

John C. Munro

HAMILTON
INTERNATIONAL AIRPORT

20 24

Year In Review



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

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Photo: Departures Lounge at Hamilton International.

LETTER FROM THE CHAIR OF THE BOARD & EXECUTIVE MANAGING DIRECTOR

2024 was a year of navigating challenges and embracing new opportunities as we set the stage for an even brighter future at John C. Munro Hamilton International Airport (Hamilton International).

A significant highlight from the year was finalizing a new long-term agreement with the City of Hamilton in September, an agreement that will transform our operations and the development of our infrastructure over the next 49 years. The long-term collaborative partnership between the City and TradePort International Corporation (TradePort), in place since 1996, has positioned the Airport as a critical driver of connectivity, economic growth, job creation and community partnerships for Hamilton and the surrounding region. Under this new lease, efforts to expand air service, enhance the passenger experience and deliver safe, sustainable and efficient operations will continue – starting with significant enhancements to the interior and exterior of the terminal building to be unveiled in June 2025 alongside the introduction of daily direct flights with Hamilton International’s newest air carrier, Porter Airlines!

Facing industry challenges due to decreased aircraft availability, cost pressures, regulatory impacts, inflation and other geo-political factors, Hamilton International remained innovative, as we were extremely excited to unveil our new travel option in May as Hamilton International became one of only two airports in the country offering Air Canada’s first-of-its-kind motorcoach service, operated in partnership with The Landline Company, linking the region to the airline’s global network through Toronto Pearson. This addition reflects our commitment towards enhancing the overall travel experience while offering passengers greater flexibility, choice, comfort and ease in reaching their destination, all while using Hamilton International as their gateway to the world. Overall, Hamilton International saw 324,336 total passengers in 2024, a decline compared to the previous year, reflecting broader trends in the aviation industry.

As Canada’s largest domestic overnight express cargo airport and third largest cargo airport by payload, Hamilton International serves as a pivotal global gateway and critical link in our nation’s supply chain. This year, 754 million kilograms in total cargo aircraft billable weight was facilitated through the Airport – an increase compared to 2023 – as Hamilton International and its cargo partners, Cargojet, DHL Express, UPS, Canada Post, Purolator and Amazon, optimize the movement of high-value and time-sensitive goods from coast to coast and around the globe.

We also made significant strides in critical infrastructure projects that will shape the future of our organization and the communities we serve. We continued to advance Hamilton International’s Gateway Expansion and Sustainability Project, funded in part by Transport Canada’s National Trade Corridors Fund, to expand airfield capacity and rehabilitate key airport infrastructure, including aprons and taxiways. These investments will serve to eliminate bottlenecks and improve the efficiency, resiliency and reliability of this strategic transportation corridor, for Hamilton International, our cargo partners and the broader national supply chain, with these investments already providing benefits to Canadians with scheduled B777 and B747 cargo service beginning operations in 2024.

Our strategic focus on sustainable growth and long-term value creation has also driven several key initiatives aimed at optimizing the use of our land assets at Hamilton International. Land development on the Airport’s Northeast Airport Development area soared this year as we constructed a new taxiway, Taxiway Foxtrot, connecting the development area to the airfield. Construction related to Latitude Air Ambulance’s facility expansion, announced last December, remained underway with expected completion in early 2025. The newest project, a multi-use Fixed-Base Operator (FBO) facility unveiled by Biddle Carson Developments at the end of October, also broke ground, with completion of the first phase of the facility expected in early 2026.

All in all, this year has been a testament to the dedication, innovation and hard work of all those involved in making Hamilton International a leading global gateway in Southern Ontario. With a strategic focus on growth, we are confident that our airport will propel to new heights and continue to play a vital role in connecting people, moving goods and fostering economic growth in our region today and well into the future.

