



2020 Annual Report: Accountability Data

The following information and data supplements our 2020 Annual Report and is informed by the Global Reporting Initiative’s (GRI) Sustainability Reporting Standards where applicable but may not be inclusive of all GRI indices. This report reflects the environmental, economic, social, and governance impacts of Vancouver Airport Authority (the Airport Authority) and Vancouver International Airport (YVR). It does not include the impacts of our subsidiaries other than as part of the Airport Authority’s consolidated financial statements. With the exception of the consolidated financial statements, this report has not been externally assured.

Throughout the report, we refer to additional data and information contained in the 2020 Annual Report, consolidated financial statements and information available on our website.

The references made throughout our report include: Global Reporting Initiative Standard (GRI: xxx-x) and the [UN Sustainable Development Goals](#).

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Stakeholder Engagement

Our stakeholders are anyone who influences or is impacted by the Airport Authority's operations and includes passengers, employees, local communities, and a wide range of partners. Our approach to stakeholder engagement is outlined under [Local Communities](#) and our 2020 Annual Report is told from our stakeholders' perspectives for the first time.

Our 2020 data is centered around 17 material topics, reflecting our impacts and where we influence the assessment and decisions of stakeholders. These topics were identified in 2017 through an extensive process that included a document review, surveys, workshops and interviews with key stakeholders and are summarized in our [Content Index](#). These material topics are presented in the context of and the [UN Sustainable Development Goals](#).

The stakeholders consulted to identify the material topics include: the Airport Authority, airlines, passengers, local communities, airport business partners, government and regulators, industry associations, and our investors.

A comprehensive review of the 17 Sustainable Development Goals was completed, comparing the encompassed 169 targets to our business operations to see which goals we influenced the most. While we recognize the importance of all 17 goals, our greatest contribution is to nine of the 17 goals and the references can be seen throughout this report.



Our Leadership

The Airport Authority is a non-share capital private corporation, formed in 1990 under Part II of the Canada Corporations Act and continued in 2013 under the *Canada Not-for-profit Corporations Act*. The Airport Authority operates YVR pursuant to a lease of most of Sea Island, Richmond, B.C., from the Government of Canada. The Airport Authority is governed by a community-based [Board of Directors](#) and our [Executive Team](#) who oversee the daily operations of YVR.

Our directors are expected to carry out their duties honestly, with integrity and in good faith in accordance with the Board of Directors [Governance Rules and Practice Manual](#), which includes terms of reference, guidelines and policies. We disclose our [Corporate Governance Guidelines and practices](#) following the same guidelines as listed companies.





Business Ethics

Our conduct has a direct impact on employees and business partners, whereas the consequences of this conduct involve a broader spectrum including industry partners and regulators. [Ethics in the Workplace](#) is an essential component of the Airport Authority—as a regulatory requirement and as an aspirational part of our culture—and we approach its management as a key part of business conduct. [Ethics in the Workplace](#) reflects our commitment to our Code of Ethics, Global Risk Management Program, Internal Audit Department, and corporate policies around anti-corruption (GRI 205-2), whistleblower and social aspects.

- For our [Code of Ethics](#), we require that all employees annually complete a Code of Ethics training module to ensure organizational comprehension and compliance.
- Under our [Whistleblower Policy](#), we received one whistleblower complaint from a contractor alleging a respect in the workplace issue with another contractor. Our HR department undertook a thorough external investigation and concluded that no harassment occurred (GRI 102-17).

Advertising is an important business and ethical consideration for the Airport Authority. To ensure we maintain high standards, we manage advertising through the [Advertising Guidelines](#).

Executive and Board Compensation

Director Remuneration

The Governance Committee reviews directors' compensation every two years with the assistance of an independent compensation consultant. In late 2019, the Board approved the retainer and meeting fee structure for both 2020 and 2021. The CEO receives no additional compensation for services as a director. In making its recommendation to the Board, the Governance Committee is guided by the compensation principles set out below.

Compensation Principles:

1. Compensation paid to directors will neither unduly reward, nor unduly penalize, an individual for choosing to serve on Vancouver the Airport Authority's Board rather than on any other Board of Directors.
2. Every two years, the Board will review market data and set compensation at a level generally consistent with the mid-range of that being paid to directors of the Comparable Corporations—defined in point seven below.





3. To reflect both the inherent responsibilities and the variable time commitments, each director will be paid through a combination of an annual retainer and fees for each meeting attended.
4. To reflect the additional time and responsibility of serving as Chair of a Committee or Task Force, these directors will receive additional compensation in the form of an additional annual retainer.
5. To reflect the extra fiduciary responsibilities and time commitments entailed in the role, the Chair of the Audit Committee's additional annual retainer will be 125 per cent of the additional annual retainer.
6. The Board Chair will be paid an annual retainer, calculated as 275 per cent of the average total annual compensation of the other directors.
7. The Comparable Corporations that formed the basis for the 2017 and 2019 reviews are:
 - a. Airport Authorities of Toronto, Montreal, and Calgary.
 - b. British Columbia's major government transportation companies.
 - c. Twenty corporations with operations in British Columbia, with assets within a reasonable range of the Airport Authority's (i.e. 50 to 200 per cent), whose shares are publicly traded.
8. The Board will be guided, but not bound by, the following calculation:

(a + b + c) divided by 3 = mid-range of Comparable Corporations

a = average of the average annual total compensation paid to Boards in group A.
 b = average of the average annual total compensation paid to Boards in group B.
 c = average of the average annual total cash compensation (stock options and other compensation are excluded) paid to Boards at the 50th percentile in group C.

The remuneration schedule for non-management directors in 2020 is set out in the table below.

Annual retainer	Chair	\$175,000
	Directors	\$35,000
Additional retainer for Committee Chairs	Chair Finance and Audit Committee	\$9,000
	Chair other Board Committees	\$7,500
Board and Committee meeting attendance fee		\$1,400
Other meetings fee		\$700





Due to COVID-19, directors agreed to take a 10 per cent reduction on both their retainer and meeting attendance fees as of May 1, 2020. In addition, directors were not paid for attendance at extra meetings held to discuss the impact of COVID-19 on YVR. Directors are reimbursed for reasonable out-of-pocket expenses, which are reviewed by the Chair and the Corporate Secretary. The Chair’s expenses are reviewed by the Governance Committee Chair. We do not reimburse directors for travel expenses to attend Board and Committee meetings unless the director resides outside the Metro Vancouver Regional District.

