

A member of
VANTAGE
AIRPORT GROUP

2023

Year in Review



John C. Munro Hamilton International Airport
9300 Airport Road, Suite 2206
Mount Hope, Ontario L0R 1W0

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AIRPORT GROUP

flyhamilton.ca



John C. Munro

HAMILTON
INTERNATIONAL AIRPORT



Photo: Entrance to the terminal building.

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LETTER FROM THE CHAIR OF THE BOARD & EXECUTIVE MANAGING DIRECTOR

John C. Munro Hamilton International Airport (Hamilton International) started 2023 with much optimism, ready to build on the momentum gained in the latter half of 2022. The year commenced with an exciting multi-million-dollar funding announcement from the federal government to increase cargo capacity and support the movement of goods at Hamilton International, in addition to a robust passenger flight schedule that would feature new routes, new connections and the launch of a new low-cost airline partner.

We are proud to report strong year-over-year growth as we welcomed 820,011 total passengers at Hamilton International in 2023, growth of 27% over 2022, as people took full advantage of their wanderlust and desire to travel, primarily driven by leisure and family visits. July and August were particularly exciting months as nearly 220,000 passengers travelled through the Airport – with the highest monthly totals recorded in over 20 years! Hamilton International was thrilled to partner with PLAY Airlines (PLAY), a low-cost airline based in Iceland, which joined our network of passenger airlines as it launched its first-ever service from Canada in June, bringing more travel options with direct flights between Hamilton and Reykjavik, Iceland with connections to over 30 destinations in Europe.

On the heels of a strong summer, WestJet completed the integration of its ultra-low-cost subsidiary with Swoop's last flight departing from Hamilton International at the end of October. Since its inaugural flight from Hamilton to Abbotsford in 2018, Canadians embraced Swoop's ultra-low-cost travel business model as evidenced by the airline's rapid growth and expansion into markets from coast to coast in Canada, the United States, Mexico and the Caribbean. Hamilton International proudly celebrated several monumental milestones alongside Swoop, including welcoming the airline's one-millionth passenger just 11 months following its launch, five anniversaries and countless inaugural flight celebrations with excited travellers at the departure gate. We thank Swoop for its commitment to Hamilton and look forward to continuing our strong partnership with the WestJet Group to serve those travelling to/from Southern Ontario for the years to come.

Hamilton International is the largest overnight express cargo airport in the nation and Canada's third largest cargo airport by payload, facilitating 746 million kilograms in total cargo aircraft billable weight in 2023. In January, the Airport announced its two-year, \$46.9 million Gateway Expansion and Sustainability Project to increase cargo capacity and efficiency at Hamilton International, with Transport Canada's National Trade Corridors Fund (NTCF) investing \$23.4 million towards the infrastructure project. These investments are critical for strengthening the resiliency of the national supply chain while improving fluidity, reliability and safety of critical transportation infrastructure to ensure the movement of essential goods without delay.

Hamilton International's skyline continues to evolve as the Airport unveiled the new Northeast Airport Development, creating approximately 30 new acres of developable land off Dickenson Road. Hamilton International joined industry partners and community stakeholders in December for a groundbreaking ceremony to celebrate the first development in the area with Latitude Air Ambulance's (Latitude) facility expansion. Latitude is an internationally recognized leader in long-haul aeromedical services, including medevac evacuations and

repatriation, commercial medical escorts, worldwide bed finding services and organ transfers, flying to over 130 countries across six continents. The new 44,000 ft² facility is anticipated to be completed by late 2024 and will include an aircraft hangar suitable for maintenance and storage of all aircraft in its fleet, provide needed space for medical equipment and storage and include an office complex for administration and training purposes.

Our team also embarked upon a review and update of Hamilton International's corporate strategy with a new five-year plan approved in 2023. The planning process involved Hamilton International reviewing its vision, mission and values in context of the current environment and ongoing programs, activities and initiatives. As a result, the Airport is proud to renew its existing vision and to evolve its mission and values to better reflect Hamilton International's commitment to environmental, social and governance (ESG) initiatives.

Hamilton International, in conjunction with AVIA NG, completed an update to the Airport's Master Plan. The updated development concept for the next 20-years was based on projected traffic volumes, along with consultation from stakeholders, the City of Hamilton and our community, to provide Management with the tools needed to make strategic decisions that ensures long-term growth and prosperity.

