



City of Philadelphia | Department of Aviation



ENVIRONMENTAL



SOCIAL



GOVERNANCE



# ENVIRONMENTAL, SOCIAL, & GOVERNANCE REPORT



## ABOUT THIS REPORT

The City of Philadelphia (the City) Department of Aviation (the Department or the Airport) prepared this Environmental, Social, and Governance (ESG) report to cover the 2024 fiscal year (FY) from July 1, 2023, to June 30, 2024. All data contained in the report is measured and reported on a fiscal year basis, except when noted.

The Department understands the crucial role that governance plays in the integration of its ESG practices and commitments. As a result, this report covers Governance, Social, and Environment sections in this order.



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# MESSAGE FROM THE CEO



The City of Philadelphia Department of Aviation is proud to present its Fiscal Year (FY) 2024 Environment, Social, and Governance (ESG) Report for Philadelphia International Airport (PHL) and Northeast Philadelphia Airport (PNE).

This report outlines our ongoing progress in monitoring and managing environmental risks, elevating the airport experience, and ensuring transparent governance. These efforts are grounded in our PRIDE values: People, Respect, Integrity, Diversity, and Excellence. Our people are passionate and dedicated to providing exceptional service to fellow employees, our passengers, guests, and everyone in our surrounding community.

Strategic investments, facility upgrades, and innovative planning have strengthened our position, allowing continuous improvements in airport operations and guest experiences. Each Airport employee is considered an ambassador and, with that in mind, we launched the PHL WORKS initiative to create a shared vision for service excellence. Our efforts are in keeping with our mission – proudly connecting Philadelphia with the world.

The FY 2024 ESG Report highlights the progress we’ve made towards building a brighter future. I hope this year’s report inspires you to share in our pride for the accomplishments and commitment of everyone who made it possible.

A handwritten signature in black ink that reads "Atif Saeed". The signature is fluid and cursive.

Atif Saeed  
Chief Executive Officer  
Philadelphia International Airport





# DEPARTMENT OF AVIATION OVERVIEW

Conveniently situated seven miles from Downtown Philadelphia, PHL operates with over 25 airlines, offering approximately 360 daily departures to more than 120 global destinations. In FY 2024, PHL welcomed more than 28 million

passengers, serving as a key economic driver to the Philadelphia region. The Airport's economic impact generates \$18.7 billion for the local economy and supports approximately 102,600 jobs.

Located 12 miles from Downtown in northeast Philadelphia, PNE is home to the Aviation Institute of Maintenance and the United States (U.S.) operations of Leonardo Helicopters. PNE is a general aviation reliever airport that does not offer

commercial air services. As a public-use facility, it accommodates an average of 163 based aircraft. PNE has a substantial local economic impact, contributing \$477 million and supporting 2,800 jobs.

## AIRPORT SUMMARIES

*Philadelphia International Airport and Northeast Philadelphia Airport jointly form the Department of Aviation, linking the nation's seventh largest metropolitan area to worldwide destinations.*

### PHILADELPHIA INTERNATIONAL AIRPORT

- Over **28 million** passengers
- **153** retail and service establishments
- **4** runways
- **126** gates
- **3.3 million** square feet in 7 terminals
- **2,598** acres
- **\$1.8 billion** capital program\*

### NORTHEAST PHILADELPHIA AIRPORT

- **1** fixed-based operator
- **163** based aircraft
- **1,118** acres
- **2** runways
- **4** flight schools

\* Representing the Airport's Use and Lease Agreement as of FY 2023, Capital Program funding is for both PHL and PNE.

## Market Position

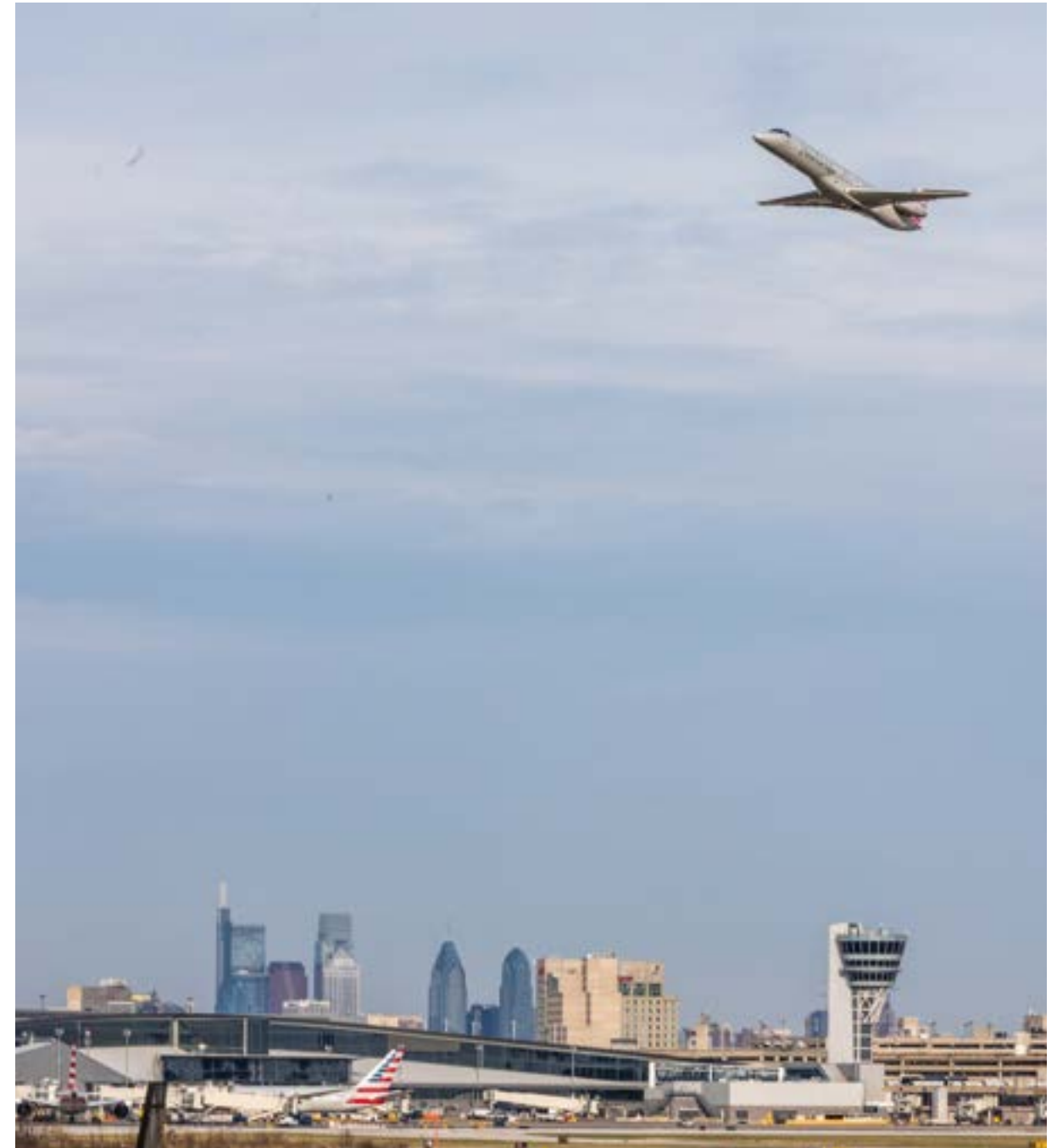
Serving a catchment area with a population of over six million people, PHL extends its services to a vast geographic region that is home to residents and visitors from eleven counties across Pennsylvania, New Jersey, Delaware, and Maryland. Classified by the Federal Aviation Administration (FAA) as a large-hub airport, PHL handles at least 1.0% of the total enplaned passengers in the U.S. According to 2023 data from Airports Council International – North America (ACI-NA), PHL ranks as the 21st busiest airport in the U.S., 27th for aircraft operations, and 18th for cargo tonnage.

PNE, designated by the FAA as a national reliever airport, is the third busiest airport in Pennsylvania. It accommodates a variety of general aviation traffic including corporate/business flights, air charters, aerial inspections, police/law enforcement operations, and aircraft testing. Based on 2023 FAA Operational Data, PNE ranks 176th out of approximately 5,000 U.S. public-use airports by number of operations.

## Mission & Vision

*Our Mission:*  
**Proudly  
connect  
Philadelphia  
with the world.**

*Our Vision:*  
**To be a  
world-class  
global  
gateway of  
choice.**





# Awards & Recognitions

Throughout CY 2024, PHL received numerous accolades and high rankings, highlighting its dedication to innovation, operational enhancements, and guest services. The awards recognized the Airport's integration of cutting-edge technologies, its focus on community engagement, and enhancing passenger satisfaction and operational efficiency.

## ACI-NA 2024 Excellence in Airport Marketing, Communications and Customer Experience Special Events Award

PHL was recognized for its coordinated marketing, guest and public relations, and social media campaign to welcome the thousands of fans traveling to Philadelphia for WrestleMania XL.

## ACI-NA Environmental Achievement & Airports Going Green (AGG) Honorable Mention Awards

The PHL Taxiway J Rehabilitation Project was recognized with an honorable mention for successfully incorporating sustainability principles into its design and construction.

## American Council of Engineering Companies for Metropolitan Washington (ACEC/MW) 2024 Engineering Excellence Honor Award

The PHL Taxiway P Realignment Project was recognized for its engineering excellence. This project used two first-of-their-kind materials, low-density cellular concrete (LDCC) and cement-treated subgrade at PHL.

## FAA Civil Rights Advocate and Partner Award

The FAA recognized the Department's Title VI program for its public interactions and activities commitments.

## NEC-AAAE Airfield Project of the Year Award 2024

The Northeast Chapter of the American Association of Airport Executives recognized the PHL Taxiway P Realignment Project for its significant improvement to Airport operations and safety.



## 2024 Stevie Awards for Women in Business



### Communications or PR Campaign of the Year, Travel & Tourism (Gold Award)

PHL Wingmate Pass

### Marketing Campaign of the Year, Entertainment & Sports (Gold Award)

WrestleMania XL

## Rankings

**Business Traveler** ranked PHL among the **World's Best Airports for Layovers**

**Motherhood Loves Community Awards** ranked PHL second for **Best Kid-Friendly Airport in the US**

**Travel + Leisure** ranked PHL among the **Top Five Airports to Fall Asleep In**

**Travel + Leisure** ranked PHL sixth for **15 Best Airports for Finding Cheap Flights**

## APPROACH TO ESG REPORTING

The Department considers information included in the ESG Report to be central to our organization's values and operations. We are mindful of the impact our programs have on both the community and our business. Our ESG reporting emphasizes the topics that hold the greatest significance for our organization and stakeholders, maintaining our commitment to transparency and continuous improvement.

The FY 2024 report integrates the ACI-NA ESG Recommended and Optional Disclosures Framework released in April 2024. This framework is employed by the Department to structure our reporting, ensuring alignment with industry standards and benchmarks. By adhering to this framework, we provide comprehensive insights into our ESG efforts and demonstrate our accountability in these areas.

Looking ahead, we are committed to actively engaging with peer airports and industry groups to keep abreast of ESG best practices and advancements.

*This ongoing collaboration and exchange of knowledge will enable us to refine our strategies, adapt to emerging trends, and contribute positively to the broader aviation community. By doing so, we strive to enhance our ESG initiatives and drive meaningful progress in risk management, environmental stewardship, social responsibility, and governance excellence.*







# GOVERNANCE



# ORGANIZATIONAL STRUCTURE

Within the City's government budget, the Department operates as an enterprise fund, known as the Aviation Fund. It is designed to account for services provided to the general public based on user charges, similar to a conventional private business model. This fund was established as part of the FY 1974 Operating Budget Ordinance, approved by City Council on June 7, 1973, and effective from July 1, 1973.

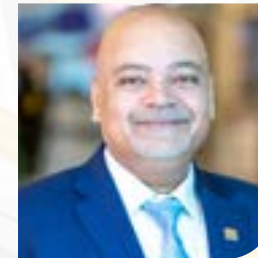
The Aviation Fund is self-sustaining and covers annual expenses through aircraft landing fees, terminal building rentals, concession revenue, and other facility charges. The Airport's capital program is financed through various sources, including general airport revenue bonds issued by the City,

commercial paper (CP), federal and state grants, passenger facility charges (PFCs), customer facility charges (CFCs), and operating revenues.

The Department is managed by the Chief Executive Officer, who was appointed by and reports to the Mayor of the City of Philadelphia. The Department receives centralized services and budget approvals through the City. The Department is a complex organization subject to oversight from the City, as well as federal, state, and nearby local governments and agencies. Furthermore, PHL functions under a Use and Lease Agreement, which is the primary document governing the contractual and business relationships with the airlines operating at PHL.



## Executive Management



**Atif Saeed**  
*Chief Executive Officer*



**Api Appulingam**  
*Chief Development Officer*



**Tracy Borda**  
*Chief Financial Officer*



**Allen Mehta**  
*Chief Information Officer*



**Jamaine Mungo**  
*Chief Information Security Officer*



**Gregory Phillips**  
*Chief Operations Officer*



**Cassie Schmid**  
*Chief Strategy Officer*



**Kate Sullivan**  
*Chief Commercial Officer*



**Delicsha Wilds**  
*Chief Administrative Officer*



# Philadelphia Department of Aviation Organizational Chart

The organization chart depicts the Department's senior staff structure as of the end of CY 2024.

