient and appropriate to providing a basis for the audit opinion. The opinion given by BKD is that the financial statements present fairly, in all material aspects, the financial position of the IAA as of December 31, 2012. In addition, all of the changes in the IAA’s financial position and its cash flows for the years is in accordance with the generally accepted accounting principles in the United States of America. (G4-33)

The governance structure for the IAA consists of nine voting members and one non-voting, advisory board member. Each member on the board is appointed to a four-year term. The Authority is a municipal corporation that has establishment dates all the way back to January 1, 1962. The IAA was established to own and operate airports in and around Indianapolis, Indiana. The Authority is a separate reporting entity and is not a component of Indianapolis’ consolidated government or any other government. (G4-34)







## ORGANIZATIONAL PROFILE

### ORGANIZATIONAL PROFILE

The Indianapolis Airport Authority is a municipal corporation established by the General Assembly in 1962. The IAA operates in central Indiana with main offices in Indianapolis, Indiana. The United States of America is the single country of IAA operation. Including the Indianapolis International Airport, the IAA currently owns, develops, and operates six airports in the Indianapolis area; the others include: Downtown Heliport, Eagle Creek Airpark, Hendricks County Airport- Gordon Graham Field, Indianapolis Regional Airport, and Metropolitan Airport. Refer to **figure 1 on page 23** for the IAA's managerial composition. (G4-5, G4-6)

Because IAA's largest airport is the Indianapolis International Airport, a variety of services and amenities, including shopping and dining services, are offered throughout our the main terminal building. The privately operated Service Plaza at IND, which is accessible to all vehicles arriving and departing the terminal, offers 24 fueling locations. Along with their fueling services, the Plaza offers a 24-hour Subway, free public Wi-Fi, tire inflation, a flight information monitor and several additional amenities. (G4-3, G4-7)

#### Scale of Organization

Within the six different airports that the organization operates, IAA employs approximately 450 employees. According to IAA's 2012 year-end financial statements, its operating revenues were reported at \$138,258,845. The total debt for the same year equaled \$1,082,664,813 while the total equity was \$1,061,665,174. (G4-9)

In November 2008, after 30 years of planning, modifying and updating, the new Indianapolis International Airport facilities opened. Its modern design was built with no local or state tax dollars and serves more than seven million passengers each year. The terminal was designed for maximum convenience, comfort, and safety and includes a new Federal Aviation Administration air traffic control tower and terminal radar approach control facility, a new fire station, new roadway system, new surface parking lots and



garage, new Ground Transportation Center, and \$4 million in original public art.

The entire project was the largest civic development in Indianapolis’s history and will serve the city for decades to come. The terminal and campus project was awarded Leadership in Energy and Environmental Design (LEED) certification by the U.S. Green Building Council for its sustainable elements. (G4-13) **Figure 2 on page 23** indicates jet fuel savings resulting from migrating services to the new terminal location during first five years of operation.

Markets Served

The primary market that Indianapolis Airport Authority serves is passengers who fly in or out of the Indianapolis Airport and other airports operating under the IAA. At the Indianapolis International Airport, the IAA provides a terminal for passengers flying with airlines such as Air Canada, Air Tran, American, Delta, Frontier, Southwest, United, and U.S. Airways. This facility also serves the Indianapolis community and surrounding areas. (G4-8)

Guiding Principles and Core Values

These values are integral to all IAA business activities:

Respect | Integrity | Trust | Excellence

Vision

IAA’s vision for the future is to:

- Achieve national and international recognition by being excellent in all areas of operational and financial performance.
- Maximize utilization and continued development of airport assets to grow aviation and non-aviation business
- Create a diverse, forward-thinking, and innovative organization with the work-force structure and skill sets needed to achieve its mission

Mission

Sustain and enhance a safe, customer-friendly, and competitive aviation-based transportation system that supports and improves quality of life and economic development in central Indiana and the surrounding region.

Culture

These core values, vision, and mission are the guiding principles that frame the manner in which IAA interacts with its internal and external stakeholders. Maintaining and delivering excellence shapes IAA’s organizational culture and its business endeavors.

Primary Goals

1. Develop innovative approaches for increasing and diversifying revenue
2. Deliver services at lower costs than benchmark airports
3. Improve internal and external customer service
4. Develop a workforce and culture that supports the vision



Recognition

The Indianapolis Airport has received several recent awards and recognition. Most notably in 2013, IAA was recognized as the Best Airport in the Nation for Customer Service, an award received in both 2012 and 2010 as well. IAA celebrated the fifth anniversary of the new Indianapolis Airport in November 2013. Since opening, IAA has received the following recognitions:

1st and Green Challenge, Government Category, Super Bowl Host Committee
Air Cargo Award of Excellence, Air Cargo World <i>five times</i>
Airport with Best Concessions Management Team, Airport Revenue News <i>twice</i>
Airport with Best Concessions Program Design, Airport Revenue News <i>three times</i>
Airport with Best Customer Service, Airport Revenue News <i>twice</i>
Airport with Best Overall Concessions Design, Airport Revenue News
Airport with Best Overall Concessions Management Team, Airport Revenue News
Airport with Best Overall Concessions Program, Airport Revenue News <i>four times</i>
Artful Impact Award, Arts Council of Indianapolis
Best Airport in North America, ACI-NA <i>three times</i>
Best Specialty Retail Program, ACI-NA
CALEA Certification (Airport Police Department, 14th Law Enforcement Agency in IN and 10th Airport Police Department Nationwide), Commission on Accreditation for Law Enforcement Agencies
Certification of Appreciation (Airport Police Department), FBI
Community Emergency Response Team (CERT) (IND Emergency Response Team), State of Indiana Department of Homeland Security
Customer Service Champion, J.D. Power
Excellence in Concrete Pavement, Indiana Chapter of American Concrete Pavement Association Honor Award, National Terrazzo & Mosaic Association
Leadership in Environmental and Energy Design (LEED) Certification, U.S. Green Building Council
Monumental Award, Architecture and Public Art Category, Keep Indianapolis Beautiful
National Award for Excellence in Concrete Pavement, American Concrete Pavement Association
National TSA Partnership Award, TSA
Outstanding Achievement Award, FAA
Outstanding Park Development (Sodalis Nature Park), Indiana Park and Recreation Association
Platinum Award for Engineering Excellence, American Council of Engineering Companies of New York
Police Executive Leadership Academy Completion, Indiana Association of Chiefs of Police
Qualifications-Based Selection Award, American Council of Engineering Companies (ACEC) and the National Society of Professional Engineers (NSPE)
StormReady Designation of Terminal, National Oceanic & Atmospheric Administration (NOAA)
Financial Reporting Excellence, <i>31 Years in a Row</i>
Zero-Discrepancy Inspection, FAA <i>five times since new terminal opened, a total of 13 consecutive years</i>

Precautionary Approach

The precautionary approach is a strategy on how to approach possible risks that do not have a complete scientific understanding, such as climate change and genetically modified organisms. To address the precautionary approach, the IAA is “committed to engaging in environmentally responsible, sustainable operations and minimizing any adverse environmental impacts.” The IAA focuses on environmental management, conservation management, and wildlife management when incorporating a variety of environmental concerns into the decision-making process. The IAA is committed to following sustainable practices throughout the entire organization. (G4-4) They do this by:

1. Applying sustainable development practices in all of their operations such as planning, designing, building, operating, management of airport properties, and decommissioning services and facilities.
2. Utilizing materials to reduce waste, recycling materials, and conserving energy usage throughout the organization. The IAA is also actively pursuing alternative energy sources.
3. Regularly assessing performance to achieve the highest standards in water and air quality, fuel storage, waste disposal, wildlife management, and controlling airport noise even though the IAA is already in compliance with all local, state, and federal laws and regulations.
4. Environmental policies being communicated clearly and consistently to stakeholders.
5. Responding to environmental concerns of all of the IAA’s personnel, business partners, passengers, local homeowners, and public without bias.
6. Serve as the facilitator for the adoption and integration of new technologies in airport operation while providing training on the latest environmental advances and encouraging employees to meet environmental standards.
7. Monitoring regulations and legislation that have been in proposal or are pending in legal system.
8. Actively conducting and engaging in environmental education and outreach efforts to benefit society whether it is airport personnel, the public, students of all ages, and community groups. (G4-14, G4-EN27)

Stakeholder Engagement

Stakeholders are entities or individuals that can be reasonably expected to be significantly affected by the organization’s activities, products, and services; and whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives. Stakeholders can include those who are invested in the organization (such as employees, shareholders, suppliers) as well as those who have other relationships to the organization (such as vulnerable groups within local communities, civil society).

In addition to IAA employees, there are four primary stakeholder groups engaged by the IAA: government, voluntary civic and social organizations, community members, and suppliers to the facilities.

The 2013 Annual Sustainability Report was compiled using indicators deemed material by the primary stakeholder, IAA employees. We encourage all stakeholders to take the “IAA Stakeholder Survey” to help with future reporting.

This survey requests feedback from stakeholders of Indianapolis Airport Authority to determine the content of the 2014 IAA Global Reporting Initiative (GRI) Sustainability Report. The 2014 IAA Report will be prepared in accordance with the GRI G4 reporting framework launched in May 2013. The G4 framework specifies that only material aspects need to be reported and that materiality be determined with stakeholders.