TradePort International Corporation (TradePort) and Vantage Airport Group continue to deliver on the vision established for Hamilton International in 1996, building an airport with attractive flight options for passengers, growing into Canada's leading overnight express cargo airport and becoming a critical economic driver for the City and the region. TradePort is proud to deliver this 2023 Year in Review that highlights the many successes we have achieved, together with our partners and the City of Hamilton, this past year.

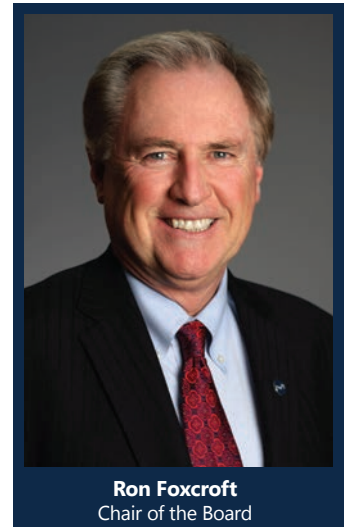
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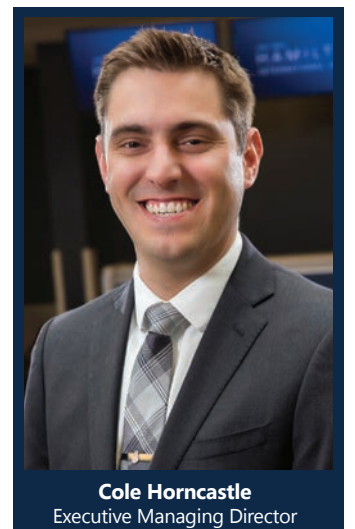
Ron Foxcroft
Chair of the Board



Cole Horncastle
Executive Managing Director



Ron Foxcroft
Chair of the Board



Cole Horncastle
Executive Managing Director

ABOUT VANTAGE AIRPORT GROUP

Hamilton International is owned by the City of Hamilton and managed under a long-term agreement by TradePort International Corporation, a wholly owned subsidiary of Vantage Airport Group – an industry leading investor, developer and manager of airport assets. This structure enables Hamilton International to incorporate best-in-class practices from around the world into its operations.

We Know Airports

For nearly 30 years, Vantage Airport Group has invested in, developed and managed airports around the world – making them more efficient, profitable, sustainable and connected to their communities. We know the complex world of high-stakes, high-profile transportation infrastructure projects and have a track record for partnering to deliver large-scale projects on time and on budget.

We Make Airports More Efficient, Sustainable and Connected to Their Communities

We've worked with more than 30 airports worldwide. Whether that's improving airport operations and commercial programs, investing in and developing new infrastructure, or helping an airport grow its air services, we partner to deliver customized solutions that deliver results.

We're Airport People

Guided by the principles of People, Place and Performance, Vantage's integrated global team of talented airport professionals draws on industry best practices to build and operate world-class airports that deliver an exceptional experience to passengers, airlines, stakeholders and the local community.

Vantage's team has experience across continents, at regional airports and major hubs. Our true strength comes from the global network we've built – a team of some of the world's most respected airports and industry professionals. We are passionate about People, Place and Performance. Combined, these three principles guide our success and ability to deliver strong, profitable and sustainable airports alongside our partners.



CORPORATE GOVERNANCE & LEADERSHIP

Mission

As an international gateway in Southern Ontario facilitating the efficient movement of people and goods, we are an economic engine and a responsible community partner focused on environmental, social and governance leadership across all our business and management practices.

Vision

Recognized by the world as the best global gateway in Canada for affordable travel and goods movement.

Values

Safety & Security – Taking immediate action to ensure we achieve the highest standards.

Quality & Operational Excellence – Constantly striving to exceed expectations by providing high quality airport services and infrastructure while minimizing our impact on the environment.

Respect & Integrity – Embracing a diverse, inclusive culture of integrity and accountability for our actions.

Improvement & Innovation – Committing to grow our business through continuous learning to achieve cost leadership, implement innovative solutions and to deliver winning results.

Teamwork & Recognition – Creating a positive experience every day by being friendly, having fun and recognizing achievements.

Governance

Hamilton International's Board of Directors is comprised of a team of professionals connected to the local community and/or aviation industry, providing governance for the Airport.