Sincerely,



Ron Foxcroft
Chair of the Board



Cole Horncastle
Executive Managing Director



ABOUT VANTAGE GROUP

Hamilton International Airport is owned by the City of Hamilton and managed under a long-term agreement by TradePort International Corporation, a wholly owned subsidiary of Vantage Group (Vantage) – a global leader in airport and transportation investment, development, management and advisory services. This structure enables Hamilton International to incorporate best-in-class practices from around the world into its operations.

Since 1994, Vantage’s corporate and network-wide team has managed an award-winning portfolio, building strong partnerships that integrate global expertise and local know-how to solve complex transportation challenges at every network location. Over three decades, Vantage has built a track record of creating customized solutions to transform airports and transportation centers that benefit the passengers, stakeholders and communities they serve. Vantage is a wholly owned strategic platform of Investcorp Corsair Infrastructure Partners for capital deployment in the airport and transportation sectors. Visit vantagegroup.com to learn more.



CORPORATE GOVERNANCE & LEADERSHIP

Who We Are

Hamilton International is a growing international gateway for convenient travel and the largest overnight express freight airport in Canada. As an efficient facilitator of cargo and passenger operations, Hamilton International is an economic engine and responsible community partner. Its strategic location and uncongested 24/7 operations make it an attractive option for both passenger and cargo carriers looking to serve the Southern Ontario market.

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 everyday by being friendly, having fun and recognizing achievements.

Governance

Hamilton International’s **2024 Board of Directors** was 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

Honourable Stan Keyes
Government Relations Chair

Stewart Steeves
Vice Chair of the Board

Frank Scremin
Director

Edward Minich
Audit Committee Chair

Peter Tong
Director

Vantage Group – Canadian Network

Cathie Puckering - Vice President & Head
Dina Carlucci - Director, Business Development & Marketing
Justin De Caire - Director, Accounting Operations & Financial Transformation
Michael Bélanger - Senior Director, Operations Integration

Hamilton International’s Leadership Team

Cole Horncastle - Executive Managing Director
Colleen Ryan - Associate Director, Marketing, Communications & Customer Experience

HISTORIC 49-YEAR LEASE AGREEMENT

In September, the City of Hamilton and TradePort International Corporation finalized a historic \$400-million agreement to further develop and expand Hamilton International over a 49-year term. The deal secures significant investment from TradePort, a wholly owned subsidiary of Vantage Group, which aims to transform the Airport's infrastructure, including:

- Expanding and enhancing passenger terminal buildings
- Upgrading cargo facilities
- Enhancing taxiways and aprons
- Achieving Net Zero Carbon by 2030

The investment is designed to continue positioning Hamilton as a competitive player in the national and global markets while supporting the region's supply chain and job creation.

"This investment marks a significant milestone in Hamilton's future. Our airport is a vital transportation hub and a key driver of our community's economic growth and job creation. This \$400 million commitment from TradePort and Vantage will enhance Hamilton's global competitiveness while ensuring sustainability and long-term prosperity. We are excited to partner on a project that will benefit residents, businesses and the broader region for decades to come," said Mayor Andrea Horwath.

"This agreement is the result of dedicated collaboration between City staff and our partners at TradePort and Vantage Group. Our team has worked diligently to ensure that this agreement meets Hamilton's current needs and positions us for long-term success," said City Manager Marnie Cluckie. "By working closely with our partners, we've secured an investment that will bring lasting economic benefits to our community, enhance our airport's infrastructure and support a sustainable, thriving future for Hamilton."

As part of the new agreement and in addition to the \$400 million investment, the City of Hamilton will receive guaranteed annual payments, increased revenue sharing based on the Airport's performance and commitments to annual community investments.

"TradePort's investment in Hamilton International is great for Hamilton. We are more than just an airport – we are a jobs creator and strong economic contributor," said Ron Foxcroft, Board Chair, TradePort. "Together, we can strengthen our economic position and inject millions into our local community by investing in our airport infrastructure today. Thanks to our collaborative partnerships with the City of Hamilton, Mayor Andrea Horwath, City Council and staff, this agreement stands to evolve our city's airport into the future with ambitious deliverables by 2073."

