

JFKIAT

T4 | JFK INTERNATIONAL AIR TERMINAL

2019

SUSTAINABILITY REPORT

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LETTER FROM OUR PRESIDENT & CEO

In 2019, JFKIAT and Terminal 4 continued to demonstrate our leadership and innovation in sustainability. As one of the world's most modern and efficient terminals, we hold our terminal to the highest standards and drive innovation, efficient operations, enhance customer experience, and engage with our community. I am proud to share our inaugural sustainability report.

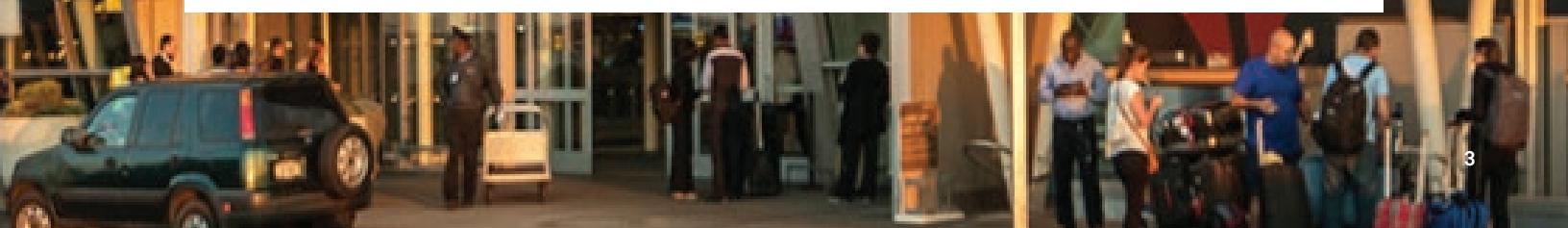
Terminal 4 accounts for one-third of traffic at JFK, making us the primary international gateway to NYC and the United States, which provides us with a unique opportunity to demonstrate our leadership and maximize our impact. At T4, sustainability is more than a commitment: it is a deeply engrained and evolving mission that impacts all facets of the terminal's operations and experience. Our strategy is focused on operational efficiency, environmental stewardship, economic stability, safety, and a commitment to best-in-class customer experience.

We have continued to reduce our carbon footprint year over year and operate a sustainable, healthy terminal for our employees and over 21 million passengers who enter T4 each year. Our success has earned us recognition as one of the top sustainability and energy management performers in the industry.

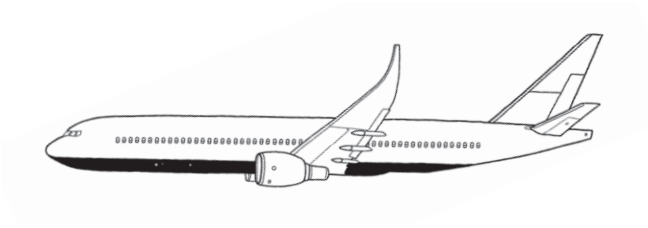
- **GREEN BUILDING:** Terminal 4 is the first airport terminal in the United States to be awarded LEED Gold Certification for Operations & Maintenance, achieved in 2017.
- **GREEN RESTAURANT CERTIFICATIONS:** With our food and beverage partner, T4 is the first airport terminal in the world to achieve Level 1 Green Restaurant Certifications at 100% of restaurants.
- **CARBON FOOTPRINT REDUCTION:** –3% reduction in carbon footprint from 2018.
- **WASTE DIVERSION:** 57% waste diversion rate, exceeding our 2019 annual target.
- **ENERGY EFFICIENCY:** We achieved our goal of converting 70% of lighting to LEDs in public spaces to optimize energy efficiency.
- **4GOOD COMMUNITY IMPACT:** The T4's 4GOOD corporate responsibility program's focus is simple: a strong community yields a strong future. We actively partner with local organizations to support the community where we operate. In 2019, we donated over $168,000 to local charities.
- **DRIVING A ZERO-ACCIDENT CULTURE:** We took several steps to take our commitment to a Zero-Accident Culture to the next level and released a JFKIAT Safety Statement for T4, together with a description and plan for the new Zero-Accident Culture and T4 Orientation specifically focused on behavioral-based safety.
- **INNOVATION:** In 2019, JFKIAT launched biometric boarding capabilities at 27 international gates throughout the terminal, leveraging facial recognition technology to result in faster boarding, quicker flight clearance, and a superior passenger experience.

Our 2019 performance demonstrates our commitment to sustainable growth and conservation of our natural resources. I am proud of our accomplishments and look forward to continuing to build on T4's successes in 2020 and beyond.

Sincerely,
Roel Huinink
President & CEO

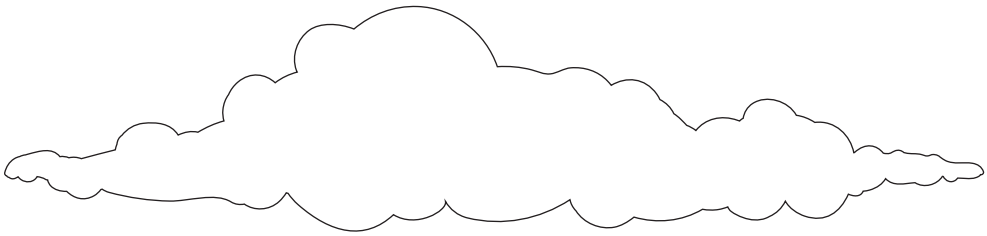


ABOUT JFKIAT TERMINAL 4



Terminal 4 at John F. Kennedy International Airport is the first and only privately operated terminal in the United States. JFK International Air Terminal LLC (JFKIAT), founded in 1996, operates T4 and is owned by Schiphol USA, Inc. At nearly two million square feet, Terminal 4 is the largest terminal at JFK, home to 33 international and domestic airlines, serving over 21 million passengers annually. T4 accounts for one-third of all air traffic at JFK and is committed to operational excellence and continuous improvement in order to deliver the best experience for its passengers.

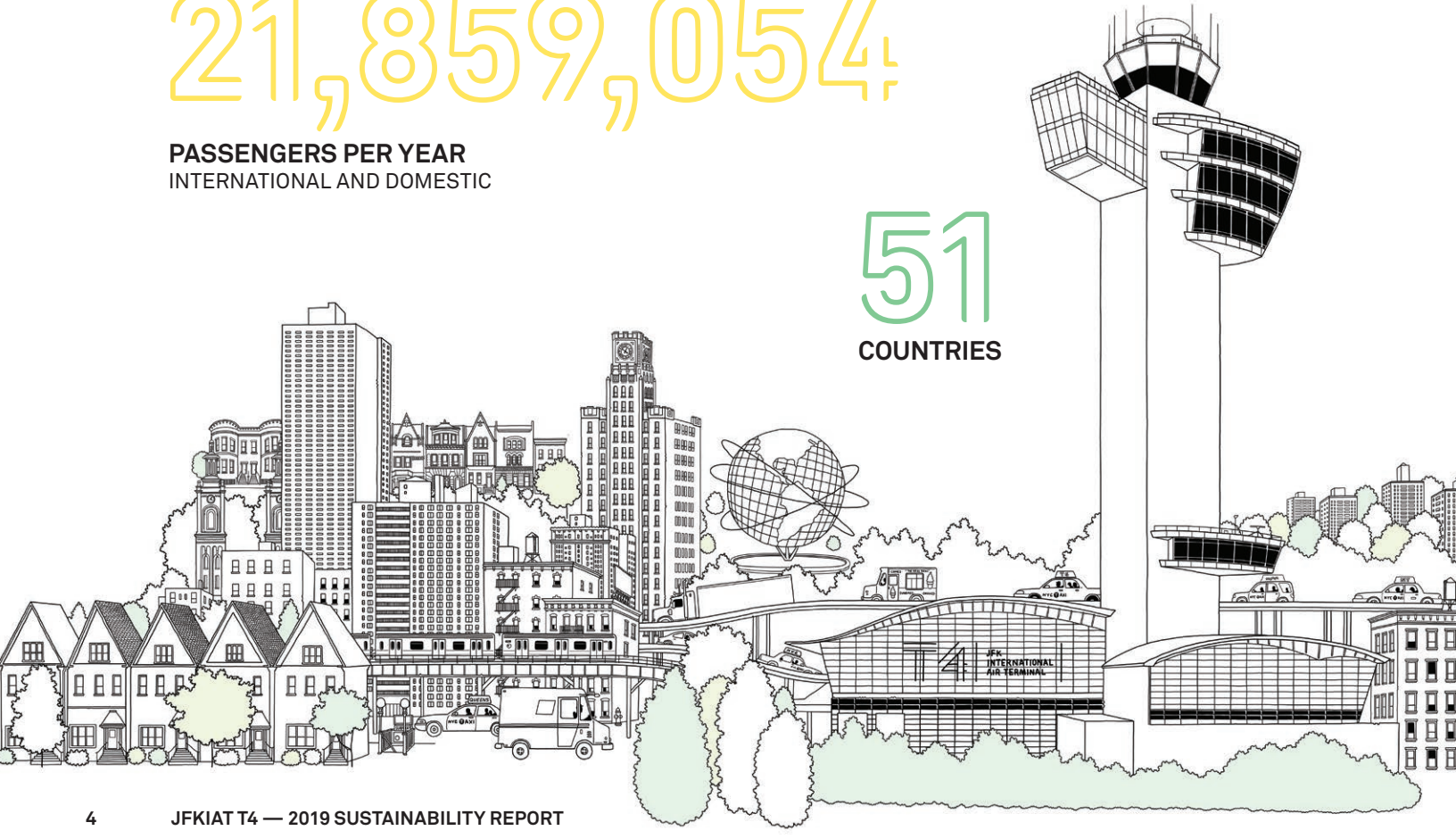
With a large volume of people passing through each day, JFKIAT strives to ensure efficient and sustainable operations and continued development of T4 to increase value for passengers, visitors, customers, employees, and business partners. JFKIAT is proud to provide customers with a best-in-class travel experience while ensuring safety, reliability, and comfort.



33
AIRLINES

21,859,054
PASSENGERS PER YEAR
INTERNATIONAL AND DOMESTIC

51
COUNTRIES



OUR MISSION

JFKIAT continues to uphold its mission to grow stakeholder value through efficient and sustainable operation, management, and development of JFK Terminal 4. JFKIAT's stakeholders include passengers, visitors, customers, business partners, employees, shareholders, government agencies, and the community.