The total remuneration paid during 2020 to each director was as follows:

A. King*	\$164,790	H. Jampolsky**	\$ 21,311
H. Acheson	\$ 55,300	K. Kramer**	\$ 32,759
J. Caron**	\$ 21,311	J. Leversage	\$ 55,860
J. Currie	\$ 78,410	D. Nomura**	\$ 35,730
M. A. Davidson	\$ 63,425	K. Panatch	\$ 54,880
F. Fiorillo	\$ 88,775	J. Sihota**	\$ 27,335
K. Goosen	\$ 81,115	T. Vrooman**	\$ 15,762
K. Howlett	\$ 74,480	W. Wright	\$ 71,400
TOTAL	\$ 942,643		
AVERAGE***	\$ 59,834		

*Our Chair receives an annual retainer for her work on the Board and does not receive additional meeting fees.

** D. Nomura joined the Board on May 14, 2020, K. Kramer joined the Board on June 11, 2020 and J. Sihota joined the Board on July 1, 2020. J. Caron and H. Jampolsky retired from the Board on 14 May 2020. T. Vrooman resigned from the Board effective April 24, 2020 and assumed the role of CEO on July 1, 2020. As CEO she has a seat on the Board but receives no additional compensation.

***Excludes the salary for the Chair of the Board of Directors.

In addition to the above remuneration, directors were reimbursed for expenses totaling \$308.16 in 2020.

Executive Remuneration

Vancouver Airport Authority has a comprehensive executive compensation program in place to ensure we deliver on our purpose of serving our community and the economy that supports it. We strive to create alignment throughout the organization regarding how incentive pay is structured—the same compensation philosophy informs the incentive programs for management and employee groups.

The key elements of the executive compensation program are base salary, incentive pay, pension, and benefits. Our incentive plans have both short-term (one year) performance measures that include individual performance objectives and long-term (three year) organizational performance measures.





Base Salary

See the below Executive Compensation Review Process for details of the ongoing review of 2020 market compensation by an independent consultant. The 2019 market range for the President & CEO (CEO) position was \$388,000 to \$582,000, with a midpoint of \$485,000. For Vice President positions, the market range was \$188,000 to \$282,000, with a midpoint of \$235,000.

Incentive Measures

The short-term incentive plan (STIP) is designed to reward the executives for achieving strategic objectives. The plan is based on the achievement of both organizational and individual objectives. The payout can range from 0-75 per cent of base salary for the CEO with an on-target award established at 50 per cent. The payout range is 0-45 per cent of base salary for Vice President positions with an on-target award established at 30 per cent.

The organizational measures for 2020 focused on net operating margin, customer satisfaction, employee engagement, and our reputation within the community. The results are determined based on audited financial information and through surveys conducted by independent, third-party firms. The HRC and the Board review the individual objectives set annually for each executive.

Due to the 2020 financial results, the Board of Directors suspended the STIP for 2020 resulting in a zero payout.

The long-term incentive plan (LTIP) is designed to measure long-term value creation. The payout can range from 0-100 per cent of base salary for the CEO with an on-target award established at 50 per cent and a payout range of 0-60 per cent of base salary for Vice President positions with an on-target award established at 30 per cent.

The LTIP performance measures are based on a rolling cycle that gauge performance over three years, with payout after the third year. The 2018 to 2020 cycle is aligned with the 2018-2020 Strategic Plan and Flight Plan 2037. Measures include passenger growth, free cash flow, and project completion—on time and within budget—for two key capital projects that enable airport growth.

Due to the 2020 financial results, the Board of Directors suspended the 2018 to 2020 cycle resulting in a zero payout

The 2019 to 2021 cycle is based on passenger growth and free cash flow. Under both the short and long-term incentive programs, actual performance results measured against the various metrics determine the magnitude of the payouts. If performance objectives are not met, no incentives are paid.

The metrics and targets for the 2020 to 2022 cycle have been deferred by the Board into 2021.





Pension, Benefits, and Perquisites

All executives are covered under an unfunded pension arrangement equal to 16 per cent of pensionable earnings (salary plus STIP). Executives are not required to contribute.

Executives are also covered under our extended health, dental, and insurance programs. Our extended health and dental coverage provide 80-100 per cent reimbursement for most services, along with a health spending account to cover any expenses above and beyond the base plan. Life insurance and disability protection are also provided to all executives.

A monthly car allowance is paid to each executive and incurred mileage and vehicle maintenance costs are reimbursed. Certain executives are eligible for a flexible spending account which annually covers various expenditures, including retirement planning, financial planning, health club memberships and personal training.

Executive Compensation Group

Vancouver Airport Authority compares compensation against three peer groups to monitor the competitiveness of executive pay levels:

1. Canadian airport authorities and, for reference purposes, international airports of comparable size in the U.S., Europe, and Australia.
2. Canadian organizations in industries where skillsets for executive-level jobs are similar including transportation, utilities, communications, engineering, construction, and commercial real estate industries.
3. Canadian organizations with similar ownership including privately held or subsidiary organizations from a wide range of industries.

Vancouver Airport Authority targets total compensation at the median of the peer group with the opportunity for pay to exceed median when individual and corporate performance exceed expectations. See the below Executive Compensation Review Process for details on the ongoing review of compensation by an independent consultant.

Executive Compensation Review Process

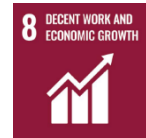
The HRC retained an independent compensation consultant to provide market compensation data, assistance with incentive plan design, review of peer group compensation, and information on trends in executive pay. The review is expected to conclude in Q2 2021. The HRC recommends the compensation of the CEO and the Vice Presidents to the Board after considering market data, recommendations from the CEO, and individual and corporate performance objectives.





Our Business

Air Services, Passengers and Cargo



YVR is a major international airport that provides critical and strategic links to markets all over the world. The focus for airline connections is to build a safe, efficient, sustainable, and attractive hub for everyone, which ensures that we not only stay ahead of the competition, but also provide the facilities necessary to attract and retain valuable connecting traffic, a key source of route profitability. During 2020, the Airport Authority experienced a significant decrease in [passengers, airlines and destinations](#) served at and/or from YVR due to the impact COVID-19 has had on travel.

