

For Fiscal Year

2022

San Antonio Airport System

Environmental, Social, and Governance (ESG) Report



CITY OF SAN ANTONIO
AVIATION DEPARTMENT

Leadership Message



Welcome to the San Antonio Airport System's (SAAS) first-ever Environmental, Social, and Governance (ESG) Report! We are excited to share our efforts to identify, monitor, and manage risks and opportunities facing San Antonio International Airport (SAT or Airport) and Stinson Municipal Airport (SSF).

Like all airports, we were challenged by the COVID-19 pandemic, and many of our employees, community members, customers, and businesses still feel the effects even as we near the end of 2022. We are thankful for the City of San Antonio's support, our staff's diligence and emphasis on health and safety, and the partnerships that have helped us persevere, recover, and ultimately thrive during a challenging period. Through this inaugural ESG Report, you as our stakeholders – our South Texas community, employees, business partners, the traveling public, as well as investors and credit rating agencies – will see how we have managed a range of environmental and social topics and where we plan to focus moving forward.

The following Report represents the beginning of our ESG story, but reflects decades of environmental stewardship activities and intentional investments in our people. Initially rooted in compliance with environmental regulations, which set important guardrails for airports, we recognized the urgency of additional progress to achieve truly sustainable growth. We have thus taken on several voluntary initiatives over recent years, including our participation in the *Airport Carbon Accreditation Program*, establishing the SAAS Sustainable Airport Manual for green building, and conducting an assessment of power and energy systems. These and other ongoing efforts will make us as an Airport System, and as a key economic driver for the region, stronger and more resilient to future changes. This resilience will be particularly crucial as we implement our recently approved *Development Plan – SAT's roadmap for the next 20 years*.



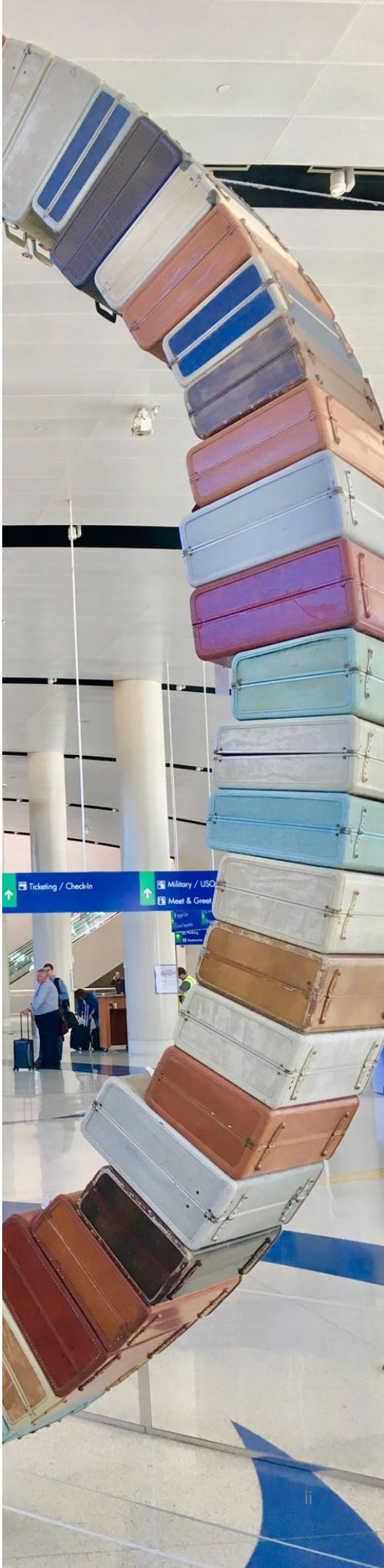
Recognizing the value of a cohesive and inspiring vision to guide the implementation of this Development Plan, we underwent a robust strategic planning exercise beginning in 2021 and extending into 2022. Built by SAAS, our Vision is to provide "An Authentic and Elevated Travel Experience" and our Mission is "Delivering the San Antonio Experience through Transformation and Talent." The success of our Strategic Plan lies in specific, measurable, attainable, realistic, and time-bound (SMART) goals focused on Our People, Excellence, Growth, and Engagement. These goals relate directly to all elements of ESG.

This initial edition of our ESG Report represents a first step, and a foundation. We look forward to building on this and further refining our ESG strategy in future years.

Jesus H. Saenz, Jr., IAP
Director of Airports
San Antonio Airport System

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Introduction

About the San Antonio Airport System

The San Antonio Airport System (SAAS) is a department within the City of San Antonio (City) that operates both the San Antonio International Airport (SAT) and Stinson Municipal Airport (SSF).



SAT provides commercial airline service for the South Central Texas region offering domestic and international flights. During the pandemic and thanks to SAAS's air service development team, the SAAS was able to attract a new Mexican airline, VivaAerobus, to the market who is offering nonstop service to both Monterrey and Mexico City, Mexico. As of 2022, SAT now has 140 daily departures to 40 non-stop destinations by 13 airlines.



SAT

- Medium hub, commercial airport
- 2,600 acres
- 8 miles north of downtown business district
- 3 runways
- 2 terminals with 24 gates
- 13 airlines, 140 daily departures to 40 non-stop destinations

SSF

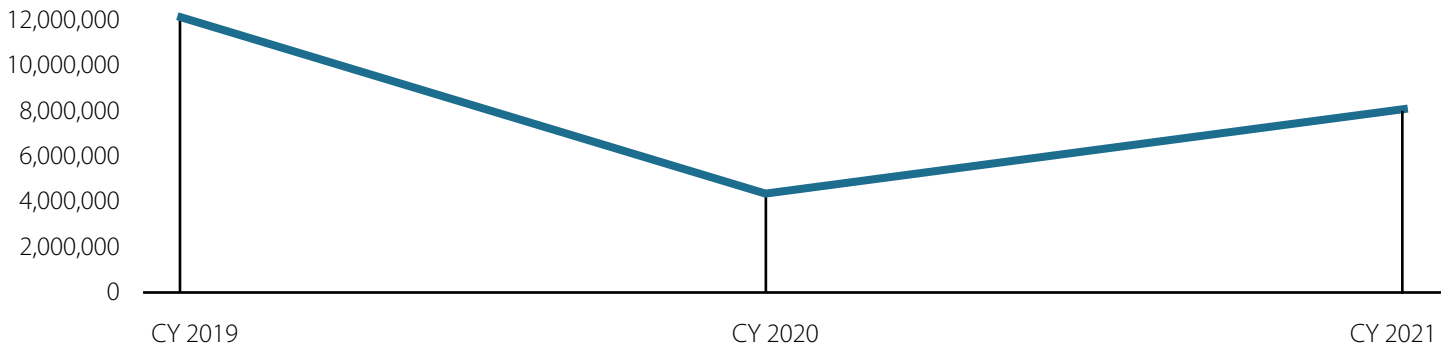
- General aviation, reliever airport
- 500 acres
- 6 miles south of downtown
- 2 runways
- Full service fixed-base operator
- 24-hour fuel
- Charter service
- Aircraft tie-downs and a hangar

Stinson Municipal Airport is the second oldest, continuously operating airport in the United States and is designated as a general aviation (GA) reliever airport to SAT. Stinson is six miles south of downtown San Antonio and has two runways, a full-service fixed-base operator, 24-hour self-service fuel, aircraft repair facilities, aircraft sales, storage, charter service, flight catering, helicopter training, pilot and passenger lounges, and transient tie-downs and a hangar. Stinson is located along the Mission Reach of the San Antonio River and nearby San Antonio Missions National Historic Park, a UNESCO World Heritage Site.

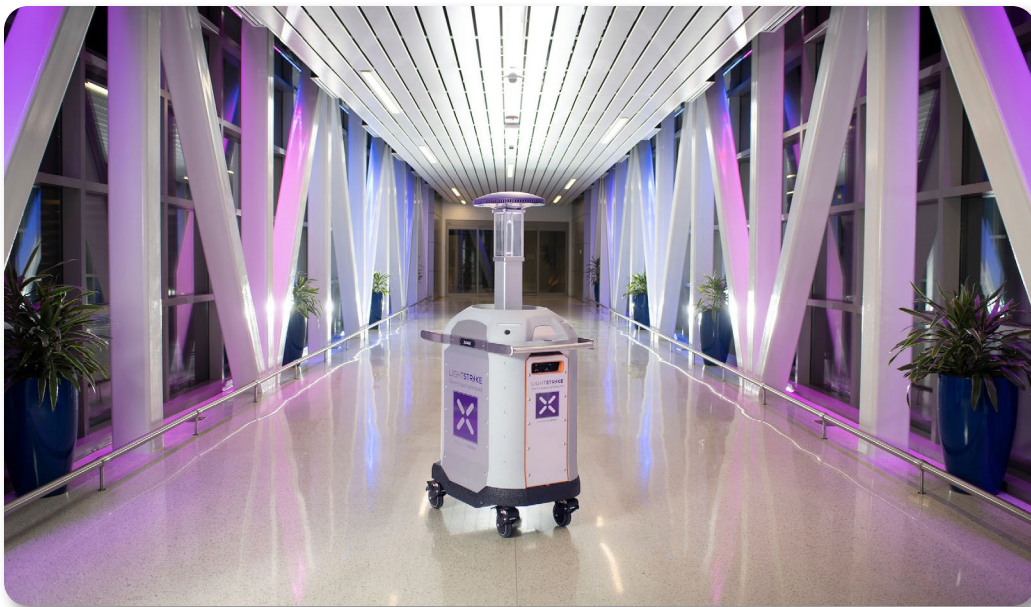


San Antonio International Airport continued to welcome back travelers throughout 2021 and 2022 as the Airport and community made strides towards recovery as shown in the chart.

Total SAT Passengers *(Enplaned and Deplaned)*



Throughout this recovery period, the SAAS has been closely tracking key performance metrics such as aircraft operations, ground transportation activity, parking transactions, and daily enplanements to compare SAT activity to other similar medium-hub airports. The Aviation Department’s recovery is a reflection of its staff’s perseverance. In CY 2021, the SAAS employed 459 staff and 427 civilian and 32 uniformed fire and rescue team members.