OUR VISION

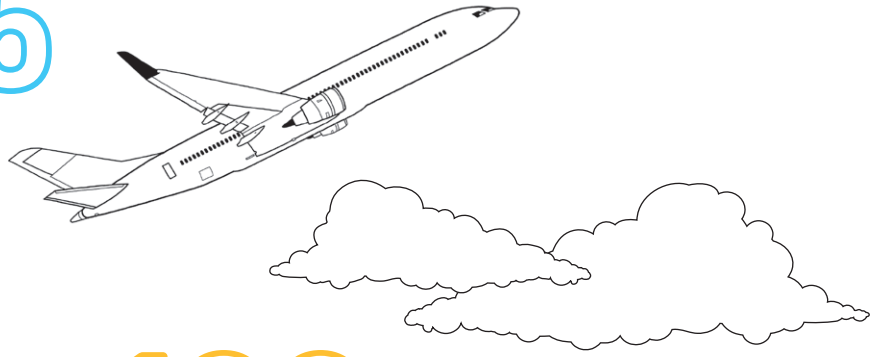
Working together, we will provide our customers with the safest, most seamless and memorable travel experience in the New York metropolitan area by providing quality services delivered by a highly motivated and professional workforce. Simply stated, our vision is to change the way people perceive spending time in an airport. To realize our vision, and in recognition of the operational and commercial challenges ahead, JFKIAT has identified five key strategic priorities:

OUR PRIORITIES

- **Zero Accidents**
- **Best Terminal at JFK**
- **Retaining Operating Margin**
- **Innovation**
- **Top Ranked in Great Places to Work**

146,475

TOTAL FLIGHTS IN 2019

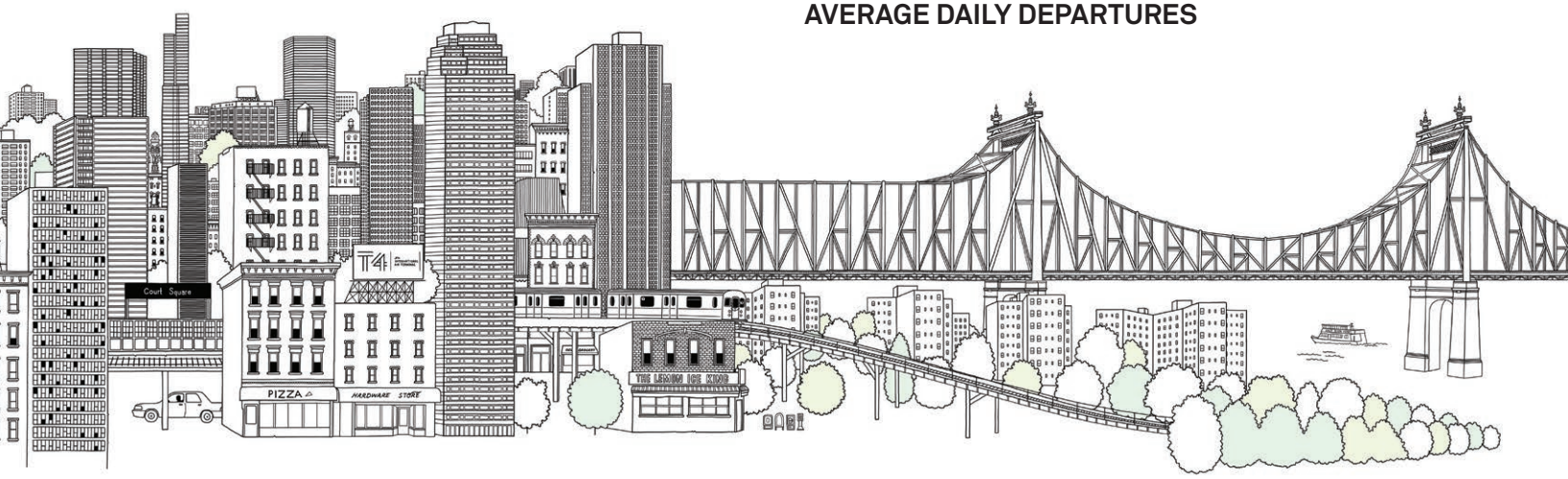


127

CITIES NONSTOP

199

AVERAGE DAILY DEPARTURES



T4 IMPACT, AWARDS & ACHIEVEMENTS

Achieved LEED Gold Certification in 2017

−3%

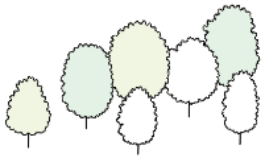
overall reduction in energy consumption

−3% reduction in Scope 1 and 2 GHG emissions

21%

reduction in Scope 1 GHG emissions associated with natural gas consumption

Committed to protecting 67 acres of land from development and restore native species to the site



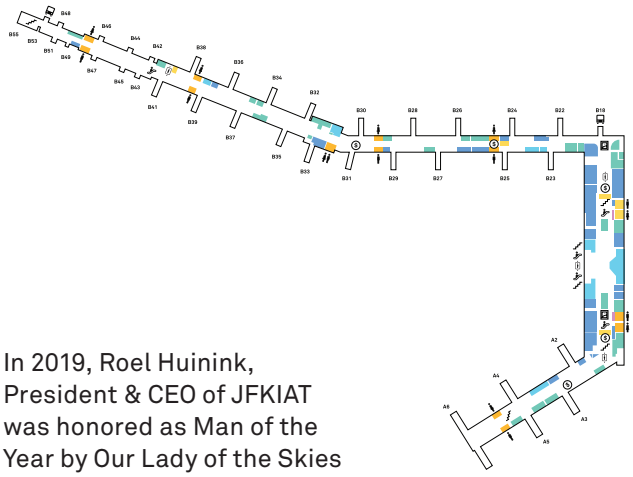
57%

of waste diverted from landfill, exceeding 2019 target of 53%

100%

GREEN RESTAURANT CERTIFICATIONS

100% of restaurants have achieved Level 1 Green Restaurant Certifications, the first airport terminal to achieve this goal



In 2019, Roel Huinink, President & CEO of JFKIAT was honored as Man of the Year by Our Lady of the Skies

>$168K

donated to charities in 2019 including NY Firefighters Burn Center, Relay for Life, Boys and Girls Club of Metro Queens, Breast Cancer Awareness

JFK T4 branding was awarded the 2019 German Design Award for Excellence in Communication Design — Brand Identity. The German Design Award identifies and presents unique design trends.

Awarded third place for Best Green Concessions Concept in the 2018 Excellence in Airport Concessions Awards, which acknowledges the Green Restaurant Certifications at Terminal 4.

JFKIAT recognizes Terminal 4 staff who perform admirably in the areas of Safety and Security, Operations and Facilities Management, Concessions, and Customer Service.





8 CORPORATE GOVERNANCE & STAKEHOLDER ENGAGEMENT

JFK International Air Terminal (JFKIAT) is the first private operator of an airport terminal in the United States, and operates Terminal 4, one of the most active terminals in the New York area. Founded in 1996, JFKIAT is owned by Schiphol USA, Inc., a U.S. affiliate of Amsterdam-based Royal Schiphol Group, a leading airport operator. JFKIAT has in place a system of rules, practices, and processes by which the company is directed and controlled. We are committed to integrating good governance practices throughout our organization and balancing the interests of JFKIAT's many stakeholders. To achieve this, we engage our internal and external stakeholders to realize our vision of providing a best-in-class passenger experience, investing in our employees, engaging our communities, promoting safety, being an industry leader in sustainability, and maintaining our commitment to innovation.

SUSTAINABILITY IS A KEY PART OF OUR STRATEGY AND IS DEEPLY INGRAINED THROUGHOUT THE ORGANIZATION.



Leadership

JFKIAT's strategy is led by our dedicated and experienced Executive Team. Sustainability is a key part of our strategy and is deeply ingrained throughout the organization with the help of our Sustainability Committee. The Sustainability Team is composed of leadership throughout the organization, including representatives from the Executive Team, Asset Management, Operations, Safety, and other internal and external partners. Additionally, we have standing committees to address our other key priorities, including the: Risk & Compliance Committee, Investment and PMO Committee, Safety Committee, and 4GOOD Committee.





Stakeholder Engagement

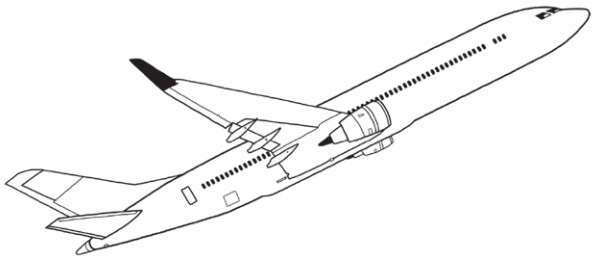
At JFKIAT, we have a thoughtful and strategic approach to stakeholder engagement to ensure that we are representing all our key stakeholders including our airline partners, employees, passengers, vendors, and operational partners.

Key Stakeholders

- Passengers
- JFKIAT & T4 Employees
- Local Community
- Port Authority of NY & NJ
- Delta Air Lines
- T4 Airlines and Business Partners