Number of Arriving and Departing Passengers (GRI A01):

2020*						
Passengers	Domestic	Transborder	Asia Pacific	Europe	Latin America	Total
Arriving Passengers	2,110,801	689,383	536,006	142,088	176,361	3,654,639
Departing Passengers	2,130,550	664,291	552,119	133,772	164,916	3,645,648
Total Passengers	4,241,351	1,353,674	1,088,125	275,860	341,277	7,300,287

2019*						
Passengers	Domestic	Transborder	Asia Pacific	Europe	Latin America	Total
Arriving Passengers	6,337,287	3,208,302	2,320,184	887,005	466,211	13,218,989
Departing Passengers	6,344,025	3,203,390	2,266,615	873,980	472,871	13,160,881
Total Passengers	12,681,312	6,411,692	4,586,799	1,760,985	939,082	26,379,870

*Omissions, confidentiality constraints, information not available: while the Airport Authority collects accurate data for transfer passengers, specific data related to connecting passengers is currently not available.

Number of airlines serving, and destinations served by YVR in 2020:

- At the peak, we had 59 airlines serving 122 destinations worldwide
- At year-end, we had 46 airlines serving 69 destinations (2019 – 56 airlines, 122 destinations)

In 2020, 240,514 tonnes of cargo transferred through YVR (2019 – 304,078).





Customer Care



YVR strives to deliver a great airport experience for passengers, partners, and communities. It has taken a multi-pronged approach to customer care, including [universal access](#) to ensure travel is accessible to everyone and [free of discrimination](#). To respond to COVID-19, the YVR [TAKEcare](#) program was introduced to help people move through the airport safely and with confidence.

Customer Service Quality

YVR’s customer satisfaction rating is based on an annual survey that helps monitor passenger satisfaction, formulate future initiatives, and evaluate the impact of capital improvements.

- In 2020, YVR scored a 4.3 (2019 - 4.3) out of 5.0 on this survey, with 90 per cent (2019 – 91 per cent) of respondents either “very satisfied” or “satisfied” with our services and facilities.
- In 2020, we scored 4.6 (2019 – 4.4) out of 5.0 for terminal cleanliness.

Security and Safety

Security and Safety are at the core of our business and are managed through numerous policies, programs and training workshops focused on:

- Health and safety practices in compliance with *Quarantine Act and Public Health Act, Canadian Aviation Security Regulations (CASR) and Canadian Aviation Regulation (CAR)*.
- Security practices and awareness programs in line with *CASR*.
- Emergency preparedness in line with *CASR and CAR*.
- [Wildlife management](#) to ensure safe aircraft operations while conserving wildlife.
- Customer privacy in line with the *Personal Information Protection & Electronic Documents Act*. We have a cross-departmental, cyber security and privacy team, that manages our [policies](#), provides training and communicates through multiple channels.

In 2020 and 2019, the Airport Authority did not have any substantiated complaints concerning breaches of customer privacy and losses of customer data (GRI 418-1).

Total number of wildlife strikes per 10,000 aircraft runway movements (GRI A09)

	2020	2019
Reported wildlife strike incidents*	132	223
Wildlife strike incidents per 10,000 aircraft runway movements	9.8	8
Confirmed number of animals struck	138	338
Confirmed number of animals struck per 10,000 aircraft runway movements	10.2	11.7





*A reported wildlife strike occurs anytime a pilot reports a strike, ground personnel observe a strike, an animal is found deceased within the runway strip or animal remains are found on an aircraft. Multiple animals may be struck during a single strike incident. The overall boundary for which the wildlife strike is recorded is defined as within 90 m of the extended runway center and/or when the aircraft is below 200 ft on approach and 500 ft on take-off.

Ground Transportation



YVR’s ground transportation network encompasses all of Sea Island, impacting our passengers, employees, business partners and service providers. We proactively manage [ground transportation](#) and [parking](#) on Sea Island, and work closely with our partners, including TransLink, to increase sustainable transportation.

The use of many modes of transportation declined due to the reduced availability of services and/or overall lower demand as a result of COVID-19.

	Ground Transportation Highlights
Parking	<p>With the onset of COVID-19, parking transactions at YVR were down approximately 75 per cent. The Airport Authority consolidated both public and employee parking for more efficient operations and to eliminate unnecessary shuttle bus services.</p> <p><i>Electric Vehicle Charging Stations:</i> We recorded just over 11,000 (2019 – 14,000) plug ins to our public and employee stations. The decrease in plug ins compared to prior year was not as significant as the decrease in parking activity due to a higher number of electric vehicles on the road.</p>
Taxi & Ride-hail	<p><i>Taxi Program:</i> There were 316,000 (2019 - 1.32 million) outbound taxi trips from YVR. The total taxi fleet of 705 vehicles is comprised of 565 hybrid-electric vehicles (2019 – total fleet of 695 with 504 hybrid-electric vehicles).</p> <p><i>Ride-hail:</i> Uber and Lyft both commenced operations at YVR in 2020. In total 193,000 (2019 – nil) trips were completed both to and from the airport.</p>
Public Transportation and Mode Share	<p>Number of Canada Line boarding’s and alighting’s:</p> <ul style="list-style-type: none"> • 3.21 million (2019 - 10.21 million) at the three stations on Sea Island • 2.11 million (2019 – 6.63 million) off-island Canada Line trips • 1.09 million (2019 – 3.58 million) intra-island trips <p>Per cent of departing passengers reported using public transportation for their journey to YVR:</p> <ul style="list-style-type: none"> • 18 per cent (2019 – 29 per cent): <ul style="list-style-type: none"> ○ 12 per cent (2019 – 17 per cent) used Canada Line ○ 6 per cent (2019 – 12 per cent) utilized other forms of collective transportation (e.g. shuttle buses, courtesy buses, and coaches)





Active Transportation	We continue to see growth in cycling at YVR. Our bike trackers recorded 135,215 (2019 – 99,165) cyclists on Sea Island, which contains a cycling network comprising 29km.
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Our Economic Impact

Direct Economic Impact



YVR plays a key role in the economy – creating jobs and driving business activity. We are committed to being financially sustainable, diversified, and providing social and economic benefits to the region. Under our non-share capital private corporation governance model, the Airport Authority reinvests all profits back into the airport. This approach will continue to strengthen our financial position over the long term and supports a broad range of economic benefits in the region.

Direct economic value generated and distributed (GRI 201-1):

	2020	2019
Economic Value Generated	(\$000's)	(\$000's)
Revenue	288,729	581,470
Economic Value Distributed		
Operating expenditures	124,764	159,606*
Employee wages and benefits	64,235	65,484
Payments to providers of capital	42,098	31,470
Payments to government	16,506	77,924
Community investments	3,225	6,887
Total Economic Value Distributed	250,228	341,371*
Total Economic Value Retained	37,901	240,099*

*Updated in 2020 due to the exclusion of non-operating expenditures.