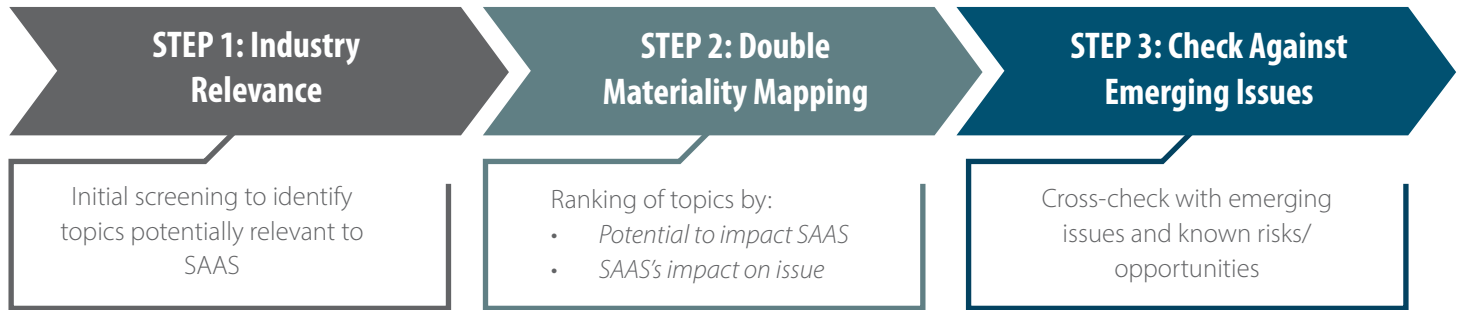


During the COVID-19 response period in 2020, SAT became the first airport in the world to use the Xenex LightStrike robot with UV disinfection technology.

What ESG Means to the San Antonio Airport System

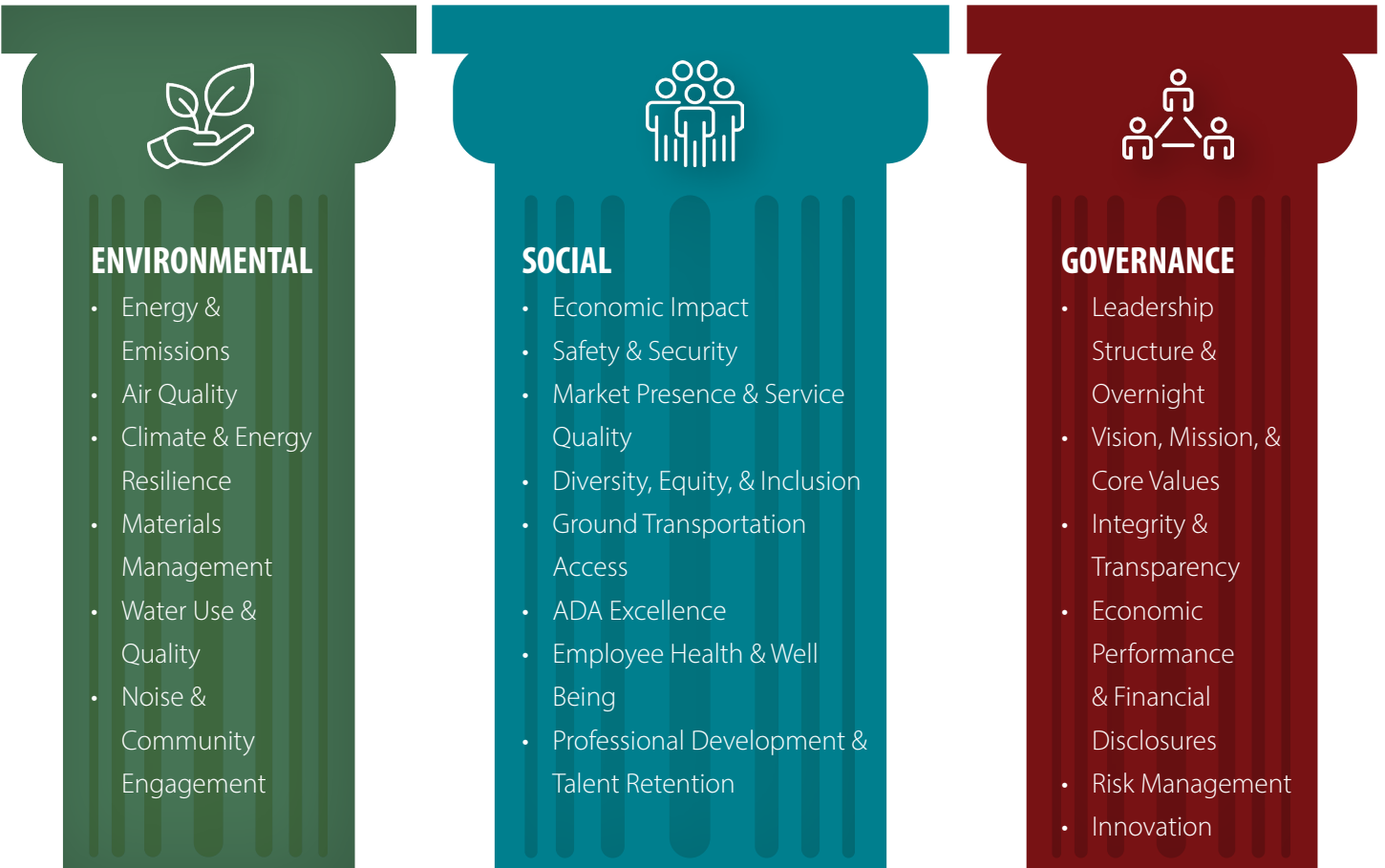
Environmental, Social, and Governance (ESG) is a reporting and investing construct that looks at a variety of factors related to these three pillars. While ESG conventionally focuses on risks and opportunities facing an organization (think “outside-in”) and how it is responding to or preparing for these, SAAS understand that its impacts on society and the environment (“inside-out”) are equally important to stakeholders and its long-term viability. This ESG Report therefore incorporates both sides of the coin – looking at issues that have an existing or potential impact on the Department’s value (e.g., those that could affect costs, revenue, or other metrics

of financial stability) as well as issues or areas that SAAS most impacts via SAAS’s decision-making, operations, management, and development. This approach is referred to in the ESG world as **“double materiality”** and is how SAAS identified the topics included in this Report. To determine what falls under its definition of double materiality, SAAS conducted a three-stepped process as illustrated below.



The SAAS’s selected topics are listed below, divided by the ESG pillars. Notably, there are many overlaps and interdependencies between these pillars as will be discussed in the Report.

In addition to reflecting major risks, opportunities, and impacts, the selected topics align with SAAS’s Strategic Plan, which will be the Department’s blueprint for the next five years.



SUSTAINABLE DEVELOPMENT GOALS



The United Nations' Sustainable Development Goals (SDGs) were adopted in 2015 as part of the 2030 Agenda for Sustainable Development, and their fulfillment requires both public and private sector involvement. SAAS's programs and initiatives that are relevant to the SDGs are highlighted throughout this report. SAAS will continue to evaluate its role in local, regional, and global sustainable development and ways in which it can continue contributing to the goals.

The Strategic Plan

While still dealing with the impacts of the COVID-19 pandemic in early 2021, the SAAS Director recognized the importance of thoughtful and coordinated planning to lead the organization through the turbulence and into recovery.

Senior Staff were invited to participate in a two-day strategy session, which included discussions on how to engage and obtain input from the entirety of the organization. This event was followed by direct outreach to each division to learn about their needs and future aspirations. The thoughtful process resulted in updated vision and mission statements for the organization. The new statements that will guide the SAAS moving forward and reflect the organization's purpose are as follows:

Vision:

To provide an authentic and elevated travel experience.

Mission:

Delivering the San Antonio experience through transformation and talent.

Achieving the SAAS's vision will require relentless pursuit of SMART goals and objectives, which were developed by and for SAAS. The organization's four goals focus on People, Excellence, Growth, and Engagement. Underlying these goals are specific objectives that relate directly to ESG. For example, objectives underlying the Excellence goal address SAAS's commitment and intentions related to sustainable operations and development. Combined, SAAS's vision, mission, core values, goals, and objectives make up its recently released 2023-2028 Strategic Plan. Importantly, the Aviation Department's core values remain the same:

"As the aviation industry transitions and adapts in a post-pandemic global business environment and we embark on executing our new terminal development plan, it is more important than ever that our Vision, Mission, Goals, and Objectives for propelling the San Antonio Airport System (SAAS) are aligned and responsive to a changing aviation environment."

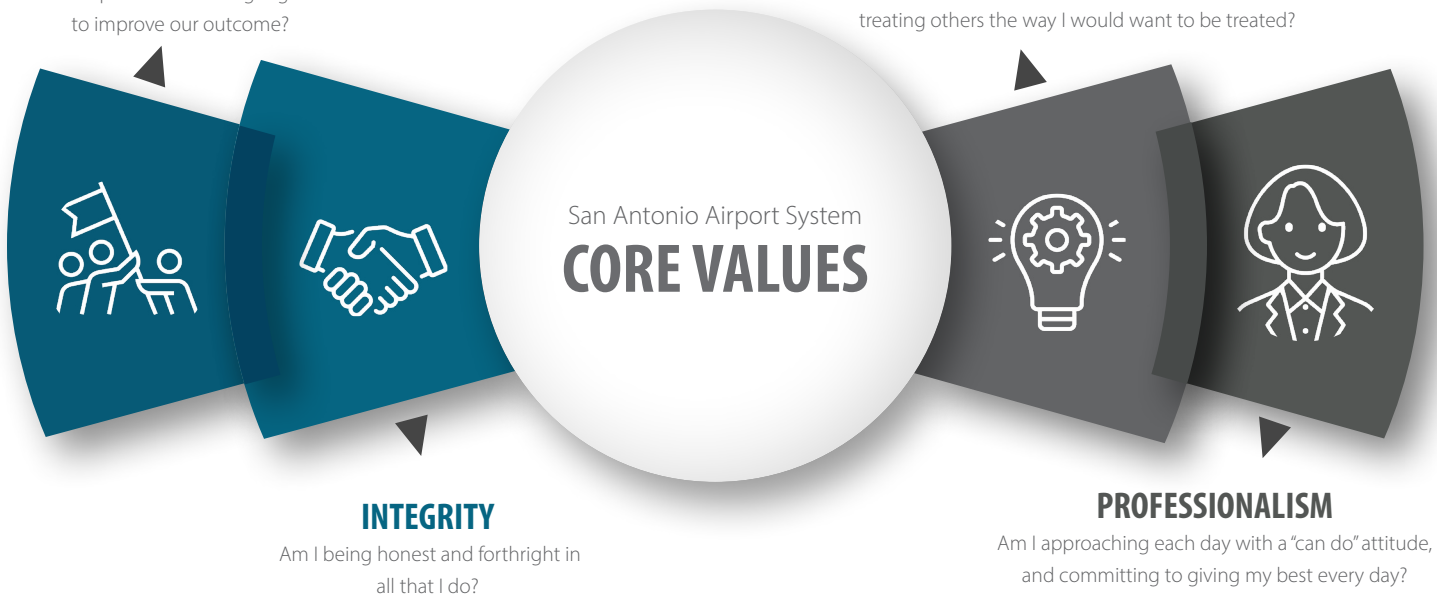
**Jesus H. Saenz, Jr., IAP,
Director of Airports**

TEAMWORK

Is our department working together to improve our outcome?