Please refer to the section titled *Guiding Principles* for information about the IAA’s Core Values and Mission **on page 17** before taking the survey. The survey can be taken at the following link: Stakeholder Survey. Hard copies of the survey will be available at the IND information desk as well. (G4-24, G4-25, G4-26, G4-27)

Information regarding G4-15 (externally developed charters) and G4-16 (memberships of association) will be reported on in future reports.

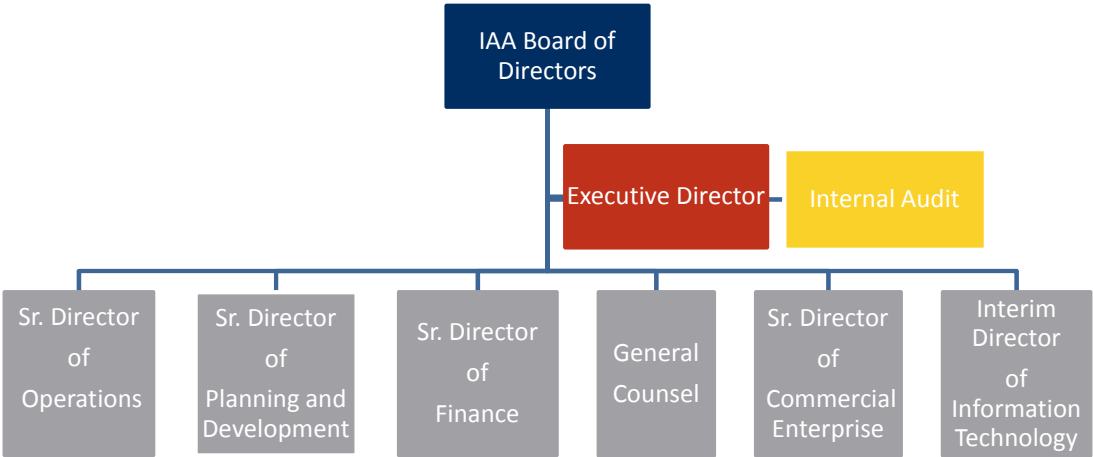


Figure 1: Managerial Composition of IAA

Gallons of jet fuel saved by new terminal location	2,500,000
Kilograms of carbon monoxide emissions saved by new terminal location	225,000
Motorists helped by parking staff (jump starts, stranded vehicles and flat tires)	28,000
Reduction in IAA debt since terminal opened	\$205,475.000
Total air cargo (in tons) moved	5,122,000
Total flight operations	818,000
Total passengers	37,050,000
Total runs by airport fire department	5,500
Total runs by airport police department	266,000
Increase in annual operation revenue	\$8,532,000
Decrease in annual operating expenses	\$5,691,000
Total calls for assistance to IND operations center	250,000
Savings on jet fuel expenditures	\$6,200,000

Figure 2: Jet fuel savings resulting from moving processes to new terminal





## THE ENVIRONMENT

### THE ENVIRONMENT

IAA strives to minimize any negative environmental impact of our operations and ensure compliance with all applicable regulatory requirements. An airport is often perceived as unfriendly to the environment with its jet fuel consumption, heavy vehicular traffic, miles of impervious surface, significant aircraft and pavement chemical deicing applications and considerable energy consumption. However, airports, especially at IAA, have evolved to take all environmental responsibilities seriously to both minimize any negative environmental impact of operations and to proactively identify ways to be a leader in sustainable, environmentally sound operations.

A visit to IND does not evoke the noxious fumes of the past, major traffic congestion or any other offense to the senses. A trip to and through the terminal will be a memorable experience, with natural lighting and interesting art with ease of passenger movement. A trip around the area will show clean streams, green conservation areas and landscaping with primarily native species.

Environmental areas of focus include (G4-EN27, G4-EN29, G4-EN31) :

- Air Quality
- Water Quality
- Land Conservation
- Energy Conservation
- Sustainable Design and Construction

#### Air Quality

IAA operates under a federal Clean Air Act Title V Air Quality Permit issued by the Indiana Department of Environmental Management. The permit limits air emissions at IAA and ensures that air quality health standards are achieved. IAA has reported full compliance with the applicable permit requirements in 2013 (and previous years).



Regulated air emissions are relatively small. Air emissions from secondary sources that are not directly regulated by the air quality permit, such as vehicular traffic and aircraft operations, continues to decrease as the national motor vehicle program operated by the U.S. Environmental Protection Agency is implemented which has substantially reduced air emissions from motor vehicles. Similarly, aircraft continue to be cleaner and more fuel efficient. (G4-EN15, G4-EN16, G4-EN19, G4-EN20 - 21)

In addition to regulatory compliance and air quality emissions trends, IAA has designed the facilities in a manner to minimize impacts on air quality. The location of the new terminal significantly reduces aircraft taxiing time and fuel related emissions by placing the terminal much closer to the runways and taxiways. Fuel savings are estimated at about 1 million gallons/year. The Ground Transportation Center is close to the Terminal, which houses the rental car agencies, which and thereby, eliminates the need for shuttle buses to serve rental car customers, typically a significant source of vehicular emissions at many airports. IAA's Central Energy Plant burns natural gas, a cleaner burning fossil fuel, and provides necessary heating and cooling to both the main terminal and the Indianapolis Maintenance Center. The new roadway system is properly sized which reduces vehicular congestion and idling and therefore reduces air emissions.

### Water Quality

IAA operates under federal Clean Water Act National Pollutant Discharge Elimination System Permit issued by the Indiana Department of Environmental Management governing discharges to bodies of water and an Industrial Discharge Permit issued by Citizens Water Authority governing discharges to the local sewer system and water quality treatment at the nearby Southport Wastewater Treatment Plant. These permits ensure that the IAA operations do not compromise meeting state and federal water quality standards designed to protect recreational and aquatic uses of public waterways.

The primary water quality concern is associated with the runoff of stormwater from the surfaces at IND. Aircraft and pavement deicing activities during the colder months (typically October – April) require the use of chemicals, including propylene glycol for aircraft and sodium acetate for pavements to maintain safety in aviation operations. (G4-EN8, G4-EN9, G4-EN10, G4-EN22 - EN26)

Construction activity, soil erosion, petroleum or chemical spills all provide potential for contaminated runoff from IND property into nearby streams. Accordingly, IAA places a high importance on managing stormwater runoff.

IAA operates a series of structures and facilities to collect, convey and capture stormwater runoff to avoid any impact on nearby water bodies. Refer to **table 3 on page 28** for set effluents for different water bodies. During deicing season, stormwater runoff from surfaces such as the terminal and cargo aprons and associated aircraft movement areas is captured and collected in onsite storage basins for either discharge to the Southport Wastewater Treatment Plant for treatment or release, if permit limits are achieved, into water bodies at IND. Water quality treatment units and or oil water separators are available for most watersheds to address any sediment or petroleum contamination that may occur at IND. IND currently maintains 66 million gallons of stormwater runoff storage space. (G4-EN2, G4-EN8, G4-EN9, G4-EN10, G4-EN22 - EN26)

During deicing season in 2013, 155 million gallons of stormwater containing deicing chemicals were discharged to the sewer system for treatment. All sewer discharges met applicable permit limits. A total of 307,000 gallons of propylene glycol deicing fluid was applied by airlines. IAA can discharge up to 65,000 pounds Biological Oxygen Demand per day to the Citizens Water Authority system for treatment. (Refer to **figures 4 and 5 on page 29** for details on IAA's sewer disposal and deicing statistics).

Recent completion of several stormwater projects enhanced the already \$50 million stormwater management system investment of the IAA. The infrastructure improvements in 2013 included a modification of the Seerley Basin sewer lift station which replaced existing pumps, increasing potential discharge rates to 6000 gallons per minute pumps versus the previous 3000 gallons per minute pumps. The improvement of these pumps helped reduce environmental risks of basins overtopping during heavy rain events and improve the IAA's capabilities to effectively plan stormwater management (**figures 6a and 6b on pages 30 and 31**). An additional equalization basin is under construction in 2014 to add up to 8-10 million gallons of stormwater storage as well as improvements that will allow for aircraft deicing on the P-Pad and at the Eagle Hub locations on the IND airfield. (G4-EN2, G4-EN8, G4-EN9, G4-EN10, G4-EN22 - EN26)



Set Effluent Limitations for Seerly Creek and Mars Ditch Outfalls		
Parameter	Daily Maximum	Forecasted Air Temperature
Ammonia	4.4 mg/l	-
Propylene G	200 mg/l	-
COD	500 mg/l	45 degrees F and below
COD	154 mg/l	45 degrees F to 55 degrees F
COD	62 mg/l	55 degrees F and above

Set Effluent Limitations for Davis Ditch, Center Crock, North Collector Channel, North Taxiway Channel, Sterling Run Channel Outfalls	
Parameter	Daily Maximum
Ammonia	14.7 mg/l
Propylene G	200 mg/l

Table 3: IAA's efforts at mitigating stormwater runoff impact on surrounding water bodies