"In Hamilton and across Vantage Group's network, our airports are proven and thriving economic engines for local and national economies. This significant \$400 million investment will position us to accommodate and expand passenger and cargo service, deliver safe, efficient cost-effective operations, enhance the customer experience with innovative solutions and technology and operate sustainably," said Cathie Puckering, Vice President & Head, Canadian Network, Vantage Group. "We are ready to deliver this exciting plan for the Airport and our city in partnership with the City of Hamilton and all stakeholders."

TradePort has managed Hamilton International since 1996, facilitating nearly \$500 million in investments, contributing more than \$1.5 billion in industry activity and creating more than 4,720 jobs. This new \$400 million commitment will further drive local economic development and investment while propelling Hamilton International to new heights.



Photo: Aircraft departing from Hamilton International.



Photo: Runway 12-30 – Hamilton International's longest runway at 10,000 feet.

2024 HIGHLIGHTS



324,336 Passengers

travelling to/from Hamilton International to/from destinations across Canada, down south and around the globe



\$24.3 million

Investment in infrastructure made by TradePort

\$2.7 million

Property tax paid by Hamilton International tenants to the City



\$492.3 million

Total investment in infrastructure to date by TradePort and its partners



~\$50 thousand

In-kind support, sponsorships and donations to community partners and events



87%

of passengers reported a positive experience through 2024 Customer Satisfaction Survey

\$4.1 million

Payments by TradePort to the City (rent and property tax)



754 million kg

in total landed cargo aircraft billable weight at Canada's largest overnight express cargo airport



AIRPORT OPERATIONS

Gateway Expansion and Sustainability Project

May marked the beginning of airside construction as Hamilton International moved into its second year of work related to its Gateway Expansion and Sustainability Project, funded in part by Transport Canada's National Trade Corridors Fund. Several projects related to airfield expansion and modernization to the Airport's main apron and taxiways were completed over the course of the year, including the strengthening and widening of strategic taxiways, ensuring unrestricted airfield access for wide-body operations. Additionally, Hamilton International undertook planning and design work related to its new stormwater treatment facility, which will alleviate the use of municipal systems and improve system capabilities and processes, with execution expected to take place in 2025.

Live Exercise

In September, Hamilton International conducted a full-scale emergency exercise in collaboration with multiple emergency response agencies and airport partners to test its emergency response to a simulated passenger airline incident. The mock exercise was designed to assess and enhance the preparedness, coordination and response capabilities of airport personnel, local emergency services and other airport stakeholders. Participants engaged in a variety of activities, including emergency response coordination, medical triage and treatment, incident command and communications.

Emergency Preparedness

Hamilton International's Fire Officers travelled to Rochester, New York to complete their annual Aircraft Rescue and Fire Fighting (ARFF) Recertification Training at Monroe College. For two days, Airport Fire Officers had the opportunity to engage in live fire scenarios where they focused on protecting egress in dynamic simulation exercises using aircraft props. Crews also spent part of that time in the classroom reviewing the Canadian Aviation Regulations, studying theory and practical applications for fire fighting personnel safety, fire behaviour, fire hoses, nozzles and turrets and portable fire extinguishers. These annual training exercises ensure safety and compliance, build team cohesion and camaraderie and increase the skillsets of the Airport's emergency personnel.

Commitment to Excellence in Operational Safety and Customer Experience

Hamilton International's airside and maintenance teams remained hard at work in ensuring the continued safety and operational efficiency of the terminal building both indoors and outdoors. One of the key accomplishments was the team's significant efforts to maintain the expansive grounds, covering 900 acres of grass cutting. This effort maintains a safe environment for flight operations by discouraging wildlife encounters, foreign object debris ingestion and removing obstructions to ensure clearly visibility for pilots and preserves the integrity of the Airport's critical infrastructure. Similarly, extensive work was undertaken on the runway, where meticulous rubber removal efforts were carried out to maintain optimal surface conditions for safe aircraft landings and takeoffs. These efforts reflect the Hamilton International's ongoing commitment to safety, efficiency and a high standard of service for all who travel through the facility.