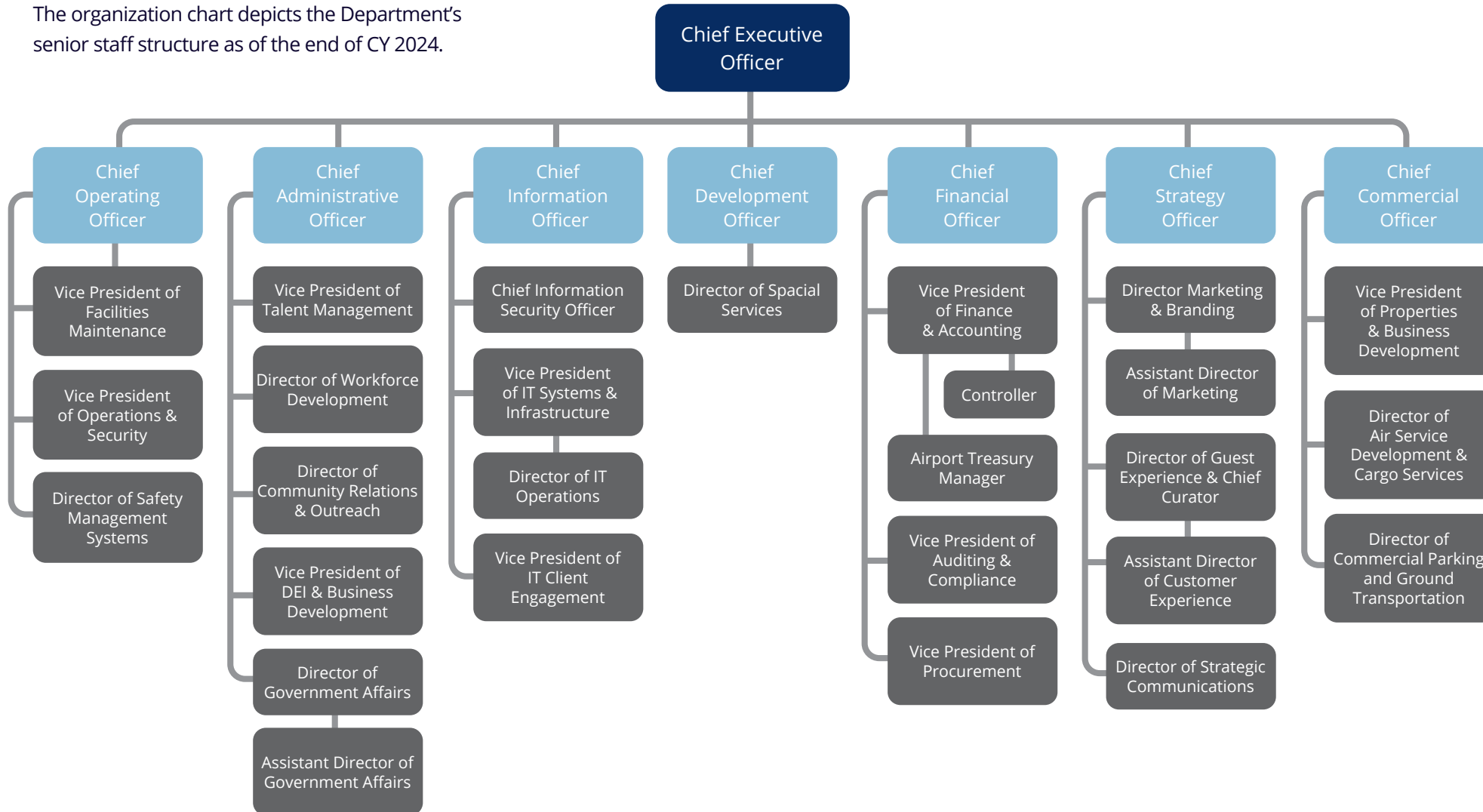


Figure 1: Organizational Chart

## MALE/FEMALE SENIOR STAFF

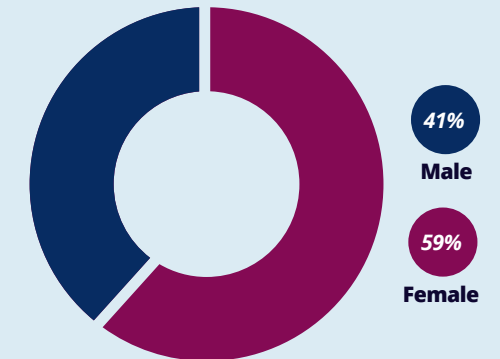


Figure 2: Male/Female Senior Staff

## SENIOR STAFF DEMOGRAPHICS

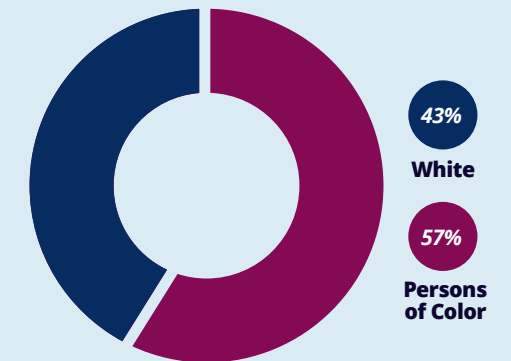


Figure 3: Senior Staff Demographics

Note: The senior staff consists of persons at the level of chief or vice-president.

# STRATEGIC PLANNING & DEVELOPMENT

At the end of FY 2024, the Department initiated the development of an enterprise-wide Strategic Plan. This significant endeavor includes a comprehensive plan aimed at involving all Department employees in achieving our vision of becoming a world-class global gateway of choice and our mission of proudly connecting Philadelphia with the world. As we continue this initiative, we are collaborating to identify impactful top-level goals for each department. This goal-setting process, along with specific measurements for each goal, will not only be accessible, but participatory for all employees and provide a clear and concise view of our objectives and progress towards implementing this plan.

## Master Plan Update

The Airport's Master Plan Update outlines a 20-year strategy to modernize Airport facilities, enhance the guest experience, and create a sustainable, efficient global gateway for international connectivity. The project aims to position PHL as a preferred hub while fostering regional growth. The planning process is collaborative, engaging airlines and stakeholders, and involves extensive research, development, and environmental and regulatory studies. Implementation will be carried out in phases, with the first phase occurring over the course of the next ten years.

## Technology and Infrastructure Improvements



### Fire Alarm System Upgrades

The third phase of PHL's multi-phased Fire Alarm/Prevention Upgrade Program is underway. The first phase included an airport-wide upgrade of the audio and visual notification system associated with the Fire Alarm and Detection System. The second phase replaced sensors and enhanced ventilation systems to meet safety occupancy requirements. The third phase provides technological and infrastructure improvements to the fire detection system.

### Airport Operations Center

PHL's Airport Operations Center (AOC) acts as the central hub for information and deployment, combining Airport Operations Tower Coordinators, Job Control Operators, and Systems Control personnel to improve synergy and operational efficiency. Equipped with advanced technology including a video wall, live air traffic monitoring, and real-time tracking, the AOC consolidates functions for enhanced collaboration and communication. It serves as a single contact point for key groups, streamlining operations. Communication Center operators manage inquiries and alerts while operations staff handle gate assignments and emergency responses. Both the System Security and IT teams located at AOC provide system monitoring and technical support throughout PHL.







## Pavement & Grounds Crew Facility

The Department constructed a new Pavement & Grounds (P&G) Building (A) and the automated Gate 11 on PHL's east airfield. P&G Building (A) is an 8,900-square-foot facility with administrative offices, locker rooms, a large break area, and day rooms for conferences or snow emergencies. It features smart, sustainable elements like:

- Heat-recovery heating, ventilation, and air conditioning unit
- Low-emissivity (low-E) glazing
- Insulated panels
- Low-flow fixtures
- Sensor-operated lights
- No-irrigation landscaping

This project marked the first use of the City's Best Value Process by the Capital Development Group for procuring multi-prime construction contracts. The process involved evaluating contractor proposals based on technical merit, past performance, project experience, safety records, proposed teams, schedules, and Economic Opportunity Plans. This comprehensive approach allowed negotiations based on both technical scores and price, leading to a successful project outcome.



# RISK MANAGEMENT

Effective risk management is crucial to our organization. We regularly identify, evaluate, and manage risks related to the environment, operations, safety, finances, and regulations. In accordance with FAA regulations, the Airport maintains a Business Continuity Plan (BCP) as part of its strategy to maintain and restore essential operations in the event of a prolonged disruption.

Our Climate Adaptation and Resilience Plan quantifies the risks of extreme weather on airport operations and identifies strategies to incorporate resilience into critical infrastructure and equipment. The Department works closely with the City's Office of Risk Management to secure insurance coverage and evaluate risk exposures. This includes managing claims, worker's compensation, service-connected disabilities, and damage risks to our facilities and equipment.

This coordination, along with the Airport's safety and loss prevention programs, helps us to:

- Minimize the occurrence and severity of claims and injuries
- Reduce the financial impact of claims, lawsuits, and employee injuries
- Provide a safe environment for our workforce and the public

# CYBERSECURITY

In conjunction with our cybersecurity liability insurance policy, the Department actively follows a risk mitigation strategy focused on technology governance, risk, and compliance. This three-pronged strategy enables us to set cybersecurity standards, assess proper controls, and continually evaluate threats. Additionally, it helps us measure the required enhancements to our Incident Response Plan.

We use the National Institutes of Standards and Technology (NIST) cybersecurity risk management framework to determine the likelihood and impact of cybersecurity incidents. Our evaluations cover internal risks and potential threats to third-party providers. We train both employees and contractors on cybersecurity dangers and conduct regular phishing tests to measure the effectiveness of our efforts.

Part of our ongoing education includes participating in the Cybersecurity and Infrastructure Security Agency (CISA) annual campaign to enhance cybersecurity awareness online, at work, and at home. Additionally, the Department recognizes three main pillars of information security:

## PILLARS OF INFORMATION SECURITY



### CONFIDENTIALITY

Preserving authorized restrictions on information access and disclosure



### INTEGRITY

Guarding against improper information modification or destruction



### AVAILABILITY

Ensuring timely, reliable access and use of information

*Figure 4: Pillars of Information Security*

These pillars provide a framework for protecting personal privacy, proprietary, and operational information. This framework ensures that essential data is not unnecessarily rejected and is properly authenticated. By implementing these measures, we aim to create a robust cybersecurity culture throughout the organization.



# FINANCIAL REPORTING & DISCLOSURE

## Financial Performance

As an enterprise fund, the Department is completely self-sustaining and does not rely on local tax dollars for its operations. Revenues from aircraft landing fees, terminal building rentals, concessions, and other facility charges cover the Department's annual expenses. The capital programs at PHL and PNE are funded through Airport revenue bonds, commercial lending, federal and state grants, PFCs, CFCs, and operating revenues.

In FY 2024, total PHL enplanements increased by 2% and total operating revenues were \$420 million. This is a \$24 million (6%) increase over the prior fiscal year. This additional revenue was due to increases in rates for terminal rents, ramp area rents, and landing fees. Non-airline revenues were \$195 million, a 6% increase compared to the prior year, due to increases in passenger activity and a new common use lounge agreement.

In FY 2024, several parking garage improvement projects were underway. During the construction period, portions of the garages were closed, resulting in a 3% decrease in parking revenue compared to the prior fiscal year, for a total of \$65 million.

Detailed financial performance data is available on our website on the Investor Information page: <https://www.phl.org/business/investor-information>

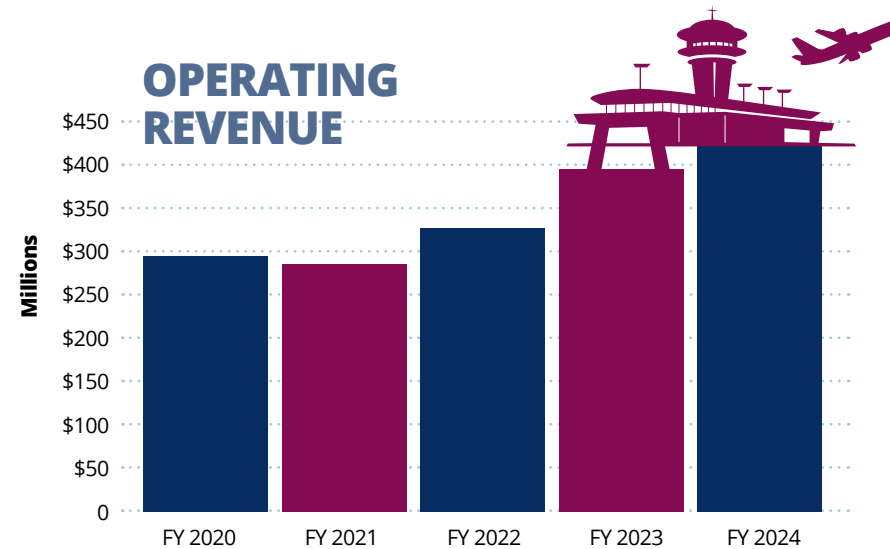


Figure 5: Operating Revenues

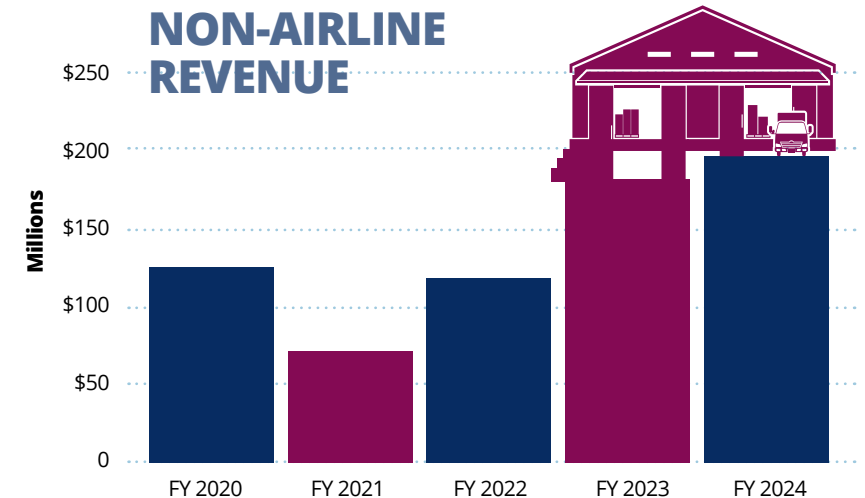


Figure 6: Non-Airline Revenue

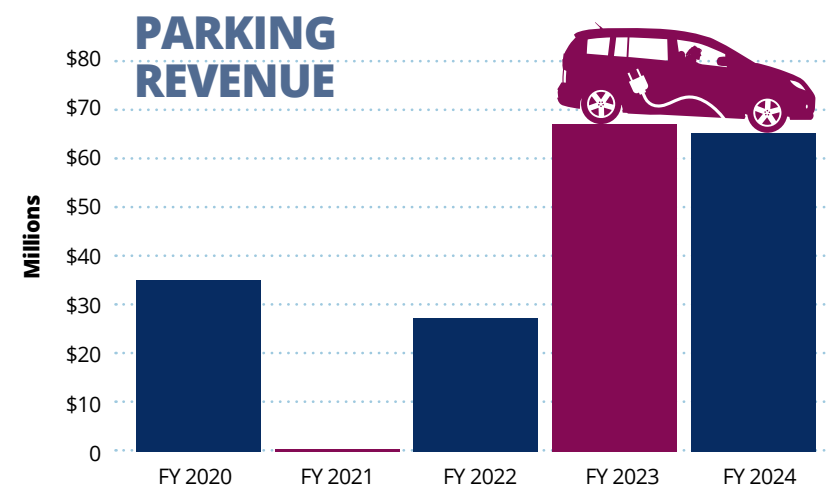


Figure 7: Parking Revenue

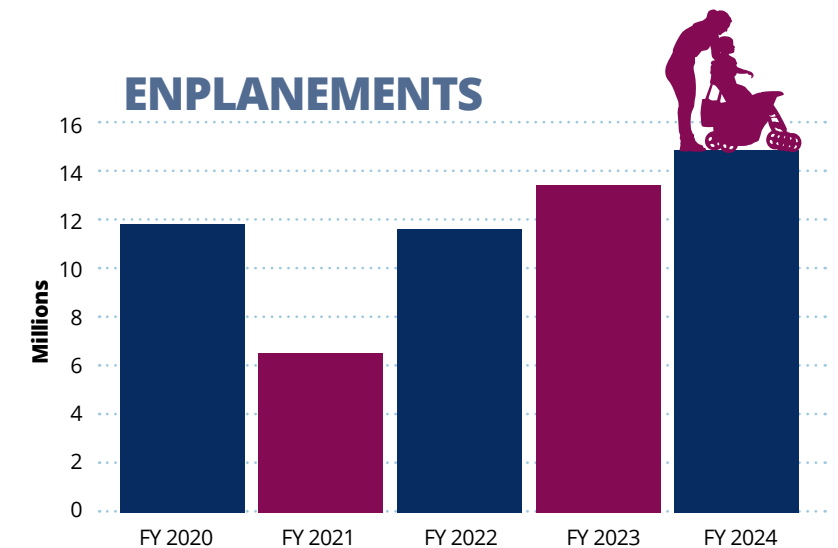


Figure 8: Enplanements

# Continued Transparency & Disclosure Practices

The Department acknowledges the importance of transparency and accountability and is committed to providing information to its stakeholders. Besides the information available on our website and social media accounts, we comply with the Municipal Securities Rulemaking Board (MSRB) requirements and file the required investor disclosures on the Electronic Municipal Market Access (EMMA) portal. Additionally, our dissemination agent, Digital Assurance Certification, LLC, ensures we provide timely and transparent information to the marketplace.