Ron Foxcroft, C.M.
Chair of the Board

Stewart Steeves
Vice Chair of the Board

Edward Minich
Audit Committee Chair

Hon. Stan Keyes
Government Relations Chair

Frank Scremin
Director

Peter Tong
Director

Vantage Airport Group – Canadian Network

Cathie Puckering - Vice President & Head

Dina Carlucci - Director, Business Development & Marketing

Michael Bélanger - Senior Director, Operations

Hamilton International's Leadership Team

Cole Horncastle - Executive Managing Director

Kelly Darling - Associate Director, Human Resources & Corporate Administration

Justin De Caire - Controller

Colleen Ryan - Associate Director, Marketing, Communications & Customer Experience



Photo: City of Hamilton Councillors Tammy Hwang (Ward 4) and Mark Tadeson (Ward 11), Birgir Jonsson (former CEO of PLAY Airlines), Cole Horncastle (Executive Managing Director, Hamilton International), Cathie Puckering (Vice President & Head – Canadian Network, Vantage Airport Group) and Edward Minich (Audit Committee Chair, Board of Directors, Hamilton International) celebrate PLAY's inaugural flight.

2023 HIGHLIGHTS

4,091 hours of service (+21% vs. PY) contributed by Airport Volunteers towards assisting passengers and guests

\$90,000+ of in-kind support and sponsorships to community partners and events

\$1.4 million payments by TradePort to the City of Hamilton for rent and property tax

\$2.7 million property tax paid by YHM tenants to the City of Hamilton

820,011 E/D Passengers (+27% vs. PY) travelling to/from Hamilton International, which is home to multiple operators providing Canadians with access to several continents

4.22/5 overall satisfaction score rated by employees

746 million kg in total landed cargo aircraft billable weight at Canada's largest overnight express cargo airport, representing a **5-year increase of 40%**

Hamilton International is the **third largest cargo airport** in Canada by payload with **158 million kg landed**

\$23.4 million federal funding received for infrastructure upgrades

~86% of passengers reporting a positive experience, collected from a sample of ~25,000

\$1.5 billion in economic activity generated for the City through airport activity at Hamilton International

\$30.3 million investment in infrastructure made by TradePort in 2023

\$452.6 million total investment in infrastructure to date by TradePort and its partners

PEOPLE





Photo: Hamilton International team decorates a tree for the administration office ahead of the holidays.

OUR PEOPLE

Creating a positive environment for employees to succeed

Nurturing Talent to Drive Organizational Success

Hamilton International strives to foster an inclusive workplace environment that inspires learning, creates excellence, recognizes achievements, supports personal wellness and promotes health and safety. The Airport works to attract, retain, develop and empower the organization's greatest asset – its **People**. The Airport is committed to employment equity and recruiting a diverse workforce within its community to ensure an engaged and versatile team for today and into the future. Employees of Hamilton International enjoy a competitive total rewards program that includes additional benefits, such as leadership development, employee engagement and appreciation events, enhanced training and career development opportunities along with access to a global team of talented and respected aviation professionals across the Vantage Airport Group network.

Measuring Employee Engagement Through Workplace Survey

In 2023, Hamilton International was proud to achieve an overall satisfaction score of 4.22 out of 5 on its Employee Engagement Survey (Survey), which represented a 20% increase compared to previous results. The Survey, which was distributed to Airport employees to obtain insight into the work environment, measure current satisfaction levels and identify areas for improvement, had an amazing 100% response rate. Similarly, employees were asked to rate their level of agreement with the statement "I enjoy working for Hamilton International" on a scale of 1 to 5, which resulted in a notable score of 4.56 indicating that employees are engaged and feel a sense of pride in working for the organization.

ESG FEATURE

MENTAL HEALTH TRAINING

Mental Health First-Aid Training for Employees

Hamilton International is passionate about supporting the wellness of its People and is committed to investing in the mental health, psychological safety and personal well-being of its employees, which it did through several initiatives in 2023.

The Airport recognizes that mental health is just as important as physical health. In September, Hamilton International partnered with One Small Stone, a local training organization, to provide all Airport employees with Mental Health First-Aid training. This two-day course covered a wide range of topics that educate about and normalize the message surrounding common mental health disorders, challenges and stigmas. Through a combination of interactive discussions, group activities and case studies, participants gained a comprehensive understanding of the subject matter while engaging in meaningful discussions with their peers.

Through this valuable program, Hamilton International's employees were also equipped with several resources, including action plans and intervention strategies to use when responding to someone who may be experiencing a mental health crisis, whether it be an airport colleague, a traveller or a loved one at home.