Photo: Aircraft rescue and firefighting vehicles spraying an aircraft as part of Hamilton International's full-scale emergency exercise.



Photo: An inside look at the Air Canada Landline luxury motorcoach.

PASSENGER OPERATIONS

Fly Direct or Easily Connect from Hamilton International

Hamilton International welcomed 324,336 total passengers in 2024, a 60% decrease compared to prior year. The decline in passenger traffic was the result of industry factors, such as labour shortages, regulatory changes, aircraft maintenance and general economic and inflationary pressures that continued to impact the travel landscape across Canada. Airlines, facing increased operational costs, have scaled down or ceased operations, particularly those to and from regional airports. In February, ultra-low-cost carrier, Lynx Air, which began operating from Hamilton International in June 2022, ceased operations after filing for creditor protection shortly after Swoop's exit in late 2023. Despite the headwinds, Hamilton International remains committed to adapting and evolving as it focuses on enhancing its services, improving the passenger experience and providing travellers with non-stop flights and easy connections to destinations across Canada, down south and around the globe.

Air Canada Landline Launch

On May 1, Air Canada and The Landline Company officially inaugurated its new, luxury motorcoach service, connecting Hamilton International and the surrounding area into Air Canada's global network via Toronto Pearson International Airport. Hamilton International was thrilled to welcome some of the first Air Canada Landline passengers and commemorated the occasion, alongside employees, partners and stakeholders with a special ribbon-cutting ceremony, tour of the luxury motorcoach and the Airport's first-ever water cannon salute for a bus. When booking travel with Air Canada, customers can create a single itinerary by selecting Hamilton (YHM) as their origin or destination to/from 140 destinations across the globe.

PLAY Airlines (PLAY) Anniversary

June officially marked one year since PLAY launched low-cost flights between Hamilton International and Europe with its first-ever flight from Canada to Iceland. Hamilton International was thrilled to celebrate this exciting milestone alongside employees and travellers with cupcakes in the departures lounge. The Airport also added a PLAY-ful new touch to the terminal building with a vibrant wall installation beside the check-in counters, perfect for a pre-flight selfie.

Enhancing Passenger Processing

Providing customers with a seamless travel experience is a top priority at Hamilton International. The Airport partnered with SITA, an information technology partner, to further its commitment to improving and optimizing the passenger journey by implementing common-use equipment designed to reduce queuing and congestion. The Airport introduced 28 common-use passenger processing workstations for airline staff across check-in and boarding and four common-use self-service kiosks that passengers can use to complete self-service check-in in less than a minute. In addition to meeting Canadian accessibility requirements, the rollout of these new solutions also sets Hamilton International up to incorporate additional technology touchpoints in the future.

2024 Highlights:

- 324,336 passengers travelled to/from Hamilton International.
- Hamilton International became one of only two airports in Canada offering Air Canada Landline's first-of-its-kind motorcoach service, linking the region to its global network through Toronto Pearson.
- Over 125,000 passengers took advantage of PLAY's affordable fares and extensive connectivity from Hamilton International in the airline's first year of service.
- 28 common-use passenger processing workstations and four TS6 common-use self-service installed.

CARGO OPERATIONS

Hamilton International Supporting Growing Demand for Critical Goods Movement

Hamilton International continues to serve as a vital link in Canada's supply chain, serving as the largest domestic overnight express cargo airport and third largest cargo airport by payload in the country. In 2024, the Airport facilitated 754 million kilograms in total cargo aircraft billable weight through its facility, representing a 1% increase in year-over-year activity. This growth was reflective of both increases in demand and capacity in the global cargo industry and supported by the Airport's continued investments in expanding and modernizing critical cargo infrastructure.

The Airport's 24/7 operations support domestic, transborder and international trade, in partnership with major cargo stakeholders, including Cargojet, DHL Express, UPS, Purolator, Canada Post and Amazon. Together, the Airport and its partners ensure the timely, efficient and safe movement of critical goods across the country and around the world.