INNOVATION

What creative ideas can I bring to the table to make our airports better and become an industry leader? Am I treating others the way I would want to be treated?



Report Scope

The Report covers Fiscal Year (FY) 2022 activities (October 1, 2021 – September 30, 2022); however, the majority of performance/quantitative data represent calendar year (CY) 2021 unless otherwise noted, with historical data for 2019 and 2020 where available. While most performance data focuses on SAT, as an operator of a system of airports, SAAS's governance and programs/activities apply to both SAT and SSF unless otherwise noted. Lastly, as noted in the Leadership Message, this initial edition of SAAS's ESG Report represents a first step, and a foundation. The Aviation Department looks forward to building on this and further refining its ESG strategy in future years.



San Antonio International Airport; 7 Dec 2022; <https://earth.google.com/web/>

Note:

Information presented in this report is provided for the general awareness of the reader. Data and statements presented herein have been prepared with care and attention to detail but have not been assured by a third party.



Environmental

SDG Alignment



Environmental Management Overview

Environmental Management at SAAS is the responsibility of the Environmental Stewardship Division (ESD). The ESD staff are responsible for ensuring compliance with environmental regulations and policies related to energy, air quality, greenhouse gas (GHG) emissions, water quality, stormwater management, materials management, and noise management, as well as sustainability planning and development efforts. The SAAS developed the *SAAS Sustainable Airport Manual (SAASSAM)* in 2021 and its associated compliance checklist tool, which serves as a guide to sustainable design and construction practices, with a focus on the categories shown on the right. Project teams consider and review the SAASSAM for relevance throughout the design and construction process to ensure sustainability goals are met.

- 1 Integrated Design

- 2 Air and Emissions

- 3 Energy and Water Management

- 4 Materials Management

- 5 Health, Safety, and Security

Energy & Emissions

Aviation currently accounts for two to three percent of global emissions and this portion is projected to increase with the anticipated growth in air travel demand. The SAAS as an airport operator is doing its part to measure and develop plans to reduce GHG emissions (often referred to as “climate mitigation”). As a City department, SAAS fully supports and contributes to the City of San Antonio’s carbon reduction goals. In line with these goals, SAAS has committed to the pursuit of full carbon neutrality by 2050, with interim reduction targets of 41 percent by 2030 and 71 percent reduction by 2040. Additionally, SAAS, by way of



the City, has targeted all new construction to be net zero carbon by 2030.

In 2021, SAT joined the Airport Carbon Accreditation (ACA) program, the only airport-specific carbon reporting program in the world. The Airport entered the program at Level 1 – Mapping, demonstrating significant commitment to measuring and monitoring GHG emissions. Level 1 requires reporting of Scope 1 and 2 emissions as well as a published carbon policy, which is available on [the website](#). In 2022, SSF also joined the program at Level 1, and SAT renewed its accreditation.

As of 2022, SAAS has conducted two verified GHG emissions inventories for SAT, including one for 2019 and one for 2021². The results of these GHG emissions inventories are included in the table to the right.

Deciphering Carbon Terminology

Greenhouse Gases (GHGs) = A suite of gases that contribute to climate change via the greenhouse effect, trapping heat that has entered the atmosphere resulting in a warming planet. Carbon dioxide (CO₂) is the most significant GHG at airports and the terms “carbon” and “GHGs” are often used interchangeably. **Airport Carbon Accreditation** requires reporting of only CO₂, which typically accounts for more than 95 percent of emissions at most airports. In order to consider other GHGs such as methane, these can be converted to CO₂ equivalents (CO₂e) by multiplying their quantities by their unique Global Warming Potentials (GWP).

GHG Scopes = GHGs are divided into Scopes 1, 2, and 3, based on the reporting entity’s control over the emissions. Refer to the graphic below from the Airport Carbon Accreditation Guidance Manual 12.

Which emissions can occur at an airport?



² SAAS, like many airport operators, did not conduct a GHG emissions inventory in 2020 due to the abnormalities of that year caused by the COVID-19 pandemic.



SAT Greenhouse Gas Emissions Summary

	2019	2021	% Change
Total Scope 1 & 2 Emissions (MT CO ₂ e)	24,525	15,546	37 % ↓
Emissions per Full Time Equivalent (MT CO ₂ e per FTE)	57.4	36.4	37 % ↓
Commercial Emissions (kg CO ₂ e per passenger)	2.37	2.08	12 % ↓
Commercial & Cargo Emissions (kg CO ₂ e per Traffic Unit) Traffic Unit = 1 passenger or 100 kg cargo	2.11	1.78	16 % ↓

Between 2019 and 2021, SAAS was proud to demonstrate absolute GHG emissions reductions at SAT. Absolute Scope 1 and 2 emissions decreased by 37 percent and commercial emissions decreased by 12 percent from 2.37 to 2.08 kg CO₂e per passenger. Although partly attributable to the decline in activity associated with the pandemic, relative emissions – those measured per employee, passenger, and traffic units – also fell over the same time period.

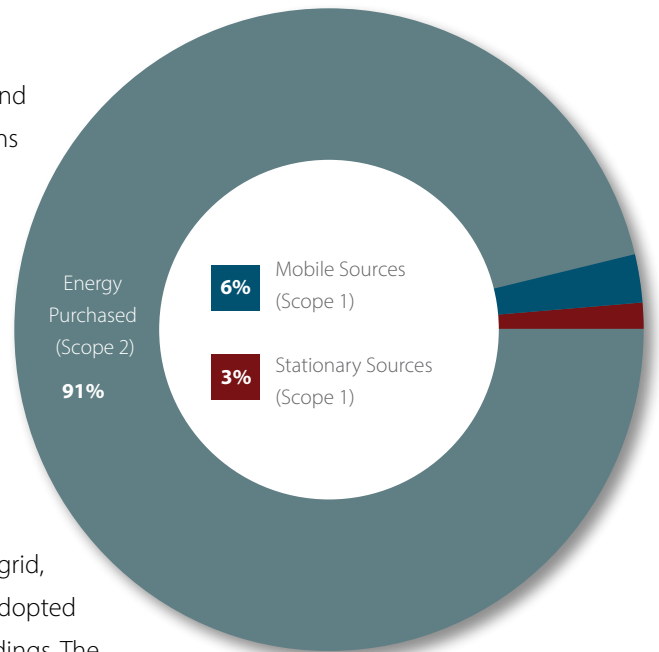
The SAT GHG emissions inventory covered Scope 1 and Scope 2 emissions, which represent the emissions under the operational control of the SAAS. As noted, Scope 1 emissions are those from direct, on-site combustion of fuels, such as facility heating and vehicle fuel consumption. Scope 2 emissions are those from purchased electricity.

SAT 2021 GHG Emissions Inventory Breakdown

In future years, SAAS intends to pursue Level 2 of the ACA program for SAT and consider advancing to Level 3. Recognizing that Scope 3 emissions (emissions outside of SAAS's operational control such as ground transportation, aircraft, and waste management) typically represent the largest component of an airport's total GHG footprint, SAAS will consider the availability of data and continued partnerships with key external stakeholders in the measurement and management of Scope 3 emissions.

Energy Efficiency & Renewable Energy

With over 650,000 square feet of terminal space, SAT has a sizable facility footprint and corresponding energy demand. The SAAS has have prioritized energy efficiency to reduce costs, lower the demand for electricity from the grid, and cut corresponding GHG emissions. With the City of San Antonio, SAAS adopted the International Energy Conservation Code (IECC) for new commercial buildings. The IECC is a model energy code used to ensure that new buildings meet the highest standards of energy efficiency and resource conservation. The IECC is updated every three years to reflect new opportunities and challenges in energy efficiency, and the Aviation Department monitors these updates for applicability to SAAS facilities.

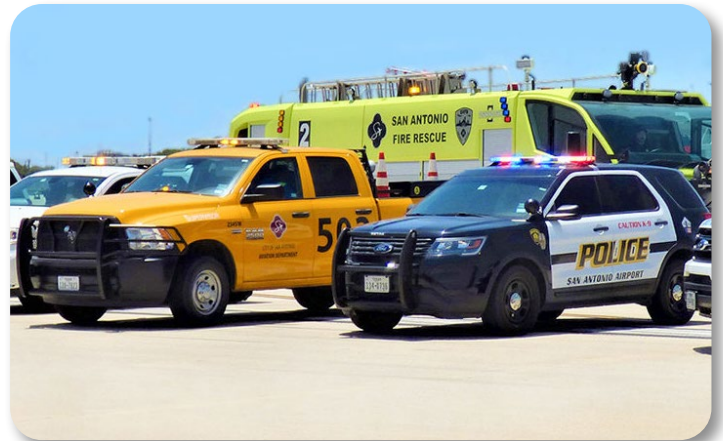




Given its high percentage of emissions from electricity purchases, SAAS invested in on-site renewable energy generation to reduce emissions and limit reliance on external sources of power. In 2011, SAAS constructed a 260-kilowatt (kW) solar photovoltaic (PV) system on SAT's long-term parking garage. The solar array is out of operation while the inverter is due for replacement. The SAAS is evaluating options including replacing the equipment with several new inverters to enhance redundancy and the resilience of the system. In the longer-term, the Aviation Department may improve and expand the solar system in partnership with the City in an effort to further reduce energy costs and Scope 2 emissions.