Photo: Airport employees participate in a Mental Health First-Aid training course facilitated by One Small Stone.



Photo: Grade 9 students get a behind-the-scenes look at airport operations as part of Take Our Kids to Work Day.

OUR COMMUNITY

Inspiring the next generation of aviation professionals

Supporting Aviation Education with Scholarships and Bursaries

Aviation education is one of Hamilton International's key community investment pillars as the Airport strives to empower the next generation of aviation professionals. Since 1997, Hamilton International has been a proud supporter of Mohawk College's awards program, specifically related to students enrolled in the Aviation Technician - Aircraft Maintenance program. Since the inception of one scholarship and two bursaries, Hamilton International has helped 34 students with their academic journey, recognizing those that are doing well academically and those who require assistance financially. Similarly, the John C. Munro Hamilton International Airport Bursary was established in 1997 at McMaster University for graduate students in the faculties of Business, Engineering, Science or Social Science who demonstrate financial need and are conducting research related to commercial transportation issues and policy, specifically the role of transportation in stimulating regional economic development and trade. In 2023, the Airport was proud to financially support several students, including five post-secondary students planning future careers in the fields of either aviation or aerospace, through its scholarship with the Royal Canadian Air Forces Foundation Student Scholarship, and four of its own employees through Hamilton International's Employee Scholarship Program.

Enabling Career Exploration through Cooperative Education and Learning Partnerships

Hamilton International proudly supports workforce development in the region by partnering with local academia and organizations to provide cooperative education and experiential learning opportunities in a dynamic environment. In 2023, the Airport participated in Mohawk College's Tourism Student Field Placement Partnership, enabling a student to complete a two-week full-time field placement at Hamilton International. The Airport also proudly supports local high schools by enabling a student to earn credits through a cooperative work placement at Hamilton International, granting direct experience in the Marketing, Communications and Customer Experience department. Finally, Hamilton International was thrilled to support career exploration by enabling employees to participate in Take Our Kids to Work Day, providing grade nine students a unique job shadowing experience at the Airport and behind the scenes look at operations while highlighting the many exciting career opportunities that exist within the aviation industry that keep people and boxes moving.

ESG FEATURE ELEVATE AVIATION

Elevate Aviation Cross Country Tour Stop at Hamilton International

Hamilton International was thrilled to support the next generation of women in aviation by hosting a group of local elementary and junior high school students at the Airport for Elevate Aviation's Cross Country Tour in March. Elevate Aviation is a not-for-profit organization that provides a platform for women and underrepresented groups to thrive and succeed in aviation careers through its many programs including tours, speaking engagements, mentorship opportunities, bursaries, webinars and its Learning Centre.

The Elevate Aviation Cross Country Tour empowers youth from coast to coast to consider a career in aviation through a full day of events. At Elevate Aviation's Cross Country Tour stop in Hamilton, participants spent the morning listening to inspirational presentations from women employed in a variety of aviation careers at Hamilton International including executive level management, cargo operations, air traffic control and the Canada Border Services Agency. Following lunch, participants were given behind-the-scenes tours of aviation facilities at Hamilton International including the UPS and DHL Express cargo facilities, the Mohawk College Centre for Aviation Technology at KF Aerospace, the Air Traffic Control Tower and more!



Photo: Women leaders employed in a variety of aviation careers at Hamilton International deliver inspirational presentations at Elevate Aviation's Cross Country Tour Stop at the Airport.



PLACE



Photo: Two-stream recycling stations positioned throughout the terminal building to foster efficient waste separation.

ENVIRONMENTAL MANAGEMENT

Environmental Vision

Hamilton International is committed to protecting the environment and safeguarding the health of its employees, business partners and the public while reducing greenhouse gas emissions and utility usage at the Airport in pursuit of achieving net-zero emissions.

Reducing Hamilton International's Impact on Landfills

Monitoring and minimizing the environmental impact of airport operations is important to Hamilton International. In 2023, the Airport conducted a waste audit in collaboration with International Aviation Waste Management to better understand the amount and types of waste being generated in the terminal building while assessing current waste practices, identifying areas for improvement and seeking out opportunities for diversion. The valuable information collected from this waste audit enabled Hamilton International to establish a baseline and monitor for effectiveness moving forward while guiding the development and implementation of the Airport's Waste Management Plan to ensure waste reduction, segregation, collection and disposal procedures are planned in accordance with industry best practices.