Materiality

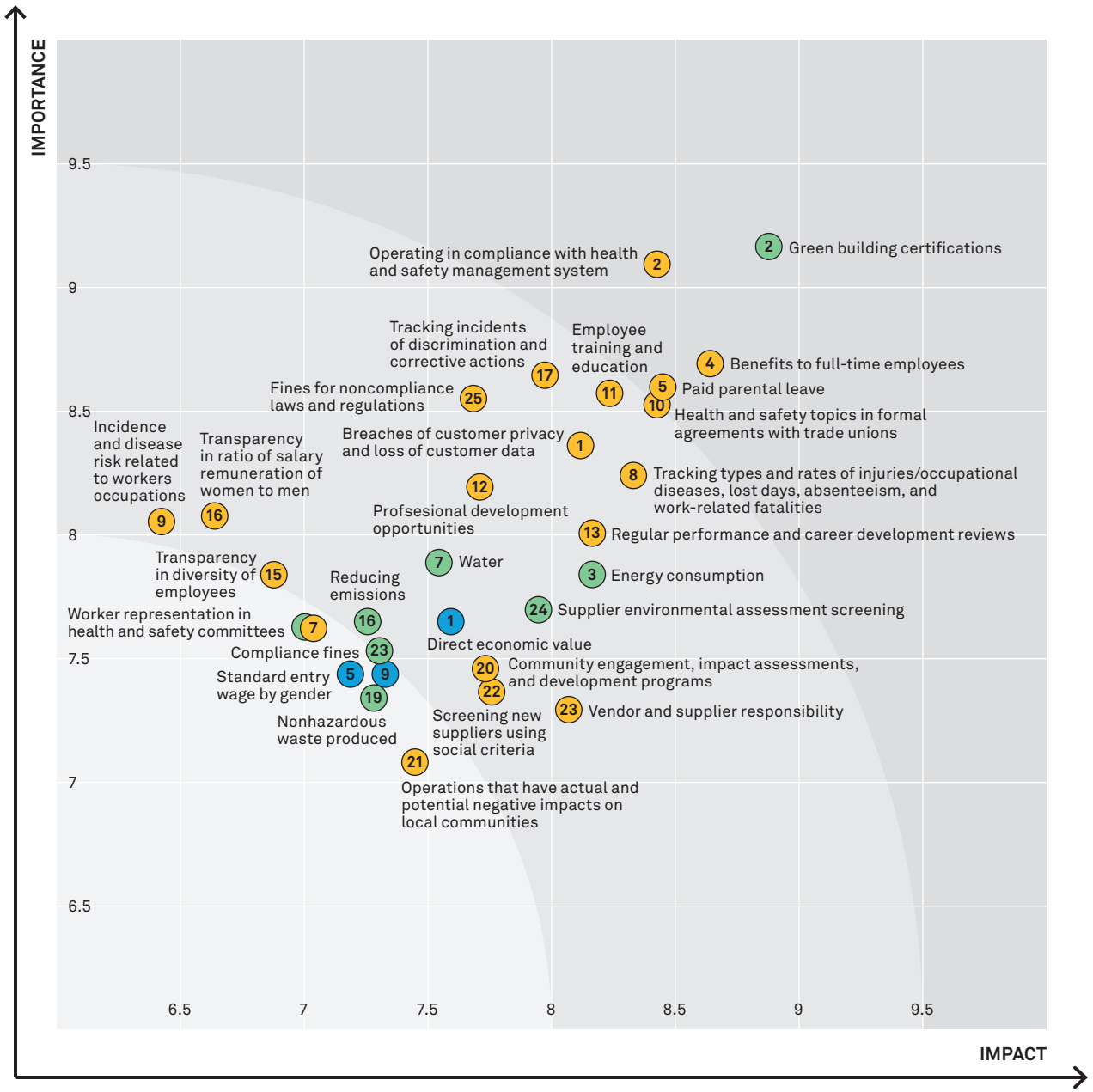
In order to better understand the diverse perspectives from key stakeholders, we conducted a Materiality Assessment to evaluate 65 key economic, environmental, and social topics based on the importance and impact to JFKIAT. We engaged stakeholders that represented various groups including JFKIAT employees, suppliers, airline partners, and government agencies. Internal stakeholders served as proxy groups for external stakeholder where appropriate. Digital surveys were administered, and respondents ranked the material aspects according to importance and relevance to JFKIAT's impact.



WE CONDUCTED A MATERIALITY ASSESSMENT TO BETTER UNDERSTAND THE DIVERSE PERSPECTIVES FROM KEY STAKEHOLDERS.



MATERIALITY MATRIX



TOP PRIORITIES

The materiality matrix above represents the top 30 materiality topics. As a result of the materiality assessment, we identified top priorities across economic, environmental and social aspects. As demonstrated in the graphic above, social topics ranked highest amongst the stakeholders. However, to encompass economic, environmental, and social topic areas, we have identified priorities for each category as outlined below.

ECONOMIC

- **EC1** Direct Economic Value
- **EC9** Communication & Training on Anti-Corruption Practices
- **EC5** Standard Entry Wage by Gender Compared to Local Minimum Wages
- **EC7** Infrastructure Investments & Services

ENVIRONMENT

- **EN2** Green Building Certifications
- **EN3** Energy Consumption
- **EN24** Supplier Environmental Assessment Screening
- **EN7** Water

SOCIAL

- **SO2** Operating in Compliance with Internationally Recognized Health and Safety Management System
- **SO4** Benefits to Full-time Employees
- **SO5** Paid Parental Leave
- **SO10** Employee Training & Education



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SUSTAINABILITY STRATEGY

JFKIAT is committed to integrating sustainability throughout our organization and across our operations at Terminal 4. We are committed to leading the industry by reducing our carbon footprint and operating a sustainable and healthy facility for our employees and over 21 million passengers who enter the terminal each year. Our strategy is centered on operational efficiency, environmental stewardship, economic stability, and a commitment to providing an exceptional experience for customers and employees.

In order to successfully implement our strategy and achieve our goals, we have developed a comprehensive sustainability program focused on energy efficiency, water conservation, waste management, indoor environmental quality, and innovation. We have developed goals and strategies that continue to measure, evaluate, and improve our environmental performance and drive operational efficiency. T4's sustainability program demonstrates our continued commitment to sustainable growth and conservation of our natural resources.

We have identified key sustainability priorities central to our approach to sustainable growth and conservation of our natural resources.

Terminal 4 is the first air terminal in the United States to be awarded a Leadership in Energy and Environmental Design (LEED) for Existing Buildings: Operations & Maintenance at the gold level by the U.S. Green Building Council. Pursuing the LEED certification provided a valuable framework for our approach to sustainable operations. In order to maintain the LEED Gold certification that was earned in 2017, T4 must recertify every five years to demonstrate that the terminal continues to meet evolving LEED standards. To stay aligned with the updated versions of LEED, JFKIAT has transitioned to the new performance-based pathway, LEED Performance Score, which focuses on real-time performance of buildings. LEED Performance Score utilizes Arc, a data management platform, to continuously track real-time consumption of energy and water, and waste generated, to evaluate the terminal's performance in each category. T4 is required to track all consumption data in Arc annually to pursue recertification in 2022. Each quarter, JFKIAT reviews a report detailing its performance in each category to closely monitor consumption and implement improvement practices where necessary. Moving forward, the terminal will continue to utilize the performance score pathway to maintain its LEED certification and ensure that the building is performing optimally in each category.

OUR KEY SUSTAINABILITY PRIORITIES



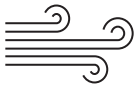
Waste & Recycling



Water Conservation



Energy Efficiency & Greenhouse Gas Emissions Reduction



Indoor Environmental Quality



Food & Beverage Sustainability



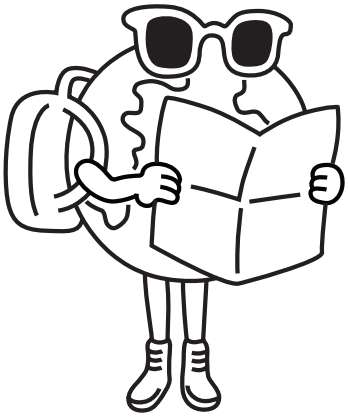
Sustainable Transportation

ROADMAP TO SUSTAINABILITY

We have a track record of successfully implementing sustainability initiatives across Terminal 4 and are recognized as one of the top performers in sustainability and energy management. We continue to expand our sustainability programs as part of our commitment to operational excellence and continuous improvement.

2016

- LEED Feasibility Study conducted
- LEED Certification Process initiatiated
- Outdoor Air Testing conducted
- Sustainability plans and policies developed



2017

- LEED EB Gold Certification achieved
- Initial Building Commissioning Study completed
- Launched #T4GoesGreen campaign

2018

- Public commemoration for LEED EB Gold Certification
- Retro-commissioning (RCx) Study initiated
- LED replacement project initiated
- Green Restaurant Certification at all T4 restaurants
- Compost Program initiated
- Baggage Replacement & Passenger Loading Bridge completed to improve energy efficiency

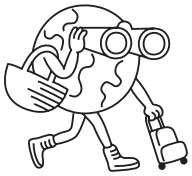
2019

- Establishment of Sustainability Committee
- Carbon Footprint Calculations & Verification performed
- 2018 Sustainability Summary Report issued
- Development of GHG Emissions Baseline
- LEED tracking in Arc
- Virtual Energy Management (VEM) initiated

2020

- Carbon Footprint Calculations performed
- Greenhouse Gas Emissions Verification aligned with the Airport Carbon Accredidation Criteria
- Materiality Assessment performed
- First Annual Sustainability Report published that references the Global Reporting Initiative and Airport Operator Sector Supplement
- LEED tracking in Arc
- Indoor Air Quality testing performed
- Ongoing Retro-comissioning (RCx), and VEM implemented
- Sustainable Procurement Policy

GOALS



To advance our progress on sustainability and energy efficiency, Terminal 4 has established goals that support our key sustainability priorities and overall vision. The goals and strategies enable us to continue to measure, evaluate, and improve our environmental performance. JFKIAT's comprehensive sustainability program demonstrates our continued commitment to sustainable growth and conservation of our natural resources.

ENERGY & GREENHOUSE GAS EMISSIONS

- Establish greenhouse gas emissions targets in 2020
- Develop strategic energy and greenhouse gas emissions plan

WASTE & RECYCLING

- Reduce the waste sent to landfills by diverting 53% in 2019 and 54% in 2020, through recycling and composting
- Implement K-Cup recycling program for JFKIAT T4 offices in partnership with Covanta Energy

WATER CONSERVATION

- Reduce water consumption by replacing existing faucets with water-efficient fixtures
- Install water bottle filling stations at all pre- and post-security water fountain sites
- Maintain catch basin cleaning program rampside and landside to ensure that potentially harmful debris is diverted from our waterways

INDOOR ENVIRONMENTAL QUALITY

- Perform annual indoor air quality testing for carbon dioxide (CO_2) and total volatile organic compounds (VOCs)
- Continue to coordinate with construction teams and ensure that all best practices are implemented related to Indoor Air Quality, including the protection of air ducts, selection of materials with low VOC content, proper equipment exhausts, and good housekeeping practices
- Continue to implement green cleaning practices in coordination with our business partner, ABM

FOOD & BEVERAGE SUSTAINABILITY

- SSP America to achieve Level 2 Green Restaurant Certifications in 2019
- All airline lounges to achieve Level 1 Green Restaurant Certifications

ENERGY EFFICIENCY

- Replaced 70% of lighting with LEDs in public spaces
- Replaced 100% of lighting with LEDs in bag rooms
- Develop a business plan to have our GSE partners replace all ground handling equipment with new energy-saving equipment before 2025

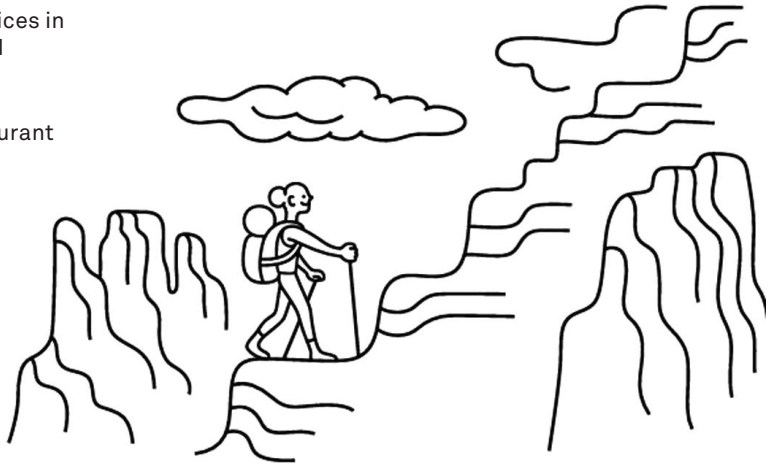
SUSTAINABLE TRANSPORTATION

- 100% of JFKIAT fleet vehicles used at the terminal to be fully electric or hybrid-engine by 2023

PORT AUTHORITY PARIS CLIMATE AGREEMENT

- The Port Authority of New York and New Jersey became the first transit agency in the United States to agree to uphold the goals of the Paris Climate Accord. The Port Authority has an interim target of greenhouse gas (GHG) emissions reduction to 35% by 2025, with the long-term goal of 80% GHG reduction by 2050. Included in this committed is John F. Kennedy International Airport, and JFKIAT Terminal 4 is committed to supporting the Port Authority's goal.