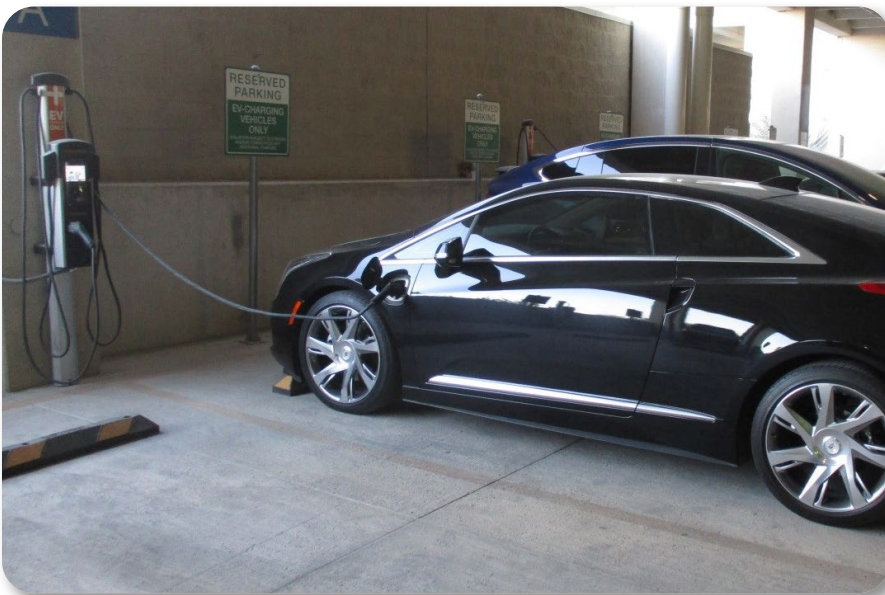
Vehicles

According to SAT's 2021 GHG inventory, mobile sources account for approximately six percent of the Airport's Scope 1 and 2 emissions. The SAAS owns and operates 172 vehicles that are located at both SAT and SSF, which are used in a wide range of applications across divisions.



In March 2022, the City issued an *Administrative Directive (A.D.9.3)* on Sustainable Fleet Acquisition and Management Policy that establishes a goal to convert all passenger vehicles and small trucks to more efficient options by 2025. The City is prioritizing electrification; however, departments can consider hybrids or other alternatives if electric models will not meet the operational needs of the department.

In support of this policy, SAAS developed a Vehicle Electrification Plan in 2022 to identify opportunities for converting its vehicle fleet to electric. Out of the 172 vehicles SAAS owns and operates, 124 vehicles are light-duty sedans, Sport Utility Vehicles (SUV), vans, or pickup trucks that are being considered for conversion to electric models. As of 2022, SAAS owns one electric vehicle and seven hybrid vehicles. The Plan identifies specific vehicle replacement timelines, available models, recommended charging options, and funding approaches. Implementation of this Plan will significantly reduce the Scope 1 emissions moving forward.



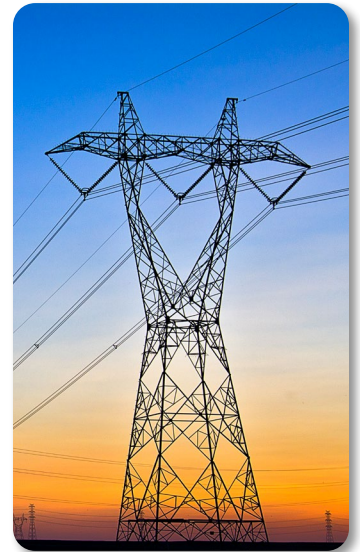
In support of its electrification goals, SAAS has installed 13 electric vehicle (EV) stations and 26 charging handles in the short- and long-term public parking garages and SAAS administrative offices. Switching to EVs reduces annual emissions by more than 75% compared to gasoline vehicles.



Climate & Energy Resilience

Climate change poses various risks to San Antonio region in the form of increased exposure to extreme heat, wildfires, floods, and storms. Additional impacts such as increased ground level ozone may also impact members of the airport communities. In recognition of these risks, the City released the *SA Climate Ready Plan in 2019* in order to address carbon reduction and the challenges of a changing climate. The Plan, which included strategies specific to SAAS, outlines initiatives for mitigation and adaptation measures that will help the City prevent, prepare for, and respond to climate risks. The SA Climate Ready Plan prioritizes preparedness with ongoing risk assessments for critical utilities and infrastructure, and increased investments in public health resiliency infrastructure and disaster response. The SAAS has implemented a number of climate and energy resilience elements specific to its operations at SAT. For example:

- Stationary emergency generators serve critical loads on the Airport such as emergency lighting in the event of a power outage related to severe weather. These generators are powered by diesel and natural gas, which illustrates some of the tradeoffs when balancing climate resilience with emissions reductions, which SAAS hopes to address in the future.
- SAAS has coordinated partnership with CPS Energy, the Airport's electric utility, to provide power from several dedicated distribution feeders around the Airport. As a priority, customer and a vital community transportation asset during emergency situations, SAT is the last to lose power and the first to regain it after an outage.
- Runways at SAT are sufficiently long to enable continued aircraft operations in high-heat scenarios.
- The Airport is well-positioned to handle increased frequency and intensity of precipitation due to its robust drainage system. The system does not require any active pumping, enabling it to continue functioning during power outages.



Although SAT did not lose power during the Winter Storm Uri in February 2021, which severely impacted much of the energy infrastructure in Texas, SAAS commissioned a roadmap to ensure the resilience of energy systems in future scenarios. The ESD division conducted a detailed review of the Green Building Certification Institute's Performance Excellence in Electricity Renewal (PEER) standard and its applicability to the Airport. The ESG division then benchmarked SAT's existing conditions against PEER standards to identify opportunities for improvement.



Specific recommendations stemming from this assessment were to:

- Develop a power and energy risk assessment
- Evaluate SAT's energy system performance
- Install more robust energy system controls
- Conduct staff engagement events
- Install additional on-site energy generation

The SAAS continues to evaluate the feasibility and benefits of these recommendations.





Air Quality

As of August 2022, Bexar County is listed by the U.S. Environmental Protection Agency (EPA) as being in nonattainment for the 8-Hour Ozone standard of the National Ambient Air Quality Standards. Accordingly, SAAS actively seeks to improve air quality in and around the airports. To reduce ground-level ozone and reach attainment, the City released the Ozone Action Day Plan. The Plan focuses on reducing nitrogen oxides (NOx) and volatile organic compounds (VOCs) (exhaust, fuel, strong cleaners), and preventing vehicle idling.

The SAAS's airports currently host several different sources of emissions, both mobile and stationary. The Aviation Department has prioritized efforts to reduce its impact on air quality for the betterment of Airport employees and surrounding communities. These efforts include supporting the conversion to electric ground support equipment (eGSE). In 2019, SAT received a \$2.3 million grant to

Climate Action Training

In 2022, the City of San Antonio launched a mandatory Climate Action Training series for all City employees. The objective of the training was to educate City employees about San Antonio's sources of emissions, climate projections, and related risks. Specific modules, conducted monthly over the course of eight months, covered an introduction to climate projections, building energy consumption, transportation, climate solutions at work, and community initiatives, among other topics.

Electric GSE Air Quality Benefits

Airport

32	Electric Vehicle Charging Stations
-----------	------------------------------------

Airlines

41	Convert to Electric Baggage Tractors
18	Convert to Electric Belt Loaders
2	Convert to Electric Lift
1	Convert to Electric Pushback Tractor

Emissions Benefits

185	Tons VOCs
372	Tons NOx
>6,000	MT CO ₂ e

install eGSE charging stations through the Federal Aviation Administration's (FAA) Voluntary Airport Low Emissions (VALE) Program.

Thirty-two charging stations were installed in October 2020. This project – a partnership with UPS, Delta Air Lines, Southwest Airlines, and United Airlines – enabled the conversion of 41 baggage/cargo tractors, 18 belt loaders, two lifts, and one pushback tractor. Over the life of this equipment, which is expected to be at least 10 years, the project will reduce emissions of ozone precursors, including a 185-ton reduction of VOCs and a 372-ton reduction of NOx.

The project is also anticipated to reduce GHG emissions from SAT by more than 6,000 metric tons. In addition to outdoor air quality, SAAS has prioritized indoor air quality through improvements to ventilation to remove allergens and pathogens, and measures to avoid employee and passenger exposure to airborne chemicals and particles.

Materials Management

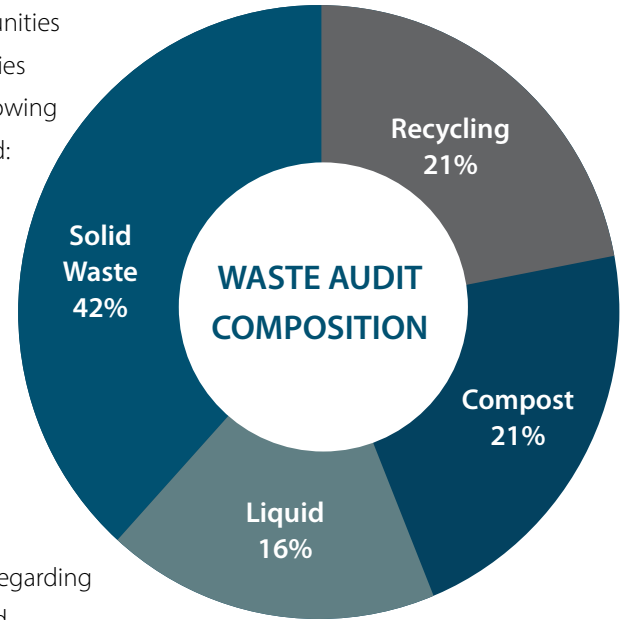
SAT's recycling program consists of single-stream collection, accepting mixed paper, cardboard, aluminum, glass, and plastics. Recycling programs are also in place for scrap metals, wooden pallets, toner cartridges, used airline magazines, batteries, and grease from food concessions.