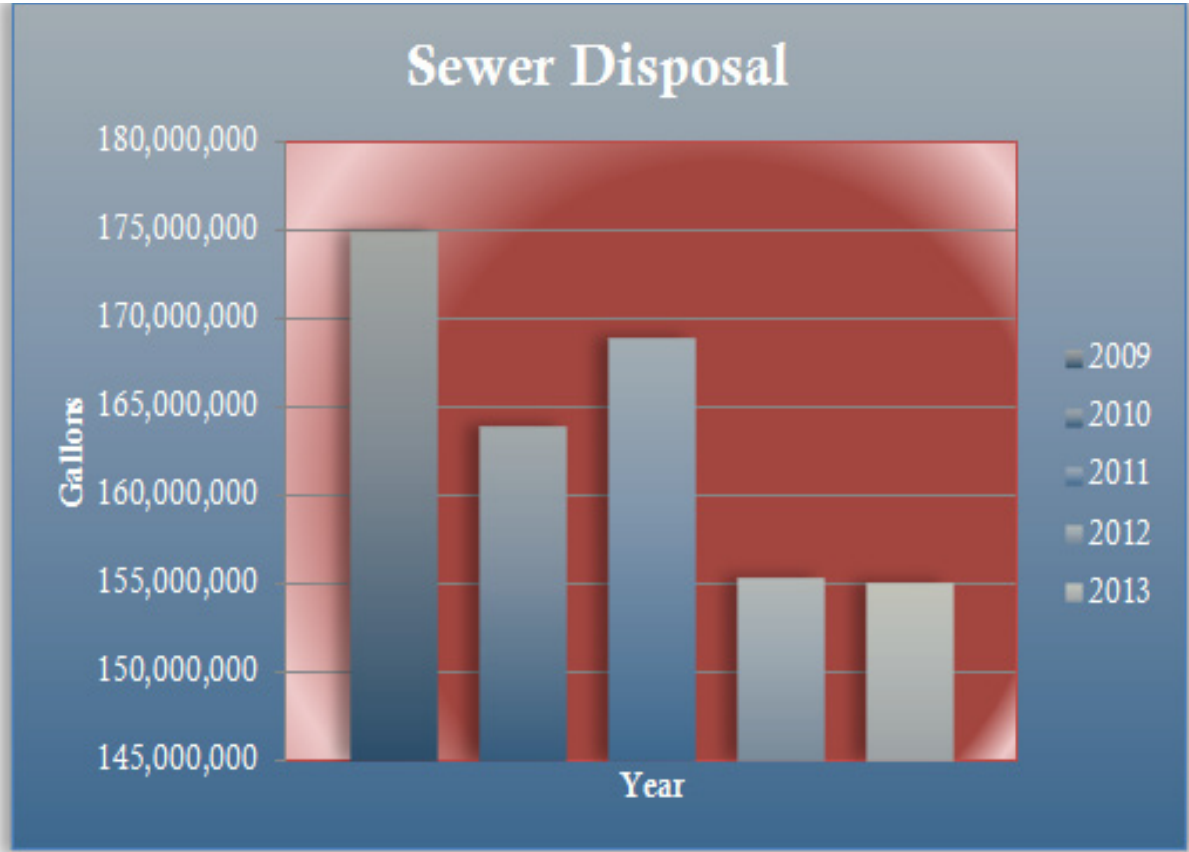


Figure 4: IAA's sewer disposal for the last 5 years

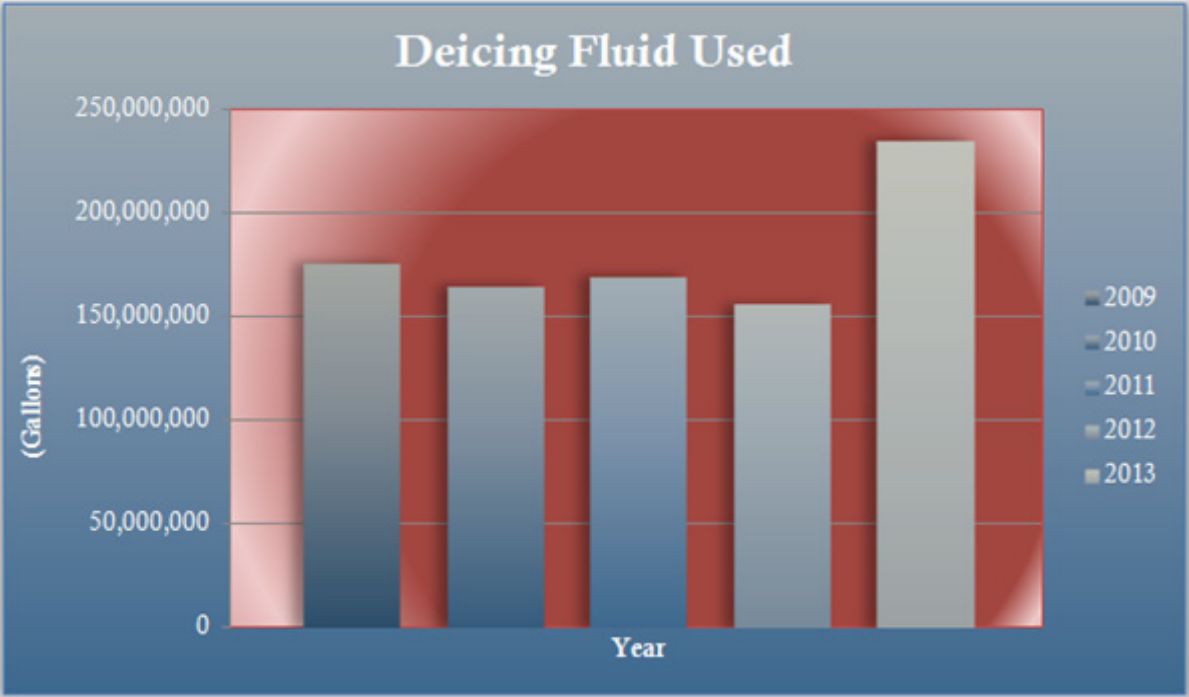


Figure 5: IAA's deicing fluid usage for the last 5 years



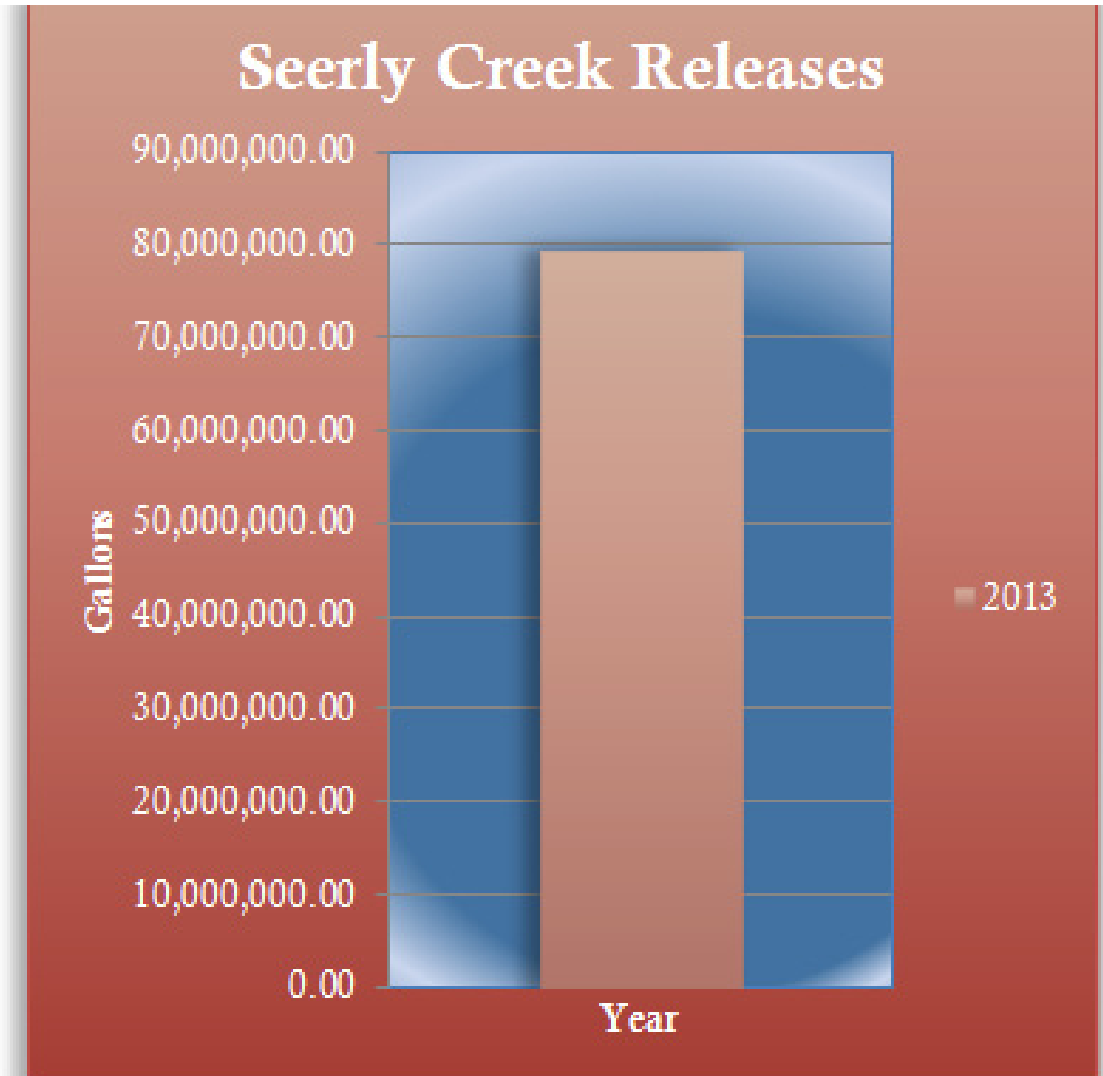


Figure 6a: IAA's discharges into Seerley Creek during 2013

In addition to the stormwater and deicing system, IAA implements a Stormwater Pollution Prevention Plan that governs all activities at IND, by IAA or its tenants that may release potential contaminants to stormwater. This plan includes erosion control for construction projects, material handling and storage controls and a series of other best management practices including spill response to avoid contaminants from entering public waters.