Gateway to Growth: Increasing Critical Cargo Capacity

In 2024, Hamilton International made significant strides in its Gateway Expansion and Sustainability Project, a \$46.9 million initiative launched in 2023 with support from Transport Canada's National Trade Corridors Fund. The year's accomplishments included comprehensive airfield rehabilitation, modernization and expansion of aprons and taxiways, development of infrastructure along the new Aviation Drive and the construction of Taxiway Foxtrot.

A major milestone was also achieved in 2024 with the official opening of the expanded Apron II North, enhancing the Airport's capability to accommodate wide-body aircraft including 767, 777 and 747 models, with on-gate de-icing available at all stands. This development has enabled key cargo partners to have regularly scheduled wide-body aircraft activities, moving goods across Canada and throughout the world, with Hamilton International serving as core location in its distribution networks. Additionally, in 2024, Hamilton International advanced planning and design work for a new stormwater treatment facility that will reduce reliance on municipal systems and enhance environmental capabilities, including allowing the Airport to treat glycol residual onsite.

These strategic capital investments are effectively addressing capacity constraints and eliminating queuing delays by increasing the number of common-use aircraft gates and de-icing capacity. The expanded infrastructure supports Hamilton International's position as Canada's largest domestic overnight express cargo hub, improving capacity, reliability and safety of critical transportation infrastructure. These investments and partnerships ensure that bottlenecks are removed for stakeholders and that just-in-time goods can move efficiently from coast to coast, enabling economic growth, creating jobs and ensuring essential goods remain accessible to all Canadians.

Hamilton International Offers Competitive Advantages for Cargo Partners

Hamilton International provides cargo partners and businesses looking to serve the Southern Ontario market with a range of key advantages. Its strategic location offers easy access to Ontario's 400-series highways, the Greater Toronto Area and the U.S. border. The Airport features a 24-hour unrestricted landing capability, a dual runway system (10,000 feet and 6,000 feet) and on-site Canada Border Services Agency staff, all of which ensure efficient cargo handling and quick turnarounds. Additionally, the City of Hamilton is a designated Foreign Trade Zone Point, offering businesses involved in importing, exporting or manufacturing goods access to valuable support, including duty deferrals and tax exemptions.

2024 Highlights:

- 754 million kilograms in total cargo aircraft billable weight was facilitated through Hamilton International in 2024 – a 1% increase compared to the previous year.
- Hamilton International completed its second year of work related to its Gateway Expansion and Sustainability Project, funded in part by Transport Canada's National Trade Corridors Fund.
- The Airport's 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.



Photo: Newly expanded Apron II North, featuring an increased number of common-use aircraft gates as well as de-icing capacity.



Photo: Biddle Carson Developments breaks ground on its new, multi-use FBO facility at Hamilton International.

LAND DEVELOPMENT

Latitude Air Ambulance

Construction related to Latitude Air Ambulance's major facility expansion, which officially broke ground at the end of 2023, continued to make great progress throughout the year, with anticipated completion in spring 2025. The new facility, located in Hamilton International's Northeast Airport Development, 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.

Within two years of project completion, Latitude is anticipated to increase its employee levels by 50% to address the growing need for specialized medical transfers and long-haul aeromedical services, including medevac evacuations and repatriation, commercial medical escorts, worldwide bed finding services and organ transfers.

Biddle Carson Developments

Hamilton International was thrilled to celebrate its newest land development at the Airport alongside industry partners and community stakeholders as Biddle Carson Developments unveiled its construction plans for a new multi-use fixed-base operator (FBO) facility at a groundbreaking ceremony in October.

Also located in Hamilton International's Northeast Airport Development, the 100,000 square foot facility will feature three separate state-of-the-art hangars, designed to incorporate an array of premium services from a lounge and conference room to a second-floor observation deck for viewing aircraft arrivals and departures. The facility will have access to the airfield through Hamilton International's newest taxiway, Taxiway Foxtrot and road access via Aviation Drive, a newly constructed roadway off Dickenson Road East.