SUSTAINABLE OPERATIONS

JFKIAT has fully integrated sustainability throughout all operations at Terminal 4. As the largest terminal at JFK Airport, Terminal 4 has the opportunity to demonstrate our leadership and maximize our impact by operating our terminal in the most efficient, sustainable, and healthy way for our employees, passengers, and the surrounding community. We have developed comprehensive programs that align with our key sustainability priorities.

Sustainable Waste Management

We have a comprehensive sustainable waste management program that aims to divert waste from landfills to reduce our impact on the environment. We collaborate with several partners including our janitorial company, ABM, our waste hauler, Royal Waste, and our food and beverage partner, SSP America, and airline lounges to implement waste and recycling strategies to achieve our goals. Our program focuses on sustainably managing a diverse set of waste streams across the terminal including trash, recycling, compost, electronic waste, cooking oil, motor oil, and bulk waste.

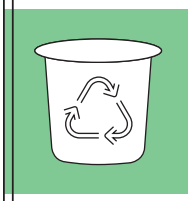
Recycling

Terminal 4's recycling program is focused on collecting and diverting plastic, metal, glass, paper, and cardboard from the landfill. In order to ensure that all partners support T4's sustainable waste management program, our on-site Sustainability Manager trains all staff on source separation, composting, and waste and recycling best practices. We track, monitor, and report compliance and continue to see improvements in recycling rates.



Innovative Liquid Disposal at Security Checkpoints to Drive Recycling

In 2019, we launched a pilot program to install liquid disposal units at the entrance of TSA Checkpoints. This enables passengers to empty their reusable or plastic water bottles prior to entering passenger screening. Additional recycling bins were strategically placed alongside the liquid disposal collection to help increase recycling rates. This pilot program aligns with our mission to improve passenger experience, by providing an opportunity to refill their bottles at refilling stations after they pass through security. This program will help to encourage passengers to bring reusable water bottles that reduce the impact of single-use bottles. We have received positive feedback from this pilot program and plan to expand it at all security checkpoints.



K-CUP RECYCLING

To increase our waste diversion rates across the terminal, our dedicated employees have implemented a K-Cup Recycling program in the JFKIAT office. We partner with Covanta Energy to collect our K-Cups and convert it into waste-to-energy. The electricity is then fed into the grid and used to power homes locally.

MERV 13 FILTERS WERE INSTALLED AT ALL OUTDOOR AIR INTAKES TO REDUCE THE AMOUNT OF POLLUTANTS ENTERING THE TERMINAL.

Compost
Since 2017, JFKIAT has been implementing an innovative food waste management program and compost program. As part of our continued emphasis on sustainability, we work with our food and beverage partners to ensure that all food waste is composted rather than sent to the landfill. All organic material is taken to McEnroe Organic Farm located in Millerton, NY.

Electronic Waste
Ensuring the proper collection and disposal of electronic waste is an important element of our sustainable waste management program.

Construction & Contaminant Waste Management
JFKIAT continues to work with our construction vendors to ensure that all construction waste is collected by waste haulers that meet sustainable standards and utilize the most advanced waste diversion strategies. In addition to building and construction waste streams, we ensure that sludge and waste from our catch basins are disposed of correctly. Disposing of potentially harmful material in accordance with all applicable state laws and regulations prevents potential pollutants from contaminating our waterways and reduces the risk of overflow to our ramp areas during heavy rainfall events.

Indoor Environmental Quality

Promoting indoor environmental quality for all employees and passengers is a key priority for Terminal 4. We have pursued strategic sustainability initiatives to manage, monitor, and report key measures to evaluate indoor environmental quality. During the LEED Certification process, outdoor air testing was performed on over 85 units to ensure that air being supplied to the building was in accordance with the ASHRAE 62.1 Standard. To reduce the amount of pollutants entering the terminal from outdoor air sources, MERV 13 filters were installed at all outdoor air intakes. Additionally, “No Smoking” signage was installed at all building entrances to reduce contamination.

As part of our commitment to Indoor Environmental Quality, we have implemented an Integrated Pest Management program to ensure that best practices related to pest management are pursued, and least toxic pesticides are applied wherever possible to reduce exposure to harmful chemicals. To further promote indoor environmental quality, in coordination with our maintenance partners, ABM and ISS, we continue to ensure that green cleaning practices and sustainable site management are implemented across the terminal. ABM has implemented a green cleaning program which aims to ensure that at least 30% of cleaning products and materials meet specific sustainability criteria. All mechanical floor scrubbers are equipped with H_2O Technology, which harnesses the energy stored in regular water molecules to reduce the harsh cleaning chemicals. Additionally, carpets and mats have been installed at all main entrances of the building to trap dust and debris and reduce the amount of dirt and potential contaminants present in the building. To evaluate the cleanliness of Terminal 4, in 2017 a third-party custodial effectiveness assessment was performed in accordance with APPA Leadership in Educational Facilities Standards, and Terminal 4 achieved exemplary performance toward our LEED certification.

To monitor our indoor environmental quality, we perform annual indoor air quality testing throughout the Terminal to test for key indicators including carbon dioxide (CO_2) and total volatile organic compounds (VOCs). The testing aligns with LEED v4.1 Operations & Maintenance standards.

Water Conservation

Water conservation is critical to conserve our natural resources. JFKIAT has reduced water consumption across the terminal through the installation of water-efficient fixtures in restroom areas that are 34% more efficient than in comparable buildings. This is equivalent to saving more than 5 million gallons of water per year. We benchmark all water consumption in the terminal and report performance on a biannual basis. This enables us to make informed decisions to pursue additional water conservation strategies where necessary and appropriate. To reduce contamination of our local waterways, we maintain the catch basin cleaning program rampside and landside to ensure that potentially harmful debris is diverted from our waterways.

Transportation

In order to promote a sustainable environment at Terminal 4 and reduce the environmental impact of transportation, we continue to ensure that best practices and sustainability procedures are implemented. We have instituted a goal for 100% of the JFKIAT fleet vehicles used at the terminal to be fully electric or hybrid-engine by 2023. This transition will significantly reduce the carbon emissions related to vehicle use on-site. We continue to explore the potential to provide an electronic vehicle charging station for ramp operations.

As part of Terminal 4's focus on promoting sustainable transportation, JFKIAT employees are incentivized to use public transportation for commuting to work. The T4 Green Initiative program provides each employee who opts out of employee paid parking with $150.00 a month to help offset their commuting costs.

Food & Beverage Sustainability

Our commitment to sustainability extends beyond our operations, and we work closely with our food and beverage operator in T4, to integrate sustainability at all dining locations throughout Terminal 4. We require all restaurants to achieve at a minimum, a Level 1 Green Restaurant Certification. This certification, administered by the Green Restaurant Association (GRA), is a national a nonprofit organization that aims to promote environmentally sustainable restaurants and provide a transparent way to measure performance.

Green Restaurant Certification Highlights

- Net-Zero Waste Goal with comprehensive recycling and compost program
- Certified Green pest management service
- LED lighting
- 90% of locations have vegetarian or vegan options
- Elimination of Styrofoam
- Water Conservation Measures





To demonstrate our leadership and reach our goal of earning Level 2 Green Restaurant Certifications, we plan to include local menu options, energy-efficient equipment, sustainable purchasing requirements, and biodegradable products. We are also focused on extending these certifications to our air lounges, where we plan to achieve Level 1 Green Restaurant Certifications for all airline lounge restaurants, further demonstrating our commitment.

In addition to certifications, SSP America contracts a third-party company to divert cooking oil from the landfill. The third-party company recycles used cooking oil and transforms it into renewable fuel, animal feed ingredients, and industrial products including soap, solvents, paints, and plastics.

Sustainability Policies

In order to achieve our goals, we have developed and implemented strategic sustainability policies to guide our operations. These policies are aligned with the LEED requirements and include the following:

- Sustainable Waste Management
- Green Cleaning
- Building Exterior & Hardscape Management Plan
- Integrated Pest Management
- Sustainable Procurement Guidelines

Toensure that the products JFK Terminal 4 purchases and the vendors we work with are aligned with the sustainability goals set forth by JFKIAT, Sustainable Procurement Guidelines have been developed to standardize sustainable procurement, ensure that sustainable attributes are considered when purchasing new products or partnering with new vendors, provide actionable tracking targets and methods to evaluate progress toward quantifiable goals, assist all stakeholders in understanding the intent, goals, and outcomes of the Sustainable Procurement Guidelines, and provide educational opportunities to inform all stakeholders of their intent, goals, and responsibilities. The Sustainable Procurement Guidelines include information regarding:

- Sustainable Attributes
- Sustainable Purchasing
- Ongoing Consumables & Durable Goods
- Janitorial and Maintenance Suppliers
- Employee Pantry and Food Vendor Supplies
- Sustainable Procurement Goals
- Vendor-Specific Goals
- Product Specific Goals
- Tracking
- Education