Our information distribution is governed by the City's Disclosure Policies and Procedures. These policies outline the guidelines for official statement reviews, due diligence related to rating agencies and investors, coordination with the City Treasurer's Office, document dissemination, and required training on information disclosure.

The Department's independently audited financial information is included in the City's Annual Comprehensive Financial Report (ACFR). For information requests, we follow the City's policy of complying with the Commonwealth of Pennsylvania's Right-to-Know Law. We also voluntarily report on our risks and opportunities via these ESG reports, which can be found at: [Environmental, Social and Governance \(ESG\) Reports](#) | [PHL.org](#)



# Airport Credit Ratings

RATING AGENCY	RATING	OUTLOOK
<b>S&amp;P Global</b> Ratings	<b>A<sup>+</sup></b>	<b>Stable Outlook</b>
<b>Fitch</b> Ratings*	<b>A</b>	<b>Positive Outlook</b>
<b>MOODY'S</b> RATINGS**	<b>A2</b>	<b>Stable Outlook</b>

Table 1: Airport Credit Ratings

As of June 30, 2024, the general airport revenue bonds were rated “A+” by S&P Global with a stable outlook and “A2” by Moody’s Rating (Moody’s) with a stable outlook. In the first quarter of FY 2024, Fitch affirmed its “A” rating and assigned a positive outlook to the Airport’s general airport revenue bonds. In its ratings report, Fitch cited PHL’s new airline Use and Lease Agreement that **“incorporates enhanced cash reserving mechanisms supportive of the airport’s upcoming large capital development plan (CDP) and demonstrates airline carriers’ ongoing commitment to serving the airport and its service area.”**

\*In the first quarter of FY 2025, Fitch assigned an “A+” rating with a stable outlook to the Airport’s revenue bonds citing PHL’s continued positive movement to full passenger traffic recovery; demonstration of strong financial performance; and a large and stable service area in the Greater Philadelphia region with a solid base of Origination and Destination (O&D) traffic.

\*\*In the second quarter of FY 2025, Moody’s upgraded the Airport’s revenue bonds to A1 from A2. In its press release, Moody’s cited the Airport’s improved financial position resulting from the acquisition of its parking assets and its new Use and Lease Agreement with the airlines. The report also highlighted PHL’s strong market position as a key travel hub in the Philadelphia metropolitan region and a central airport for connecting flights and transatlantic travel by American Airlines Group, Inc.



# Grants



In FY 2024, the Department was awarded several grants, many of which were obtained through a competitive application processes. These grants play a crucial role in financing projects focused on enhancing safety and efficiency within the Department's operations. By providing essential funding, these grants enable the implementation of transformative initiatives that aim to improve infrastructure, streamline processes, and ensure the safety and well-being of the community. The funds from these grants are allocated towards specific projects designed to address current challenges and future needs, ensuring the Department can continue to deliver high-quality services and maintain operational excellence. Each grant contributes to the broader mission of advancing technological capabilities, supporting infrastructure development, and fostering innovation across various sectors.

## GRANT SUMMARY FOR FY 2024

PROGRAM	GRANT AMOUNT		SOURCE
Reconstruct Terminal Building (PHL)	\$ 20.4M		<b>Federal</b> – Bipartisan Infrastructure Law’s Airport Terminal Program
Runway 9R/27L Rehabilitation (PHL)	\$ 16.3M		<b>Federal</b> – FAA Airport Improvement Program (AIP)
Overnight Apron Project (PHL)	\$ 9.1M		<b>Federal</b> – Bipartisan Infrastructure Law’s Airport Terminal Program (ATP)
Runway 8 End EMAS Project (PHL)	\$ 8.5M		<b>Federal</b> – Bipartisan Infrastructure Law’s Airport Terminal Program
Taxiway Y Rehabilitation (PHL)	\$ 4.5M		<b>Federal</b> – Bipartisan Infrastructure Law’s Airport Terminal Program
Taxiway C Rehabilitation (PNE)	\$ 2.5M		<b>Federal</b> – Bipartisan Infrastructure Law’s Airport Terminal Program
Taxiway L Rehabilitation (PNE)	\$ 1.6M		<b>Federal</b> – FAA Airport Improvement Program
Reconstruct TW S, Package 1 (PHL)	\$ 600K		<b>Federal</b> – FAA Airport Improvement Program
Secure Exit Lanes Enhancement (PNE)	\$ 600K		<b>State</b> – PA Department of Community and Economic Development (Multimodal Transportation Fund)
Net Zero Decarbonization Plan (PHL)	\$ 220K		<b>Federal</b> – FAA Airport Improvement Program
Rehabilitation TW L Phase III (PNE)	\$ 157K		<b>Federal</b> – FAA Airport Improvement Program

Table 2: 2024 Grant Summary

# AIR CARRIER PARTNERSHIPS

## Passenger Airlines

Continued strong relationships with our airline partners contribute to our ongoing success. At the end of FY 2024, PHL offered more than 120 non-stop destinations, of which 31 were international.

Locally, American Airlines expanded its Landline bus service, with ticketing and TSA security screening occurring at the location of origin, allowing for passengers to arrive directly at the secure side of PHL's terminals. Landline premium motorcoach services currently include the Lehigh Valley International Airport (ABE), Atlantic City International Airport (ACY), Wilkes-Barre Scranton International Airport (AVP), and Wilmington Airport (ILG).



### PHL Domestic Route Map

## Cargo Operators

With our licensing agreements in place, we maintain strong alliances with our cargo partners. PHL continues to be the second largest North American cargo hub for UPS. Overall, the Airport handled over 467,000 tons of cargo in FY 2024.



### PHL International Route Map







# SOCIAL

# OUR PEOPLE

We are committed to cultivating an environment where everyone feels valued and can bring their whole selves to work each day. Situated in a region with rich ethnic communities and deep history, our team and initiatives embody the essence and spirit of Philadelphia. Competing in the global market relies heavily on leveraging the varied perspectives and backgrounds within our workforce. These differences not only strengthen our team but enhance our competitiveness, making us an appealing employer and a strong contender in the global business world.

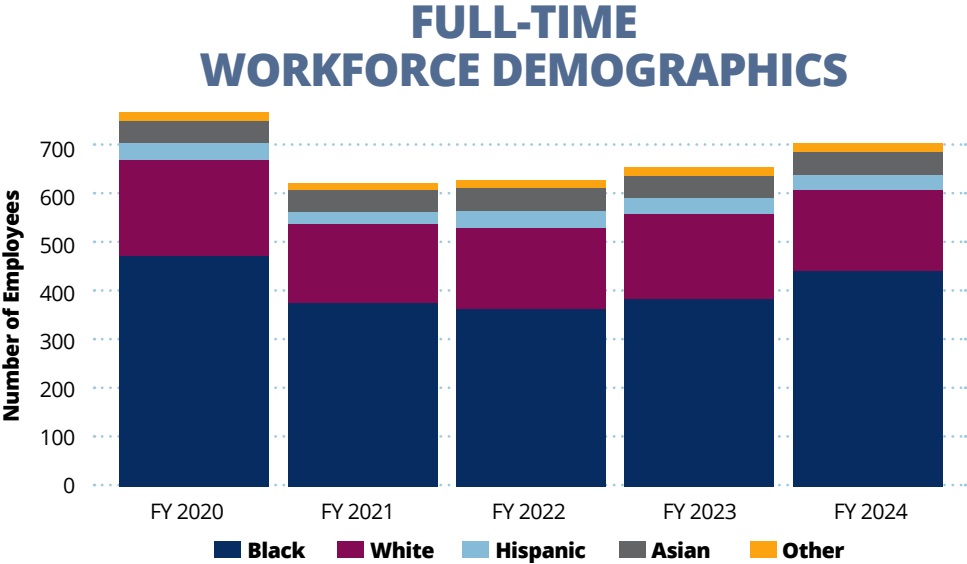


Figure 9: Full-time Workforce Demographics

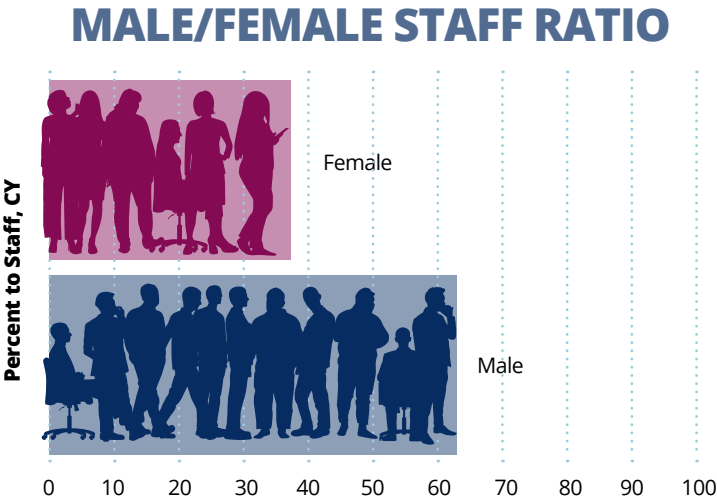


Figure 10: 2024 Male/Female Staff Ratio

# EMPLOYEE DEVELOPMENT

## Talent Management

We empower employees by offering professional development and career growth opportunities. This not only aids in employee retention and attraction but also drives positive business results. We offer several internal development programs, including Resources and Information for Supervisory Enrichment (RISE), the Leadership Academy, and other initiatives. Alongside these current programs that lay a foundation for employee achievement, we introduced the Bridge Program: Milestones to Success to prepare employees for future career growth. Additionally, we expanded our year-round internship program, iXperience.

### Bridge Program: Milestones to Success

*The Bridge Program's goal is to help support, retain, and attract talent by creating pipelines and pathways to fill vacant positions.*

The Bridge Program was created as an internal development initiative that blends formal learning with on-the-job training to help current employees seeking career changes, advancement, or enrichment. The program offers training, education, and mentorship to develop proficiency in required areas, enhance soft skills, and prepare employees for success. It provides information, services, and resources to advance civil service careers, with pathways varying in length and focus depending on the job and role requirements.

The program has three focus areas: Reskilling, Upskilling, and Career Mapping, and includes paths in skilled trades, administrative, or professional work.



Figure 11: Bridge Program Focus Areas



## The iXperience

The Department recognizes the importance of engaging with prospective employees. Our co-operative and internship programs for high school and college students deliver the best-in-class development through our iXperience series. This program offers students the chance to understand the inner workings of the Airport, connect with the community, engage with employees at all levels, and interact with local political leaders. As we invest in the next generation of aviation leaders, we recognize the mutual benefits of hosting co-ops and interns. They bring fresh perspectives and new ideas to our team, while also providing opportunities for current staff to develop leadership skills by mentoring young talent.



# EMPLOYEE EMPOWERMENT & SUPPORT

## PRIDE VALUES

We show our commitment to creating opportunities for all employees through our PRIDE values, the composition of our workforce, and strong development and engagement strategies. This highlights our focus on empowering employees and creating an open atmosphere. We aim to boost understanding, teamwork, and shared goals among staff. A dedicated council with representatives from all parts of the Department supports this effort, driving change and advocating employees’ ideas.

P

People First

Our employees, stakeholders, and passengers.

R

Respect

To ourselves, our customers, and our environment.

I

Integrity

We hold ourselves responsible for what we do, say, and think.

D

Diversity

Purposefully inclusive and accepting of all.

E

Excellence

We hold ourselves to the highest standards of service, innovation, and efficiency.

Figure 12: Pride Values

## EMPLOYEE ENGAGEMENT

*Listening to and connecting with our employees strengthens our organization.*

When employees feel heard and connected, their feedback positively impacts our culture and performance. To enhance workforce engagement and company culture, the Department launched an **Employee Engagement Survey** from which over 70 action items were developed to address areas of opportunity. We have continued to hold regular employee roadshows and town halls to foster a more engaged workforce and positive work environment. These initiatives demonstrate our commitment to listening to employees and improving workplace culture. By addressing concerns and opportunities, we aim to improve job satisfaction, boost morale, and nurture a culture where every voice is heard and every individual feels empowered, thus cultivating an environment centered on excellent service for our guests and employees.

We champion employee relationships and envision a workplace where all employees can contribute, grow, and flourish regardless of position and background. To support this vision, the Chief Administrative Officer (CAO) hosts **Coffee Conversations** with the goal of creating a supportive environment for employees to engage in honest dialogue and gain insights that inform decisions at all levels. These small, intimate groups offer staff the opportunity to share and learn about each other in an environment focused on connection and purpose.