Biddle Carson Developments has already secured two tenants for the hangar space with private aircraft charter, FlyXcite, occupying 30,000 square feet and bespoke helicopter and fixed wing completion specialists, Aerofina Aviation, occupying 20,000 square feet. The third 50,000 square foot hangar is scheduled to be available for occupancy within the next two years. A phased approach to construction will see the first phase of the facility reaching completion by early 2026.

SUSTAINABILITY & ENVIRONMENTAL MANAGEMENT

EV Chargers

In September, Hamilton International was proud to unveil two state-of-the-art electric vehicle (EV) charging stations in its Executive Parking Lot. This initiative is part of a broader plan to enhance infrastructure for EVs at the Airport as it furthers its commitment to protecting the environment, promoting sustainable transportation options and providing a more convenient experience for travellers and employees. Hamilton International was pleased to offer this complimentary service to all employees and tenants during the introductory phase while usage and effectiveness was assessed. Looking ahead, Hamilton International is actively exploring opportunities to install more EV chargers to further promote sustainability and accommodate the growing demand for eco-friendly transportation options. Hamilton International is also making strides in transitioning its fleet of airport vehicles from gas-powered to electric models in 2025.

Tree Planting

Hamilton International was proud to organize its annual community tree planting initiative for the fourth consecutive year as a group of volunteers rolled up their sleeves, got their hands dirty and worked side-by-side to make a positive impact in the community, planting a variety of trees at the Binbrook Conservation Area. The Airport worked with the Niagara Peninsula Conservation Authority to identify an area in need at the Binbrook Conservation Area while determining the most suitable tree species for the highest chance of survival. This annual activity is a key component of Airport's overall commitment to protecting the environment and investing in the community it serves.

Earth Day FOD Walk

Detecting, reporting and removing Foreign Object Debris (FOD) from airport grounds and operational surfaces is one of the many important ways that Hamilton International maintains a safe and secure environment for travellers and employees. FOD consists of a wide range of materials that could pose a risk to the safety of equipment and individuals if not removed. This includes things like pavement fragments, pieces of luggage, loose hardware, catering supplies, garbage and even employee ID badges. Airside FOD has the greatest potential of causing damage as it can be ingested into an aircraft engine or injure people if it is propelled by a jet blast. In honour of Earth Day in April, Hamilton International organized an airport-wide FOD walk with its tenants and partners to clear FOD from the terminal front, parking lot, general maneuvering areas and operational surfaces as part of the Airport's ongoing FOD awareness and prevention efforts and commitment to protecting the environment.

Renewable Diesel Trial

Over the course of the summer, Hamilton International conducted a renewable diesel trial as part of its ongoing efforts to reduce carbon emissions at the Airport. Renewable diesel is a drop-in ready fuel that is intended for use in diesel engines. This trial involved replacing traditional diesel with renewable diesel which is a cleaner alternative produced from organic matter such as vegetable oils and recycled feedstocks. This initiative aimed to assess the environmental benefits of using renewable diesel in airport operations, including its potential to lower greenhouse gas emissions. The successful trial, completed using two of the Airport's tractors and one pick-up truck, revealed a carbon reduction of over 70% when compared to regular diesel fuel on a lifecycle basis and Hamilton International intends to implement a complete transition to renewable diesel for the summer months, beginning in 2025.

2024 Highlights:

- 130 pounds of food surplus recovered from airport concession partners and donated to publicly accessible community fridges around the City of Hamilton.
- 195 pounds of e-waste recovered and recycled at a Community Recycling Centre.
- 225 pounds of waste removed from airport grounds at Earth Day FOD Walk.



Photo: Airport employees planting trees at the Binbrook Conservation Area.



Photo: Airport partners, Executive Aviation, showcasing ground handling services and equipment to Elevate Aviation participants.