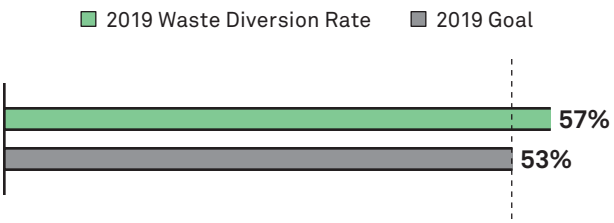


20 CARBON FOOTPRINT & ENVIRONMENTAL PERFORMANCE

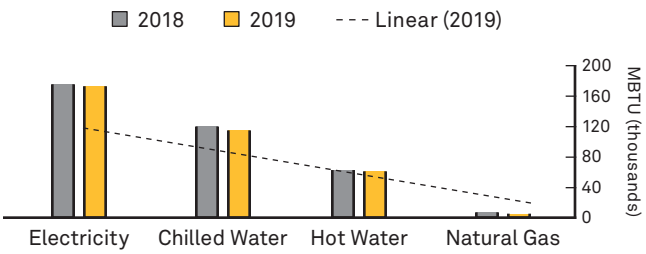
2019 PERFORMANCE HIGHLIGHTS

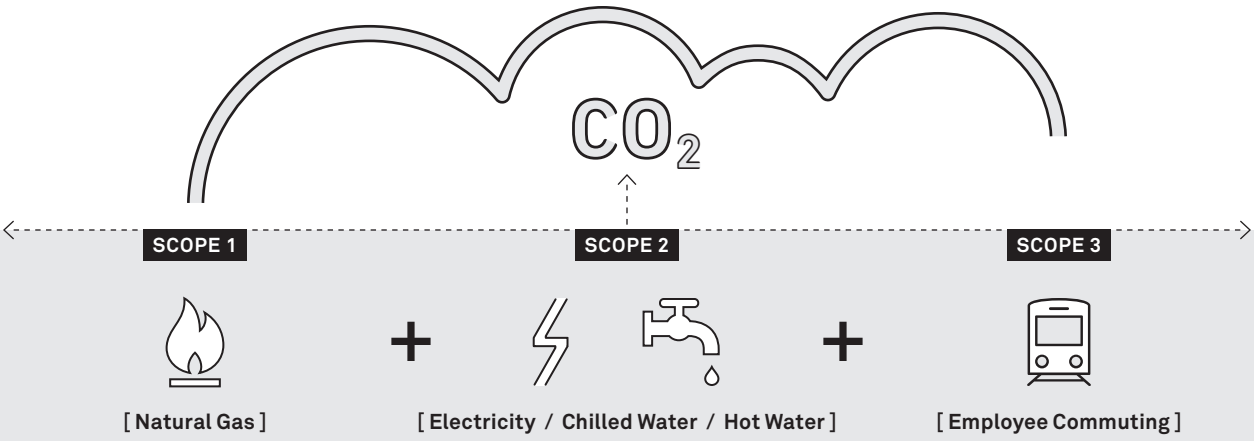
At JFKIAT, we are committed to measuring and managing our carbon footprint. The carbon footprint represents the total greenhouse gases (GHG) emitted as a result of operations and energy consumption. Environmental performance represents energy and water consumption, and waste and recycling.

WASTE PERFORMANCE AGAINST GOALS



ENERGY CONSUMPTION





GHG Inventory & Calculation Methodology

To calculate the GHG inventory, the organizational and operation boundaries were defined in accordance with the GHG Protocol, which is the most widely used international standard for GHG accounting. JFKIAT pursued the Control Approach, which mandates the inventory include all facilities JFKIAT owns and exercises operational control over. Emissions from properties that are owned but not managed by JFKIAT are outside of the boundary and excluded from the inventory. Currently, the organizational boundary covers only John F. Kennedy International Airport Terminal 4. Greenhouse gas emissions were third-party verified utilizing the ISO14064-3 standard.

Scope 1 emissions are those resulting from the natural gas usage at the terminal. Scope 2 emissions include emissions from electricity, chilled water, and hot water. Scope 3 emissions include emissions associated with employee commuting to JFKIAT T4.

GREENHOUSE GAS EMISSIONS ($MTCO_2e$)	2018	2019	change
Scope 1	151	119	-21%
Scope 2	28,783	28,028	-3%
Scope 3	N/A	28,398	N/A
Total Scope 1 + 2	**28,934**	**28,147**[1]	**-3%**

In 2019, Terminal 4 reduced both scope 1 and scope 2 greenhouse gas emissions, aligned with our decrease in overall energy consumption across the terminal. Scope 1 greenhouse gas emissions decreased significantly, and overall emissions decreased by 3%. In 2019, we calculated greenhouse gas emissions associated with employee commuting to JFKIAT T4 to determine Scope 3 emissions.

[1] Total 2019 greenhouse gas emissions exclude scope 3 emissions, since they were not included in the reporting boundary for 2018.

ENVIRONMENTAL PERFORMANCE

Energy Performance

Terminal 4 experienced an overall decrease in energy consumption on-site across all energy sources, which demonstrates our commitment to sustainability and the impact of the ongoing implementation of energy efficiency measures throughout the terminal.

ENERGY CONSUMPTION (MBTU)	2018	2019	change
Electricity	176,399	172,802	**-2%**
Natural Gas	2,841	2,248	**-21%**
Chilled Water	119,884	115,541	**-4%**
Hot Water	64,544	62,802	**-3%**
Total Energy Use	**363,669**	**353,395**	**-3%**

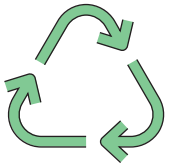
Water Performance

In 2019, water consumption increased marginally compared to 2018. We continue to focus on water efficiency through the installation of low-flow fixtures across the terminal wherever feasible.

Waste Performance

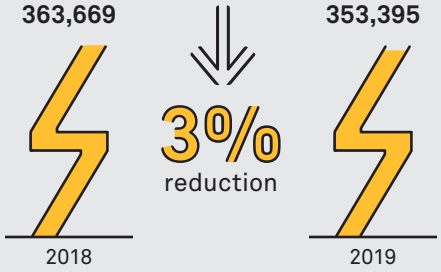
In 2019, we exceeded our annual waste diversion target of 53%. We continue to divert waste from the landfill through our recycling and compost programs that have been implemented across the terminal. Waste streams include single-stream recycling, cardboard, bulk waste, used oil, compost, electronic waste, and asphalt. In 2019, overall, we generated more waste at the terminal, which may be attributed to the increase in total passengers entering the terminal compared to 2018. Despite the increase in total waste generated, we increased the total waste recycled by 12% compared to 2018.

WASTE & RECYCLING (tons)	2018	2019	change
Waste Landfilled	2,707	2,844	**5%**
Waste Recycled	3,479	3,913	**12%**
Total Waste Generated	**6,186**	**6,757**	**9%**
Diversion Rate (%)	**56%**	**57%**	**1%**

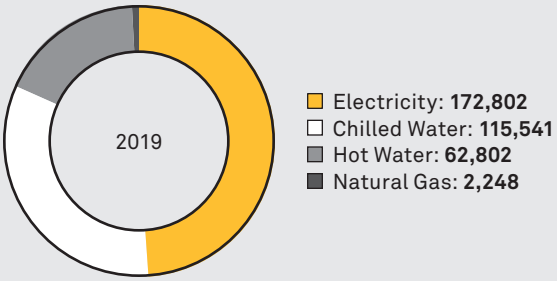


WE RECYCLED 57% OF TOTAL TERMINAL WASTE IN 2019, EXCEEDING OUR ANNUAL WASTE DIVERSION TARGET OF 53%.

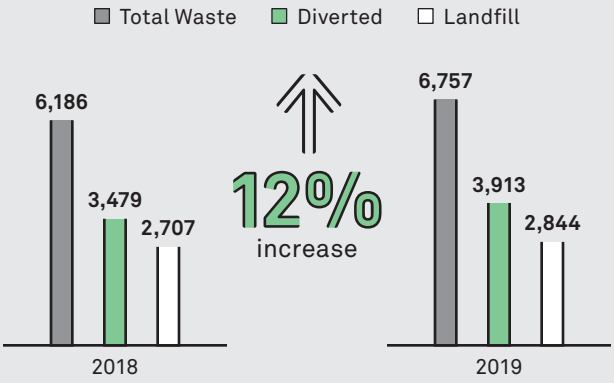
TOTAL ENERGY CONSUMPTION (MBTU)



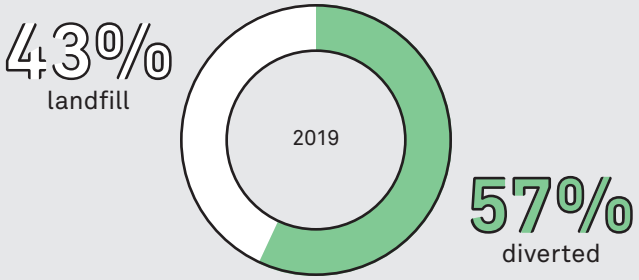
ENERGY CONSUMPTION BY TYPE (MBTU)



WASTE PERFORMANCE (tons)



WASTE DIVERSION RATE



WATER CONSUMPTION (CF)





We continue to focus on water efficiency through the installation of low-flow fixtures across the terminal wherever feasible.



24 ZERO ACCIDENT CULTURE

A FOCUS ON SAFETY & SECURITY

JFKIAT is committed to creating a safe and secure environment for all stakeholders. JFKIAT's Zero Accident Culture is a pillar of our strategy and is embedded throughout our operations. We have developed a security roadmap that aligns with the five pillars of JFKIAT's vision. Our stringent safety and security practices, programs, and tools are key components to executing our strategy. These practices are led by key members of our experienced executive team, including our Vice President of Security and Vice President of Safety and Performance, and are supported by all JFKIAT and Terminal 4 employees and partners.



To achieve our vision, we work together to provide our customers with the safest and most secure, seamless, and memorable travel experience in NYC and one that is on par with the world's best airports.

Best-In-Class Security Operations Center
Our new Security Operations Center (SOC) went into operation in 2018. To streamline all security systems, the SOC is a tool that creates a proactive security environment. The ease of all security subsystems at the operator's control, the SOC minimizes the possibility of error and delay in responding to critical situations.

Zero Accident Culture
JFKIAT has implemented occupational health and safety practices to promote and support our Zero Accident Culture. We focus on safety trainings for all our employees including the T4 SAFE Driver Training, Evacuation, First Aid, CPR/AED training and certifications, Jet Bridge Training, Terminal 4 Hazard Identification Training, and T4 Slips, Trips, and Falls. These trainings are administered internally and externally where appropriate.

The T4 SAFE Driver and Infraction Program is intended to promote safe driving airside and deter airside drivers from following unsafe practices, decreasing vehicle incidents. The accumulation of infraction points acts as a warning to drivers and their employers that they risk the removal or suspension of a driver's Airside Driving privileges at Terminal 4's ramp if further offenses are committed. Over 3,000 drivers were trained in the program.

All external new hires at T4 are required to participate in a safety culture training to improve employee preparedness when responding to emergency events. We conducted a safety survey and provided the community with a sense of T4 safety culture and suggestions for safety improvements. The result of the survey influenced ground handlers to hire additional safety managerial staff, change their safety training curriculum, and increase audits and observations, further driving safety performance results.

In order to further incentivize safety and security, JFKIAT hosts annual Awards Ceremony that recognizes "Safety Employee of the Year" and "Ground Handlers Best in Class."



Safedock Advanced Visual Docking Guidance System (A-VDGS)
Visual Docking Guidance Systems provide active guidance to pilots to support safe, efficient, and precise automated aircraft parking during virtually all operating conditions.

Automation creates a safer operation by reducing the opportunity for error. Allowing pilots to self-park speeds up the docking process, aircraft are parked faster in all kinds of weather conditions, fuel burn and emissions are reduced, and ground crew are free to focus on preparing the aircraft for departure.