Figure 6b: Seerley Lift Station/Basin

IAA is completing an update to the Stormwater Pollution Prevention Plan that will be fully implemented during 2014. The main goal ultimately for the IAA is to effectively manage every drop of water for the 6000 acres and the 10 major watersheds of IND. (G4-EN2, G4-EN8, G4-EN9, G4-EN10, G4-EN22 - EN26)



Energy Conservation

Recognizing that energy usage has a major impact on the economic viability and environmental impact of the Authority’s operations, IAA created an internal Energy Task Force in 2009 to guide energy and utility conservation efforts. Since that time, IAA has evaluated all aspects of its operations and made progress in each of the following areas:

- Reducing electricity and natural gas usage
- Increase renewable/alternative energy
- Reducing sewer costs
- Reducing waste generation and waste disposal
- Managing IAA vehicle fuel usage
- Increasing the awareness of energy conservation
- Accurate energy usage forecasting
- Tracking the IAA’s energy usage efficiency (G4-EN3, G4-EN6)

Highlights include:

-Overall reduction of 9.78MW in annual electricity usage between 2010 and 2013. This represents about a 10% reduction, and efforts continue to conserve. The 9.78 million kilowatt hour reduction could roughly power almost 1,000 average American homes. Each major electricity usage facility - the main terminal, the Central Energy Plant and Indianapolis Maintenance Center - have reduced usage. Relighting projects in the large IND parking garage and the hangar bays of the Indianapolis Maintenance Center in 2011 contributed to the usage reduction. The parking garage relighting project replaced 1,599 208-watt metal halide lamps with 100-watt newer technology induction lamps. These 100-watt induction lamps produce the same amount of light to meet the required safety standards, but only use half of the original energy to do so. The IMC project also included replacing 750-watt metal halide lamps with 400-watt metal halide lamps. In addition, IAA works hard to optimize use of the energy efficient Heating, Ventilation and Air Conditioning (HVAC) system installed as part of the LEED certified terminal building to ensure that the energy efficiency designed into the facility is realized.

-Natural Gas usage for heating and cooling at the main facilities from the Central Energy Plant reduced by over 434,000 therms between 2010 and 2013, a reduction of almost 25% (an even greater reduction occurred in 2012 with the warmer winter).

These reductions correspond to diligence in minimizing demand from the main users, the terminal and Indianapolis Maintenance Center, during the wintertime and the shut-down of the boilers in the summertime. The reduction of 434,000 therms could provide heat for about 616 average American homes. Refer to **figure 7 on page 35** for IAA’s gas usage.

-Energy reductions are very important in reducing the cost of operations by a corresponding percentage to the usage reduction while reducing the environmental impact of electricity generated by the local electrical utility and gas consumption at the Central Energy Plant. Refer to **figure 8 on page 35** for a detailed listing of IAA’s electricity usage.

-The IND Solar Farm became operational in 2013, generating millions of kilowatts of renewable energy for the City of Indianapolis (**Refer to Spotlight: IND Solar Farm on page 41**). (G4-EN3, G4-EN6)

-The IND Travel Plaza became operational in 2013, providing an alternative fuel – compressed natural gas – for IAA vehicles and vehicles in the surrounding area. IND’s parking garage houses three electric vehicle charging stations that are in constant use by customers at IAA. Additional charging stations are planned for 2014 and the coming years.

Efforts continue to identify ways to reduce vehicle fuel usage, and an initiative in 2014 is aimed at enhancing the IND recycling program. The following section provides information on IAA’s Recycling program.

Recycling

The Authority has an active solid waste recycling program at the terminal and for its construction projects. During 2013, IAA entered into a new solid waste management agreement and is in the process of rebranding the solid waste and recycling containers throughout the terminal and the behind the scenes collection system. Significant increases in the amount of materials recycled are anticipated after full implementation in 2014. The short-term goal is to recycle over 20% of the 2,300 tons of waste material collected at the terminal annually.



For construction waste, IAA successfully reused or recycled 97,000 tons of concrete and 7,838 tons of miscellaneous metals associated with the Demolition of the Old Terminal project in 2013. Approximately 14,717 tons of general debris (and asbestos containing material) were taken to a landfill for disposal. Over 87% of materials were reused or recycled. Also, approximately 33% of the asphalt and concrete associated with the project to rehabilitate Runway 5R-23L and Taxiway N in 2013 was reused or recycled.