In 2016, the Aviation Department conducted a waste audit to better understand the composition of the materials in waste generated at SAT facilities, which resulted in the breakdown shown on the right.



The waste audit identified opportunities to improve recycling rates at facilities throughout SAT, including the following that have since been implemented:

- Installed liquid disposal stations at Terminal A and B security checkpoints, which are diverting approximately 50 gallons of liquid every week.
- Increased recycling collection frequency, the number of containers, and staff training regarding recycling education as needed.



The SAAS is currently pursuing opportunities for composting in coordination with terminal concessions, **including recycling coffee grounds where over 5,000 pounds have been collected to date** and reused by horticultural staff to enrich soils in landscaping, as shown in the image to the right.

To manage litter and debris in safety-critical areas of SAT, SAAS implemented a Foreign Object Debris (FOD) Prevention Program to reduce the amount of FOD on the airfield and mitigate hazards to aircraft and personnel.



Construction & Demolition Waste

The previously discussed SAASSAM provides guidance on materials management during design and construction projects. The Aviation Department strives to minimize transporting materials off-site and waste generation during construction activities. Soil and other excess materials are stockpiled on site at SAT for reuse on other projects.

On-site soil management provides the following benefits:

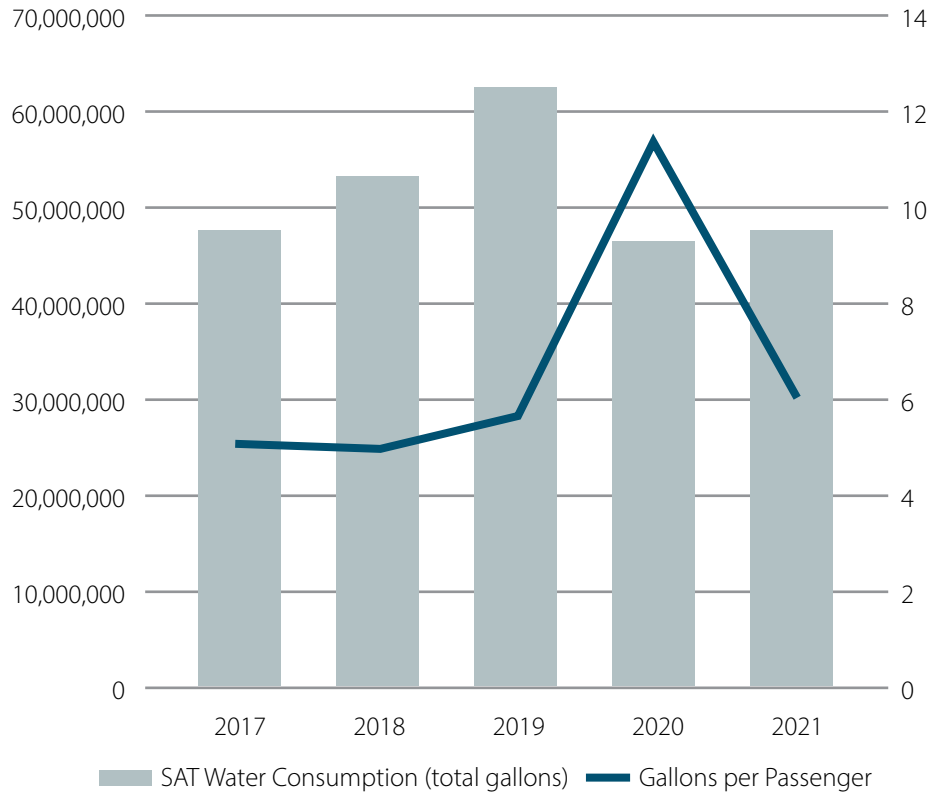
- *Reduces air emissions with fewer construction vehicle trips off-site*
- *Saves money on fuel*
- *Reduces waste going to landfills*



Sustainable Procurement

Recognizing the potential impacts of its supply chain, SAAS developed a "Sustainability Requirements and Reporting" specification for construction contracts that includes a sustainable procurement requirement. In addition, the City has an *Environmentally Preferred Purchasing Policy* that prioritizes the purchase of products and services with a reduced impact on human health and the environment, taking into consideration costs and efficacy. Under the policy, San Antonio also prefers products guided and/or certified by the EPA, Green Seal, Energy Star, U.S. Department of Agriculture, Electronic Products Environmental Assessment Tool, and the Forest Stewardship Council.

SAT Annual Water Consumption



Note: While total water use declined in 2020, a disproportionate decrease in passenger counts resulted in higher water consumption per passenger.

Water Use & Quality

As the areas surrounding San Antonio grow, so does the need for more comprehensive efforts to conserve water and improve water quality. SAAS is committed to implementing sustainable policies to maximize efficient use of water resources associated with operating both SAT and SSF. Within SAT facilities, this is accomplished by designing and retrofitting spaces with more efficient flush and flow fixtures, and designing landscaping with native and drought-tolerant species to reduce outdoor potable water use.

Stormwater Runoff

The stormwater system at SAT is an extensive network of underground pipes that drain into either the Airport Tributary of the Olmos Creek watershed or the Salado Creek watershed. To manage stormwater runoff and prevent pollution with its stormwater discharge permit for industrial activities, SAAS produced the Storm Water Pollution Prevention Plan (SWP3), which includes Best Management Practices integrated for SAT's 19 outfalls. This plan also outlines stormwater discharge monitoring and inspection requirements for SAT industrial activities that are followed to maintain compliance with stormwater regulations. Employees are trained on the Plan and information is *shared publicly*.

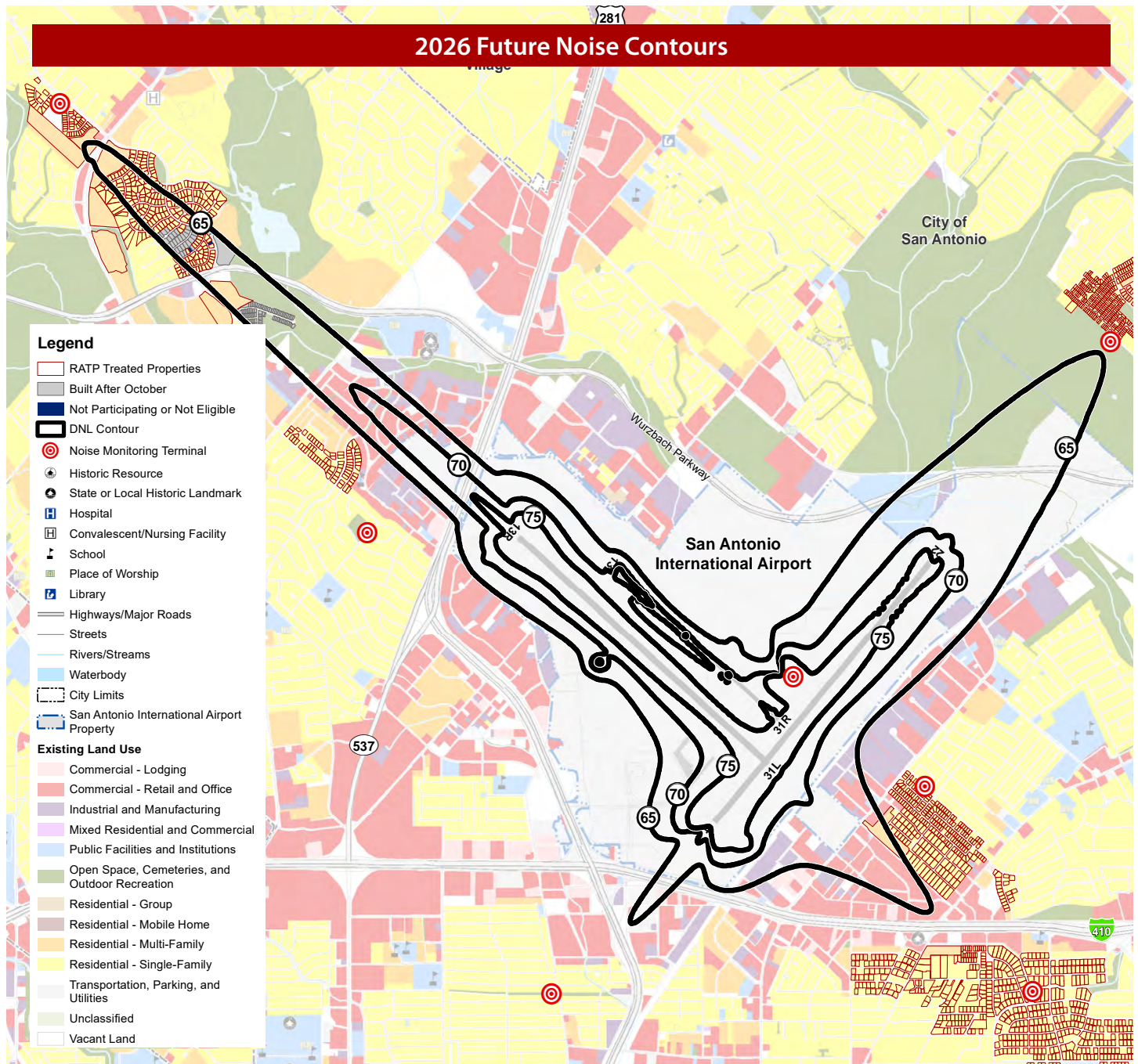
The SAASSAM includes guidance to "minimize the impact on stormwater runoff quantity, rate, and quality while controlling soil erosion and waterway sedimentation.



Noise & Community Engagement

SAT Noise Program

SAT's Noise Program was established in 1991 with the first Part 150 Study. In accordance with 14 CFR Part 150, which outlines the voluntary process for airports to address noise and land use compatibility, SAAS has developed noise exposure maps (NEM) for SAT and recently completed an update in 2021, which included a 2026 Future Contours Map reflecting future noise exposure conditions for the areas surrounding SAT (shown below).





As a result of the first Part 150 Study, SAAS established a Noise Abatement Officer, an Airport Noise Abatement Committee, and a Pilot Advisory Committee. In order to better understand and manage noise, the Noise Office also implemented an 11-element Noise Compatibility Program.