SECURITY

Security is of utmost importance to JFKIAT and Terminal 4. In coordination with TSA, our airline partners, and the government we proactively work to ensure that the terminal is safe and secure. To promote security and efficiency, TSA, Delta, and JFKIAT jointly launched new automated security screening lanes at Terminal 4, introducing state-of-the-art checkpoint technology to expedite passenger wait times. This system, supported by a host of new measures, is specifically designed to mitigate delays, while promoting safety and security.

Security Training Program
The Security Department, in partnership with New York State's Department of Homeland Security, developed and launched a security training program specifically focused on the aviation industry and T4, as part of the Governor of New York's vision for a stronger security posture in the State of New York.



Human Trafficking Campaign Participation
JFKIAT partnered with Department of Homeland Security (DHS) to host an event at Terminal 4 to spread awareness for the National Human Trafficking Awareness Day. The event was in support of the DHS Blue Campaign, encouraging individuals to wear blue and post a photo of their outfits on social media with the hashtag #WearBlueDay. T4 set up an information desk about #WearBlueDay offering information about the campaign and encouraging travelers to participate. JFKIAT is committed to educating and preparing employees to identify victims of human trafficking and creating a safe environment for all travelers.

RISK MANAGEMENT

JFKIAT is committed to ensuring that we proactively identify, evaluate, and mitigate risks and are prepared to respond. Our risk management and internal control program is outlined in the Corporate Governance Code and supported by the Risk and Compliance Committee.

Terminal 4 developed a comprehensive T4 Crisis Response Plan developed by the Security Department in coordination with NavAid, our partner with expertise in crisis response. The program elicited engagement from the JFK communities and stakeholders to build a robust culture of response and security.

JFKIAT's risk management plan follows the following steps:

JFKIAT'S RISK MANAGEMENT PLAN

1 → 2 → 3 → 4

Risk Identification
Identifies and defines all potential risks that may negatively influence a specific process or project.

Risk Analysis & Evaluation
Specific types of identified risks evaluated after determining the risks' overall likelihood of occurence.

Risk Mitigation
We assess the highest-ranked risks and develop a plan to alleviate them using specific risk controls.

Risk Monitoring
The mitigation plan includes following up on the risks and overall plan to continuously monitor and track new and existing risks.





28 CUSTOMER EXPERIENCE

ON AVERAGE, T4 EMPLOYEES SAY, **“HAVE A GREAT FLIGHT!”** TO 29,600 PASSENGERS DAILY.

JFKIAT is committed to providing customers with a safe, seamless, and memorable travel experience that is on par with world’s best air terminals. To put this vison into action, we developed and implemented a holistic customer experience strategy and program action plan, including innovative employee training, amenities, accessibility services, and self-service technology at key touchpoints along the entire customer journey. To ensure success, our customer experience program is led by a dedicated customer experience subject matter expert.

T4 is MORE Brand Values

To promote a positive passenger experience at all customer interactions, we practice our guiding T4 is MORE brand values, Our extensive T4 is MORE employee customer service training is provided to all new employees during onboarding and is strategically aligned with all Port Authority customer experience initiatives.



To reinforce these brand values and recognize and reward employees who have received customer compliments, we provide meet-and-greets with our CEO to present certificates of achievement and gift cards, and we feature these employees in our T4 is MORE email newsletter.

To promote the best customer experience possible, we thoughtfully evaluate and pursue retail, dining, and amenity business partnerships to create optimal ambiance and a memorable sense of place that is unique to New York City and the borough of Queens.

OUR T4 IS MORE BRAND VALUES

Be Friendly
Every interaction with our staff should make passengers feel welcome and at home with special moments that surprise and delight.

Be Happy
Traveling can be stressful and we want to create a special feeling of fun and adventure that leaves you with a smile.

Be Informative
We will always go above and beyond to help you achieve your goals both inside and outside of the terminal.

Be Safe
Safety is our top priority and we are always working with the government and law enforcement partners to ensure that our employees and customers are safe and secure.

Be Memorable
New York City is a very special place, and we want to bring a piece of the city to our customers, so they know they have arrived in the Big Apple.

Accessibility
Maintaining an accessible terminal for all our passengers and employees is paramount to JFKIAT.

As part of our commitment, we have partnered with the U.K.-based Sunflower Lanyard Scheme to offer customers traveling through the terminal a discreet way to alert employees that they may require additional assistance, support, or time. This provides vital assistance to the passengers who walk through its doors each year and need additional assistance while traveling.



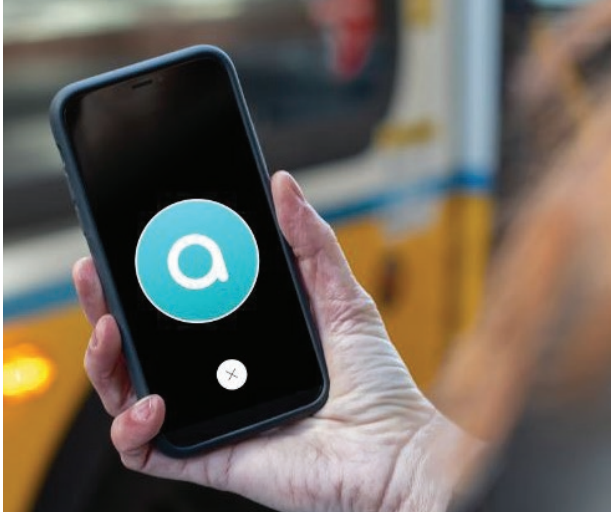
T4 is the first airport terminal in the Northeast to offer these symbolic lanyards for customers with hidden disabilities.

AMENITIES

- Lactation rooms
- At Your Gate food and beverage delivery service
- Lounges
- Digital touchscreen terminal directories
- Water refilling stations
- Automated external defibrillators (AED)
- Nursing rooms
- Indoor taxi stand/queue
- Short- and long-term baggage storage services
- Hotel and lodging reservations booking services
- Personal baggage porter service
- Manhattan shuttle bus services
- Indoor/outdoor pet relief areas
- Art collection pre- and post-security as well as Customs and Border Protection (CBP) and arrivals
- Accessibility aides

T4 HAS MORE THAN 122,000 SQUARE FEET OF SHOPS AND RESTAURANTS.

THAT'S A MILE END-TO-END — PERFECT FOR DOING SOME CARDIO BEFORE YOUR FLIGHT!



Jetweels

At Terminal 4, we are committed to bringing new offerings to enhance the travel experience and increase accessibility for our passengers. JFKIAT Terminal 4 was the first terminal in the nation to offer Jetweels wheelchairs — to improve the travel experience for passengers who need wheelchair assistance. Jetweels launched through a partnership between Terminal 4 Airlines Consortium (TFAC) a group composed of Terminal 4 airline stakeholders, government agencies, and other partners, and PAX Assist, the company that provides assistance to passengers in need of wheelchair service at T4. Jetweels wheelchairs have many advanced features to increase comfort and convenience and allow easy mobility throughout the terminal. The lightweight, nonmetallic, and ergonomic wheelchairs allow disabled passengers to move around the terminal safely and with ease.

Aira Access

JFKIAT launched Aira Access, a visual interpretation service connecting visually impaired passengers to live agents for real-time assistance navigating the terminal. The Aira Access app is available on all smartphones, and uses the phone camera, GPS, and other web data to provide visual descriptions to the user. This program allows the visually impaired to move freely and confidently through the terminal, without worry of obstacles, and provides certainty they'll get to their desired location.







Special Events

To promote customer interaction and ambiance, we execute several special events throughout the year. These events include the celebration of key international holidays and appreciation days and have included Earth Day, Lunar Chinese New Year, and International Assistance Dog Week.

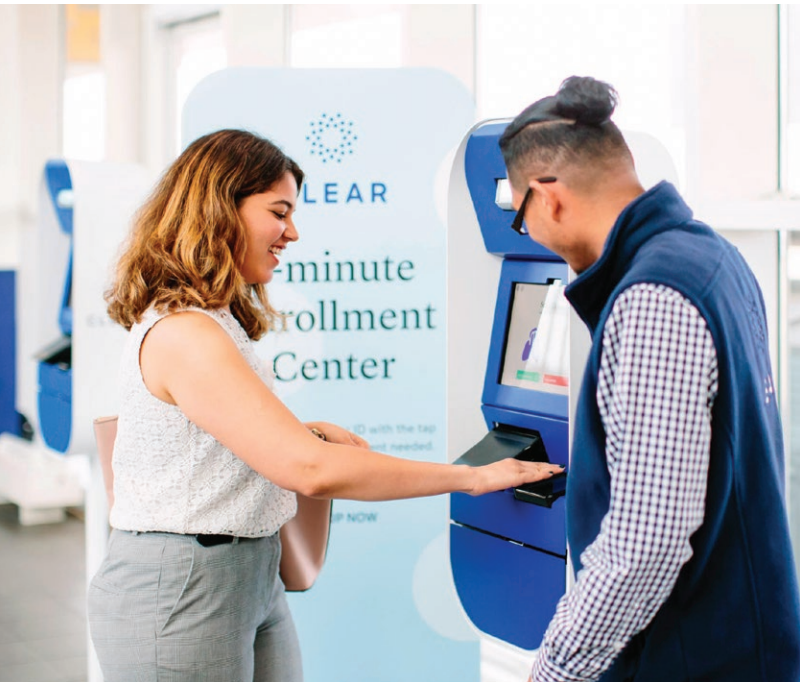
Terminal 4 is the world's first airport terminal to feature Google Assistant's Interpreter Mode to provide real-time translation technology for 29 languages to customers traveling through T4.



Customer Experience Program Metrics

We track, measure, evaluate, and continuously improve our voice of the customer and voice of the employee programs, using key performance indicators from several key listening sources:

- Airports Council International Airport Survey Quality (ASQ) customer and employee engagement for customer experience survey scores
- Employee service evaluation "mystery shopping" scores
- Feedback Now devices located in all restrooms and at the TSA security checkpoint
- Customer inquiries and feedback received via our information desks, web site, and social media platforms
- Net Promoter surveys performed with our airline customers.



Innovation to Enhance Passenger Experience

At JFKIAT, a key focus of our strategy is to be an innovation leader at the JFK Airport. As part of our commitment to operational excellence and best-in-class passenger experience, we have invested in innovative technologies throughout T4. Through these initiatives, we have already seen positive outcomes and will continue to identify ways to improve, refine, and optimize our systems to deliver the best possible experience for our passengers.

Google Interpreter Technology

A partnership between JFK Airport and Google enables T4 to utilize Google's Interpreter Technology to reduce language barriers for international travelers and promote a seamless and efficient travel experience. Google Assistant's Interpreter Mode offers real-time language translation for 29 languages to assist travelers in navigating the terminal, locating ground transportation and luggage, and finding concessions. This innovative technology is used at T4's Google Nest Hubs located throughout the terminal and are readily available to all travelers.