Fostering Efficient Waste Separation

Following the completion of the comprehensive waste audit in June, Hamilton International implemented a Mixed Recycling Program in October to streamline recycling efforts and divert waste from landfills. Hamilton International introduced two-stream recycling stations throughout the terminal building to foster efficient waste separation and limit contamination, as well as custom imagery to assist employees, travellers and guests with sorting mixed recycling from waste. The Airport also strives to promote environmental sustainability with its food service providers and, in addition to the dual-stream recycling infrastructure, Hamilton International kickstarted implementation of a terminal-wide Organic Collection Program to ensure that distinct types of organic waste material is segregated and diverted through proper source separation.

Sharing the Joy of Reading

Hamilton International was thrilled to introduce "The Flybrary" as a place where travellers, employees and visitors can share the joy of reading. The Flybrary features a combination of books that were never claimed from the Airport's lost and found, along with books left behind in the terminal or donations from Airport employees and partners. Repurposing these left-behind books and other printed materials helps support waste diversion while also offering an enhanced passenger experience. See a book you would like to read? Feel free to take it with you on your journey or leave a book behind for someone else!

ESG FEATURE DONATIONS

Efforts to Promote Waste Diversion and Reduction through Community Donations

In addition to diverting waste from the landfill through its Mixed Recycling Program, Hamilton International also promotes and participates in the reallocation of surplus food by recovering edible food items from its concession partners where possible and donating to Hamilton's publicly accessible community fridges. Similarly, after 30 days, donatable items from the Airport's lost and found are presented to the Good Shepherd, Helping Hands Street Mission or the Baby Depot, with over 400 pounds of items including clothing, toiletries and baby supplies donated in 2023.

Hamilton International was also pleased to provide support to the Royal Botanical Gardens (RBG) by collecting coffee grinds from its terminal concessionaire partners at Tim Hortons and Detour YHM as well as the Airport's administration office. In 2023, Hamilton International proudly donated 562 pounds of coffee grinds to be repurposed and utilized for fertilizer and composting in RBG's teaching garden.



Photo: Hamilton International's Program Specialist, Environmental Sustainability, Sara, repurposing coffee grinds collected from the Airport.



Photo: Hamilton International employees delivering donations collected at the Airport's 4th annual Toy Drive in support of CityKidz.

COMMUNITY IMPACT

Hamilton International is a responsible community partner and economic engine that continues to support its neighbours, passengers and business partners to better serve the City of Hamilton and the surrounding region.

Direct Benefit to the City

Hamilton International is committed to continually investing in operations and infrastructure to support Airport growth. Since 1996, TradePort and its business partners have invested \$452.6 million in infrastructure, which has generated \$34.3 million in additional property tax revenue for the City of Hamilton. In 2023 alone, Hamilton International, via TradePort, made \$1.4 million in payments to the City of Hamilton for rent and property tax, while Airport tenants and partners contributed an additional \$2.7 million in property tax to the City.

Growing the Economy

Airport activity at Hamilton International continues to drive economic benefits in the City of Hamilton and broader Ontario region. As demonstrated by its most recent 2021 Economic Impact Study, Hamilton International and its business partners are proud to contribute \$536.7 million in gross domestic product (GDP), produce an economic output of \$1.5 billion and create over 4,720 jobs for Hamilton and the surrounding region.*

Community Investment

All airports in Vantage Airport Group's worldwide network are committed to supporting programs and events that connect operations and employees with the communities that they serve. Hamilton International supports initiatives that align with its three community investment pillars, including aviation education, sense of place and employee-driven giving. In 2023, Hamilton International proudly contributed over \$90,000 of in-kind resources and financial support to various community partners and activities, including: CityKidz, Liberty for Youth, Elevate Aviation, Binbrook Conservation Area, Mount Hope Volunteer Association, YWCA Hamilton, Royal Canadian Air Force Foundation, Airway of Heroes, Binbrook Santa Claus Parade and more.

*Source: 2021 Hamilton International Economic Impact Study, ICF International Corporation

ESG FEATURE TREE PLANTING

Community Tree Planting at Binbrook Conservation Area

Hamilton International is committed to integrating a 'Sense of Place' in its community investment activities by supporting programs and events that are uniquely linked to the City of Hamilton and surrounding communities, with a focus on environmental, social and governance initiatives.