SAAS'S NOISE COMPATIBILITY PROGRAM



12 permanent noise monitoring terminals (NMT) located around SAT



Noise data integrated with FAA air traffic control tower radar data



Analysis of flight tracks, complaints, and noise levels

Noise complaints have steadily increased since 2016. In 2020, the number of noise complaints increased approximately 63 percent compared to the previous year despite the decline in air travel at SAT. This increase is likely attributed to enhanced access to reporting noise concerns through various methods including the noise portal, a new Smartphone application, and WebTrak. The SAAS is mindful of this increase in complaints and is continuing to address each resident's concerns regarding aircraft noise.

AIRCRAFT NOISE COMPLAINTS

Year	Complaints
2016	3,405
2017	1,626
2018	4,645
2019	4,510
2020	9,892
2021	11,601

Source: 2021 SAT NEM Update Report



To support its neighbors, SAAS has adopted a number of noise abatement procedures, including voluntary use of noise abatement departure profiles and requiring night-time engine run-ups to be done in the Ground Run-Up Enclosure that was constructed in 2002.

To mitigate noise exposure in surrounding, noncompatible land uses, SAAS completed acoustical treatments to insulate schools, churches, libraries, and residential buildings against airport noise. SAAS completed a Residential Acoustical Treatment Program in 2020 that reduced the impact of aircraft noise in homes surrounding the Airport through improved sound insulation.

The SAAS is also coordinating with the FAA on an ongoing basis concerning their proposed Performance Based Navigation routes that will optimize flight paths over the San Antonio region.

Residential Acoustical Treatment Program

- \$135 Million
- 1,582 Residences
- 3 Condo Complexes (330 Units)
- 6 Apartment Complexes (1,399 units)
- 98.5% Homeowner Satisfaction



Social

SDG Alignment



Social Responsibility Overview

The SAAS believes that its people are its most important asset, as they enable the Aviation Department to achieve the highest standards in airport services. As discussed in more detail below, SAAS is proud of its diversity, equity, and inclusion (DEI) culture that continually grows and matures. The SAAS invests in its team by using best practices in recruitment, development, and retention and continually provide opportunities for growth and visibility. Ultimately, SAAS aims to become the employer of choice in San Antonio.



1.5% of public spending goes toward integrating art into public spaces. Exhibits from local artists are featured throughout SAT and SSF that express the cultural identity of the region to travelers.

Simultaneously, SAAS recognizes that its operations impact stakeholders beyond its employees, including customers, neighboring communities, and other key constituencies. The SAAS's commitment to provide economic growth and development through safe, secure, and equitable transportation keeps the Aviation Department moving. Accordingly, the SAAS has developed a robust slate of social responsibility initiatives, outlined below, that seek to improve outcomes for its people, communities, and customers.

Economic Impact

Since 2000, the City of San Antonio has experienced rapid growth. Domestic and international traffic at SAT has followed that growth pattern. The SAAS contributes to the regional economy with numerous aviation-related organizations and businesses providing employment, earnings, and economic activity, in addition to developing workers' skills in careers such as pilots, civil engineers, and airport operation specialists that make up a large part of the aviation industry.

In 2018, SAAS completed an Economic Impact Study showing that SAAS contributes the following to the San Antonio-New Braunfels Metropolitan Statistical Area (MSA):

Operations at both SAT and SSF have direct and indirect economic impacts on the San Antonio region. Direct impacts involve airport and aviation-related services that are provided for users and passengers

of the Airport System. Indirect impacts occur from individuals traveling to and from the region for personal or business reasons, resulting in indirect spending on lodging, dining, entertainment, and other business entities outside of the airports. Additional regional economic benefits are realized from SAT and SSF employees and related businesses spending their earnings within the local economy, thus further supporting companies and jobs in the San Antonio region.



Safety & Security

Safety Management System

SAAS staff promote a safety-conscious culture at SAT and SSF for all passengers, customers, employees, and stakeholders. The Airport's safety and security approach stems from the use of a Safety Management System (SMS), a method used to integrate safety activities into normal day-to-day business practices.

The SAAS's SMS includes four components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. Incorporating these components into daily operations at the Airport helps enhance safety for guests and employees through an organization-wide safety policy and by proactively identifying and mitigating safety hazards.



Under the SMS framework, all employees are responsible for SAAS’s safety performance, regardless of their position. The Aviation Director is the highest ranking official and is the Accountable Executive within the organization of the Airport’s Safety Division.

Robust Security Screening

In 2021, SAAS, in partnership with the Transportation Security Administration (TSA) and the TSA Canine Training Program, signed a Memorandum of Agreement to introduce the new Passenger Screening Canines (PSCs) program a SAT. The program will provide additional layers of security to the Airport’s already robust passenger screening facilities. The dogs selected for this program were trained locally at the TSA’s Canine Training facility in San Antonio.

Security & Resources for Communities in Transition

The City of San Antonio strives to be a welcoming place for immigrants and refugees. Since 2021, the City has served more than 195,000 migrants transiting through San Antonio en route to their next destinations, approximately 600 daily arrivals. The City’s Migrant Resource Center allows the City and non-profit partners to serve arriving migrants that may originate at SAT or the Greyhound Bus Station. The Center provides migrants with service referrals, transportation to overnight shelter and onward travel connections, and overnight sheltering.

Market Presence & Service Quality

Market Presence

As of 2022, SAT serves 40 regular non-stop destinations with 13 airlines currently providing service. The Airport was the 44th busiest in the country in 2021 and served

SAN ANTONIO INTERNATIONAL AIRPORT NONSTOP DESTINATIONS





approximately 7.5 million annual passengers, exceeding 2020 levels by 85 percent – evidence that SAT is well on its way to recovery to pre-pandemic levels when activity peaked in 2019 at over 10 million passengers.



80%
Average On-Time
Arrival Performance
2019-2021

Compared to 2019, domestic traffic was down 32 percent in 2021; however, international traffic increased by 59 percent, at least partially thanks to SAAS’s Air Service Incentive Program that encourages airlines to increase nonstop service to and from SAT through fee waivers and providing marketing funds. New destinations added in 2021 included Leon/Guanajuato, Cancun, Northwest Arkansas (Bentonville, AR), New York, Boston, and seasonal service to Colorado Springs.



Service Quality

The San Antonio Airport System continues to prioritize excellence in customer service and has received numerous awards and recognitions from organizations such as ACI’s Airport Service Quality (ASQ) program and J.D. Power. **Nearly 9 out of 10 (88 percent) departing passengers are satisfied with their overall experience at SAT.**

Recent awards that SAT has earned include:

- 2021 ACI Director General’s Roll of Excellence in Airport Service Quality Award
- 2020 ASQ Award for Best Hygiene Measures in the North America Region
- 2020 ASQ Award for Best Airport with 5-15 Million Passengers
- ACI Voice of the Customer



Diversity, Equity, & Inclusion (DEI)

As part of its commitment to the vibrant communities that support its Airports, SAAS fosters a culture of respect for DEI. SAAS partners with the City of San Antonio's DEI Department, which centralizes the City's efforts to prioritize and operationalize accessibility, diversity, equity, inclusion, and integrity across departments and services, including offering courses to staff such as Equity 101 training where City departments aim for 100 percent participation. The Aviation Department also coordinates with the Office of Equity to reduce and eliminate disparities within the City.

SAAS's DEI commitment applies not only to its internal staff diversity, but partner diversity as well. Between the City of San Antonio and SAAS, there are several programs designed to recruit, retain, and reward diverse suppliers:

- **Disadvantaged Business Enterprise (DBE) Program** – sets goals for federal contracts related to participation of women- and minority-owned businesses
- **Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program** – sets DBE goals for all airport concessions broken down by car rental agencies and non-car rental agencies
- **Small Business Economic Development Advocacy (SBEDA) Program** – focuses on building capacity of small, minority, and women-owned businesses

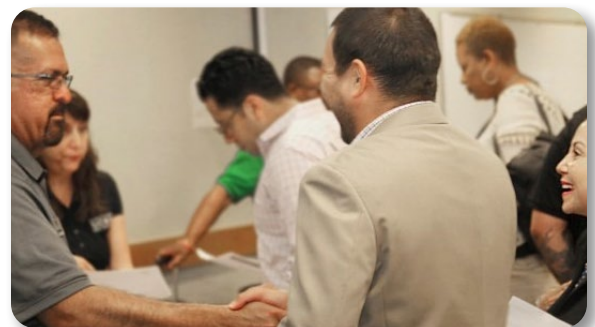


For the past three years, federal DBE goals have been exceeded by 16 percent on average.

Future goals for the programs include

a 2 percent goal for car rental concessions, 27 percent goal for all other airport concessions, and a DBE goal on federal contracts of 20.9 percent.

Additionally, SAAS has a Business Opportunity and Diversity Development program that hosts various outreach events highlighting upcoming projects. The Contracting Opportunities events provide diverse suppliers with information about project scopes and timelines and offer a chance to connect with other firms pursuing work at the Airport. This forum has proven extremely valuable for increasing the participation of diverse suppliers and contractors in the many business opportunities SAAS issues each year.



FEDERAL DBE PROGRAM

	Goal	Achieved
FY 2019	13.78 %	33.19 %
FY 2020	14.79 %	25.00 %
FY 2021	14.79 %	33.31 %

ACDBE PROGRAM (CAR RENTAL COMPANIES)

	Goal	Achieved
FY 2019	2 %	9.41%
FY 2020	2 %	-
FY 2021	2 %	12.55 %

ACDBE PROGRAM (OTHER CONCESSIONS)

	Goal	Achieved
FY 2019	25 %	42.93 %
FY 2020	25 %	38.13 %
FY 2021	27 %	29.59 %

ADA Excellence

The SAAS is committed to providing an elevated travel experience for all its customers. SAT is a fully accessible airport focused on making the travel experience as easy and as safe as possible for all passengers. THE SAAS follows all Americans with Disabilities Act (ADA) requirements, and SAT is designed for maximum accessibility, mobility, comfort, and convenience. In this vein, SAAS has launched a variety of initiatives designed to help make the Airport as inclusive as possible. Some of these improvements and initiatives include:

- Sunflower Lanyards, an **accessibility program** to better identify and provide support to passengers with disabilities.
- Aira vision assistive service, granting instant access to visual information for blind and low-vision travelers.
- Training for SAT Ambassadors on inclusivity and best practices when assisting customers with disabilities.
- Facilitation of trial runs for newly trained pet therapy dogs and their owners in coordination with SAT airline partners and TSA.
- Installation of wheelchair ramps at arrival- and departure-level curbs to provide accessibility for adults and wounded military members and veterans with specific accessibility requirements.
- Modification of all Airport information booths to include wheelchair-level counters and access points.
- Creation of an **accessibility page** to provide travelers with the information they need to Fly Easier when they Fly San Antonio.
- Activation of a new overhead inclusion welcome message by former San Antonio Spur and Community Advocate Sean Elliot.