Please refer to the [Consolidated Financial Statements](#) for more information.

Purchasing

Every day, the Airport Authority makes purchasing decisions that impact much more than our organization. We set policies and guidelines to promote our values among suppliers. Over 69 per cent of our total spend was in Metro Vancouver, more than 25 per cent within B.C. and Canada, and the remaining spend within the U.S. and abroad.





The Airport Authority’s top supplier categories by spend (GRI 102-9):

- | | |
|------------------------------------|--|
| 1. Construction and Civil Services | 6. Information Technology Services and Equipment |
| 2. Engineering and Design Services | 7. Terminal Equipment and Maintenance Services |
| 3. Security Services | |
| 4. Janitorial Services | |
| 5. Baggage Operation Services | |

99 per cent of new suppliers were screened using the environmental, economic and social criteria detailed in our Supplier Code of Conduct, available at yvr.ca/suppliers (GRI 414-1). A detailed list of the Airport Authority’s 2020 Single-Source contracts is available [here](#).

Indirect Economic Impact



While the Airport Authority impacts the region through direct employment and purchasing that supports airport operations, it also plays an important role in the broader economy. YVR indirectly contributes to regional and global markets by facilitating the movement of millions of people and goods across borders.

The Airport Authority commissions an economic impact study every two years, with the next to be completed in 2021. COVID-19 has left the tourism industry in a precarious position in 2020, with an economic reduction in the B.C. tourism sector of approximately 69 per cent ([Website: Destination BC - Tourism Task Force Report](#)). The results from our last economic impact study in 2019 indicated that YVR’s role in the local economy helped facilitate an economic impact across the province of: 126,000 jobs, \$20.2 billion in total economic output, \$10.4 billion in total GDP, \$1.4 billion in total government revenue.

Community Investment

In 2020, we supported 24 (2019 – 50) partners through donating \$571,662 (2019 - \$1.2 million) to support of a variety of organizations and causes. In December, we provided seven \$10,000 grants to community organizations which have been impacted by COVID-19(GRI 203-1).





Our People and Community

Employment Practices



We strive to build and maintain a strong and diverse team by attracting and retaining the right talent and ensuring our people have all the resources needed to achieve our strategic objectives.

Total number of employees by employment contract, employment type and gender (GRI 102-8)

Employment Contract*	2020		2019	
	Men	Women	Men	Women
Acting Full-Time	3	2	8	6
Permanent Full-Time	234	150	292	192
Permanent Part-Time	8	8	12	13
Term Full-Time	12	6	6	7
Term Part-Time	2	1	2	1
Temporary	0	1	1	0
Casual	1	1	2	3
Total	260**	169**	323	222

*An employment contract refers to a position that is acting, permanent, term, temporary or casual. An employment type refers to full-time or part-time. This data was compiled using data from the HR system.

**69.46 per cent of employees are covered by the collective bargaining agreement.

Total number and rate of new employee hires (GRI 401-1)

In 2020, hiring of employees was reduced due to the impact of COVID-19.

2020:

Age	< 30	30-50	>50	Total
Number*	4	4	22	30
Rate	0.94%	0.94%	5.16%	7.04%

Gender	Men	Women	Total
Number*	10	20	30
Rate	2.35%	4.69%	7.04%

2019:

Age	< 30	30-50	>50	Total
Number*	13	45	7	65
Rate	2.41%	8.35%	1.30%	12.06%

Gender	Men	Women	Total
Number*	36	29	65
Rate	6.68%	5.38%	12.06%

*Includes permanent and term employees. Casual and temporary employees are not included.



Total number and rate of employee turnover (GRI 401-1)

In 2020, we reduced our workforce due to the impact of COVID-19, resulting in higher turnover.

2020:

Age	< 30	30-50	>50	Total
Number*	16	53	82	151
Rate	3.75%	12.44%	19.25%	35.44%

Gender	Men	Women	Total
Number*	66	85	151
Rate	15.49%	19.95%	35.44%

2019:

Age	< 30	30-50	>50	Total
Number*	6	26	10	42
Rate	1.11%	4.82%	1.86%	7.79%

Gender	Men	Women	Total
Number*	18	24	42
Rate	3.34%	4.45%	7.79%

*Includes permanent and term employees. Casual and temporary employees are not included.

Training and Development

We continued to provide programs around management, career and leadership development, corporate learning and development, health and safety, and retirement readiness. (GRI 404-2).

In 2020, training shifted to an online focus with 24/7 access for our employees to [BrainStorm QuickHelp](#), a learning platform for a wide variety of Microsoft training and Skillsoft, a provider with a comprehensive selection of corporate learning content, including courses, videos, books and other resources on Leadership Development, Business Skills and more. We also continued with regulatory training for employees and used MS Teams for various in-house training to simulate classroom environments.

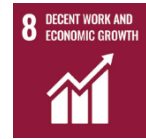
Retirement readiness resources for employees included information, resources, and financial tools on our intranet site along with access to PlanRight sessions to review financial health, learn how to maximize RRSP benefits and a personalized plan to get ready for retirement.

Employee Feedback

Since 2012, we have provided a biennial engagement survey to our employees. In 2019, we administered a pulse survey and in 2020, we administered the full engagement survey. In 2020, we had a 91 (2019 – 86) per cent participation rate with a 75 (2019 – 78) per cent Sustainable Engagement score, which measures employees being engaged, enabled, and energized.



Employee Health and Safety



The Airport Authority is federally regulated under the *Canada Labour Code Part II Act* and associated Canada Occupational Health and Safety Regulations. We proactively manage health and safety through management systems and programs that are aligned to the business needs. We are verified by the [Certificate of Recognition](#) audit program which is based on the “plan, do, check, act” continuous improvement model. Given the number of contractors on Sea Island we also have a comprehensive Contractor Safety Management Program in place.

Certificate of Recognition	<p>In 2020, we successfully passed an internal maintenance audit through WorkSafeBC’s Certification of Recognition Program, with scores of 93 (2019 – 92) per cent for the occupational health and safety management system audit and 95 (2019 – 89) per cent for the injury management audit.</p>
Contractor Safety Management Program	<p>In 2020, despite a decrease in capital activities, this program still oversaw 1,201,708 (2019 – 1,993,849) person hours of capital contracted work while continuing to lower the total recordable injury frequency rate to 2.83 (2019 – 3.11).</p>

We measure our internal health and safety performance by tracking any at-work injuries that result in an employee missing work. Our target is zero lost-time injuries and lost-time days. Whenever we have a significant workplace incident, near-miss or employee lost-time injury, we conduct an incident investigation to identify root causes and develop recommendations to prevent the incident from happening again.

Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities (GRI 403-2)

	2020	2019
Total Lost-Time Injuries	4	6
Lost-Time Injury Frequency Rate	0.97	1.20
Total Number of Lost-Time Days	33	24
Absenteeism Rate	3.20%	3.75%
Total Number of Fatalities	0	0

*Injury Rate and Lost-time Rate to be expressed as incidents per 100 employees with maximum straight-time hours as per OSHA standards.

**Omissions, confidentiality constraints, information not available: We do not disclose the health and safety information of our contractors and suppliers due to confidentiality constraints. We do not currently collect data on the occupational disease rate due to our limited control over external validation measures. In keeping with safeguarding employee confidentiality, we do not disclose the data in terms of gender.



Diversity and Equal Opportunity



Board of Directors

The Board identifies diversity as an essential element in attracting qualified directors and maintaining a high-functioning Board. The Board aspires to achieve a target of gender parity and having at least 20 per cent of its directors comprised of individuals from the three other designated groups identified in our governing legislation: visible minorities, persons with disabilities and Indigenous Peoples.

Percentage of individuals within the Airport Authority's governance bodies (GRI 405-1)

Board Diversity	2020		2019		Target*
	Number	%	Number	%	
Women	6	42.86	5	35.7	50%
Visible Minorities	3	21.43	1	7.1	20%
Persons with Disabilities	1	7.14	0	0	
Indigenous Peoples	0	0	0	0	

**On December 10, 2020, the Honourable Navdeep Bains, Minister of Innovation, Science, and Industry, launched the 50 – 30 Challenge. The two goals, at the board and senior management levels of organizations, are gender parity (50 per cent) and significant representation (30 per cent) of under-represented groups including racialized persons, people who identify as LGBTQ2, people living with disabilities, as well as First Nations, Inuit and Métis peoples. The Airport Authority has accepted the challenge and will report on the data in its 2021 report.*

Workforce

Our commitment is to have a representative workforce and work environment where all employees are treated with dignity and respect. We take a collaborative approach, in compliance with the Canadian *Employment Equity* and *Human Rights Acts*, and take [measures](#) to ensure fair employment practices and treatment across the organization. We identify occupational gaps in the workforce and set hiring targets for four designated groups including women, Indigenous Peoples, persons with disabilities and members of visible minorities.

Each year, we evaluate our employment equity progress and every six months the Executive Team reviews departmental scorecards. The targets are established to serve us until 2022 and the following table provides our progress towards the targets:

	2020	2019	2022 targets
Women in Management	43%	45.8%	50%
Women in the Workplace	39.5%	40.9%	50%
Visible Minorities in Management	22%	21.7%	25%
Visible Minorities in the Workplace	33.6%	34.8%	35%
Indigenous Peoples in the Workplace	1.2%	3.2%	3%
Persons with Disabilities in the Workplace	1.9%	2.8%	8%*

**Target adjusted in 2019 to reflect labour availability in the 2017 National Survey on Disability*



While we work towards achieving the 2022 employment equity targets, we strive to surpass annual labour market representation. The following table is a summary of our year-end representation levels compared to labour market availability.

Airport Authority Demographics vs Labour Market Demographics (2019*)

Designated Group	Airport Authority	Labour Market**	Percentage above Labour Market
Women	40.9%	35.4%	+5.5%
Indigenous Peoples	3.2%	3.1%	+0.1%
Persons with Disabilities	2.8%	8.1%	-5.3%
Visible Minorities	34.8%	26.8%	+8%

**2020 data was unavailable at the time of reporting*

*** Includes combined Metro Vancouver, provincial and national employment data*

Incidents of discrimination and corrective actions taken (GRI 406-1): We had no reported incidents of discrimination in 2020. We did, however, have two concerns raised through the Airport Authority’s Respect and Violence in the Workplace Policy. The Airport Authority arranged for two separate bullying and harassment investigations through an external party. In both investigations, there was no evidence of engaged bullying and harassment or actions contrary to Airport Authority policy or applicable legislation.

Local Communities



Engagement

Connecting with our community is a core part of who we are, and public participation is fundamental to our ability to engage and interact, collect feedback, and communicate openly. Our approach is grounded in our [Engagement Charter](#) and [Social Policy](#) of providing open, honest and timely information to stakeholders, including around areas of local community engagement, impact assessments and our construction programs (GRI 413-1). We also engage the public and key stakeholders on the potential environmental and health impacts of airport operations. Both the [Environmental Advisory Committee](#) and the [Aeronautical Noise Management Committee](#) enable local communities to give direct feedback. During 2020, we responded to 387 (2019 – 254) inquiries through our community relations phone line and email.

Relationships

YVR and Musqueam share a unique connection: YVR is located in Musqueam territory and the Musqueam are located in YVR’s operating area. Our [30-year Musqueam Indian Band – YVR Airport Sustainability & Friendship Agreement](#) serves as a roadmap to create thriving, respectful and resilient relationships.

Community Investment - see page 12.



Our Environment

Reducing Air and Carbon Emissions



The Airport Authority is focused on reducing carbon emissions and energy consumption. We work with employees, business partners and communities to minimize carbon emissions from vehicles, buildings, and aircraft. We manage and report on our emissions and energy consumption (Airport Authority-owned buildings and operations) and work closely with our Sea Island business partners to minimize the impact of our supply chain.

As outlined in our [Environmental Management Plan](#) and [Carbon Reduction Roadmap](#), we have made a multi-decade commitment to be carbon neutral in 2020 and achieve net zero carbon emissions by 2050 from direct emissions for airport operations. As part of our [2021 Strategic Plan](#), the Airport Authority has accelerated our ambition to achieve net zero carbon emissions by 2030.

In 2020, we achieved carbon neutrality with the purchase of carbon offsets for our direct, indirect, and corporate travel emissions from the [Darkwoods Forest Offset Project](#), located in BC.

Direct and Indirect GHG emissions (tonnes of CO₂e) (GRI 305-1, 305-2)*:

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Direct Scope 1	8,323	8,616	7,808	8,945	6,985	8,058	8,865	8,493	8,025
Indirect Scope 2	935	1,134	1,144	1,140	1,100	1,088	990	1,313	1,838
Total	9,258	9,750	8,952	10,085	8,085	9,146	9,855	9,806	9,863

Biogenic CO₂ Emissions in 2020: 59 t CO₂e

*Emissions are calculated using a methodology consistent with the Provincial Government's framework for reporting emissions (2018 B.C. Best Practices Methodology for Quantifying GHG Emissions, January 2019 Draft).