### GLOBAL-CENTERED KNOWLEDGE

PHL offers direct flights to over 30 countries, including major hubs in Europe, the Caribbean, and Latin America, supporting guests from many nations and all walks of life. Our globally oriented workforce development programs prepare employees to succeed in an international setting. These programs focus on developing skills, knowledge, and strategies to compete globally. Our commitment to building global cultural awareness is demonstrated through several initiatives that include:

- **iSpeak Language Designation:** This program helps break down language barriers, ensuring all 28 million+ guests feel at home.
- **Employee Lunch and Learns:** These sessions allow employees to explore different cultures and engage with colleagues and experts.
- **Employee Spotlights:** Spotlights highlight the unique backgrounds and achievements of our team members.
- **Cultural Educational Programs:** These programs offer activities like book recommendations, trivia games, and discussions to enrich understanding of our colleagues and guests.
- **Current Event Spotlights:** These updates inform employees about global happenings, fostering growth as global citizens.

By embracing global cultural acumen, the Department is better equipped to thrive in an interconnected world.



## AIRPORT EMPOWERMENT GROUPS

*The Department is dedicated to raising awareness, finding solutions, and creating a vibrant work environment that provides safe spaces and opportunities for every employee.*

Our Airport Empowerment Groups (AEG) are essential support networks that empower employees to thrive both personally and professionally. By offering mentorship, networking, and professional development opportunities, AEGs foster employee satisfaction and retention, creating an environment where everyone can maximize their potential. These employee-led groups encourage individual resilience and promote engagement through focused initiatives.

The Young Professionals and Allies (Yo Pro) is an AEG that provides staff under 40 with career development and networking opportunities through on-site monthly meetings and off-site activities such as baseball games and golf outings. In FY 2024, the Gold Pros and Allies AEG for women over 40 was formed and in FY 2025, the PHLight Club and Allies AEG for men over 40 will begin holding meetings. These groups support employees, helping them navigate career challenges, balancing responsibilities, and transitions.



In addition to AEGs, **affinity groups**, such as those for caregivers and crocheting clubs, offer safe spaces for sharing experiences and learning. These groups continue to expand as employee leaders identify new opportunities for connection and growth, featuring conversations, presentations, guest speakers, and workshops.



# WORKFORCE WELLNESS

## EMPLOYEE BENEFITS

We recognize that taking care of our staff is essential for maintaining a healthy and productive workforce. Therefore, the Department prioritizes employee wellbeing and compensation, demonstrating dedication to our most valuable asset, our people. We remain committed to offering employees opportunities to enhance their health and secure their future.

Health	Pay	Savings	Extras
Medical	Competitive Base Pay	Pension Benefits	Critical Illness Insurance
Prescription Drugs	Longevity Pay	Deferred Compensation	Life and Accident Insurance
Vision and Dental	Wage Increases	Flexible Spending Accounts	Employee Assistance Program
Wellness Incentives			SEPTA Key Advantage (Free Transit)

Table 3: PHL Employee Benefits Categories

## EMPLOYEE HEALTH

**PHL Well**, the Airport wellness program, helps employees manage their emotional, physical, financial, and social health. It offers virtual and in-person workshops, training sessions, wellness updates, events, articles, and health reminders. Employees also have access to Employee Assistance Program (EAP) services.



Figure 13: PHL Well Workshop Options



# SAFETY & SECURITY

## SAFETY MANAGEMENT SYSTEM

We integrate the Safety Management System (SMS) into all Airport operations to ensure safety standards and performance. As we manage two essential airports within the regional aviation network, SMS is a top priority. We understand that prioritizing safety protects valued individuals and reduces exposure to regulatory penalties.

By employing the SMS, the Department pursues a proactive and systematic methodology for safety management. Safety concerns are addressed through collaboration and analysis. Our Hazard Reporting portal allows staff to report safety issues in a timely manner, emphasizing the importance of individual participation in enhancing safety daily.



## EMERGENCY PREPAREDNESS

The Philadelphia Fire Department's Engine 78 serves as the Aircraft Rescue Firefighting (ARFF) unit at PHL. Its primary mission is to protect passengers and aircraft. Engine 78 responds to alerts, which are triggered when aircraft report unusual situations to the air traffic control tower, and codes, which are non-aircraft related issues.

In addition to handling alerts and codes, the medic company housed at Engine 78, Medic 30, also manages medical emergencies at PHL. Based on the volume of medical emergencies within the terminals, Medic 30 launched the Alternative Response Unit (AR30) to provide a quick response to passengers and employees who

need immediate medical attention. The AR30 is a small vehicle equipped with advanced life support capabilities, designed to promptly handle various medical needs.

To strengthen the capabilities of its water rescue program, ARFF welcomed a new Rigid-Hull Inflatable Boat (RHIB). This new RHIB is more powerful, stable, and larger than its predecessor and is the first of two boats ordered for the program. ARFF concentrates training and resources on rapidly deploying boats, assessing situations, and providing life jackets and life rings to individuals. This approach prepares first responders to provide initial assistance until

external resources arrive to complete the water rescue.

Along with the launch of new programs and equipment, ARFF personnel continuously participate in emergency exercises on both land and water. These exercises provide first responders the opportunity to practice skills and ensure readiness in the event of an actual emergency.



## HUMAN TRAFFICKING AWARENESS TRAINING

The Department is dedicated to raising awareness about human trafficking and equipping the airport community with the necessary tools to identify and prevent it. In collaboration with the U.S. Department of Homeland Security (DHS), Department of Transportation (DOT), and Customs and Border Protection (CBP), the Airport has implemented the “Blue Lightning Initiative” (BLI). This program trains Airport personnel to recognize potential traffickers and victims and to report any suspicious activity to the appropriate authorities.

All Security Identification Display Area (SIDA) badged Airport personnel are required to complete this training as part of their new or reissued badging process. Additionally, the Airport has placed messaging throughout PHL’s terminals and gates, providing instructions on what to do if someone suspects trafficking.

# GUEST EXPERIENCE

Our guest-centric approach strives to improve overall satisfaction, facilitate Airport-wide communications, and create better experiences for guests and team members. The introduction

of PHL WORKS, along with our ongoing Employee Recognition Program and Exhibitions Program, enhances the traveler’s journey by fostering a thoughtful and holistic environment. Additionally,

customer-facing internet applications and guest-focused interactions simplify navigation, making it easier for travelers to reach their destinations and enjoy their experience.

## PHL WORKS

**Our vision is to elevate the airport experience, offering meaningful interactions that make each guest feel welcomed, valued, and appreciated.**

The Department introduced PHL WORKS, a comprehensive program designed to promote service excellence among the almost 18,000 PHL badged employees. Spearheaded by the PHL Guest Experience (GX) Stakeholder Council, this initiative consolidates efforts from a wide range of airport collaborators, including the Department, various federal agencies, airlines, merchants, service providers, and other airport tenants.

PHL WORKS introduces a set of behavioral standards that are integral to an Airport-wide customer service training curriculum. The acronym WORKS identifies the behaviors that employees should uphold.

This training is a mandatory component of the orientation for all new hires, ensuring they are equipped to meet these standards before receiving their security badges. Additionally, supporting materials, such as videos and other tools, are provided to managers to help them implement these principles in their daily interactions with their teams.



**WELCOMING**  
I create PHL friendly experiences.



**OWNERSHIP**  
I am responsible for my actions and follow through.



**RESPECTFUL**  
I put people first in everything I do.



**KNOWLEDGEABLE**  
I take pride in knowing my airport.



**SEEKS TO CONNECT**  
I create meaningful relationships.

Figure 14: PHL WORKS Acronym Affirmations



## EMPLOYEE RECOGNITION

As part of the combined efforts of the GX Unit and the GX Stakeholder Council, the Employee Recognition program awards staff for delivering outstanding customer service. This airport-wide program is done on a quarterly basis and includes both Department employees and almost 18,000 other employees within the PHL ecosystem. Travelers or fellow badged employees can nominate personnel who exceed expectations related to demonstrating the Airport's core values and creating a positive guest experience.

### The categories for nomination include:

- Teamwork Makes the Dream Work
- Impression-makers
- Unsung Heroes
- Safe and Sound
- Caring Support

### Award winners receive:

- Personal or team profile featured in a "People of PHL" newsroom article that is promoted across PHL's social media channels
- Professional headshot
- Certificate of achievement
- Inclusion in the "People of PHL" advertising campaign in PHL's terminals
- Recognition at the GX Stakeholder Council Meeting



## ARTS AT THE AIRPORT

The Airport's Exhibitions Program features artwork and collections from artists and art institutions in the Greater Philadelphia area, celebrating the region's cultural and historical vibrancy. This program offers a unique platform for our local creative communities to present their work to millions of visitors from around the globe. It provides passengers with a visually stimulating environment that is educational, entertaining, and reflective of the City of Philadelphia. A few examples of recent exhibits are shown on the right.

*The Exhibitions Program showcased 39 exhibits throughout PHL.*



### **ZIUI CHEN: UP, UP, AND AWAY!**

This artist's work is inspired by her childhood experience growing up in rural Western China. The exhibition, conceived specifically for the Airport, celebrates a sense of greeting. It represents the excitement of being reunited, the safe space that the subjects all share, and the exhilaration of jumping in unison, as one.



### **MIKEL ELAM: THE KEYS TO THE CITY**

This artist's work is primarily in figure painting and often combines science-fiction, history, and fantasy. This exhibition shows keys positioned to reflect the flow of people in transit – sometimes they move in harmony and at other times in opposite directions.



### **NITZA WALESKA SIERRA: MIS TESOROS**

This artist's work is deeply connected to her place of origin, La Isla de Encanto, Puerto Rico. This exhibition was influenced by matriarchal femininity with the shapes of each pot taking their cue from the shape of a woman's body and informed by both Taino and African cultures.



### **WILD FIRE MOSES BUFFALO BOY: VISIONS OF THE EAGLE DANCER**

This self-taught artist is from the Lakota of the Standing Rock Sioux tribe of North Dakota. At the center of the exhibit is an eagle dancer representing a mediator between the physical and spiritual worlds, and this along with the other symbols are motifs representing the resilience of the Indigenous people.

## Art Cart

In tandem with the Exhibitions Program, the mobile Art Cart travels to different areas of PHL to provide hands-on arts activities for passengers of all ages. PHL hosts regular art demonstrations to align with the exhibitions on view, as well as awareness events such as National Literacy Month and Earth Day. Recent programs include pottery wheel demonstrations, weaving and yarn-spinning, generative artificial intelligence image-making, and the indigenous art of beading.





## INTERNET APPLICATIONS

With the launch of the **Wingmate Pass**, passengers now have the chance to be accompanied by or meet up with non-ticketed persons as they travel throughout PHL. This program allows non-ticketed guests to apply for a one-day pass to access the post-security side of the terminal. The Wingmate Pass provides opportunities for visitors to experience our concession offerings and for sharing unforgettable airport experiences, such as accompanying family members to their gate or planning a heartwarming surprise for a friend arriving on a flight.

In addition, passengers now have the convenience of searching for food and shops located at PHL with the launch of **FlyThruPHL** at [phlfoodandshops.com](https://phlfoodandshops.com). This allows travelers to discover food or retail deals and discounts, special event details, airport-related articles and more. Travelers can also use **Order@PHL** to conveniently order ahead food for pick-up via their mobile devices at [orderatphl.com](https://orderatphl.com) or through the Grab app.

## GUEST-CENTRIC INTERACTIONS

### PHL Navigators

Along with employee Navigators, more than 50 members of PHL's Volunteer Navigators team go above and beyond to assist passengers and staff at information desks located in every terminal. They help with food and shopping recommendations and address travel and guest experience questions or concerns. PHL's volunteers demonstrate dedication and commitment to making Philadelphia a welcoming and better place for visitors from around the world.



### Language Assistance

To enhance the travel experience for guests who do not speak English as their first language, the Airport introduced new tools to assist passengers as they navigate the terminals. The PHL Airport Operations Center (AOC) is a multilingual unit with bilingual operators available to assist travelers in languages such as Spanish, French, Arabic, Haitian Creole, and Bambara. For all other languages, PHL's AOC utilizes GLOBO for over-the-phone interpretation.

The GLOBO phone system provides a quick and easy way to connect travelers with highly qualified, industry-specialized interpreters within seconds. Guests can access GLOBO at all PHL terminals through information desks, where members of the Navigator and Volunteer Navigator teams use the system to instantly connect travelers with a live agent for customized translation services.

Passengers also see Department and Airport tenant employees wearing pins indicating which languages they speak, other than English. These iSpeak pins are easily identifiable and are worn on employees' lanyards.



## Wings for Autism

PHL collaborated with The Arc of Pennsylvania, Frontier Airlines, and MarketPlace PHL, the master concessionaire at the Airport, to host its first Wings for Autism event. The Arc advocates for the fair treatment and inclusion of individuals with intellectual and developmental disabilities in society. The Airport's program provides members of this community and their families a chance to practice air travel experiences. This helps reduce travel-related stress and enables airport, airline, and TSA staff to enhance their ability to serve passengers with disabilities, ensuring better accommodation for all travelers.



## Wagging Tails Brigade

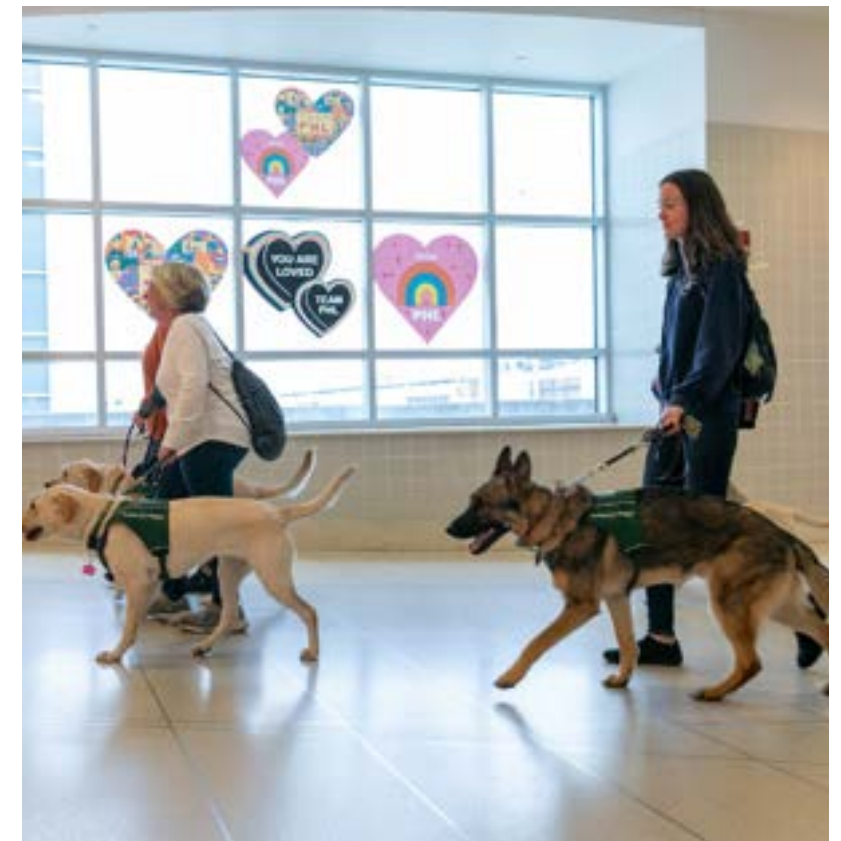
The Wagging Tails Brigade, a team of certified therapy dogs and their guides, roams through PHL's terminals, bringing wonder and joy to passengers and employees. Launched in partnership with the Alliance of Therapy Dogs and Comfort Caring Canines, the Wagging Tails Brigade helps calm travelers and provides positive, memorable experiences for guests and staff alike.