PEOPLE & COMMUNITY

Strengthening Crime Prevention

In January, Hamilton International joined forces with Crime Stoppers of Hamilton and Hamilton Police Service to unveil a new awareness campaign aimed at further strengthening crime prevention at the Airport. The *Crime Doesn't Fly Here* campaign originated with Toronto Crime Stoppers and was developed by a multi-party working group to target transnational and organized crime networks that exploit the transportation industry to facilitate criminal activities across borders and within Canada's provinces and communities. Through employee and partner engagement activities such as presentations, posters and training initiatives, as well as public safety announcements, Hamilton International is committed to raising awareness about criminal activities that may occur at an airport such as smuggling of drugs and illegal weapons, contraband tobacco, vehicle and property theft and human trafficking, as well as how to identify those involved with options for reporting.

Becoming a Transportation Ally Against Human Trafficking

Human trafficking is one of the fastest growing crimes in Canada and 93% of reported victims are Canadians being trafficked within the country. In February, Hamilton International announced its official partnership with #NotInMyCity – an anti-human trafficking initiative aimed at educating, preventing and ending human trafficking and sexual exploitation across Canada. As a Transportation Ally, Hamilton International has implemented a mandatory e-learning program for its employees to educate and increase awareness about human trafficking, signs to look for and what to do if they suspect trafficking. Hamilton International has also committed to supporting education and awareness about the issue amongst Airport partners, volunteers and passengers. The Airport participated in joint social media campaigns and posted informational signage in the Airport displaying the #NotInMyCity yellow rose symbol, signifying Hamilton International is a safe place and an ally against human trafficking and exploitation.

2024-27 Accessibility Plan

Hamilton International prepared its 2024-2027 Accessibility Plan and Feedback Process (the Plan) to guide its commitment in providing a diverse, inclusive and accessible experience for all users of the Airport. This Plan was developed by Hamilton International with input from executives, employees, Airport partners and stakeholders and in consultation with people with lived experience and the Airport's broader community. The Plan also ensures that Hamilton International meets or exceeds its requirements under the Accessible Canada Act (ACA) and the Canadian Transportation Agency Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Hamilton International has numerous programs, services and initiatives that go beyond regulatory compliance and are designed to ensure accessibility for all who travel through the Airport. The measures outlined in the 2024-2027 Accessibility Plan and Feedback Process will continue and improve upon the Airport's commitment to deliver accessible services and facilities.

Aviation Education

Aviation education is one of Hamilton International's key community investment pillars as the Airport strives to empower the next generation of aviation professionals. In 2024, Hamilton International was proud to support workforce development and enable career exploration opportunities through various initiatives including highschool co-operative education placements, experiential learning partnerships such as hosting Elevate Aviation's Cross Country Tour. The Airport also continued to provide scholarships and bursaries through Mohawk College and the Royal Canadian Air Force Foundation to assist post-secondary students planning future careers in the fields of either aviation or aerospace.

Volunteer Program / St. John Ambulance Therapy Dogs

Hamilton International's friendly and enthusiastic volunteers have made travelling a little easier and more enjoyable for nearly 20 years. Easily identifiable by their warm smiles and bright blue shirts, the Airport Ambassador team are pleased to welcome guests to Hamilton International, acting as goodwill ambassadors, providing information, answering questions and helping people find their way. Hamilton International was also pleased to partner with volunteers from St. John Ambulance to have therapy dogs Millie, Peaches and Daisy, as well as the Airport's very own Mike and Kaeko, in the terminal building during the March Break travel period to bring joy, comfort and smiles to travellers before departure.

Community Involvement & Investment

Hamilton International is committed to investing in its community through donations, sponsorships and in-kind contributions by participating in programs or events that are uniquely linked to Hamilton and surrounding communities. In 2024, Hamilton International was pleased to support a number of local organizations and initiatives including the Mount Hope Clean-up and Tree Lighting, UPS Plane Pull in support of United Way Halton and Hamilton, Liberty for Youth Stair Climb, International Children's Games, YMCA Saves Lives Annual Campaign, CityKidz Holiday Toy Drive, Airway for Heroes Art Auction, City of Hamilton and Binbrook Santa Claus Parades and more.