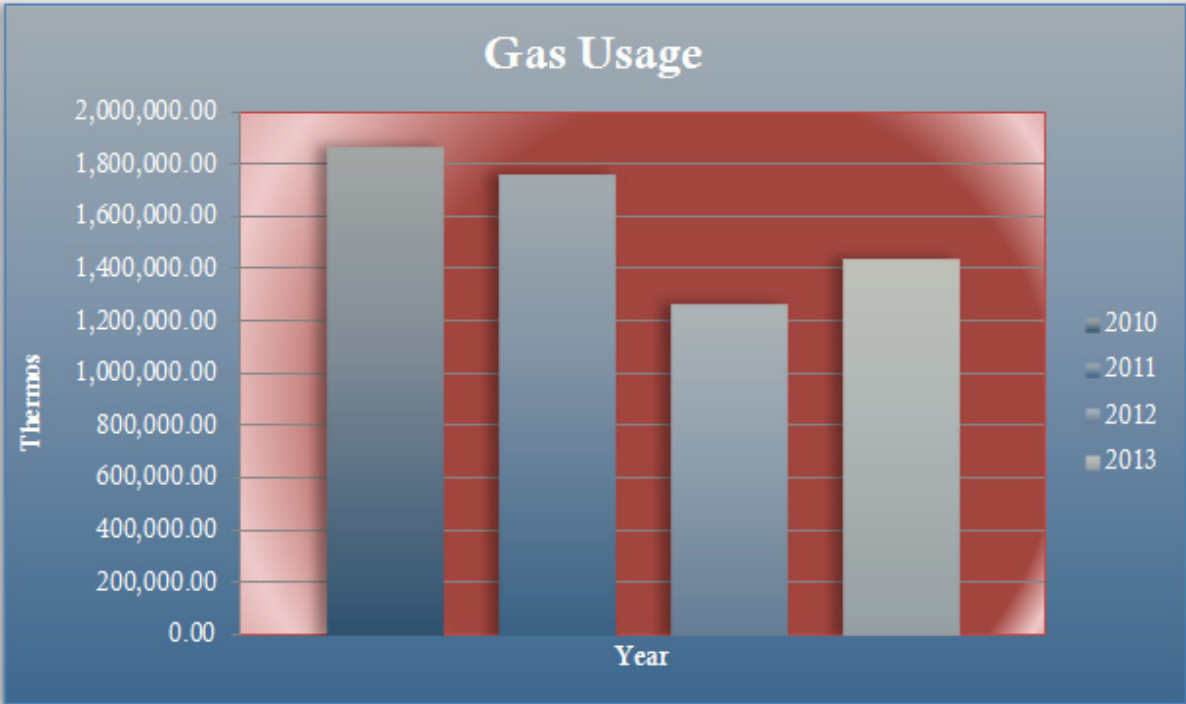


Figure 7: IAA's gas usage for the last 5 years

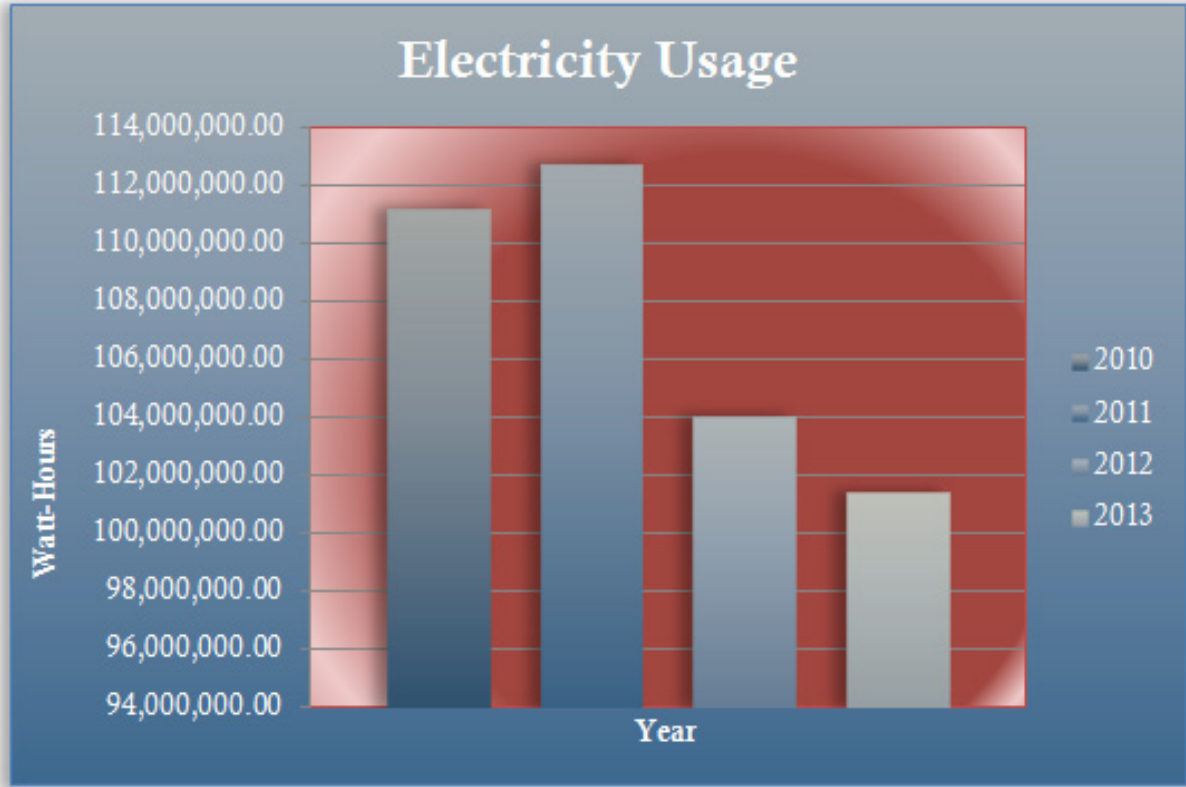


Figure 8: IAA's electricity usage for the last 5 years



Land Conservation

IAA manages about 2,000 acres to the southwest of the airfield in Marion and Hendricks County as part of the Conservation Management Area. This unique conservation area houses acres that have been permanently protected as a preservation habitat for the federally endangered Indiana Bat and federally protected wetlands. In a partnership with Hendricks County, Sodalís Nature Park has opened on IAA property in the Conservation Management Area and provides a passive nature park amenities for local community members. The conservation areas serve to mitigate development impacts from sites developed in the 1990s and the new Indianapolis International Airport. (G4-EN11, G4-EN13, G4-EN26)

IAA works in partnership with the following local, state and federal agencies and jurisdictions to ensure best-practice application in conserving its 2000-acre protected natural area:

- U.S. Federal Aviation Administration (FAA)
- U.S. Environmental Protection Agency (EPA)
- U.S. Corps of Engineers (USCOE)
- U.S. Department of Agriculture (USDA)
- U.S. Federal Highway Administration (FHA)
- U.S. Fish and Wildlife Service (USFWS)
- Indiana Department of Natural Resources (IDNR)
- Indiana Department of Environmental Management (IDEM)
- Indiana Department of Transportation (INDOT)
- Indianapolis Departments of Public Works and Metropolitan Development
- Hendricks County Board of Commissioners

Additionally, the Airport Authority actively seeks collaborative opportunities with academia, research institutions, non-profit groups and business partners to inform and better implement natural conservation practices, habitat restoration, and improvement strategies. IAA works with Indiana State University’s Center for Bat Research, Outreach and Conservation to monitor the bat activity in the conservation area and has worked with Purdue University in the past to monitor the vegetation planted to provide the proper habitat. (G4-EN11, G4-EN13, G4-EN26)

As noted, IAA partners with Hendricks County Parks and Recreation on Sodalís Nature Park. IAA also works closely with the Marion County Soil and Water Conservation District as needed on matters related to soil erosion and water quality. (G4-EN11, G4-EN13, G4-EN26)

Habitat Conservation

As part of the Airport’s strong commitment to mitigating environmental impacts through its operations, IAA maintains federal and state regulation-complying conserved natural areas – the Conservation Management Area and the Habitat Conservation Plan.

Initially in the 1990s, the IAA established a Conservation Management Area to mitigate impacts posed by its development activity to the Indiana Bat habitat. Indiana Bat or *Myotis sodalis*, is a federally endangered species. The Airport’s planned development at the time was occurring in areas frequented by the bat and also impacting wetlands. Through the Conservation Management Area, the Airport Authority was able to rejuvenate the bat’s habitat and enhance water quality of affected wetlands.

Later, when construction for IAA’s new terminal began in 2001, several associated developments such as the new federal highway interchange were set to impact adjoining Indiana Bat habitat. Therefore, the Airport Authority conceived a unique Habitat Conservation Plan (HCP) designed to conserve 2,000 acres of neighboring natural areas as the bat’s habitat.

Some features of the HCP include increasing forest cover by planting more than 500,000 trees and creating contiguous bat habitat blocks to ensure availability of supplemental bat roosting areas by connecting habitat patches to form an uninterrupted habitat corridor. This protected block of land serves as crucial habitat not only to the Indiana Bat but several other species of wildlife. (G4-EN11, G4-EN13, G4-EN26)

In collaboration with the U.S. Fish and Wildlife Service as well as other federal and state agencies, IAA continues to successfully implement its Habitat Conservation Plan that contributes to protecting central Indiana ecosystems and endangered wildlife habitat. The Airport Authority annually reports on its monitoring efforts of the bat habitat through mist netting, radio telemetry, roosting and acoustic monitoring.



In addition to these efforts, IAA’s commitment to nature conservation and community involvement are evident in the hugely successful and popular Sodalís Nature Park. This park is located on IAA land reserved for habitat conservation. Located in Hendricks County, the park became operational in 2011. More than 210 acres of previously inaccessible land are now available to the public for recreational, interpretive and educational activities. The Sodalís Nature Park plays an important role in protecting the habitat of the Indiana Bat and over 100 wildlife species. (G4-EN11, G4-EN13, G4-EN26)

**Figure 9 on page 39** illustrates Sodalís Nature Park’s collaborative partners - the Indianapolis Airport Authority, Hendricks County Parks and U.S. Fish and Wildlife Service. **Figure 10 on page 39** captures an appealing nature-immersed experience at the Park.



Figure 9: The collaborative partnership at work in Sodalís Nature Park’s management



Figure 10: Nature immersion at Sodalís Nature Park



Water Conservation

The IAA is a minimal water user across all of its facilities with water conservation efforts such as low-flow water fixtures in the terminal and low maintenance landscaping. Emphasis has been placed on the recirculation of water in both the boiler systems and HVAC (Heating, Ventilation and Air Condition).

Col. H. Weir Cook Terminal consumed 5.8 million gallons of water on average per month in 2013, this accounted for 9 gallons of water per person included in the 625,000 passengers traveling through IND in a month. However, much of the water consumption is used by concessionaires for food processing and dishwashing and by IAA and tenants for maintenance activities. (G4-EN8)

Sustainable Design and Construction

IAA designed and constructed the new terminal and associated facilities in a sustainable manner and earned a Leadership in Energy and Environmental Design (LEED) certification for the project. See a summary of LEED aspects of the new airport project to experience “green” at the New Indianapolis Airport at the Indianapolis Airport’s web-page.

A major component of the Colonel H. Weir Cook Terminal is its use of daylight. Security screening, Civic Plaza, ticketing and vehicle access, and baggage claim all feature large windows and controlled daylight.