In 2020, a thorough review of past utility data confirm that our carbon accounting for all gas and electrical accounts were in accordance with the GHG Protocol. Minor revision to our reported direct emissions from 2014 to 2019 and indirect emissions from 2012 to 2019 was made to include previously unreported small gas accounts and overreporting of scope 2 electrical emissions.

Scope 1 emissions represents direct emissions, including fleet vehicles, plant operations, emergency power generators and refrigerants. Scope 2 emissions represents the indirect emissions from purchased electricity. GHG emissions intensity totaled 1.27 tonnes/1,000 passengers (2019 -0.37 tonnes/1000 passengers) from combined Scope 1 and Scope 2 emissions (GRI 305-4).

We reduced our emissions footprint by 5 per cent in 2020 over 2019 from a reduction of vehicle use and electricity associated with terminal consolidation in response to reduced passenger volumes. The opposite held for natural gas, comprising the majority of our emissions, used to



heat the terminal where we increased use with commissioning activities with a major terminal expansion project and response to outdoor air circulation Health Canada recommendations.

Energy consumption within the organization (GRI 302-1):

Total Non-Renewable Energy		2020	2019
Fleet	Pure Gasoline	4,512 GJ	5,254 GJ
Fleet	Pure Diesel	8,897 GJ	14,288 GJ
Emergency Power Generator	Pure Diesel	2,303 GJ	1,451 GJ
Total Non-Renewable		15,712 GJ	20,993 GJ

Total Renewable Energy		2020	2019
Fleet	Pure Ethanol	330 GJ	384 GJ
Fleet	Pure Biodiesel	435 GJ	698 GJ
Emergency Power Generator	Pure Biodiesel	113 GJ	71 GJ
Wind		23 GJ	18 GJ
Solar Thermal		8,668 GJ	8,759 GJ
Solar Photovoltaic		28 GJ	29 GJ
Geoexchange		5,530 GJ	6,403 GJ
Total Renewable		15,127 GJ	16,362 GJ

Total Electricity, Heating and Cooling Consumption		2020	2019
Purchased Electricity	Hydro	315,618 GJ	382,822 GJ
Heating and Cooling	Natural Gas	141,391 GJ	126,149 GJ
Heating and Cooling	Pure Diesel	0 GJ	5,848 GJ
Heating and Cooling	Pure Biodiesel	0 GJ	286 GJ
Total		457,009 GJ	515,105 GJ*

Total Energy Consumption		2020	2019
Electricity, heating & cooling		457,009 GJ	515,105 GJ*
Non-renewable energy		15,712 GJ	20,993 GJ
Renewable		15,127 GJ	16,362 GJ
Overall total energy consumed		487,848 GJ	552,460 GJ

*In 2020, a thorough review of past utility data resulted in a minor revision to our reported electricity and natural gas values in 2019.

The Airport Authority continues to take a proactive role in influencing the public and our business partners who form part of our supply chain to reduce their carbon emissions (i.e. scope 3 emissions). Emissions are comprised of road traffic on Sea Island, non-terminal buildings occupied by airport-affiliated businesses and partner airlines, ground support vehicles and equipment and aircraft landing, taxiing and take-offs. Scope 3 emissions for 2020



are estimated to be 171,632 (2019 – 344,319) tonnes CO₂e which has significantly reduced due to the reduction of flights and airport activity during the year.

Climate change presents risks for the Airport Authority’s economic performance and we acknowledge our responsibility to sustainably manage these risks. The airport is surrounded by the Pacific Ocean and the Fraser River and is susceptible to rising sea levels, changing weather patterns and natural hazards. The Airport Authority has taken proactive steps to mitigate the impact of climate change and participates in an inter-jurisdictional flood management strategy for the lower Fraser River while continuing our multi-year plan to raise our dykes.

Air Pollutants monitored on Sea Island (GRI A05)

Annual Averages	2019	2018	2017	Metro Vancouver Objectives
Nitrogen Dioxide (NO2) (ppb)	14	14	16	17*
Carbon Monoxide (CO) (ppb)	239	253	250	No annual average
Sulphur Dioxide (SO2) (ppb)	0.4	0.5	0.4	5
Fine Particulate Matter (PM2.5) (µg/m3)	5.2	7.0	6.2	8
Fine Particulate Matter (PM10) (µg/m3)	11.7	12.9	11.1	20
Ozone (O3) (ppb)	16	17	17	No annual average

*1ppm = 1000ppb; The air quality data is compliant with relevant ambient air quality data; both Carbon Monoxide and Ozone do not have Metro Vancouver annual average objectives. NO2 Objective updated in 2020 to 17ppb from 20 ppb.

Omissions, confidentiality constraints, information not available: this report represents 2019 data and is the most current reporting period provided by Metro Vancouver.

Water Use



We work to minimize potable water consumption from airport sources and work with our business partners, airlines, and communities. Our approach is highlighted in our [Environmental Management Plan](#).

2024 Target: Improve Sea Island potable water efficiency by 50 per cent from 2012 baseline level of 69 L/PAX.

2020 Result: Potable water use per passenger increased by 17 per cent from 2012 levels (80L/Pax).

We track all water consumed on Sea Island, including that of our business partners. We are working to reduce use of potable water and measure consumption of water from all airport related sources. Most of the water used is passenger sensitive – washroom fixtures and food operators – and reduced passenger volumes have resulted in lower use. Total volume in 2020 was 583,737 m³ (2019 – 1,101,350 m³). We measure efficiency of water used from Sea Island water sources against total passengers. While our overall water volume was down, a greater



decrease in passengers resulted in a water efficiency increase to 80 L/passenger (2019 – 42 L/passenger).

Airport Authority Potable Water Consumption

The Airport Authority tracks water usage in the Main and South Terminal Buildings as well as the Airside Operations Building. Collectively, these buildings consumed 115,230 m³ (2019 – 366,290 m³) from municipal sources and 620 m³ from rainwater (GRI 303-1), representing 20 per cent of total water used on Sea Island.

Ecosystem Health



To mitigate our operational impact on Sea Island and beyond, we structure our efforts under [YVR's Environmental Management Plan](#), which sets a clear strategic priority—to improve ecosystem health—with specific goals and targets.