Hamilton International was proud to hold its annual community tree planting initiative for the third consecutive year, working with the Binbrook Conservation Area and the Niagara Peninsula Conservation Authority to identify an area in need and determine the most suitable tree species for the highest chance of survival.

In October, a group of employee volunteers from Hamilton International proudly planted red maple, tulip and hickory trees at the Binbrook Conservation Area – all while spending time with colleagues outside of the office and getting some fresh air. This annual activity is a key component of Airport's overall commitment to protecting the environment and investing in the community it serves.



Photo: Employees participate in the Airport's third annual community tree planting initiative at the Binbrook Conservation Area.



PERFORMANCE



Photo: National Trade Corridors Funding announcement delivered by the federal government at Hamilton International.

AIRPORT OPERATIONS

Increasing Capacity and Improving Efficiency

In January, the Government of Canada announced \$23.4 million in investment under the NTCF for Hamilton International's \$46.9 million Gateway Expansion and Sustainability Project to expand airfield and de-icing capacity, strengthen and rehabilitate key airport infrastructure, such as aprons and taxiways, improve stormwater management systems, and construct a dedicated roadway for cargo operations over the next two years, starting in 2023. Airside construction officially began in late May with turnpad expansions on Runway 12-30 to accommodate expanded fleets and larger aircraft. Several other project components were started or completed during the first year of construction, including the strengthening and expansion of certain taxiways and taxilanes to allow for unrestricted and efficient airfield access. An apron expansion was also completed to address capacity constraints and eliminate queuing delays by adding over 36,000 m² of asphalt to increase capacity with the addition of four B777 common-use aircraft gates plus additional de-icing capabilities.

Ensuring Regulatory Compliance

Hamilton International was extremely thrilled to receive its new Aircraft Rescue and Fire Fighting (ARFF) truck from the Rosenbauer factory located in Wyoming, Minnesota in October as the Rosenbauer Panther 4x4 is among the industry's most innovative, efficient and flexible ARFF vehicles. This is the third addition to Hamilton International's fleet, which is outfitted with several added features and equipment to increase the Airport's on-site emergency response capabilities. In 2021, Hamilton International received funding through Transport Canada's Airport Critical Infrastructure Program to enhance airport safety, which included the purchase of this ARFF vehicle.

Enhancing the Passenger Journey

A stress-free travel journey begins with advance planning and giving travellers the ability to pre-book parking at Hamilton International. The Airport was pleased to unveil its new online parking reservation system in May ahead of the peak summer travel season, adding a level of confidence for travellers knowing that their parking spot is guaranteed. Customers have repeatedly asked for this service and the Airport is proud to provide an even more seamless airport experience by eliminating the worry that can be associated with securing a parking spot while granting travellers additional control over their trip preparation. Additionally, several terminal improvements were completed in 2023 to enhance the traveller experience at Hamilton International, including opening a fourth pre-board screening lane to reduce passenger queuing and wait times and expanded washroom facilities in the Departures Lounge.

ESG FEATURE

WINTER EQUIPMENT

Efforts to Reduce Fuel Consumption and Emissions through Improvements to Winter Snow Removal Equipment and Practices

Hamilton International uses a wide range of equipment and snow removal practices to keep surfaces clear and operational, including mauler/sweeper combinations, snow blowers, chemical trucks, loaders and plows. This equipment is primarily fueled by diesel or gasoline. In 2023, the Airport made improvements to operational efficiencies and thus fuel consumption through the addition of a dump trailer, towed by a tractor, and a chemical sprayer, towed by a pick-up truck.

The dump trailer is used for relocating snow piles, which were previously relocated from the apron to a designated snow dump area using a loader. The addition of the dump trailer dramatically reduced the number of trips by nearly 80% and, thereby, significantly reducing fuel consumption and emissions, shortening the time needed to relocate snow piles, while eliminating wear and tear on equipment. Similarly, during past freezing rain events, the typical practice was to deploy three mauler/sweeper combinations to sweep water off the surfaces to minimize the amount of ice build-up. Pre-treating surfaces with a chemical sprayer minimizes the number of sweeps required, and therefore fuel used, to clear ice from operational surfaces.

Snow clearing at Hamilton International, specifically that on Apron III, saved so much fuel over the course of the winter season that it would be the equivalent of a round-trip to Thunder Bay in a loader!



Photo: Airport Operations team maintaining the airfield at Hamilton International during a snowfall.