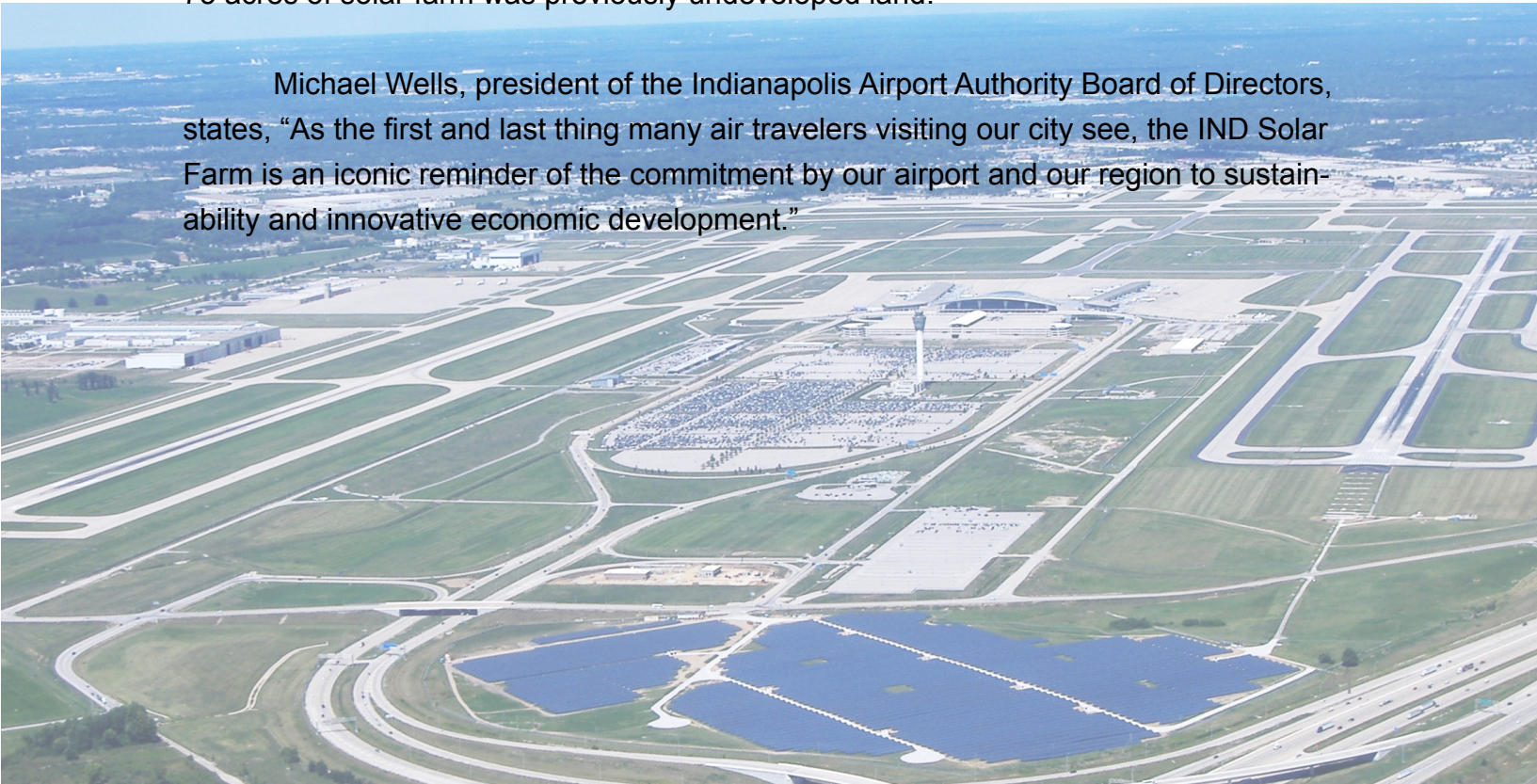
SPOTLIGHT: IND SOLAR FARM

There are more than 15 solar farms on airport property around the United States. The Indianapolis Airport has the largest solar farm on airport real estate in North America. It occupies approximately 75 acres of land off the airport exit on I-70.

The solar farm is an example of the IAA’s public-private partnerships. The 12.5 MW DC solar photovoltaic project was commissioned by General Energy Solutions, Telamon Corporation, Johnson Melloh Solutions, Indianapolis Power & Light Company and the IAA. The solar farm consists of 44,128 panels and has the ability to generate 16.5 million kilowatts of electric energy. This is sufficient energy to power more than 1,800 average American homes in a year.

The electricity produced from the solar farm is directed to the Indianapolis Power & Lights grid, which is connected to homes and businesses in the greater Indianapolis region. While the airport may receive some of the power generated from the solar farm, it does not receive its power any differently than homes and businesses also connected to the IPL grid. The primary benefit to the airport is the revenue from the land-lease. The 75 acres of solar farm was previously undeveloped land.

Michael Wells, president of the Indianapolis Airport Authority Board of Directors, states, “As the first and last thing many air travelers visiting our city see, the IND Solar Farm is an iconic reminder of the commitment by our airport and our region to sustainability and innovative economic development.”





THE BUSINESS

THE BUSINESS

The Indianapolis Airport Authority operates six facilities: Indianapolis International (IND), Mount Comfort Airport (MQJ), Hendricks County Airport (2R2), Metropolitan Air-  
port (UMP), Eagle Creek Airpark (EYE) and the Downtown Heliport (8A4). These world-  
class facilities ensure that air transportation services are available for central Indiana  
citizens and businesses. The IAA produces a significant economic impact by supporting  
new and existing businesses, jobs, consumer spending and generating city and state  
tax revenues. See **table 11** for a breakdown of economic contributions by each airport.

Airport	Direct and In- direct Impact of Facility Expenditures	Induced Im- pact of Air- port Expendi- tures	Transporta- tion Cost Savings	Total Eco- nomic Impact of Facility
IND	\$2,045,784,992	\$807,946,730	\$484,745,678	\$3,336,477,400
MQJ	\$13,770,469	\$4,253,104	\$1,978,679	\$20,002,252
UMP	\$10,315,011	\$4,591,848	\$856,697	\$15,763,556
EYE	\$10,294,124	\$3,918,111	\$636,281	\$14,848,516
8A4	\$559,455	\$6,094,221	\$40,725	\$12,694,401
2R2	\$3,481,254	\$1,005,566	\$370,584	\$4,857,404

Table 11: Indianapolis Airport Authority’s direct and indirect economic impacts



Other indirect economic impacts of the Indianapolis Airport Authority's facilities include jobs created for taxi and shuttle drivers. IAA also spurs business for hotels, restaurants and rental car companies from passengers who use any of the airports. New businesses have been created to service passengers such as the new travel plaza on IAA property. (G4-EC6, G4-EC8)

It is also important to mention that the operations of IND are not supported by any state or local taxes, yet it is responsible for the direct creation of over \$56 million in tax revenue for local and state entities. The IAA is instead funded through rentals, fees, and other charges from its tenants, concessionaires, and customers. (G4-EC4)

Generally, an airport's direct economic impact comes in the form of jobs, wages, spending and tax revenues from businesses located at the airport, visitor spending at the airport, and the airport's own operations. Based on the most recent data available from the Aviation Association of Indiana, IND's annual economic impact is \$4.5 billion. In addition to the direct economic impact IND brings to its surrounding area, it also brings more than 7.4 million people through its airport each year. This is more than four times the size of the Indianapolis area. (G4-EC1)

Airports have become drivers of economic development. In fact, airports have the ability to create a sizeable economic impact in almost any type of community. For example, even in a recovering economy, almost 10,000 people were employed daily on airport property which has also created over 20,000 jobs for Indianapolis locals. According to the 2012 financial statements, this action alone has generated over \$1.4 billion in annual payroll.

IAA's most recent Comprehensive Annual Financial Report is available on its webpage.

Information regarding proportion of spending on local suppliers at significant locations were unavailable and plan to be included in future reports. (G4-EC9)

## Health and Safety

One of Indianapolis Airport Authority's (IAA) priorities is to provide a safe and healthy environment for all users of its facilities and services including business partners, employees, passengers and visitors. Thus, IAA maintains a workplace safety program. IAA's Risk Manager is entrusted with the implementation, monitoring and evaluation of this program. (G4-PR1)

Some of IAA's operations under the workplace safety program include:

- Actively communicating workplace health and safety concerns and best practices to employees through IAA's internal communication media such as newsletters and memos, departmental meetings and supervisor-employee discussions.
- Encouraging employee feedback on health and safety concerns to supervisors or the safety department.
- Encouraging employee reports on unsafe work conditions.

As per IAA's safety program guidelines, non-reporting of unsafe work conditions could result in initiation of disciplinary action. This move is to ensure the maintenance of safe work environs for all at all times. (G4-PR1)

Further, IAA complies with the Occupational Safety and Health Administration's (OSHA) directive on bloodborne-pathogen risk faced under certain employment conditions. To this end, it administers training that deals with safety guidelines for working under these conditions. It also offers Hepatitis B vaccines free of charge. (G4-PR1)

In maintenance of a healthy work atmosphere and equitable policies, smoking is prohibited at all IAA properties and applicable to the entire spectrum of IAA's users. The Executive Director of IAA holds the sole right to implement exceptions to this rule and determine if certain areas may be allowed for smoking during certain times. (G4-PR1)

Safety equipment is provided by the IAA to all employees required to work in hazardous conditions. Additionally, IAA mandates employee compliance with safety procedures and use of allotted safety equipment under such circumstances. (G4-PR1)



Finally, to ensure employee safety, IAA requires employees to use airport equipment and vehicles with caution after having performed required maintenance and following all operating instructions and safety guidelines. (G4-PR1)

Currently, there are roughly five and half percent of employees that serve on the Indianapolis Airport Authority Safety and Wellness Committees. The IAA encourages a culture of safety by trying to establish at least one representative from each department to serve as a committee member. In 2013, the IAA had a total of 25 Occupational Safety and Health Administration recordable injuries amounting to a total of 5.13 injuries per 100 employees, whereas the injury rate that required days away from work equaled 3.27 per 100 employees. Of the 25 reported injuries, 12 were female and 13 were male. Although there are no exact rates for work-related injuries by region and gender, figure 9 on page 43 lists the number of employees in each department that reported an injury, as well as the number of lost days and transitional days each department had.

The IAA has maintained an excellent record regarding compliance with laws and regulations that govern the provision and use of products and services. For the past nine years, it has maintained compliance with all such laws and regulations. Thus, it has not been fined in this period. (G4-PR9)

A Continued Focus on Customer Service and Satisfaction

IND named North America’s Best Airport for 2013

For the second consecutive year and third time overall, the Indianapolis International Airport (IND) has been recognized as the best airport in North America by Airports Council International (ACI) as part of the prestigious annual Airport Service Quality (ASQ) awards for performance excellence. IND was also named best airport in North America for 2012 and 2010 and has been ranked in the top three airports in North America in every year since.

Each month, surveyed passengers provide their assessments of 34 of the most important aspects of the airport experience. To ensure responses reflect a thorough and accurate accounting of the airport experience, the surveys are conducted in gate areas, when airport performance is top of mind among passengers. A minimum of 1,400 passengers per year are surveyed at each airport.

With a continuing focus on customer service and satisfaction, the IAA launched two key projects in 2013:

- Created a new Park IND program to benefit customers in parking arrangements at the terminal
- New state-of-the-art travel plaza along the entrance road to the main terminal

Both efforts are consistent with the IAA’s focus on sustainability, enhancing the economic viability of the airport operations through additional revenue while also serving the community through improved service for vehicles entering and parking at IND.

Park IND

Some of IAA’s operations under the workplace safety program include:

The IAA has not only found ways to benefit itself and the surrounding environment, but it has also found ways to do so while also enhancing customer satisfaction. It has achieved this with the creation of the Park IND program. Park IND provides the customer with multiple parking options. One of these options being the valued customer points program to reward frequent users through reduced charges and other benefits.