2024 Target: Maintain Salmon-Safe Certification

2020 Result: Salmon-Safe Certified, five years in a row

We lease 13.4 km² of land from Transport Canada on Sea Island and are responsible for balancing the need for safe airport operations with wildlife management and environmental protection. Surrounding Sea Island, the Fraser River estuary supports one of the biggest salmon runs on the west coast and is an important location for migratory birds. Our operations are located in an ecologically rich area and are surrounded by several protected areas including Sturgeon Bank, Sea Island Conservation Area, Swishwash Island, Iona Beach Regional Park, and McDonald Beach Park. (GRI 304-1)

With a focus on regulatory oversight and ecosystem health, we conduct environmental reviews of all proposed construction and development projects at YVR. These reviews are conducted to identify potential impacts, such as loss of sensitive habitats, and include an analysis of potential social impacts.

In 2020, we conducted environmental reviews on 90 (2019 – 89) proposed projects as required under Section 82 of the Impact Assessment Act. We found that none of the projects were expected to result in significant adverse environmental effects. All but one (2019 – all) of the projects reviewed under the Impact Assessment Act met the criteria to be excluded by Ministerial Order issued under Section 88 and therefore were not posted to the Canadian Impact Assessment Registry. One project, for Riparian Habitat Enhancement – Russ Baker Way Lands, was posted to the Registry for a public comment opportunity.

Our Environment team regularly monitors construction projects to ensure mitigations efforts are implemented and remain effective. In 2020, we conducted more than 100 (2019 – more than



300) site visits to major construction projects. All environmental issues were addressed promptly and none of the projects were found to have caused significant adverse environmental or social effects.

Effluent and Waste



Waste management is a key deliverable in YVR's [Environmental Management Plan](#), which includes subsequent plans and programs to address several types of waste: hazardous waste, non-hazardous waste and water discharge.

2024 Target: 60 per cent waste diverted from landfill

2020 Result: 52 per cent waste diverted from landfill

Waste produced in 2020 decreased due to the impact of COVID-19 on passenger traffic. The total amount of waste produced decreased by 65 per cent resulting in less garbage sent to the landfill.

Total Waste Diversion:

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Total Waste (kg)	1.7M	4.8M	4.8 M	4.5M	4.2 M	3.8 M	3.8 M	3.4 M	3.4 M
Diversion Rate	52%	54%	51%	51%	51%	46%	36%	37%	38%

Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 (GRI A06):

	2020	2019
Type I	1,144 m ³	1,441 m ³
Type IV	258 m ³	245 m ³
Discharged & Captured for Treatment	6,097 m ³ *	3,805 m ³

*Our captured volumes include both deicing fluid and precipitation and 2020 data reflects the snowy start to 2020

Omissions, confidentiality constraints, information not available: Vancouver Airport Authority is not collecting de-icing and anti-icing data applied to operational surfaces.

Waste by type and disposal method (GRI 306-2):

Total Weight of Hazardous Waste

Waste Type	2020	2019	Disposal method
Batteries, Auto Parts, E-waste, Light Bulbs, Waste Oil	9,779 kg	24,691 kg	Recycled
Biomedical, International Custom Hall	23,185 kg	72,359 kg*	Incinerated
Other Waste, (e.g. Oil Filters)	3,679 kg	13,132 kg	Landfill
Asbestos Containing Material	13,259 kg	288,753 kg	Other

*Updated in 2020 due to error in transcription in 2019 report.

Total Weight of Non-Hazardous Waste

Waste Type	2020	2019	Disposal method
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Containers, Paper, Liquid Diversion, Gloves	592,432	1,653,070 kg	Recycled
Chopsticks, Broom Cores	218 kg	4,895kg	Reused
Compostable Material and Moisture Diverted by Composter	291,538 kg	948,248 kg	Composted
Other Waste	825,950 kg	2,243,590 kg	Landfill
Construction Waste	1,181,363 kg	79,284,361 kg	Recycled

Aeronautical Noise



We manage aircraft noise to balance the need for safe, convenient 24-hour travel with enjoyable urban living, and information on our approach is highlighted on our [website](#), in our [2019-2023 Noise Management Plan](#) and [Annual Noise Report](#).

Community Survey Questionnaire: 88 (2019 – 85) per cent of respondents reported not being annoyed by aircraft noise.

	2020	2019	2018
Concerns per 10,000 aircraft movements	178	77	27

With a reduction of aircraft movements in 2020, and more individuals being located at home, the trend of concerns per movement has increased.



Global Reporting Initiative Content Index

The following index provides detailed information on the Airport Authority, for the reporting period covering January 1 – December 31, 2020, with the exception of our Ambient Air Quality (GRI A05) and Employment Equity (GRI 405-1) data as noted below.

GRI	DISCLOSURE	PAGE OR REFERENCE
GENERAL DISCLOSURES AND GOVERNANCE (OUR LEADERSHIP)		
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Vancouver Airport Authority
102-2	Activities, brands, products, and services	yvr.ca: Who We Are
102-5	Ownership and legal form	Our Leadership, p. 2
102-6	Markets served	yvr.ca: Stats
102-7	Scale of the organization	Total Number of Employees: Our People and Community, p. 13 Total Number of operations: Introduction, p. 1 Quantity of products or services provided: Air Services, Passengers and Cargo, p. 8 Net financial overview: Direct Economic Impact – p. 11. For more detailed information, see our Consolidated Financial Statements .
102-8	Information on employees and other workers	Our People and Community, p. 13
102-9	Supply chain	Direct Economic Impact, p. 11
102-10	Significant changes to the organization and its supply chain	2020 Annual Report
102-11	Precautionary Principle or approach	We are a federally regulated organization and adhere to guidelines specified under the <i>Canadian Environmental Assessment Act</i> .
102-12	External initiatives	United Nations Sustainable Development Goals, Salmon-Safe Certification, Airport Carbon Accreditation (Airports Council International)
102-13	Membership of associations	Membership of associations: Airports Council International – North America, Canadian Airports Council, Airports Council