Biometric Technology

JFKIAT has introduced biometric boarding capabilities, which utilize facial recognition technology to identify passengers during the boarding process. This innovative technology is now available at 27 gates throughout the terminal to provide a safer and effortless boarding process for all passengers.

T4 has also partnered with Clear to use biometric screening technology during the airport security screening process. Unlike the conventional screening process, which requires passengers to provide identification and a boarding pass, biometric scanners simply require a passenger fingerprint or eye scan to verify identify. This technology, allowing for a streamlined security screening process, is available to all travelers with a Clear membership.

"WITH PASSENGER COUNTS CONTINUING TO SOAR, THE **CAPABILITIES PROVIDED BY THE CROWDVISION SOLUTION** WILL ALLOW US TO ACCOMMODATE THE RISING VOLUME IN THE MOST EFFICIENT AND PROACTIVE WAY POSSIBLE." — ROEL HUININK, JFKIAT CEO

CrowdVision
In upholding its mission to improve passenger experience traveling to and from the terminal, JFKIAT has implemented CrowdVision, an artificial intelligence-enabled computer vision technology. CrowdVision monitors and analyzes real-time passenger and staff activity to optimize the check-in, baggage check, and security checkpoint processes. This innovative technology helps the terminal manage passenger congestion and identify discrepancies between predicted and actual passenger activity. The information this technology provides allows JFKIAT to streamline terminal processes and improve passenger experience from arrival at curbside to the gates.

Jabbrrbox Smart Work Booths
Many travelers passing though Terminal 4 hope to use the time productively, whether that's making private work calls, videoconferencing, or just answering emails. However, most airports do not offer spaces conducive to a productive work environment. Recognizing this, Terminal 4 introduced Jabbrrbox smart work booths — sleek, private booths that provide passengers with Wi-Fi, USB charging, video conference capabilities, and Bluetooth connectivity for hands-free calling. Passengers can rent the booths for $15 per 30 minutes and gain access to the perfect private workspace while on the go.

CBP Pups
To further position T4 as a stress-free, feel-good environment, we launched the CBP Pups content series, which featured content around Customs and Border Protection's puppies. This series was well received on social media and allowed us to show our passengers the more playful side of T4. Moving forward, we continue to seek additional innovations to position T4 as New York's preferred air terminal and one that continues to enhance passenger experience.



Engaging with Our Passengers

Terminal 4 became the first air terminal in New York to brand itself, creating both a visual identity for the building and promoting an inviting atmosphere for our passengers. T4 leverages our social media platforms to inform, interact with, and deepen our relationships with travelers, employees, business partners, and the local community. The content showcases our commitments, highlighting the diversity of our employees, our sustainability program, and other achievements.



34 OUR EMPLOYEES

OUR MISSION IS TO **RECRUIT, RETAIN, AND DEVELOP** THE MOST TALENTED EMPLOYEES.

JFKIAT recognizes that human capital is our greatest asset, and our mission is to recruit, retain, and develop the most talented employees, internally and externally. Our Human Resources team drives this strategy forward by developing human capital and organization capabilities that directly support JFKIAT's business objectives. We invest in our employees and continue to identify ways to provide support and resources to our team. JFKIAT offers comprehensive employee benefits and provides training and professional development opportunities, as well as strategic initiatives that create a collaborative, committed JFKIAT team.

JFKIAT is proud to offer a comprehensive benefits plan that includes medical, dental, and vision coverage, disability insurance (short and long term), Basic Life Insurance, and Accidental Death and Dismemberment to all employees at no cost, a competitive advantage that further demonstrates our commitment to our employees. Additionally, JFKIAT has established a 401(k) plan, and will match 50% of the amount an employee defers.

We provide training and professional development opportunities for our employees to further advance their knowledge, skills, and capabilities. We have identified key training and development groups to clearly identify relevant skills necessary to excel



in their roles. The groups include: Executives and Senior Management, Professional/Management, and Support/Administrative. In addition to trainings, JFKIAT provides an annual stipend for education on a case-by-case basis to foster professional development opportunities aligned with JFKIAT's strategy. Furthermore, we provide support through informal training, coaching, and mentors. JFKIAT has implemented a company-wide mentorship program that supports employees' career development.

2019 SNAPSHOT

105	100%	6,800
EMPLOYEES	EMPLOYEES HIRED FROM THE NYC METROPOLITAN AREA	TOTAL HOURS OF EMPLOYEE TRAINING



One of our strategic priorities is making T4 a great place to work, as ranked by our employees. To that end, employee engagement and retention is critical and demonstrated by our actions. We expanded our employee development program and are launching employee engagement surveys for both JFKIAT staff and all terminal employees. The voice of the employee results will further guide our engagement efforts, including a new rewards and recognition program. Annually, we hold a terminal-wide employee appreciation event with food, games, and music. In 2018, we had 5,000 employees attend and we expect that to continue to grow.



TOP RANKED IN **GREAT PLACES TO WORK**



To further demonstrate our innovation and appreciation for our employees, we have pursued two unique campaigns: including Humans of T4 and Women of T4.



HUMANS OF T4

The Humans of T4 Campaign is our unique approach to showing appreciation and celebrating T4's employees. Launched in 2019, Humans of T4 honors all employees by highlighting inspirational and heartwarming stories of members of the T4 family.

"The level of service is attainable only through the collaborative hard work of KLM partners, especially Delta Air Lines and JFKIAT's highly professional and trained staff, our governmental colleagues, and other airline partners."

AJAY DHAWAN
STATION MANAGER
KLM ROYAL DUTCH AIRLINES



WOMEN OF T4

The Women of T4 Campaign, launched during Women's History Month in 2019, celebrates the women who are integral to the terminal's success. The women featured represent a diverse range of roles within the terminal, including assistant police chief, executive assistant, operations manager, and airline station manager, as well as JFKIATs many partners. This flagship campaign paved the way for employee-focused content.

"As the Port Authority Police Department assistant police chief, my primary focus is to provide a safe and secure environment for all airport patrons, employees, and staff."

GLORIA FRANK
ASSISTANT POLICE CHIEF
PORT AUTHORITY POLICE DEPARTMENT





38 4GOOD FOR THE COMMUNITY



At Terminal 4, we believe in giving back to the community it serves and making it a better place to live. Through our corporate responsibility program, 4GOOD, we focus on programs supported by our local partners and JFKIAT employee-nominated charities, and developing the future workforce. Since its inception in 2016, the 4GOOD program has continued to see success in helping to celebrate and support our local community. With a strategic focus on promoting educational, social, and professional success, the 4GOOD program fosters community engagement and ongoing partnerships to support the community where we operate.

This program is managed by an established committee of senior staff members and chaired by JFKIAT President & CEO. Leveraging corporate resources including financial contributions, charitable giving, employee volunteering, and community outreach, JFKIAT strives to have a real positive impact on the local community and organizations. JFKIAT continues to enhance the 4GOOD program to create a more focused approach developing robust partnerships with the local community to create long-lasting impact.

The 4GOOD program encourages social change, general well-being, and environmental stewardship. Through the 4GOOD corporate giving program, we are proud to have donated over $168,000 to charities in 2019, including NY Firefighters Burn Center, Relay for Life, Boys and Girls Club of Metro Queens, and Breast Cancer Awareness. The charitable contributions received by the passengers in T4 address critical issues and needs by providing financial assistance to nonprofit organizations for health and human services, education, and the environment.

Spare Change Program with Travelex

To extend its charitable fundraising efforts, JFKIAT set up more than 30 coin-collection boxes throughout the terminal at cash registers and high-traffic areas. Passengers and employees can drop their spare change into the boxes, which will be donated to one of JFKIAT selected charities. Travelex, Terminal 4's currency exchange service, converts any foreign coins into U.S. currency each month, waiving all exchange fees.

Good Traveler Program Promotion with the Port Authority of New York and New Jersey

To celebrate Earth Day, on April 23 we partnered with the Port Authority of New York and New Jersey (PANYNJ) Office of Environmental & Energy Programs to promote the Good Traveler Program in the Retail Hall. The display also allowed us to promote our sustainability initiatives and achievements. The Good Traveler Program allows individuals to purchase carbon offset credits online with funds going to environmental protection and conservation programs.

Community Engagement

JFKIAT has invested in helping NYC community members achieve their educational and professional goals. JFKIAT's education program includes paid internship opportunities within the terminal, volunteer initiatives through Project: Volunteer, participation in job fairs and related career development events, and special occasions such as T4 Aviation Day and the annual Women in Aviation Day in partnership with Vaughn College in Queens, New York.