Within the Brigade, several dogs have received additional training and qualifications that enhance their ability to support those in need. Some dogs are trained as **Seeing Eye Guide Dogs** to assist visually impaired individuals, while others serve as **Crisis Response Canines**, providing support after traumatic events.



## Puppies in Training

The Seeing Eye Guide visited PHL for a socialization session with puppies aged 12 weeks to one year accompanied by their raisers. These puppies are currently training to assist their future blind handlers. The visit aimed at providing them with socialization and exposure, making their formal training easier and ensuring they are not frightened or experiencing an airport for the first time once fully trained. This experience not only offered essential airport exposure for the dogs but also allowed staff to practice skills needed to accommodate service animals.





# ACCESSIBILITY

The wide spectrum of accessibility needs of travelers at PHL is considered in every aspect of the Airport experience. There are 171 large, easy-to-read LCD monitors throughout PHL's terminals that visually convey information broadcast over the public address system. PHL

also offers a variety of accessibility tools including the **AIRA App**, which connects blind and low-vision people to remote agents; the **Hidden Disability Sunflower Lanyards**, which raise awareness and increase accessibility for people with non-visible disabilities; and the **Sorenson BuzzCards App**,

which allows people to type a message and show it to the person with whom they are communicating.

The **Access for All** program is designed to assist travelers with both visible and invisible disabilities and includes an in-depth 65-page guide informing users of available airport services.



*The Access for All program guide also offers multiple easy-to-read short stories with pictures to help people prepare for their trip when flying to or from PHL. Story topics include:*

- Planning for a Flight
- Programs Provided by PHL
- Ticketing
- Going Through Security at PHL
- After Security/The Secure Side of PHL
- Going to Your Gate at PHL
- Baggage Services at the Airport
- Service Animals in the Airport
- Animals on Airplanes
- Wheelchair Services
- Hidden Disabilities Sunflower Program
- Physical Disabilities
- Hearing, Vision, Communication
- PHL Self Tour
- International Travel

# BUSINESS PARTNERSHIPS

We are committed to informing businesses about partnership opportunities that enable them to contribute to the Airport’s operations. We often partner with concessionaires that offer a taste of Philadelphia, allowing guests to experience the rich cultural mix of our city.

## BUSINESS OUTREACH AND CAPACITY BUILDING

Collaboration between the Department and Marketplace PHL led to the successful launch of the Airport Concessions Academy in FY 2023. This program achieved a key milestone in witnessing small business participants graduate into viable vendors, equipped with the skills and knowledge necessary to compete for airport concession opportunities. This success is reflected in the first group of participants, which included several promising new concessionaires and joint ventures.

The Academy was initially organized into four distinct modules with a fifth module added to provide practical experience:

### Module 1: Airport 101

Teaches basic knowledge about how airports work.

### Module 2: Identifying and Competing for Opportunities

Helps participants learn how to find and go after business opportunities.

### Module 3: The Money Module

Focuses on understanding financial strategies and making smart money choices.

### Module 4: Operations

Provides insights on how airport concessions operate every day.

### Module 5: Mock Request For Proposal (RFP) Simulation

Allows participants to practice creating a proposal and get feedback.

Additionally, the Department hosts a quarterly series of Change Your Altitude workshops for contractors and subcontractors of all sizes. These workshops provide valuable information about opportunities at PHL and PNE, aiming to enhance business skills and help participants succeed in airport-related ventures.

## Business Opportunity Forum

In FY 2024, the Department hosted its 11th Annual Business Opportunity Forum, bringing businesses together to network and learn about doing business at PHL and with the City. The Forum highlights contracting opportunities and successful partnerships. It attracts attendees from various businesses and partners with the City’s business development initiatives.



## BUSINESS OPPORTUNITY FORUM ATTENDANCE

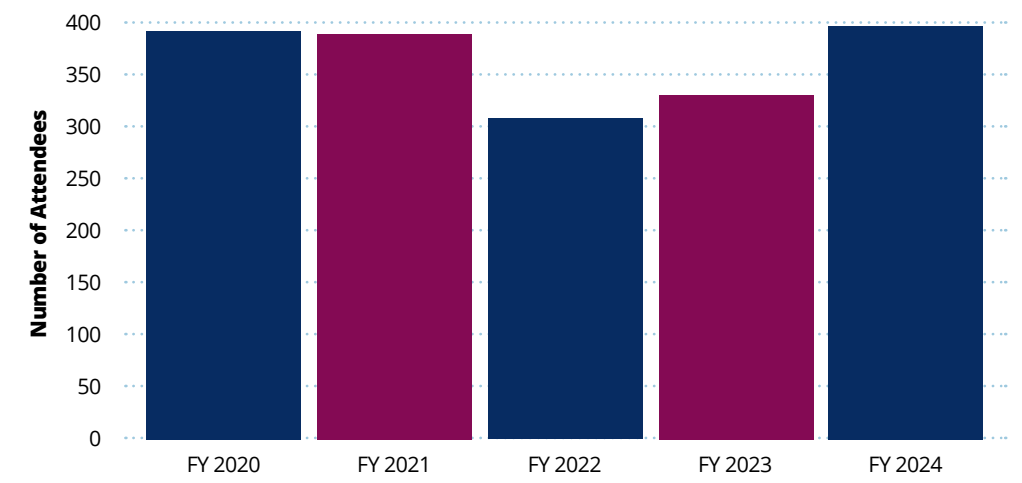


Figure 15: Business Opportunity Forum Attendance



# COMMUNITY OUTREACH & IMPACT

*Community relations efforts focus on closing the gap between intent and impact.*

Our Community Relations team fosters positive relationships with our neighbors in areas within the Airport's footprint, including Tinicum Township, Eastwick, South Philadelphia, and Northeast Philadelphia. The team works closely with a Community Participation Plan (CPP), which addresses neighborhood impacts such as noise management, ongoing construction projects, and master plan updates. Its mission is three-fold:

- **Relationship-building** by being proactive and collaborative with partners and neighbors.
- **Providing an Information Hub** to share information and opportunities with the community.
- **Communicating Early and Often** to develop trust.

## LOCAL COMMUNITY IMPACT

While the Airport is a major economic engine for the Philadelphia region contributing \$18.7 billion to the local economy, we remain actively involved in initiatives that benefit the surrounding community. The Department contributes to local charities by providing in-kind donations to programs that focus on education and support for unsheltered individuals, seniors, and people with disabilities. Through initiatives such as an annual coat drive and Angel Tree programs for a local elementary school, Department staff are positively impacting communities. Team members have engaged in various volunteer activities, including preparing meals for local schools and service organizations, building garden boxes for the Boys & Girls Club of Chester, PA, and serving veterans and their families at Philadelphia's Veterans Affairs Medical Center.

### 5K Run/Walk on the Runway

PHL held its sixth 5K Run/Walk on the Runway, attracting nearly 400 competitors who enjoyed the rare opportunity to race on a runway while observing arriving and departing aircraft up close. The event successfully raised over \$35,000. Proceeds from the event benefited March of Dimes and two neighborhood community groups: Eastwick United and Eastwick Friends and Neighbors Coalition.



## Plane Pull Competition

This high-adrenaline competition brought together organizations from across Southeastern Pennsylvania to see who could pull an airplane in the fastest time. This fun and unique event, where teams compete to pull an airplane, raised vital funds for families staying at the Ronald McDonald House Charities of the Philadelphia Region. This organization provides comfort, support, and resources to families of children battling serious illnesses.



## School Tours

As part of the School Tour program, each month PHL welcomes schools from surrounding communities. Students receive a behind-the-scenes tour of the Airport, learning about day-to-day operations and hearing from Airport leaders about their career paths. Through interacting with local schools and youth organizations, the Department introduces students to various career opportunities and sparks an interest in aviation. During these tours, students learn about airport operations, observe safety demonstrations, and gain insights into accident investigations.

Additionally, representatives from the Airport engage in career day events at schools and colleges. Other initiatives include:

- Sessions with college students educating them on air service development and cargo services.
- A structured internship/shadowing program, exposing upper-class high school students to aviation careers and providing them opportunities to develop necessary skills for the future workforce.
- Hosting students participating in the Women Transportation Seminar (WTS) Philadelphia's Transportation YOU program. The program introduces girls ages 13 to 18 to a variety of transportation careers, with a focus on Science, Technology, Engineering, and Mathematics (STEM).







# NOISE MANAGEMENT

The Department is dedicated to managing aircraft noise by tracking arrivals and departures, the types of aircraft, and atypical flight operations at both PHL and PNE. The Noise Office monitors noise levels continuously using an Airport Noise and Operations Monitoring System (ANOMS) and maintains a noise hotline for both online and telephone complaints. The Department evaluates and thoroughly considers all noise complaints, and community members submitting a complaint are contacted by Department staff to listen to, understand, and document their concerns.

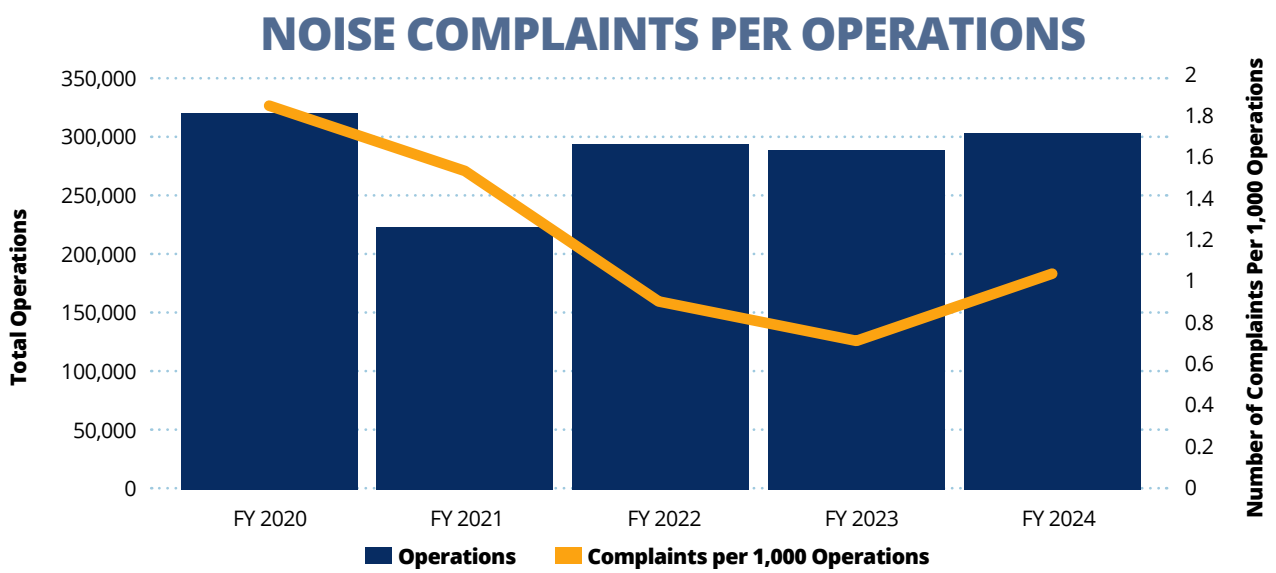


Figure 16: Fiscal Year Noise Complaints Per 1,000 Operations

As in previous years, in FY 2024, total noise complaints per thousand aircraft operations remained below the number of complaints received in FY 2020 (39 percent below FY 2020). This is thanks in part to the Department’s noise abatement measures such as the **Fly Quiet** program, as well as improvements in aircraft design. The Fly Quiet Program educates pilots and FAA controllers on noise abatement departure routes and preferential runways to reduce noise in residential communities between 10 PM and 6 AM. The Department continues to prioritize tracking and implementing new technology and programs to manage and mitigate operational noise levels whenever feasible.

# ESTABLISHING A BETTER PATH FORWARD



The Department understands that certain populations surrounding both airports have been disproportionately affected by historic development and other disruptive activities. We are working directly with city, state, and federal agencies to address these issues in our region. We have representation on the City's Environmental Justice & Climate Resilience Committee, a standing interagency taskforce that meets quarterly. We participate in the Lower South Infrastructure

Resilience Collaborative which convenes public and private sector stakeholders around the goal of resilient development in Lower South Philadelphia.

The Eastwick neighborhood, directly north of PHL, has faced environmental challenges for decades, such as flood-prone streets and homes, due to low-lying wetlands and close proximity to the Schuylkill River and Cobbs and Darby Creeks. We are working with local, state, and federal agencies

to enhance resilience and mitigate flooding in Eastwick and the entire low-lying area surrounding PHL.

As an essential participant of the Eastwick Intergovernmental Leadership Committee, the Department participates in quarterly Eastwick "town hall" meetings with residents and community leaders. We collaborate with the Philadelphia Water Department, the Army Corps

of Engineers and Drexel University to develop hydrological models that identify flood risk and project the impacts of flood mitigation measures. Furthermore, the Department meets semi-annually with its Eastwick neighbors to address community concerns such as noise, flooding, and future plans for airport development and programs. Additionally, we regularly undertake projects that reduce emissions and improve air quality for our neighbors.





# ENVIRONMENT

# GOALS

The Airport has set ambitious goals to minimize our environmental impact in alignment with the City's sustainability vision. Our 2022 Sustainability Management Plan outlined the pathway towards these goals, and our annual ESG reports publicize progress made.