Refer to **table 12** for details of IAA’s parking program and its reward points for regular users.

This is consistent with the IAA’s goal of organization-wide sustainability by enhancing revenue generation since the implementation of ParkIND. The implementation of ParkIND has made the IAA more economically viable by supporting all of its operations as well as supporting environmental features. Park IND has successfully reduced vehicle miles traveled by IAA’s shuttle buses which have helped cut fuel emissions.

Parking Type	Daily Flat Rate	Points Earned	Points Needed for 1 Day Free Parking
Premium Park- ing (valet) in the Terminal Garage	\$22.00	2 pts per dollar spent	750 points
Daily Parking in the Terminal Garage	\$18.00	2 pts per dollar spent	600 points
Hourly Parking in the Terminal Garage	\$2 per half hour	2 pts per dollar spent	Not applicable
Economy Park- ing in the Econo- my Lot	\$9.00	1 pt per dollar spent	200 points

Table 12: Indianapolis Airport Authority’s Parking Program and Frequent-User Reward Points

Travel Plaza

The second way the IAA has continued its focus on customer service and satisfaction, is with the creation of its brand new state-of-the-art travel plaza. The travel plaza is located along the entrance road to the main terminal.

The travel plaza offers a less expensive, cleaner, and compressed natural gas option, which is less harmful to the environment than gasoline and diesel fuel. Airport customers, as well as members of the surrounding community, can take full advantage of the travel plaza’s many perks. The travel plaza contains many different perks outside of fueling advantages.

The travel Plaza offers:

- 24-hour Subway restaurant
- 24-hour Circle K convenience store
- Free public WiFi
- Cellphone Parking spaces for easy pickup from terminal
- Money orders and money transfer services
- Gift cards
- 24-hour car wash
- Auto vacuum
- Tire inflation
- Auto detailing coming soon
- Kroger Plus Card affiliation
- Shell Fuel Rewards loyalty card affiliation
- Restrooms
- Flight information monitor

Just like ParkIND, the implementation of the travel plaza has not only been a net revenue generator for the IAA, but has also had a positive impact on the local environment. The lease arrangement with the Travel Plaza has led to the creation of additional revenue, which has led to funding of other IAA operations and the alternative fuel at the Travel Plaza has provided a more affordable fuel alternative than offered at other gas stations. Refer to **figure 13 on page 50** for views of the Travel Plaza.





Figure 13: Travel Plaza

## SPOTLIGHT: IND HAS AN EYE FOR ART

Art has been an integral part of the Indianapolis Airport Authority since construction began on the Colonel H. Weir Cook Terminal in 2005. The authority sifted through 550 applicants to determine the 36 permanent fixtures found in the terminal today. Each of the pieces feature themes of flight, nature, and changing seasons—meshing the airport atmosphere with the cultural characteristics of central Indiana.

The IAA also appreciates a change of scenery. Artists with ties to the local community are able to showcase their work in the Indianapolis International Airport for periods of four months or longer. These rotational exhibits, including performing arts, give airport visitors a new taste of Indiana history with every visit.







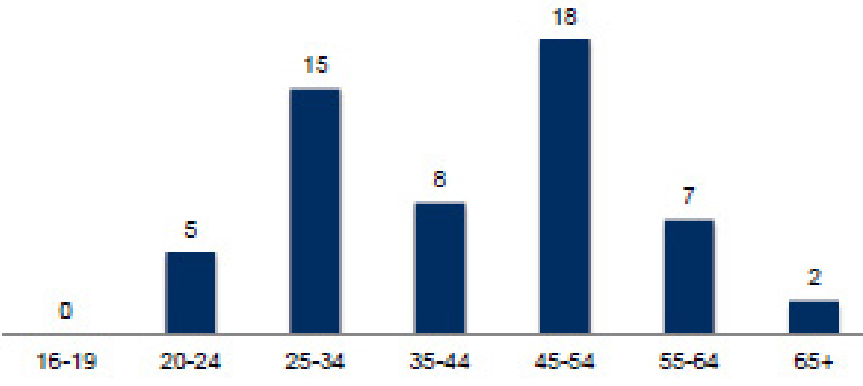
THE PEOPLE

THE PEOPLE

Employment at the Indianapolis Airport Authority is fairly well distributed between males and females, and across different age groups. In the reporting year, the IAA had 55 hires and 113 terminations. With a little less than 500 permanent jobs available, the 113 terminations gave the authority a turnover of 24.8%. (G4-10, G4-11, G4-LA1, G4-LA12)

Refer to **figures 14 and 15 on pages 53 and 54** for a comparison of hires and terminations by age and gender.

2013 Hires by Age Group



2013 Hires by Gender

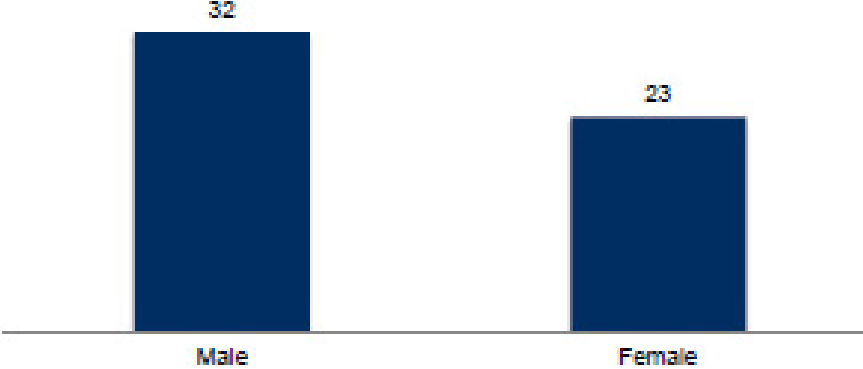


Figure 14: IAA's hires by age and gender



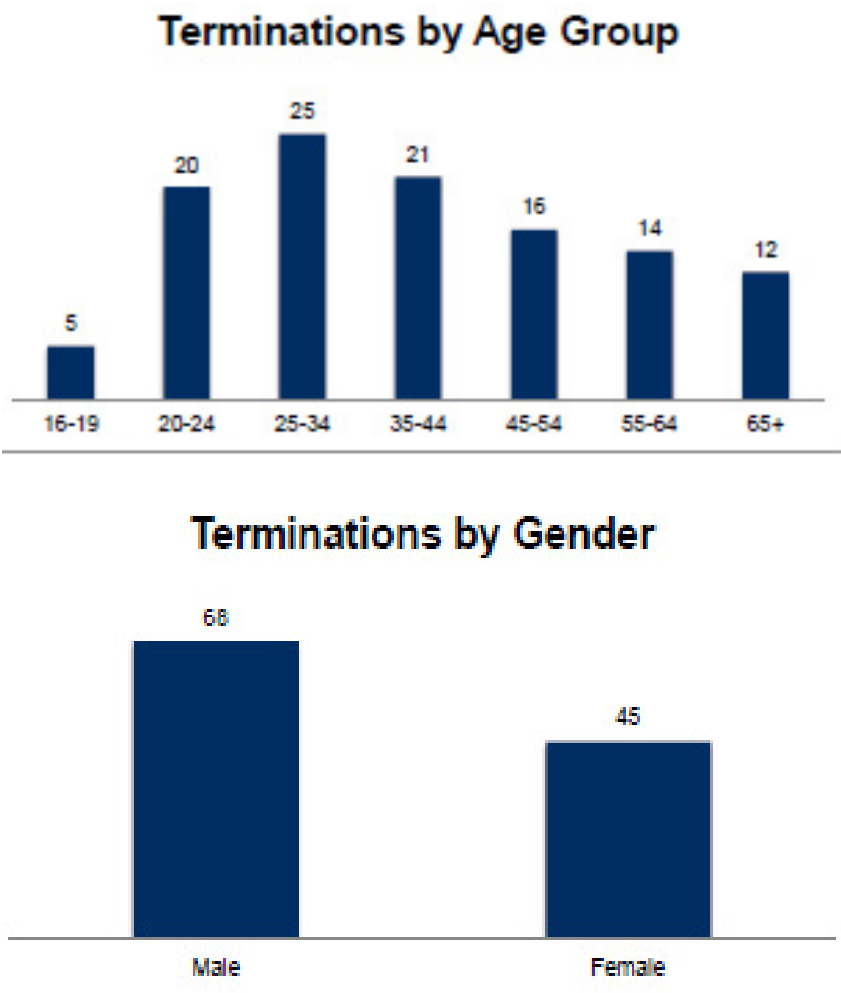


Figure 15: IAA’s terminations by age and gender

Department	Number of Employees	Lost Days	Transitional Days (Assigned Other Duties)
Parking	9	109	209
Firefighter	2	0	62
Terminal Services	4	131	28
Airport Maintenance / Operations	8	150	52
Administrative	2	15	0

Figure 16: Employee break-up in each IAA department

Terminal Services usually report employee injuries related to heavy lifting while Parking Services report injuries from lost footing or tripping. Additional injuries are associated with exacerbation of existing health conditions such as joint issues and arthritis. Although work-related injuries do occur, they tend to be insignificant and at a low frequency. (G4-LA5 - LA7)



Policy: Diversity, Equal Opportunity, and Non-Discrimination

IAA administers all terms and conditions of employment without regard to race, color, disability, religion, sex, age, national origin, or veteran status, except when such constitutes a bona fide occupational qualification. IAA provides and maintains a work environment free from discrimination based on an employee’s individual sexual orientation. IAA’s goal is to make an affirmative effort to eliminate the existence of all artificial barriers and ensure all qualified individuals receive equal consideration in all aspects of employment. (G4-HR3)

Employees can raise concerns and make reports without fear of reprisal. Individuals who have questions or concerns regarding workplace discrimination are advised to discuss them with their immediate supervisor or a Human Resources representative. Any IAA employee found to be involved in acts of unlawful discrimination will receive disciplinary action up to and including termination of employment.