OUR FOCUS IS SIMPLE: **A STRONG COMMUNITY YIELDS A STRONG FUTURE.**

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GRI CONTENT INDEX

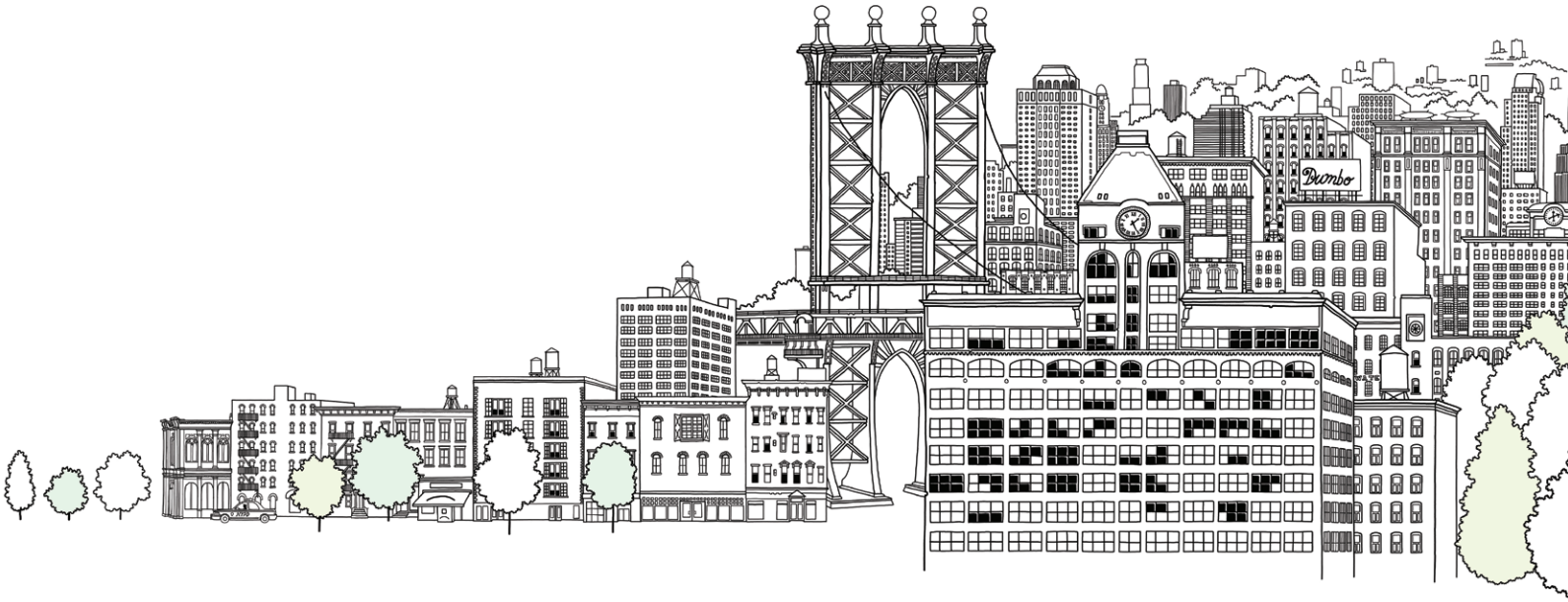


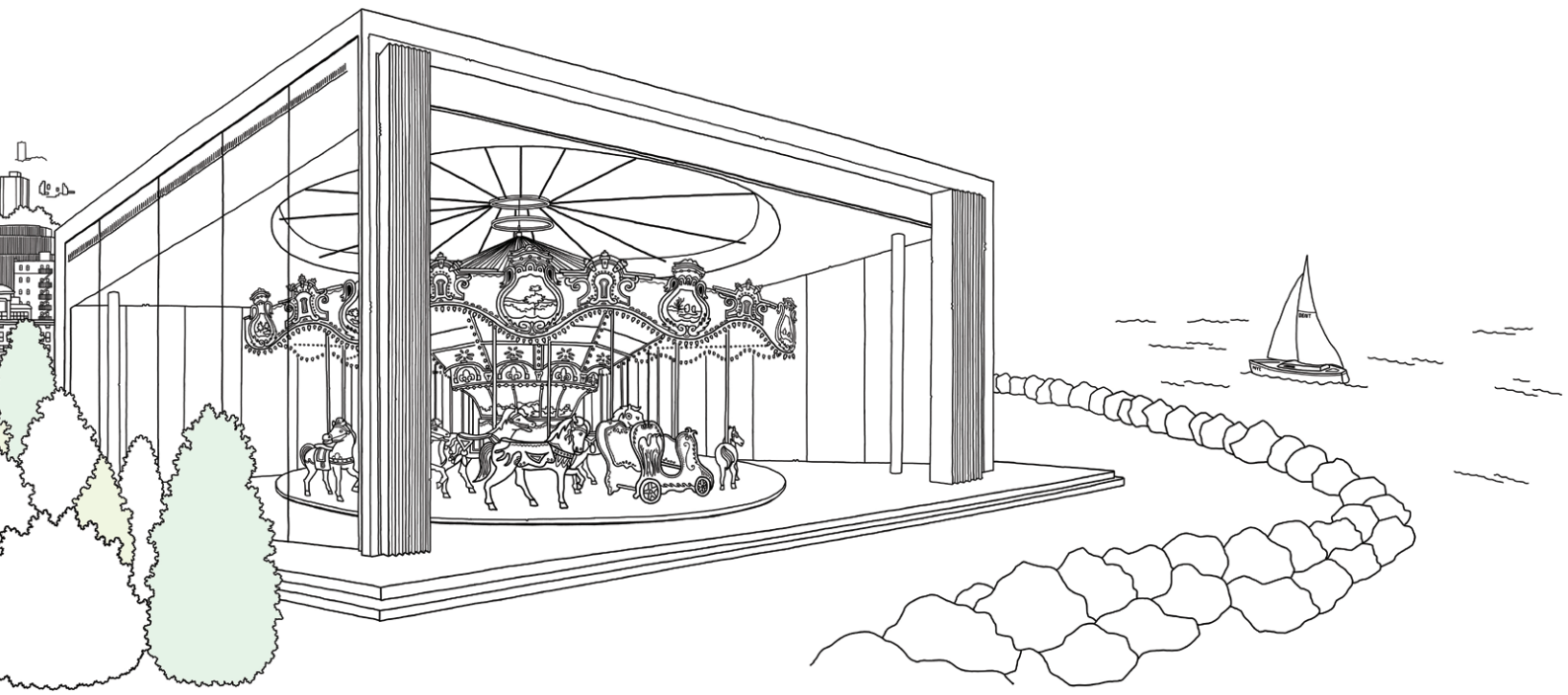
GRI 100: UNIVERSAL STANDARDS	
GRI 102: GENERAL DISCLOSURES 2016	
Name of the organization	About JFKIAT Terminal 4
Location of headquarters	Queens, New York
Location of operations	About JFKIAT Terminal 4
Ownership and legal form	About JFKIAT Terminal 4
Markets served	About JFKIAT Terminal 4
Scale of the organization	About JFKIAT Terminal 4
Information on employees and other workers	Our Employees
Supply chain	Sustainable Operations
External initiatives	4GOOD for the Community
Statement from senior decision-maker	Letter from Our President & CEO
Key impacts, risks, and opportunities	Materiality Assessment
Values, principles, standards, and norms of behavior	About JFKIAT Terminal 4, Passenger Experience
Governance structure	Corporate Governance & Stakeholder Engagement
Delegating authority	Corporate Governance & Stakeholder Engagement
Executive-level responsibility for economic, environmental, and social topics	Corporate Governance & Stakeholder Engagement
Consulting stakeholders on economic, environmental, and social topics	Corporate Governance & Stakeholder Engagement
Composition of the highest governance body and its committees	Executive Team
Chair of the highest governance body	President & CEO
Review of economic, environmental, and social topics	Corporate Governance & Stakeholder Engagement
Highest governance body's role in sustainability reporting	Corporate Governance & Stakeholder Engagement
List of stakeholder groups	Corporate Governance & Stakeholder Engagement
Identifying and selecting stakeholders	Corporate Governance & Stakeholder Engagement
Approach to stakeholder engagement	Corporate Governance & Stakeholder Engagement
List of material topics	Corporate Governance & Stakeholder Engagement
Reporting period	About This Report
Date of most recent report	2020
Reporting cycle	About This Report
Contact point for questions regarding the report	About This Report
Claims of reporting in accordance with the GRI Standards	About This Report
GRI content index	GRI Content Index
External assurance	Environmental Performance

GRI 200: ECONOMIC STANDARDS	
GRI 202: MARKET PRESENCE 2016	
Proportion of senior management hired from the local community	Our Employees 100%
GRI 300: ENVIRONMENTAL STANDARDS	
GRI 301: MATERIALS 2016	
Materials used by weight or volume	Environmental Performance
GRI 302: ENERGY 2016	
Energy consumption within the organization	Environmental Performance
Energy consumption outside of the organization	Environmental Performance, Scope 3 Emissions
Energy intensity	Environmental Performance
Reduction of energy consumption	Environmental Performance
GRI 303: WATER 2016	
Water withdrawal by source	Environmental Performance
GRI 304: BIODIVERSITY 2016	
Habitats protected or restored	T4 Impacts, Awards & Achievements
GRI 305: EMISSIONS 2016	
Direct (Scope 1) GHG emissions	Environmental Performance
Energy indirect (Scope 2) GHG emissions	Environmental Performance
Other indirect (Scope 3) GHG emissions	Environmental Performance
GHG emissions intensity	Environmental Performance
Reduction of GHG emissions	Environmental Performance
GRI 306: EFFLUENTS AND WASTE 2016	
Waste by type and disposal method	Environmental Performance
GRI 307: ENVIRONMENTAL COMPLIANCE 2016	
Noncompliance with environmental laws and regulations	Not Applicable
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016	
New suppliers that were screened using environmental criteria	Sustainable Operations
GRI 400: SOCIAL STANDARDS	
GRI 401: EMPLOYMENT 2016	
Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Employees
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016	
Workers representation in formal joint management — worker health and safety committees	Not Applicable
Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	Employee safety events (Slip/trip, Housekeeping, SOP): 37 in 2019. Motor vehicle events: 61 in 2019.

GRI 400: SOCIAL STANDARDS	
GRI 404: TRAINING AND EDUCATION 2016	
Average hours of training per year per employee	Our Employees
Programs for upgrading employee skills and transition assistance programs	Zero Accident Culture: A Focus on Safety & Security, Our Employees
Percentage of employees receiving regular performance and career development reviews	Our Employees
GRI 413: LOCAL COMMUNITIES 2016	
Operations with local community engagement, impact assessments, and development programs	4GOOD for the Community
GRI AIPORT OPERATOR SECTOR	
ORGANIZATIONAL PROFILE	
Size of airport, number of airlines served during reporting period	Size of Airport Terminal: 2,263,386 square feet Number of Airlines: 33 Cities with Non-Stop Service: 127
ECONOMIC DISCLOSURES	
MARKET PRESENCE	
Proportion of senior management hired from local community	Our Employees 100%
Number of passengers annually, broken down by international/domestic flights; broken down by origin & destination/transfer passengers	About JFKIAT Terminal 4 International Passengers: 14,187,385 Domestic Passengers: 7,671,358
ENVIRONMENTAL DISCLOSURES	
ENERGY	
Report energy reduction programs/initiatives & provide summary of results/how info is used	Sustainable Operations
Reduction of energy consumption	Environmental Performance
EMISSIONS	
Report on reduction of emissions from on-site transportation & policies to encourage the airport community to reduce emissions	Environmental Performance
Reduction of GHG emissions	Environmental Performance
EFFLUENTS & WASTE	
Report on responsibility for handling sources of waste	Sustainable Operations
Total weight of waste by type & disposal method	Environmental Performance
TRANSPORT	
Identify modes of ground transportation of passengers, staff, visitors, and suppliers within/to the airport & initiatives to improve energy efficiency/reduce emissions	Sustainable Operations
INTERMODALITY	
Report policies or long-term plans and initiatives for reducing significant environmental impacts	Sustainable Operations

LABOR PRACTICES & DECENT WORK	
OCCUPATIONAL HEALTH & SAFETY	
Type of injury and rates; number of work-related fatalities	Employee safety events (Slip/trip, Housekeeping, SOP): 37 in 2019. Motor vehicle events: 61 in 2019.
HUMAN RIGHTS	
SECURITY PRACTICES	
Report roles and responsibilities related to airport security	Zero Accident Culture: A Focus on Safety & Security





ABOUT THIS REPORT

JFKIAT Terminal 4's 2019 Sustainability Report references disclosures from the Global Reporting Initiative (GRI) Standards Reporting Guidelines and the GRI Airport Operators Sector Supplement guidelines. A GRI Content Index identifying the location of each of these disclosures can be found on page 40. The report covers JFKIAT's 2019 environmental programs and performance. All reported performance data is for the calendar year ending in December 31, 2019, unless stated otherwise. All financial data is reported in U.S. dollars. CodeGreen Solutions has calculated and verified the greenhouse gas emissions disclosed in this report, in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition.




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