The SAAS regularly evaluates its ADA offerings and compliance to ensure the best available facilities that meet the needs of its customers. One such example was the installation of an adult changing station in January 2022. This equipment, installed in a family restroom in Terminal B, will provide convenience to customers that require assistance during their travels.

In addition, SAT offers accessible parking for drivers who have disabilities, or those who are picking up passengers with disabilities, with ample parking space in all garages. Taxi services throughout the Airport also include ADA services, which allow for wheelchair-accessible vehicles to pick up passengers.





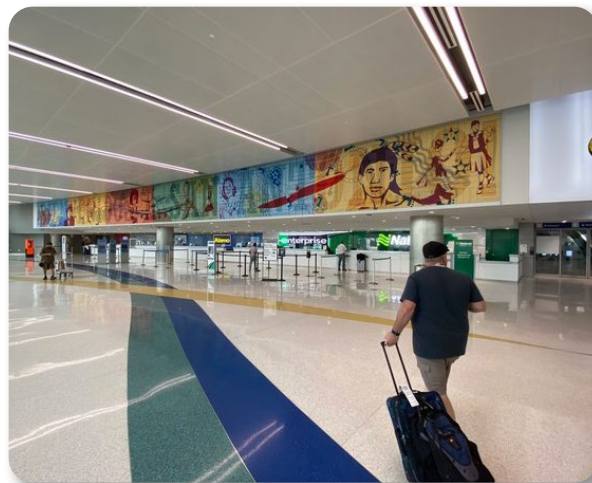
Ground Transportation Access

The SAAS is committed to making travel experiences as easy and safe as possible for all passengers. In order to fulfill this commitment, SAT is designed for maximum accessibility, mobility, comfort, and convenience for those traveling.

Taxis, rideshare, limousine, and charter bus services, in addition to free shuttle services to and from downtown hotels, are also available to SAT passengers. Parking options at the Airport include short- and long-term parking garages, economy parking lots, and valet parking. SAAS's website provides information regarding parking facilities including directions, maps, rates, and a live dashboard letting travelers know the status of available spaces.

Public Transportation

SAT and SSF users and employees are well connected to the region through the VIA Metropolitan Transit system. Buses operate between SAT and downtown, as well as a Park & Ride location at Stone Oak. Passengers can park their cars for free at the Stone Oak Park & Ride and take the VIA Express to SAT for a small fee, and employees are able to receive discounted bus passes through the VIA Bus Pass Program for those who commute to work by bus. VIA Metropolitan Transit has also partnered with San Antonio BCycle to combine booking through one online application, allowing customers to purchase bus passes and bicycle rentals from a network of more than 50 stations and 250 e-bikes. One of the bike share stations is located at SSF for users to rent a bike for up to one hour and return to any docking station. SSF also has a Hike & Bike Trail that connects to Mission Reach.



SAT's ConRAC opened in 2018. The state-of-the-art facility houses up to 14 rental car companies; a quick turnaround area for fueling, vacuuming, washing, and light maintenance; and approximately 2,600 ready/return parking spaces. The ConRAC is just a few steps away from the terminals, eliminating the need for shuttles to take passengers to their rental car locations, resulting in significant improvements to traffic flow while reducing noise and air emissions, including 76% CO, 84% NOx, and over 60% reduction in particulate matter.

Employee Health & Well-Being

The City of San Antonio offers a robust benefits package to its employees, with a focus on health and well-being. During the COVID-19 pandemic, additional emphasis was placed on these priorities. The City provided new resources such as free webinars addressing wellness strategies.

Professional Development

With Our People as one of its Strategic Plan goals, SAAS has several programs and opportunities in place to prepare individuals for professional roles that enhance skillsets within the Airport at both the City and SAAS level.

All SAAS employees receive access to generous benefits including:

- Wellness program incentives
- Fitness center discounts
- Employee Assistance Program
- Nutrition, mental and physical health, tobacco use and parenting resources
- Tuition Assistance Program
- Student Loan Payment Program
- Personal Leave Buyback Program
- Family wellness/education leave
- Workplace Breastfeeding/Milk Expression Program
- Special Beginnings Maternity Program

The City of San Antonio offers training and development courses that help employees fulfill their career potential within four core development principles: Trade Development, Computer Technology Development, Professional Development, and Supervisor Development. Each core development principle serves as the foundation for all learners, while offering supplementary opportunities such as:

- GED Preparation
- Women's Leadership Mentoring Program
- Spanish Language Scholarship Program
- Supervisor Excellence Training (SET)
- Toastmasters
- Lunch and Learn Program

Beyond the courses offered by the City, SAAS offers airport-specific courses to employees related to driving within the Air Operations Area (AOA), Airport Rules and Regulations, emergency preparedness, safety, and security.



Talent Retention

The City of San Antonio is committed to providing market competitive wages and offering other benefits to attract and retain employees. City wages are in line with the living wages for the San Antonio-New Braunfels Metropolitan Statistical Area, which range from \$15.43 per hour for one adult with no children to \$25.64 per hour for two adults working with three children.³ City entry wages are increasing from \$15.60 to \$17.50 per hour in FY 2023. Market pay or cost of living increases are also done across the board for all City employees on a regular basis.

³ <https://livingwage.mit.edu/metros/41700>

Community Engagement

Beyond the Noise Management Program, SAAS has a strong commitment to engaging with stakeholders from communities surrounding SAT and SSF. SAAS continues to offer and participate in community engagement, outreach, and volunteer programs including on- and off-Airport events:



Fiesta Takes Flight Parade



Week of Caring



United Way Charitable Campaign



Earth Day - Basura Bash Clean-Ups



Honey Bee Apiary Program



Pollinator Garden Activities

Ambassador Program

Participants of the Ambassador Volunteer Program, known for their distinctive hats and vests, assist others within the Airport to meet certain needs such as assisting guests, directing passengers to their connecting flights or reuniting families. Volunteers log 31,000 hours assisting 450,000 visitors annually.





Promise Team

Airport employees who volunteer to assist passengers during special events or holidays and help deliver on SAAS's promise to "provide a positive customer experience." The Promise Team is comprised of approximately 75 members.

The Promise Team, the USO, and other volunteers provide assistance during the annual event of Holiday Block Leave in December when soldiers stationed at the Joint Base San Antonio-Fort Sam Houston depart for the December holiday season. The image to the left shows Soldiers departing for annual Holiday Block Leave.

Volunteer Airport Police

The SAAS Airport Police Department recruits and trains volunteers to support law enforcement and security personnel at SAT. Duties include patrolling the terminals and parking areas, reporting security violations and suspicious activity, and providing administrative support.





Governance

SDG Alignment



Leadership Structure & Oversight

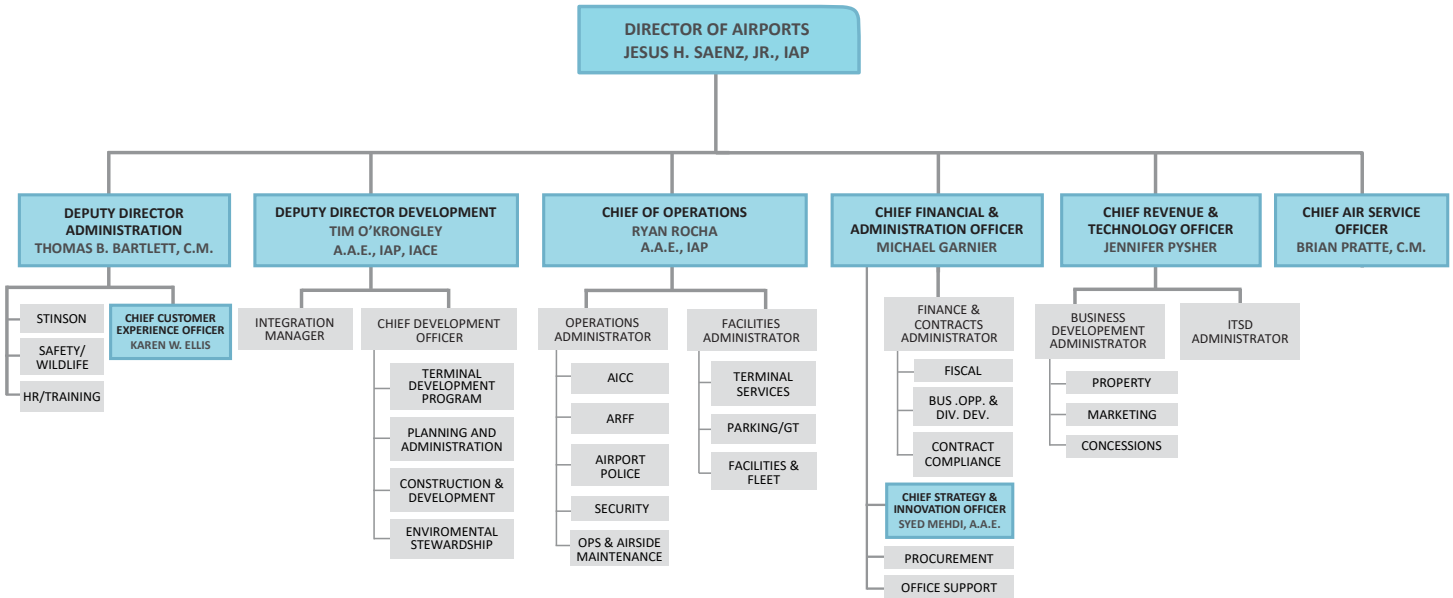
Strong governance is key to successful management of environmental and social priorities. San Antonio International Airport is operated by SAAS, a department within the City of San Antonio. The organizational structure is depicted on the following page, with the Director of Airports reporting to one of the City's five Assistant City Managers. Each of the Assistant City Managers has a direct line to the City Manager who is overseen by the Mayor and City Council.