## CARBON NEUTRALITY

In alignment with the City, the Airport is committed to achieving carbon neutrality by 2050. We are progressing towards this goal by reducing Scope 1 and 2 emissions; Scope 1 emissions are those produced on-site at our airports by Department of Aviation facilities and vehicle fleet, while Scope 2 emissions are produced by the electricity purchased by the Department. We are currently developing a Decarbonization Plan, which maps out a pathway to reach net zero.

## FOSSIL FUELS

The Airport set its own goal of achieving a 30% reduction in fossil fuel usage by 2030, using 2019 as a baseline. To date, we have already surpassed this goal by reducing fossil fuel usage by 34% through transition of fleet vehicles and shuttle buses to hybrid, electric, and compressed natural gas (CNG) models. We will continue our transition to low-emission vehicles and expect to surpass our original 30% reduction goal by 2030.

*\*Due to the COVID-19 Pandemic, 2020 emissions were not estimated per instructions from the Airport Carbon Accreditation (ACA) program, in which the Department of Aviation participates.*

## CARBON NEUTRALITY

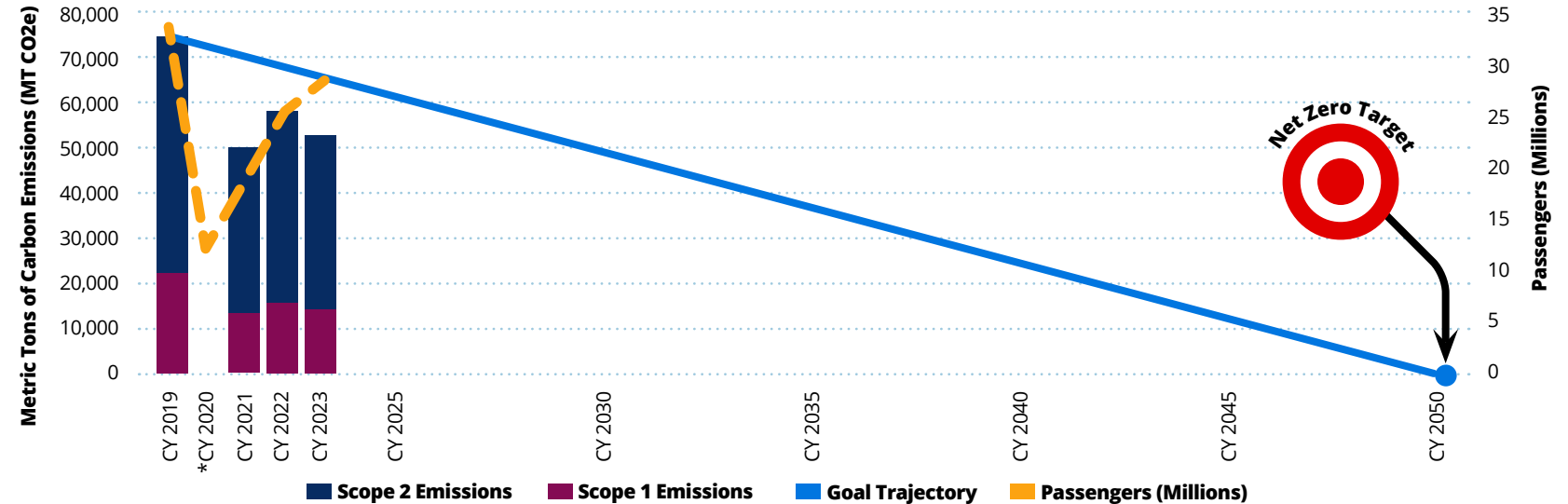


Figure 17: Carbon Neutrality by 2050

## 30% REDUCTION OF FOSSIL FUEL USAGE

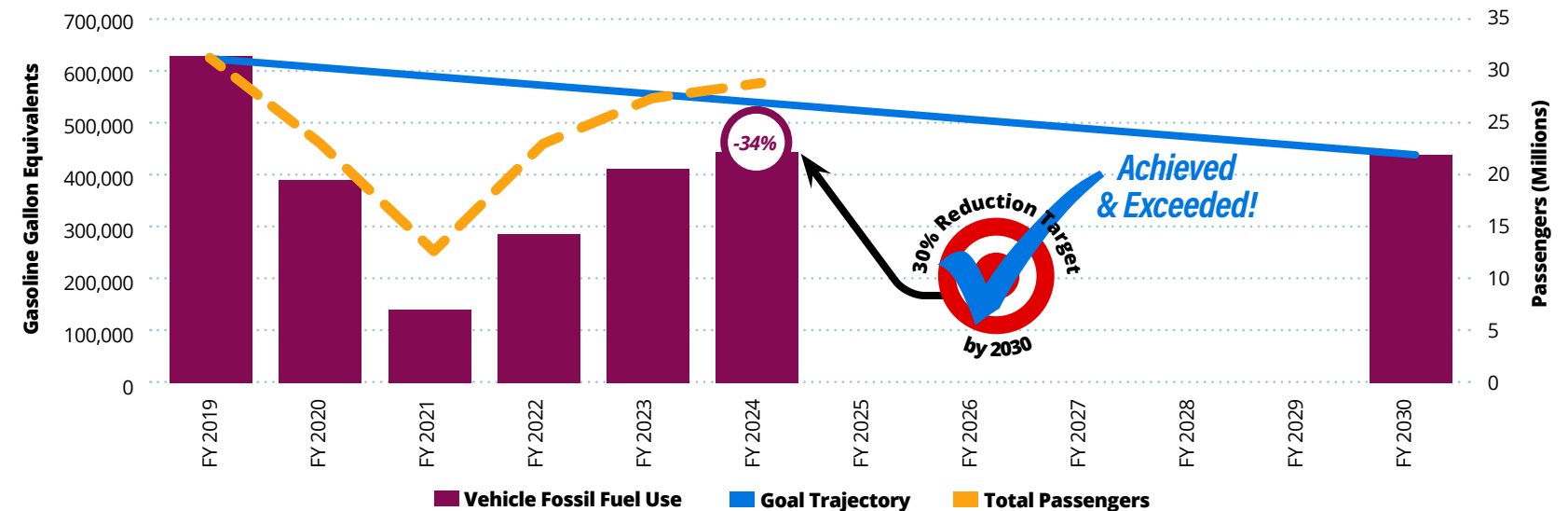


Figure 18: 30% Reduction of Fossil Fuel Usage by 2030



## ENERGY USE INTENSITY

The Airport also calculates Energy Use Intensity (EUI) for PHL's terminal facility, which is the amount of energy used per square foot of space. This helps us closely track its energy efficiency. Our goal is a 20% reduction in the EUI of PHL's terminals by 2030, using a 2019 baseline. To date, the Airport has seen a 17% reduction in EUI.



### 20% REDUCTION OF TERMINAL ENERGY USE INTENSITY

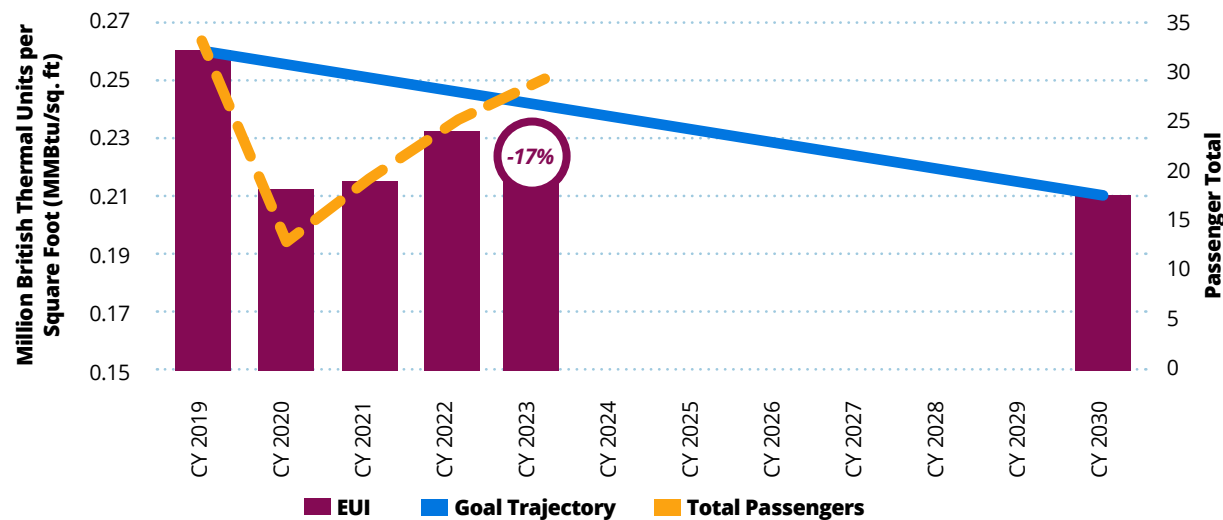


Figure 19: 20% Reduction of Terminal Energy Use Intensity (EUI) by CY 2030

## ZERO WASTE

The City has set a goal of achieving zero waste by 2035, defining zero waste as a 90% diversion rate for the solid waste stream, and up to 10% of waste going to waste-to-energy. The Department is committed to achieving our zero waste goal by 2035, and has set an interim goal of 50% waste diversion by 2030. PHL achieved a 25% diversion rate for FY 2023 and FY 2024. The remaining 75% of the Airport waste stream is processed through waste-to-energy plants via the City's solid waste contract.

### 90% DIVERSION RATE

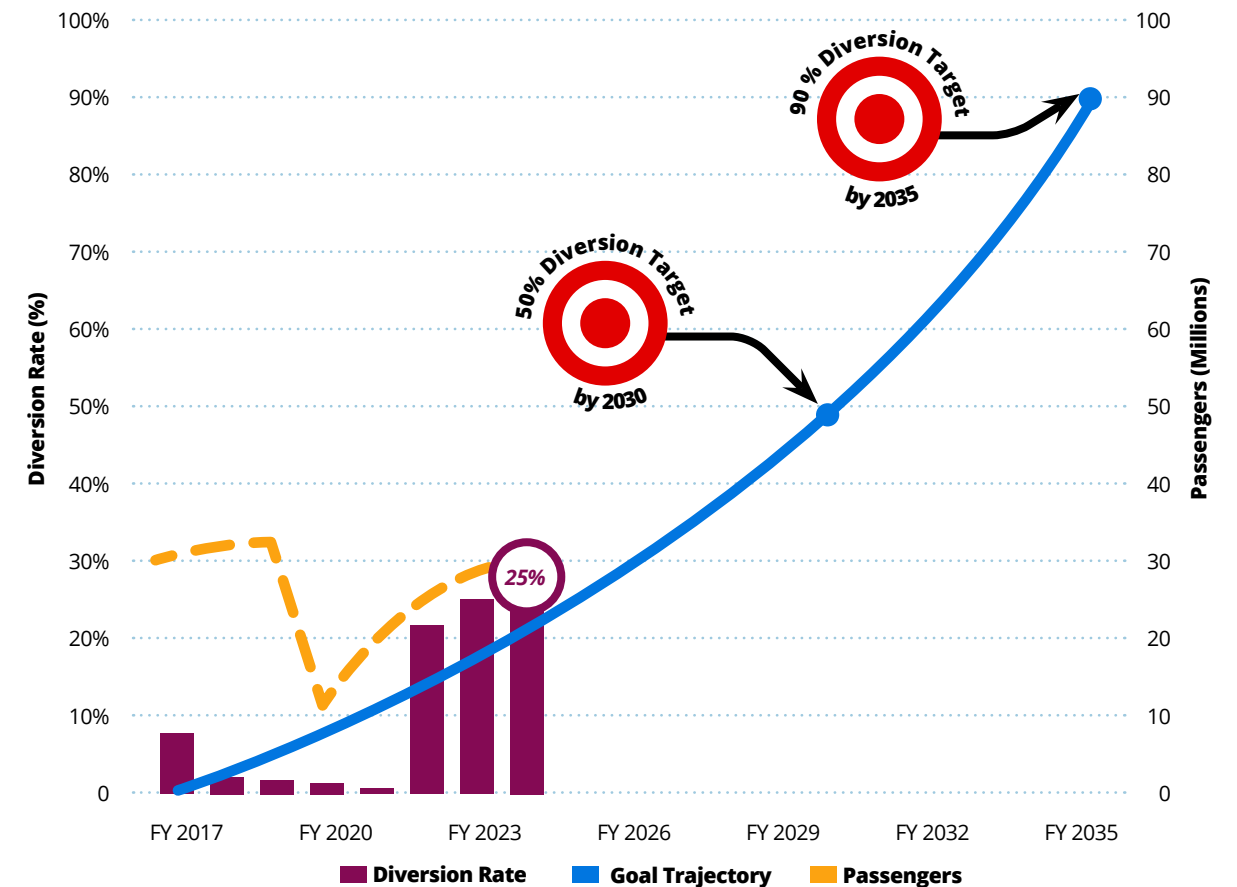


Figure 20: 90% Diversion Rate by 2035

# AIR QUALITY & OUR CARBON FOOTPRINT

## AIR QUALITY

The Airport prioritizes air quality to support our neighboring communities and the surrounding region. Philadelphia and Delaware counties' ozone air pollution levels consistently exceed National Ambient Air Quality Standards, and therefore continue to be designated as nonattainment areas for ozone by the U.S. Environmental Protection Agency. Consequently, we believe air quality is an important matter to address. We are dedicated to reducing emissions of volatile organic compounds and nitrogen oxides, two contributors to ozone formation. During FY 2024, we proudly report that we had no air permit violations.

*In 2023, the Airport won a grant from the FAA to develop a Decarbonization Plan for PHL. This project empowers us to identify tailored strategies and develop an implementation plan to achieve net zero emissions by 2050.*





## AIRPORT EMISSIONS

As mentioned, the Airport is committed to achieving carbon neutrality by 2050. For the last two decades, we have been implementing emission reduction strategies in the areas of energy efficiency, vehicle and equipment fleet transitions, aircraft ground operations, and sustainable design and construction.

The Airport is pursuing a number of strategies to reduce emissions at both PHL and PNE, including:

### Scope 1 Emission Reduction Strategies:

- Sustainable design and energy efficiency upgrades to our facilities
- Electrification of the Department's vehicle fleet
- Transition of heavy-duty vehicles to low-emission alternatives
- Renewable energy generation

### Scope 2 Emission Reduction Strategies:

- Procurement and generation of renewable energy, in collaboration with the City

### Scope 3 Emission Reduction Strategies:

- Electrification of ground support equipment (GSE)
- Providing power sources at gates to minimize the use of aircraft auxiliary power units
- Sustainable design and construction standards

Greenhouse gases are a number of gases that contribute to climate change. Carbon dioxide (CO<sub>2</sub>) is the most significant at airports. Greenhouse gases are divided into scopes 1, 2, and 3 based on the reporting entities control over the emissions. See the graphic to the right for a further explanation of scopes 1, 2, and 3.