		<p>International – Asia Pacific, Greater Vancouver Board of Trade, Business Council of BC, Canadian Chamber of Commerce, BC Chamber of Commerce, Greater Vancouver Gateway Council, Tourism Industry Association of Canada, Tourism Vancouver, Richmond Chamber of Commerce, Surrey Board of Trade, and Tourism Industry Association of BC</p> <p>Partnerships: The Airport Authority has partnerships with the Greater Vancouver Board of Trade, Richmond Chamber of Commerce, BC Chamber of Commerce, Greater Vancouver Gateway Council, Tourism Industry Association of Canada, Richmond Chamber of Commerce, Canada’s Aviation Hall of Fame, BC Women’s Hospital Foundation, BC Aviation Council, Destination Canada, Destination British Columbia, Tourism Vancouver, Vancouver Hotel Destination Association, Rocky Mountaineer and Tourism Richmond.</p>
STRATEGY		
102-14	Statement from senior decision-maker	2020 Annual Report
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	Business Ethics, p. 3
102-17	Mechanisms for advice and concerns about ethics	Business Ethics, p. 3
GOVERNANCE		
102-18	Governance structure	Our Leadership, p. 2
102-19	Delegating authority	Our Leadership, p. 2
102-20	Executive-level responsibility for economic, environmental, and social topics	Our Leadership, p. 2
102-21	Consulting stakeholders on economic, environmental, and social topics	Local Communities, p. 17



102-22	Composition of the highest governance body and its committees	Our Leadership, p. 2
102-23	Chair of the highest governance body	Annalisa King is Chair of the Board of Directors; Board of Directors
102-24	Nominating and selecting the highest governance body	Our Leadership, p. 2
102-25	Conflict of interest	Our Leadership, p. 2
102-26	Role of highest governance body in setting purpose, values, and strategy	Our Leadership, p. 2
102-27	Collective governance of highest governance body	Our Leadership, p. 2
102-28	Evaluating the highest governance body's performance	Our Leadership, p. 2
102-31	Review of economic, environmental, and social topics	See Board Manual and our Social Policy
102-32	Highest governance body's role in sustainability reporting	The Board of Directors reviews and approves the Airport Authority's Annual Report.
102-33	Communicating critical concerns	Business Ethics, p. 3
102-34	Nature and total number of critical concerns	See GRI 406-1.
102-35	Remuneration policies	Executive and Board Compensation, p. 3
102-36	Process for determining remuneration	Executive and Board Compensation, p. 3
102-37	Stakeholders' involvement in remuneration	Executive and Board Compensation, p. 3
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Stakeholder Engagement, p. 2
102-41	Collective bargaining agreements	Employment Practices, p. 13
102-43	Approach to stakeholder engagement	Stakeholder Engagement, p. 2
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 2
REPORTING PRACTICES		
102-45	Entities included in the Consolidated Financial Statements	We do not report on the financial, environmental, and social impacts of our subsidiaries in this report.
102-48	Restatements of information	See note for GRI 302-1, 305-1, 305-2, 306-2
102-49	Changes in reporting	See note for GRI 302-1, 305-1, 305-2, 306-2
102-50	Reporting period	January 1, 2020 – December 31, 2020
102-51	Date of most recent report	2019 Annual Report, published May 2020



102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	sustainability@yvr.ca
102-54	Claims of reporting in accordance with the GRI Standards	This report references GRI Standards 2016 and G4 Airport Operators Supplement.
102-55	GRI content index	Included in this report.
102-56	External Assurance	With the exception of the Consolidated Financial Statements, this report has not been externally assured. The Airport Authority does not currently have policies with regard to seeking external assurance for the report.
BUSINESS ETHICS (material topic)		
414-1	New suppliers that were screened using social criteria	Direct Economic Impact, p. 11
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics, p.3
ECONOMIC (OUR BUSINESS)		
DIRECT ECONOMIC IMPACT (material topic)		
201-1	Direct economic value generated and distributed:	Direct Economic Impact, p. 11
AIR SERVICES AND CONNECTIONS (material topic)		
A01	Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin-and-destination and transfer passengers, including transit passengers	Air Services, Passengers and Cargo, p. 8
CUSTOMER CARE (material topic)		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Security and Safety, p. 9
YVR-Specific	Customer Service Quality	Customer Care, p. 9
ENVIRONMENT (OUR ENVIRONMENT)		
ENERGY (material topic)		
302-1	Energy consumption within the organization	Reducing Air and Carbon Emissions, p. 19



WATER USE (material topic)		
303-1	Water withdrawal by source	Water Use, p. 21
ECOSYSTEM HEALTH (material topic)		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Ecosystem Health, p. 21
AIR EMISSIONS (material topic)		
305-1	Direct (Scope 1) GHG emissions (tonnes of CO ₂ e)	Reducing Air and Carbon Emissions, p. 18
305-2	Energy indirect (Scope 2) GHG emissions (tonnes of CO ₂ e)	Reducing Air and Carbon Emissions, p. 18
305-4	GHG emissions intensity	Reducing Air and Carbon Emissions, p. 18
A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m ³) or parts per million (ppm) by regulatory regime	Reducing Air and Carbon Emissions, p. 20
EFFLUENT AND WASTE (material topic)		
A06	Aircraft and pavement de-icing/anti-icing fluid used and treated by m ³ and/or metric tonnes	Effluent and Waste, p. 22
306-2	Waste by type and disposal method	Effluent and Waste, p. 22
GROUND TRANSPORTATION (material topic)		
YVR-Specific	Proportion of surveyed air passengers using collective transit	Ground Transportation, p. 10
AERONAUTICAL NOISE (material topic)		
YVR-Specific	Community Survey Questionnaire	Aeronautical Noise, p. 23
YVR-Specific	Total Number of Complaints/10,000 aircraft	Aeronautical Noise, p. 23
SOCIAL (OUR COMMUNITY)		
INDIRECT ECONOMIC IMPACT (material topic)		
203-1	Infrastructure investments and services supported	Indirect Economic Impact, p. 12



EMPLOYMENT PRACTICES (material topic)		
401-1	New employee hires and employee turnover	Employment Practices, p. 13
404-2	Programs for upgrading employee skills and transition assistance programs	Employment Practices, p. 14
EMPLOYEE HEALTH AND SAFETY (material topic)		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Employee Health and Safety, p. 15
DIVERSITY AND EQUAL OPPORTUNITY (material topic)		
405-1	Diversity of governance bodies and employees	Diversity and Equal Opportunity, p. 16
406-1	Incidents of discrimination and corrective actions taken	Diversity and Equal Opportunity, p. 17
LOCAL COMMUNITIES (material topic)		
413-1	Operations with local community engagement, impact assessments, and development programs	Local Communities, p. 17
SECURITY AND SAFETY (material topic)		
A09	Total Annual Number of Wildlife Strikes per 10,000 Aircraft Runway Movements	Security and Safety, p. 9