IAA will also take necessary steps to provide reasonable accommodations upon request from qualified individuals with disabilities. IAA will also take appropriate steps to provide reasonable accommodations to individuals with religious beliefs that may restrict or be in conflict with IAA policies, procedures and practices as long as they do not cause undue business hardship on the IAA.

At the time this report was compiled, details about employee race and ethnicity were not available. We intend to report these data in future reports.

Training of IAA Employees

Training is uniform for all employees regardless of gender and employee category. IAAU, or Indianapolis Airport Authority University, courses typically take six to ten hours per employee. Additional 12 or more hours may be observed for the 50 leadership positions. Learning Management System training is an online health and safety training module that all employees must use. All employees are required to take at least six courses, while others take 12-15 due to position. Each course may take anywhere between 15 and 45 minutes. (G4-LA9)

Proper training is required to ensure that all employees are knowledgeable on policies and procedures that concern human rights aspects, relevant to operations. A total of 4,500 hours were spent in Indianapolis Airport Authority University during 2013. Training pertaining to policies and procedures specifically amounted to 28.9 percent of that time. According to the Indianapolis Airport Authority, one hundred percent of security, police, and fire employees are trained on the organizations procedures and policies. Most other employees receive basic security training. (G4-HR 2, G4-HR 7)

Programs for Skills Management and Lifelong Learning

IAA recognizes that the skills and knowledge of its employees are critical to its success. The educational assistance program encourages personal development through formal learning so that employees can maintain and improve job related skills and or enhance the competitiveness for reasonably attainable IAA jobs.

When funds are available, IAA may provide educational assistance to eligible employees who have completed 365 days of service in an eligible employment classification. To maintain eligibility, employees must remain on active payroll and perform their job satisfactorily through completion of each course. Only full-time employees are eligible for educational assistance.

To be eligible for reimbursement, the education program must be:

- Reasonably related to IAA business
- Required as part of an academic degree program
- Completed with a C or higher

IAA invests in employee educational assistance with the expectation that the investment will be returned through enhanced job performance. If an employee voluntarily separates from IAA’s employment within 12 months after participating in the educational assistance program, the employee may be required to repay all or part of the original educational assistance payment. (G4-LA10)



Performance Evaluations

All IAA employees are evaluated annually (typically in March or April) through a Performance Management system using a software tool entitled HALOGEN. The performance evaluations are conducted by supervisors after approval by second-level supervisors. Performance ratings affect the annual compensation. Supervisors and employees are also strongly encouraged to discuss job performance goals on an informal day-to-day basis. A written performance evaluation will be conducted at the end of an employee’s initial period of hire, known as the introductory period.

Formal performance evaluations provide supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive purposeful approaches to meeting goals. Each supervisor is responsible for working with employees to form specific development plans to improve job performance and or prepare the employee for future assignments. After evaluation discussions, employees sign an evaluation form for placement in the employee’s personnel file where it is available for employee review at any time. Through Performance Management, one hundred percent of employees receive performance evaluations. (G4-LA11)

Code of Ethics

One of Indianapolis Airport Authority’s (IAA) core values is providing a work environment that fosters positive professional and personal growth. (G4-56)

The IAA’s Board of Directors enacts a Code of Ethics. This is a compilation of guidelines relating to various business and employer-employee activities of the organization. Based on code adopted by board members, the foundation of this document is grounded in the belief that “public service is a public trust” (IAA EE Handbook, 2013). Two major standards of the code of ethics relate to Gifts and Gratuities, and Illegal or Unethical Activity. (G4-56)

To maintain fairness and impartiality, the Code prohibits employees from accepting gifts exceeding \$250 in value in a 12-month period, especially from current or potential business partners of the IAA. (G4-56)

IAA encourages the reporting of illegal and unethical activity without fear of negative repercussions. A hotline staffed by an independent, external organization is available to IAA personnel to report such activity. This hotline is available 24/7. Additionally, illegal activities or unethical conduct can be reported at a web address maintained by the IAA. Therefore, IAA provides multiple avenues for its staff to report concerns on unlawful and unacceptable conduct. (G4-56)

Hiring processes for potential employees are based on equitable and fair posting of job vacancies to allow for maximum visibility and equal opportunity. IAA provides opportunities for Equal Employment and encourages feedback from employees on their concerns without reprisal fears. (G4-56)

Overall, IAA’s principles on ethics expect employees to conduct themselves in a manner that protects the interests of co-workers and the organization. This is aimed at ensuring that IAA’s staff employs good judgment to maintain a pleasant work environment. (G4-58)

The IAA received no formal labor grievances per the Fair Labor Act in 2013. (G4-LA16)

The IAA received no noncompliance fines and or non-monetary sanctions in 2013. (G4-SO8)

Employee Benefits

The Indianapolis Airport Authority goes above and beyond to provide an excellent employment experience. The authority takes pride in the health and wellness of its employees by offering three health insurance packages to those working at least 40 hours per week. Employees are encouraged to uphold an investment in their personal health, and are rewarded as a result. Medical plan discounts are given to non-nicotine users as well as health assessment participants.

The Perfect Fit

The Indianapolis Airport Authority is beginning to take a more proactive approach to employee health and wellness. Pairing with healthcare providers and local health organizations, the IAA is determined to supply its employees with the proper resources necessary to keep their workforce strong. (G4-LA2)

SPOTLIGHT: ALIGNED WITH THE COMMUNITY

The IAA supports the community in more ways than just displaying local artwork. In late May, the authority partnered with the Indianapolis Motor Speedway. In order to better serve Indy 500 attendees, a shuttle service provided transportation to and from the Indianapolis International Airport. The authority also offered race attendees Terminal Garage parking at a 44 percent discount.

Participation in the community day of service, Indy Do Day, is yet another way the Indianapolis Airport Authority lends a hand to the Indianapolis area. In mid-October, IAA employees teamed up with neighboring FedEx and Republic Airways employees. The group constructed housing frames that were transported to a residential construction site by Habitat for Humanity. In a press release from October 8th, 2013, IAA executive director Robert Duncan expressed, “We know that quality housing provides more than just shelter, it helps strengthen communities.”

Through actions such as these, it is evident that community involvement is a core component of the Indianapolis Airport Authority.





SPOTLIGHT: REDUCTIONS IN NOISE

The Indianapolis Airport Authority held two public meetings in November 2013 to address the latest update to the Indianapolis International Airport Noise Exposure Map (NEM). The NEM is just one component of IND’s overall Noise Program, under which the IAA has extensively implemented a number of land-use and noise reduction policies. Airport staff and noise consultants were available at the open-house meeting to answer questions and provide information regarding the NEM study, including maps and illustrations.

On November 4, 2013, copies of IAA’s published draft NEM update report were made available at the following locations: Marion County Library, Decatur Township Branch Library, Mooresville Public Library, Wayne Township Branch Library, Plainfield-Guilford Township Public Library, Indianapolis International Airport and the IND Airport Website.

The update process ensures that modifications to flight mix, aircraft operations, and airport configuration and changes to other such factors that may affect noise levels on residential areas around the airport are accounted for. Noise monitoring results are being used to ensure accuracy in the noise modeling that has been prepared for the NEM update.

As a result of NEM policies, IAA’s noise complaints dramatically declined from over 1,000 complaints in, as recent as 1997, to only 23 in all of 2012. Likewise, nearly 15,000 individuals were impacted by aircraft noise levels that the FAA determined to be incompatible with residential use when the Noise Compatibility Plan was originally implemented. Today, that number is estimated to be less than 65.

Due to the significant results of the latest studies on airport noise, no changes to the IAA’s current noise mitigation program, which currently includes a home sales assistance program, are planned.





## GLOBAL REPORTING INITIATIVE - G4 GUIDELINES

A sustainability report is a tool allowing organizations to report social, environmental and economic impacts caused by organizational processes. Resultantly, a sustainability report serves as a crucial bench-marker that measures organizational performance against their set goals. Thus, it helps facilitate and manage organizational change by allowing for quantitative and qualitative assessment of organization performance and setting future objectives according to goals achieved and those required. ([www.globalreporting.org](http://www.globalreporting.org))

The Global reporting Initiative's Sustainability Reporting Guidelines provides a standardized and comprehensive framework that allows organizations to assess performance in several areas and a range of metrics. G4 is the fourth generation of GRI's sustainability guidelines. Released in May 2013, this new framework enables organizations to report on **Material Aspects** that measure impacts across their social, environmental and economic impacts in a manner that are crucial and representative of stakeholder assessments and decisions. ([www.globalreporting.org](http://www.globalreporting.org))

This report utilizes the Core Option of GRI G4 Sustainability Reporting. Listed on the following page are Standard Disclosures adopted from the GRI G4 guidelines in preparing this report. Additionally, at least one indicator for each identified Material Aspect has been reported. (G4-19, G4-21)



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