As shown in the organizational chart on the following page, many of the issues and topics covered in the *Environmental* and *Social* sections of this ESG Report are managed by specific divisions within SAAS such as Environmental Stewardship, Human Resources, Customer Experience, and Community Engagement. However, regular coordination occurs among managers and executive staff via weekly or biweekly meetings focused on operational issues, capital projects, and other topics as needed. In addition, as a City Department, there are several units outside of SAAS that lead or support efforts related to ESG such as Risk Management. One of the integral units at the City level is the Office of Sustainability (OS), which delivers staff support to all departments, the business community, and other public agencies to develop and implement sustainability initiatives. The OS is also responsible for the climate resilience planning and training efforts discussed earlier in the *Environmental* section of this ESG Report. Where there is overlap in functions between SAAS and other City departments, SAAS staff with direct expertise and experience in aviation handle responsibilities unique to the Airport System.



SAN ANTONIO AIRPORT SYSTEM

Organizational Structure



Additionally, the Airport Advisory Commission (AAC) is involved with decision-making and advises the Airport Director on matters affecting the City's Airports. The AAC is comprised of 19 At-Large members, including at least three with aviation experience, appointed by City Council to staggered two-year terms. Additional information can be found here: [Boards & Commissions Rosters/Agendas \(sanantonio.gov\)](#)

Vision, Mission, & Core Values

The SAAS aims to empower employees with a clear vision and mission. As previously discussed, these statements were updated in 2021/2022 with input from SAAS leadership and broader employee base, resulting in SAAS's new Strategic Plan for FY 2023-2028.

Infrastructure & Facilities

SAT is designed for operational efficiency and will be further optimized through implementation of Vision 2050, SAAS's Master Plan for SAT. In 2018, SAAS initiated a two-phased update to the Master Plan to provide a thoroughly comprehensive analysis of the development of the Airport's site, now referred to as the Strategic Development Plan (SDP). More information can be found here: [Strategic Development - San Antonio International Airport \(flysanantonio.com\)](#)

Key outcomes of the SDP process included:

- **Establishing a new long-term plan for future development through 2040**
- **Determining the building footprint and infrastructure needs to accommodate future growth of the airport**
- **Addressing the aging and obsolete Terminal A facility**
- **Identification of additional parking and multi-modal facilities**
- **Planning for a future Terminal C, cargo expansion, and potential airfield improvements to accommodate a future international air service**



Throughout the SDP, community members were encouraged to participate in the process through informal pop-up meetings, public meetings, existing community meetings, social media, web pages, newsletters, surveys, and stakeholder groups.

Sustainability was a key pillar of the SDP development, which included the following sustainability vision statement:

“SAT, aligned with the City of San Antonio’s sustainability mission, will strive to lead as an example to the region with forward-thinking leadership, active community engagement, and serve as an environmental and community partner.”

The commitments to sustainability informed the SDP’s focus on maximizing efficiency in and around the Airport, which will result in reductions in aircraft taxi/idle times, airport access road congestion, and passenger vehicle idling emissions while improving accessibility to the Airport. Additionally, increased efficiency will establish SAT as a regional transportation hub. Where possible, efforts were made to use existing infrastructure in the proposed alternatives to avoid unnecessary construction and limit the impacts of construction and demolition.

In addition to meeting the efficiency objectives, SAAS has invested in projects specifically intended to reduce emissions including ozone, pursuing and successfully securing FAA funding to make these projects happen in a fiscally responsible manner.

As SAAS moves into implementation of the SDP, applicable projects will be designed and constructed using the SAASSAM as discussed in the *Environmental* section of this Report.

To further increase transparency, SAAS shares an abundance of materials and updates publicly via its website:

Home - San Antonio International Airport (flysanantonio.com)

Integrity & Transparency

Integrity is one of the SAAS’s core values, which asks all employees: “Am I being honest and forthright in all that I do?” Awards are given to those who demonstrate commitment to these core values. As a department within the City, SAAS abides by all ethics policies and participate in City-led training activities including the training course titled “Radical Leadership,” which covers ethical leadership.

The SAAS’s governance structure, discussed previously, ensures accountability and transparency – including through the Aviation Department’s coordination with the AAC.

Going a step further, as one of the few airports nationwide issuing a formal ESG Report, SAAS is expanding upon its approach to information-sharing. SAAS anticipates continuing this reporting in future years to include updates on progress, ensure accountability, and help the organization identify and address remaining challenges.



Economic Performance & Financial Disclosures

The SAAS operates as an enterprise fund of the City of San Antonio. An enterprise fund is used to account for and report operations that are financed and operated in a manner similar to private business enterprises, where the intent of the governing body is that the expenses (including depreciation) of providing goods and services to the general public on a continuing basis should be financed or recovered primarily through user charges.

As a City department, SAAS does not publish its own Comprehensive Annual Financial Report (CAFR), but participates and is considered a major fund within the City’s CAFR. As a tool for SAAS stakeholders and the general public, comparative Statement of Net Assets and Statement of Revenues, Expenses, and Changes of Net Assets are available here: [Statistics & Financials - San Antonio International Airport \(flysanantonio.com\)](#)⁴

Risk Management

Risk management is an inherent aspect of airport operations and oversight, and aviation-specific risks are addressed by SAAS divisions such as Security, Compliance, and Legal (refer to the organizational structure discussed previously). More broadly, the City’s Risk Management department oversees City operations including the Airports. Their mission is to provide:


“A quality risk management program that focuses on the prevention of injuries and collisions, the protection of City assets, and the development and implementation of sound safety programs for the welfare of our employees and citizens.”

Specific Risks


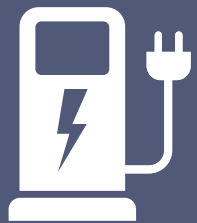
The pandemic exposed us all to unforeseen risks and impacts, though SAAS was fortunate to have a strong support system coordinated at both the City and SAAS levels. Many of the programs SAAS implemented during

⁴It should be noted that although these statements represent the financials as stated in the City’s CAFR, they should not be considered official financial statements of SAAS. They are presented for informational purposes only.

While SAAS has seen the economic benefits of sustainability initiatives, certain projects require upfront investments in order to achieve environmental results including emission reductions and energy savings. In order to reduce upfront costs, SAAS has sought alternative sources of funding beyond the conventional Airport Improvement Program grants such as those available through the VALE Program.



**\$2.3 M
VALE Grant**

**32 eGSE
Chargers**





the immediate response and eventually its recovery strengthened the Aviation Department's resilience to other risks. For example, investments in touchless technology position the organization to respond effectively to shifting customer expectations for terminal amenities.

Cybersecurity presents emerging risks to municipalities and private businesses alike with society's increasing reliance on electronic records/communications and the cyber industry's sophistication. In 2022, all SAAS employees underwent training to raise awareness on cyber risks and how to avoid these. The SAAS's Information Technology (IT) team continues to monitor and implement improvements to its system to enhance cybersecurity.

Operational safety and security are fundamental priorities at SAT and SSF. Refer to the relevant section of this ESG Report for information on SAAS's management processes and practices. Refer also to the Climate and Energy Resilience section for information on climate risk and resilience planning efforts, including the City's training activities that directly relate to risk management.

Innovation

As noted in the Strategic Plan, innovation is key to SAAS's success. With Goal 2: Excellence, SAAS strives for its services and processes to be innovative, entrepreneurial, and well-executed as it becomes an innovative force in the aviation industry. The Aviation Department sees success in its future because it uses data to help make crucial decisions that drive its airports forward. Each division is encouraged to continuously improve and be more sustainable. Specific to innovation, SAAS's Excellence objectives call out promotion of innovation and technology; establishing a data-driven decision-making culture; fostering continuous process improvement; and providing safe, clean, and efficient facilities.

SAAS has a dedicated Innovation division led by the Chief Strategy and Innovation Officer. At the City level, there is also an Office of Innovation that aims to put the City "at the forefront of innovation by challenging the status quo, finding creative solutions, and continuously improving City services."⁵



⁵ *Home (sanantonio.gov)*

Forward Look Summary

Looking forward, SAAS is excited by the foundation it has with its stakeholders and anticipate further refining its ESG strategy in the coming years, in addition to implementing the following programs/actions to strengthen the organization:

Environmental

- Advancing to higher levels of the Airport Carbon Accreditation Program.
- Continuing electrification of its fleet and those of its partners (e.g., airline GSE).
- Monitoring and pursuing new funding opportunities for continued GHG reductions.
- Adding the SAASSAM to the capital improvement plan (CIP) budgeting, design, and construction processes.
- Enhancing compliance and voluntary reporting.

Social

- Implementing more robust tracking of key social indicators.
- Improving internal communications.
- Evaluating the current recognition programs and enhancing areas that are within SAAS control.
- Promoting City DEI training.
- Implementing development plans for all employees.
- Ensuring formal one-on-one discussions occur between the employees and their managers.
- Enhancing the Noise Calls Efficiency report.
- Conducting both industry and SAT developed customer service surveys to obtain feedback on what customers think of the services provided by the Airport and their experiences using the facilities.
- Ensuring SAAS's programs and services are in compliance with Title VI of the Civil Rights Act.

Governance

- Further evaluating the evolving landscape of ESG reporting frameworks, continuing coordination with ACI and others, and issuing future reports.
- Continuing to monitor and ensure compliance with all federal, state, and local regulations.
- Implementing a structure and forms for reviewing compliance at various levels to ensure that SAAS remains in compliance and improve processes for compliance as needed.
- Working with the City of San Antonio on the "What Works Cities Project." The City's and SAAS' goal is to incorporate data, its usage, and its responsible management into the everyday culture.
- Updating SAAS's Standard Operating Procedures, which help ensure that all of its processes are performed consistently and efficiently. This also gives SAAS an opportunity to review and improve upon its processes.
- Continuing facility maintenance to the highest standards of hygiene and safety.
- Using accepted indices to evaluate the condition of SAAS's facilities and assets, prioritize its maintenance needs, and ensure that its buildings and associated infrastructure are operating safely, securely, and in good condition for the traveling public and its employees.

The SAAS looks forward to sharing its progress on these programs and initiatives in future reports!