### PHL GHG EMISSIONS: SCOPE 1, 2, & 3

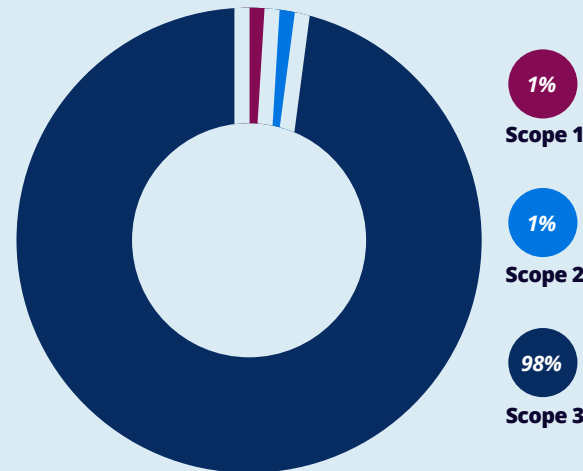


Figure 21: PHL CY 2023 GHG Emissions (Scope 1, 2, & 3)

### PHL GHG EMISSIONS: SCOPE 1 & 2 MTCO<sub>2</sub>e

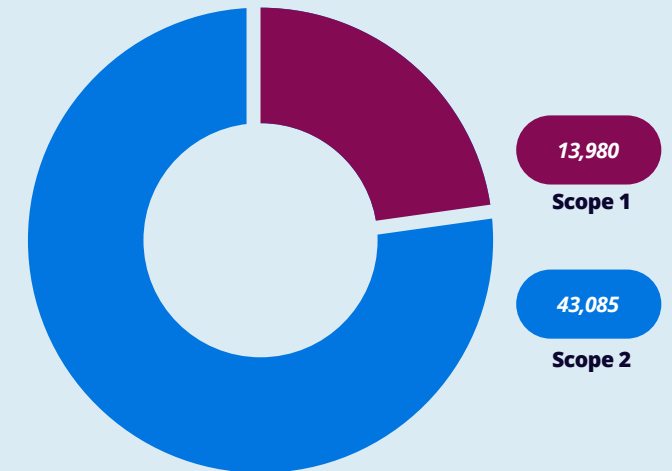


Figure 22: PHL CY 2023 GHG Emissions (Scope 1 & 2 MTCO<sub>2</sub>e)



Figure 23: Scope Explanation

# PHL SCOPE 1 & 2 EMISSIONS INTENSITY METRIC

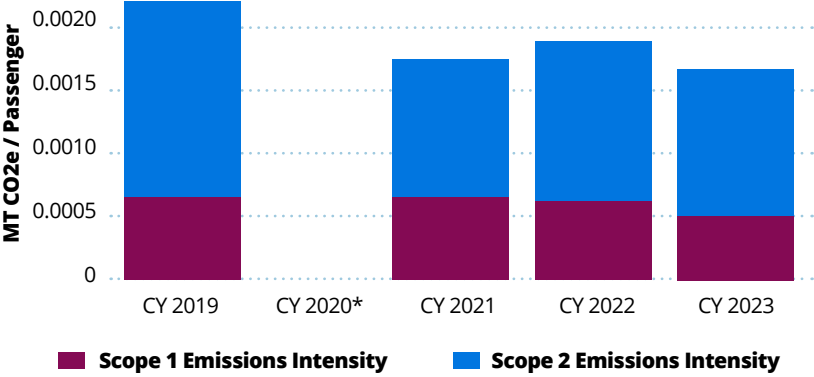


Figure 24: PHL Scope 1 & 2 Emissions Intensity Metric\*

\*Due to the COVID-19 Pandemic, 2020 emissions were not estimated per instructions from the Airport Carbon Accreditation (ACA) program, in which the Department of Aviation participates.




# AIRPORT CARBON ACCREDITATION

The Airport is proud to participate in the Airports Council International – North America (ACI-NA) Airport Carbon Accreditation Program (ACA), the only globally recognized carbon management program for airports. The ACA program includes seven levels of certification that recognize progressively advanced efforts in carbon management, from measuring emissions to achieving net-zero. These levels guide airports through a structured pathway to reduce their carbon footprint.

As of FY 2024, PNE and PHL are currently accredited at Level 1 and Level 2, respectively. The following provides a brief description of activities each Airport has achieved at its accreditation level:


at  
**PNE**  
LEVEL 1



*Footprint measurement*

- ✓ **Identified all emission sources at the Airport**
- ✓ **Completed emissions calculation and documentation within the Airport boundary**
- ✓ **Compiled a verified carbon footprint report**
- ✓ **Developed and adopted a carbon emissions management policy**

at  
**PHL**  
LEVEL 2



*Carbon management towards a reduced carbon footprint*

- ✓ **Met all Level 1 requirements**
- ✓ **Developed and implemented a carbon management plan**
- ✓ **Demonstrated measurable annual reductions in carbon emissions**



# TRANSITION TO A LOW-EMISSION FLEET

## Vehicle Fleet

The Airport continues its work on reducing emissions from vehicles and meeting the demand of growing electric vehicle (EV) ownership. Efforts include:

- Purchasing light- and medium-duty electric vehicles when models are available.
- Installing charging stations to support the Department’s EV fleet.
- Expanding passenger charging facilities to support the growth of EV ownership.
- Transitioning heavy-duty vehicles to low-emission alternatives such as biodiesel, compressed natural gas, hybrid diesel, renewable diesel, or hydrogen fuel cells.



In FY 2024, the Airport added nine new electric vehicles (compact cars, Sport Utility Vehicles and cargo vans) and five new charging stations. This brings the total to 12 electric vehicles and nine fleet vehicle charging stations. The ongoing shift from gas-powered vehicles to electric vehicles helps reduce costs, improve air quality, and decrease emissions at the Department.

### VEHICLE FLEET & EQUIPMENT FUEL USAGE

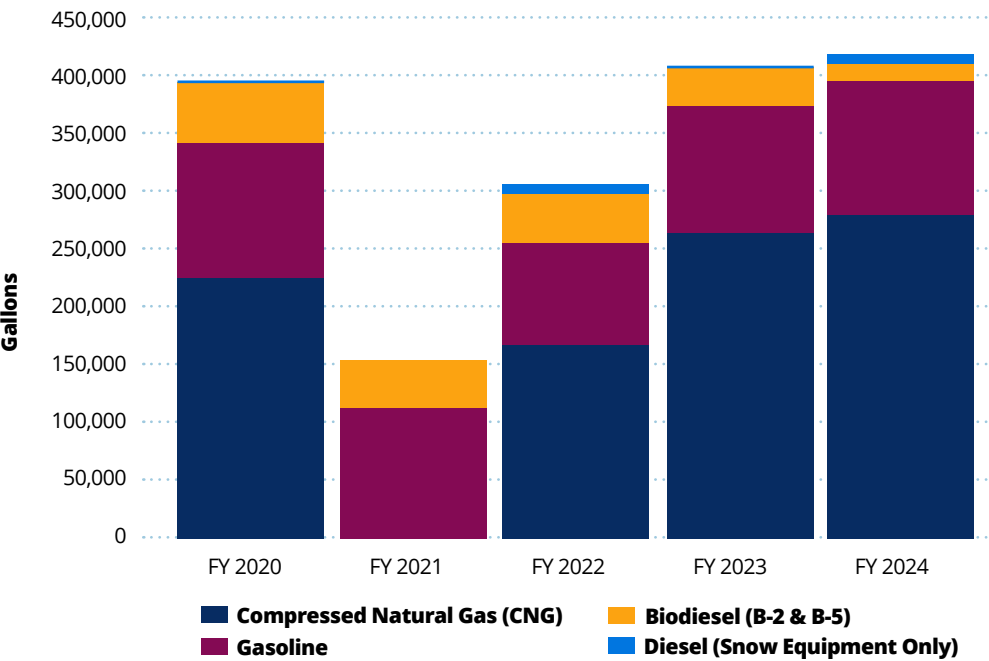


Figure 25: Vehicle Fleet & Equipment Fuel Usage



# GROUND SUPPORT EQUIPMENT

The Airport works closely with airlines, cargo carriers, and ground handlers to support the transition of GSE from diesel or gas to electric power. GSE electrification reduces the Airport’s carbon footprint while also improving local air quality by eliminating a source of harmful pollutants such as carbon monoxide, nitrogen oxides, ozone, and volatile organic compounds. Today, five airlines (American Airlines, Delta Air Lines, Piedmont Airlines, Southwest Airlines, and United Airlines) have electrified some portion of their fleet for a total of approximately 207 pieces of electric GSE at PHL. The electrified equipment primarily consists of pushback tractors, baggage tractors, and belt loaders.

## ELECTRIFICATION OF GROUND SUPPORT EQUIPMENT

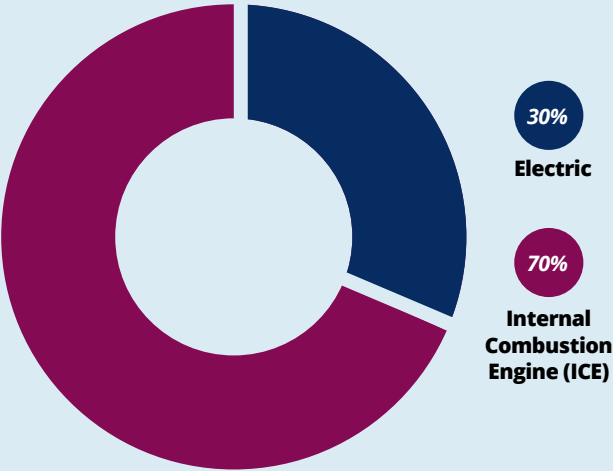
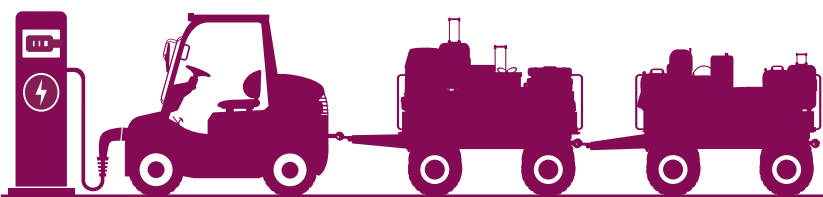


Figure 26: Electrification of Ground Support Equipment



Calendar Year	Total eGSE Charging Ports	Total eGSE
2020	246	142
2021	246	153
2022	246	162
2023	268	193
2024	268	207

Table 4: Total eGSE and Chargers



The Airport partnered with Southwest Airlines to electrify nearly all of their ground support equipment at PHL in FY 2024. The Airport won a \$700,000 Voluntary Airport Low Emissions (VALE) grant from the FAA to install 12 electric GSE chargers with 24 ports at Southwest gates, providing Southwest the opportunity to replace 28 pieces of diesel-powered equipment with electric baggage tugs and belt loaders. Southwest’s voluntary conversion to electric GSE has increased the total percentage of electrified core GSE to approximately 30% at PHL.



# ENERGY PERFORMANCE

The Airport closely monitors the energy performance of buildings at both PHL and PNE in alignment with the City's Building Energy Performance Program. We document facility energy usage and undertake energy audits. The data provided by these efforts are used to prioritize energy efficiency upgrades. Electricity and natural gas consumption decreased at both airports in calendar year 2023, which is especially significant given the increase in passengers at PHL during that time.\*



\*This report is based primarily on fiscal year data. However, since the Department of Aviation submits all energy and emissions data to the ACA program for review, those energy and emissions data will be displayed for the calendar year prior to each ESG report.