PASSENGER OPERATIONS

Continued Growth in Passenger Services

Hamilton International saw a continued rebound in air travel in 2023, with passenger traffic nearing pre-pandemic levels as 820,011 total passengers travelled through the Airport in 2023 – a 27% increase over the previous year.

The Airport was also thrilled to welcome PLAY to its roster of passenger air carriers at the end of June as the Icelandic low-cost airline launched its first-ever flights in the Canadian market from Hamilton International. The introduction of non-stop flights between Hamilton and Reykjavík, Iceland enables travellers to stay and explore the wonders of Iceland or connect onwards through PLAY's extensive network to several iconic destinations across Europe, opening a host of new destinations for travellers across the region at a very affordable price tag.

The WestJet Group, which has proudly served Hamilton for 23 years, also affirmed its long-standing commitment to Hamilton as it completed the integration of its low-cost subsidiary, Swoop, into one product offering under the WestJet brand. Swoop's last flight from Hamilton International officially took to the skies at the end of October, bringing an end to five strong years of partnership and service from Hamilton International. Amid the transition, WestJet demonstrated its continued interest in serving passengers across the region as it introduced several popular sun destinations ahead of the winter season, in addition to its established domestic service to/from its Calgary hub.

Fly Direct or Easily Connect from Hamilton International

Hamilton International's 2023 Summer Program offered travellers affordable getaway options with destinations from east to west in Canada, the United States and Mexico, with services operated by Swoop, WestJet and Lynx, along with the introduction of new options to Iceland and many exciting European cities via PLAY. The strong summer schedule allowed travellers to fly direct or easily connect when starting their journey from Hamilton International and the Airport was thrilled to unveil a refreshed marketing campaign featuring vibrant suitcase stickers and inspiring images to highlight that one's journey to adventure **Starts Here** and so too does convenience, ease and hassle-free travel. Hamilton International was also pleased to unveil its new online parking reservation system ahead of the peak summer travel season, enabling travellers to secure their parking spot in advance of arrival.

Hamilton International's 2023 Winter Program featured a variety of getaway destinations as seasonal partners, Air Transat and Sunwing, returned and joined WestJet in offering a range of sunny getaways to popular hotspots in Florida, Mexico, Cuba and the Dominican Republic, plus low-cost connections into Europe with direct flights between Hamilton and Iceland with PLAY, along with continued access into Western Canada with services operated by WestJet and Lynx.

Passenger Services and Amenities

The Airport remains committed to providing a convenient, accommodating and hassle-free airport experience to all users through several services and amenities. Hamilton International proudly offers several accessibility services for persons with disabilities and special needs including the Curbside Assistance Program, the Hidden Disabilities Sunflower Lanyard Program and Hearing Loop technology at its Information Desk. The Airport is also pleased to offer a variety of food, beverage and retail options with Tim Hortons, the Duty Free and Departures Retail Shop, Detour YHM and a Best Buy kiosk as well as on-site car rental availability.

Photo: WestJet and Swoop preparing for early morning departures.

ESG FEATURE

AIRPORT VOLUNTEERS

Airport Ambassadors Enhance the Customer Experience at Hamilton International with Friendly Smiles and Helping Hands

Easily identifiable by their warm smiles, the Airport Ambassador team lends a helping hand to travellers and guests throughout high-traffic areas of the terminal building. The Airport Ambassador team contributed over 4,000 hours of service in 2023, which is the highest annual figure since the program was created nearly two decades ago.

In 2023, two of Hamilton International's incredible volunteers, Mike and his three-legged therapy dog Kaeko, won the Mary Smithson Compassion and Companionship Award at the City of Hamilton's 28th Annual Senior of the Year Awards with Kaeko being the first dog to be nominated and awarded this special accolade! Through countless hours of service, this dynamic duo has been positively impacting the lives of others by volunteering at various organizations throughout the community, including the Airport, where they have continued to provide a memorable experience while bringing comfort to travellers and guests for over six years.

The Ambassador Program was introduced in 2007 with the goal of enhancing the overall customer experience at Hamilton International while enriching the lives of community members who dedicate their time to assist passengers along their journey. Since that time, the Airport's friendly and enthusiastic volunteers have made travelling a little easier and more enjoyable by welcoming guests to Hamilton International, acting as goodwill ambassadors, providing information, answering questions and helping people find their way.



Photo: Airport Ambassador Mike and his three-legged therapy dog, Kaeko.

CARGO OPERATIONS

Hamilton International is a Critical Link in National Supply Chain

As the largest domestic overnight express cargo airport and third largest cargo airport by payload in Canada, Hamilton International is a key economic driver and vital transportation hub offering safe and secure facilities for its established 24/7 operation while proudly supporting domestic and international trade.

Hamilton International serves as a pivotal global gateway and works closely with major stakeholders, including Cargojet, DHL Express, UPS, Canada Post, Purolator and Amazon, to optimize the movement of high-value and time-sensitive goods across the country and around the globe. The Airport remained a critical link in Canada's supply chain as it facilitated 746 million kilograms in total cargo aircraft billable weight through its facility in 2023 – a 40% increase compared to pre-pandemic cargo activity in 2019, though a 15% decline in volumes compared to previous year. The year-over-year decline can be attributed to an industry-wide softening in air cargo demand as the sector began to stabilize following the surge experienced during the pandemic.

Investing in Increased Capacity

At the beginning of 2023, Hamilton International secured multi-million-dollar funding under Transport Canada's NTCF for its two-year Gateway Expansion and Sustainability Project to strengthen, expand and rehabilitate key airport infrastructure to ensure just-in-time goods are moved from coast to coast without delay. The \$46.9 million project will work to reduce bottlenecks in a strategic transportation corridor critical to the national supply chain and ensure cargo partners deliver on their on-time performance commitments. The project is being completed in phases to ensure uninterrupted access to existing 24/7 operations, with several project components completed or started this year.

Gateway Expansion and Sustainability Project work completed in 2023 included the expansion of Apron II, increasing the number of common-use aircraft gates by 125% as well as de-icing capacity by 200%. Construction commenced in July to expand Apron II by 36,240 m². The new Apron II North has the capability to accommodate up to five Boeing 767 aircraft or four Boeing 777 aircraft, with all stands having on-gate de-icing available. Construction was also completed for a new general service equipment road to reduce delays by providing road access parallel to major taxiway to separate aircraft and equipment's conflicting use. In December, Hamilton International was thrilled to mark a milestone as it welcomed its first visitor on the newly expanded and partially opened apron as a Boeing 777 aircraft handled by Cargojet on behalf of DHL Express and Kalitta Air touched down from Los Angeles, parking in the new Stand #19.

Hamilton International Offers Strategic Advantages for Cargo Partners

The Airport offers cargo partners and business looking to service the Southern Ontario market with significant advantages, including strategic proximity to Ontario's 400-series highways, the Greater Toronto Area and the U.S. border. Hamilton International maintains its 24-hour unrestricted landing capability, a dual runway system of 10,000 feet and 6,000 feet and dedicated Canada Border Services Agency staff on site, all of which support quick turnarounds for cargo carriers. The City of Hamilton is also a designated Foreign Trade Zone Point – providing businesses that import/export goods or manufacture products in Hamilton access to direct support on a range of duty deferrals and tax exemptions.



Photo: First Boeing 777 aircraft parks on Hamilton International's newly expanded and partially opened apron.

ESG FEATURE DECARBONIZATION ASSESSMENT

Planning for Net-Zero

In 2023, Hamilton International engaged a leading Canadian multi-disciplinary design firm, WalterFedy, to complete a Decarbonization Assessment and an Investment Grade/Net-Zero Energy Audit to identify and analyze measures that could be implemented in line with the Airport's environmental strategy to reduce greenhouse gas emissions and utility usage that supports the Airport in meeting its targeted initiatives for reduction.

WalterFedy completed the comprehensive utility use analysis to determine a baseline for current consumption and establish a point of reference to guide the assessment. The analysis considered several assets, including various airport facilities, fleet types and airfield lighting fixtures, to better understand Hamilton International's carbon footprint while determining preferred mitigation pathways towards achieving net-zero emissions.

The Decarbonization Assessment and Investment Grade/Net-Zero Energy Audit also informed Hamilton International's planning processes for its 2024-2030 strategy in which the Airport has earmarked further investment for sustainable development initiatives in its pursuit towards reducing greenhouse gas emissions. Hamilton International remains committed to minimizing its impact on the environment and reaching its net-zero goals.



Photo: Inspired by the signature sign at City Hall, Hamilton International's cloud wall serves as a powerful tool to promote tourism, community and sense of place. This bold set of green letters have proven to be a popular photo backdrop for residents and tourists alike.