## AIRPORT ENERGY PERFORMANCE

### PHL ANNUAL ELECTRICITY CONSUMPTION

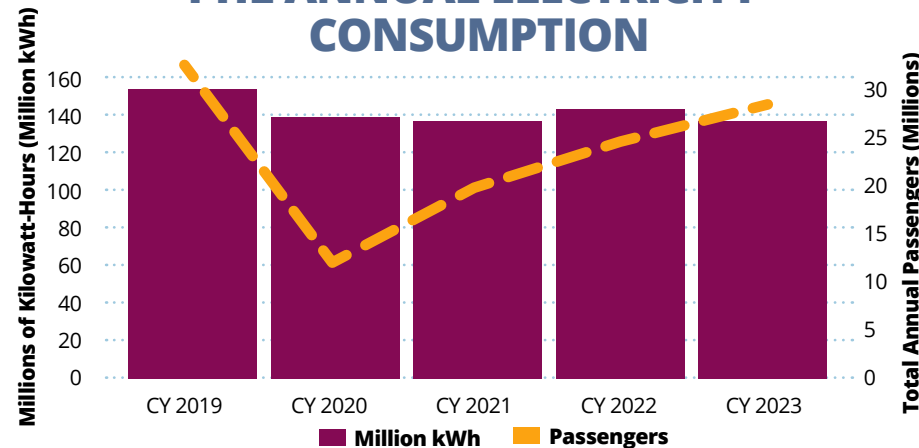


Figure 27: PHL Annual Electricity Consumption

### PHL ANNUAL NATURAL GAS CONSUMPTION

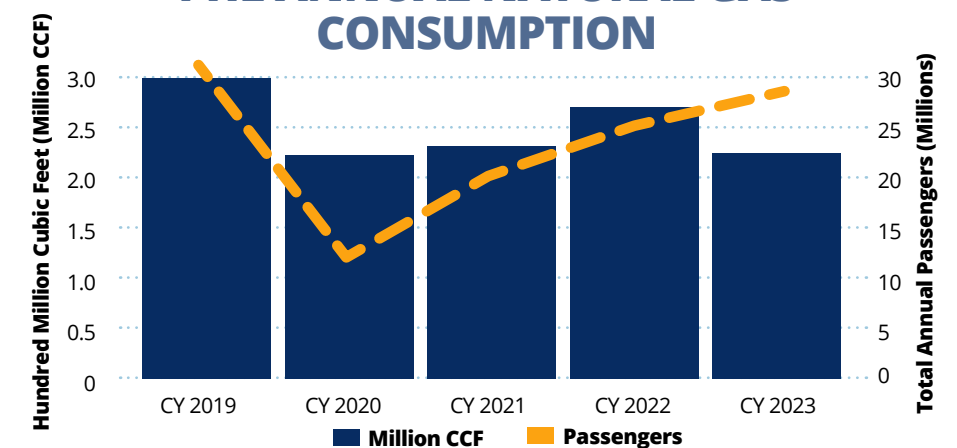


Figure 28: PHL Annual Natural Gas Consumption

### PNE ANNUAL ELECTRICITY CONSUMPTION

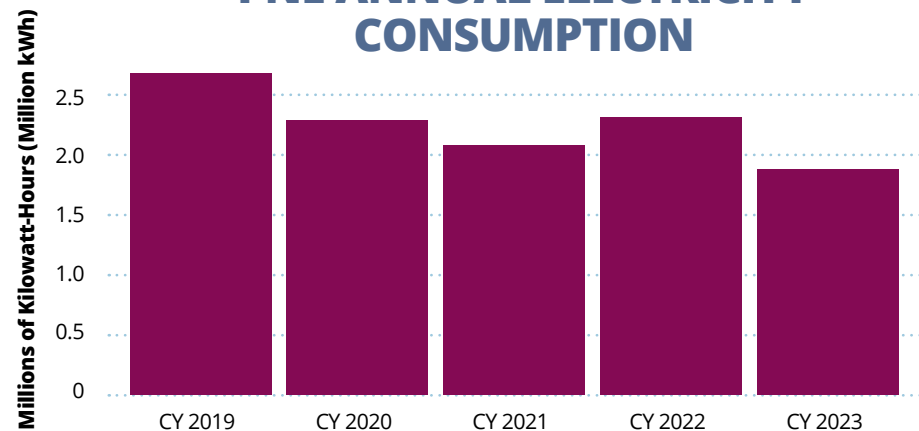


Figure 29: PNE Annual Electricity Consumption

### PNE ANNUAL NATURAL GAS CONSUMPTION

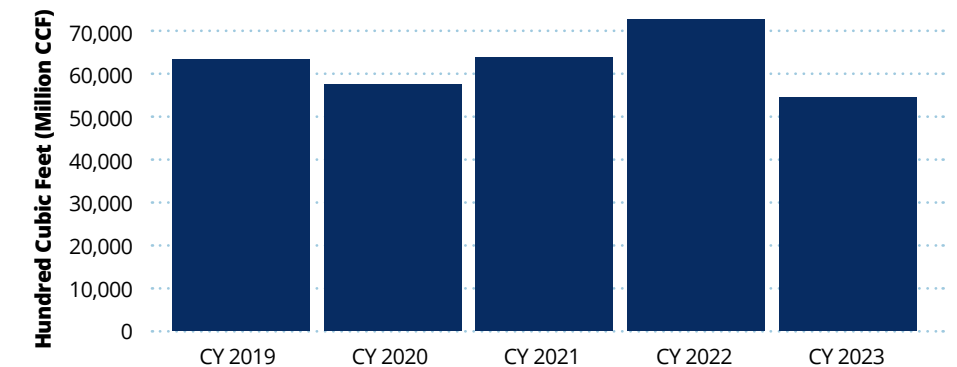


Figure 30: PNE Annual Natural Gas Consumption

# ENERGY EFFICIENCY

Energy efficiency improvements are a key piece of our net zero carbon strategy. Our most impactful energy efficiency upgrades completed in FY 2024 are described below.

## Southeastern Pennsylvania Transportation Authority (SEPTA) Regional Rail Platform

An investment of \$15.5 million went towards a complete renovation of the SEPTA Airport Line regional rail platforms, which provide direct rail access between PHL terminals and Center City Philadelphia. This project renovated and repaired the platforms, provided beautification and new furniture, replaced the heating

and cooling systems, updated wayfinding signage, and added bird exclusion panels. This project also replaced 759 incandescent light fixtures with energy-efficient light-emitting diode (LED) light fixtures, resulting in energy savings of 371,000 kilowatt hours (kWh) annually.



## High-Mast Lighting LED Upgrade

The Airport replaced 105 high-mast lights located on PHL apron areas that previously had inefficient high-pressure sodium lamps, with new energy-efficient LED fixtures. In addition to improving light quality and visibility, this project is estimated to save approximately 700,000 kWh per year.



# SUSTAINABLE DESIGN

The Airport is committed to incorporating sustainability into all facilities and infrastructure through sustainable design standards and third-party certifications, specifically Leadership in Energy and Environmental Design (LEED) for new and existing facilities and Envision verification for airside and landside infrastructure.

## ENVISION AWARD FOR SUSTAINABLE INFRASTRUCTURE

The Taxiway J Rehabilitation Project at PHL achieved Envision verification, making it the first Envision-verified project in Pennsylvania. PHL is one of only 16 airports in the U.S. to achieve this recognition. The Envision rating system, administered by the Institute for Sustainable Infrastructure, evaluates projects according to sustainability and resilience criteria.

This project incorporated sustainable design elements such as:

- Recycled materials, including recycled asphalt and aggregate produced from 100% post-consumer glass.
- Energy-efficient LED airfield lighting that reduces energy consumption by 55%.
- Stormwater management improvements and the removal of paved surfaces to improve airfield drainage and resilience.



## TINICUM ISLAND ROAD AND GREENWAY



To support the expansion of cargo capacity at PHL, the Airport acquired a 136-acre parcel in Tinicum Township and relocated a 1.14-mile segment of Tinicum Island Road to this property. The Airport collaborated closely with Tinicum Township to design a new road that prioritizes sustainability, including a greenway for bicycle and pedestrian access and three acres of stormwater management basins that serve as artificial wetlands.





# CLIMATE RESILIENCE

The Airport has conducted significant research into climate change risks facing PHL, which is particularly vulnerable to coastal surge flooding due to its location on the tidally-influenced Delaware River. In recent years, we have begun the improvement of our stormwater drainage systems to minimize operational delays during extreme weather events. In addition to preventative measures, we collaborate regularly with local, state, and federal entities including the Federal Emergency Management Agency, Pennsylvania Emergency Management Agency, and the Army Corps of Engineers, to prepare for stronger storms and increased flood risks in the future.



Figure 31. PHL Floodplain Elevation Standard Map

## CLIMATE RESILIENCE DESIGN STANDARDS

One of the most cost-effective ways to minimize risks related to extreme weather events is to incorporate resilience into everything we build. In 2024, we introduced our Climate Resilience Design Standards.

### Floodplain Elevation Standards

Our floodplain elevation standards require that new construction and critical infrastructure be elevated to safeguard against the threat of flooding. These standards factor in flood conditions for the year 2070, which are based on projections of sea level rise, storm surge, and precipitation events at PHL. To develop the standards, we conducted hydrologic and hydraulic modeling to create a map that indicates the elevation at which new infrastructure and equipment should be constructed to reduce the risk of future flooding.

### Stormwater Management Standards

In addition to tidal surge flooding, we want to be prepared to drain our airfield at PHL as quickly as possible in the face of stronger storms that bring large amounts of precipitation in a short period. To meet that goal, we require that, at a minimum, a 25-year design storm be used for all new and replacement stormwater infrastructure, and that our stormwater management projects are based on the 50-year design storm wherever physically feasible.



# FLOOD EMERGENCY RESPONSE PLAN

The Airport Flood Emergency Response Plan (FERP) is an action plan to respond to and mitigate risks associated with flooding events, with the goal of maintaining operations at PHL during a large flood. The FERP is activated when specific precipitation and storm surge thresholds are reached. First developed in 2007, the FERP is updated regularly. In 2024, the Airport completed a major overhaul of the FERP and provided a training simulation to prepare for challenges that might arise during a flood event at PHL. This expanded plan and annual interactive training events help strengthen our operational resilience to extreme weather events.

# WETLANDS

The Airport completed construction of 30 acres of wetlands at Franklin Delano Roosevelt (FDR) Park in South Philadelphia, located 3.5 miles from PHL. This project was undertaken in cooperation with the City's Parks and Recreation Department and Fairmount Park Conservancy, as part of the master plan effort to revitalize the park. The new wetlands will improve drainage and create essential habitats for local flora and fauna. Significant excavation removed decades of fill material, and two new tide gates were installed to mitigate flooding within FDR Park. Walking trails and access roads provide opportunities for the public to enjoy this beautiful space. This project was designed to compensate for wetland and waterway impacts anticipated from cargo expansion development at PHL.





# ZERO WASTE

## SOLID WASTE & RECYCLING

To achieve zero waste by 2035, the Airport has implemented a comprehensive solid waste and recycling program with recycling facilities in public terminal areas and recycling requirements for all construction and demolition waste. PHL has maintained a 25% recycling rate since FY 2022, demonstrating the success of our recycling program in light of growing passenger numbers.



### PHL SOLID WASTE & RECYCLING

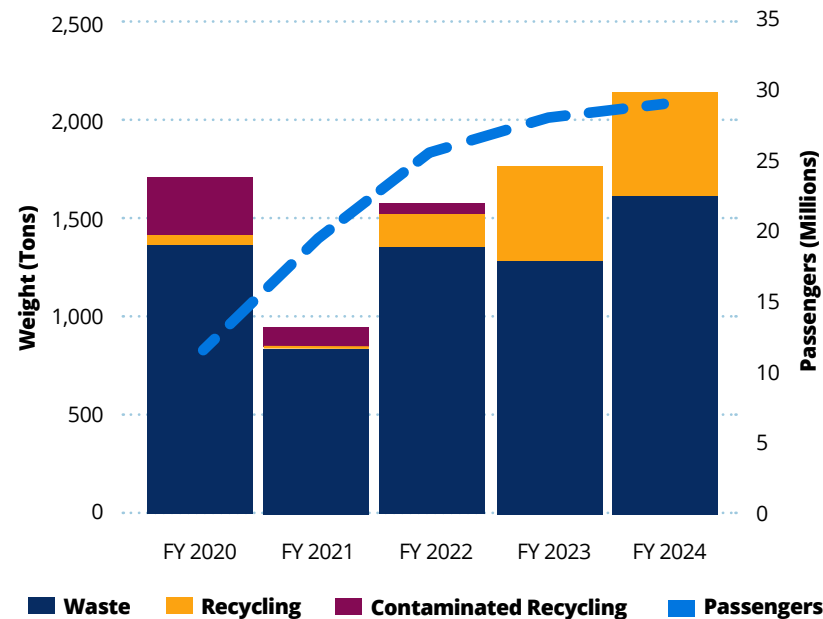


Figure 32: PHL Solid Waste & Recycling

## WASTE AUDIT

The Airport's Sustainability group teamed up with Facilities Maintenance to conduct a hands-on waste stream audit to better understand how we can improve our recycling program. The audit focused on non-secure landside locations not traditionally targeted for recycling to determine the capacity for recycling stream expansion in these locations.

The audit discovered that 26% of our waste stream in non-secure areas is comprised of items that could be recycled using our existing single-stream recycling program. This data will help inform our recycling program expansion as we march towards our zero waste goal. All non-recycled waste is sent to waste-to-energy facilities, aiding in the diversion of waste from landfills.

### WASTE AUDIT RESULTS

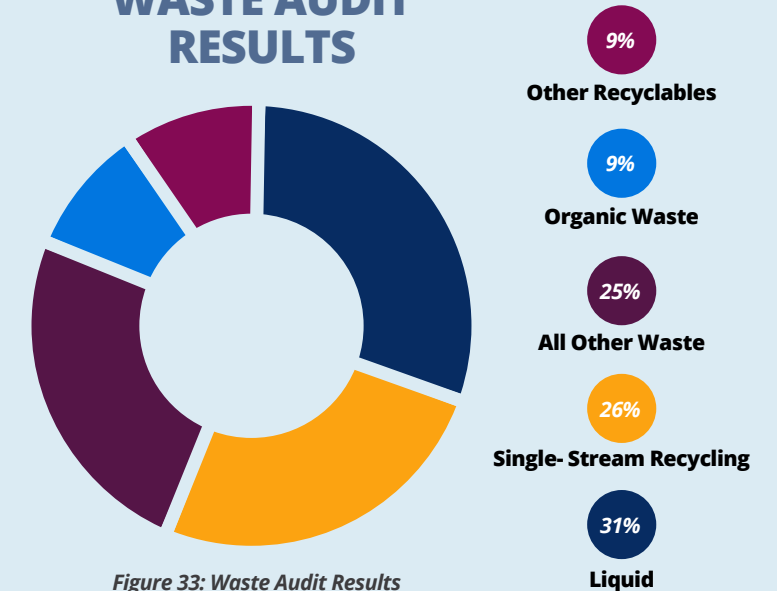


Figure 33: Waste Audit Results



# WATER BOTTLE FILLING STATIONS

Water bottle filling stations are provided throughout the terminals to reduce dependency on single-use plastic bottles. As a result of restroom improvement construction projects that temporarily removed three water bottle filling stations, the number of water bottle fills decreased slightly in FY 2024. During that time, the PHL terminal had 21 water bottle filling stations in operation. We continue adding new stations throughout the terminal via our restroom renovations.

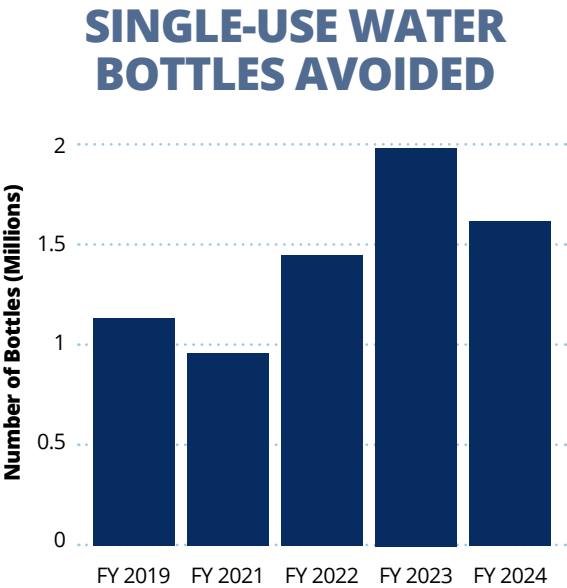


Figure 34: Single-Use Water Bottles Avoided

# MARKETPLACE FOOD DONATIONS

Our merchants continue to participate in the fight against food insecurity through the partnership between MarketPlace and Philabundance Food Bank. MarketPlace collects donations of grab-and-go packaged food to donate to Philabundance for its local food distribution centers.

These efforts enhance the health of our region and reduce unnecessary organic waste, improving our waste diversion rate. Although a temporary decline in the program's staffing levels led to a decrease in total food donations collected, overall PHL concessionaire donations resulted in over 30,000 meals served in FY 2024.

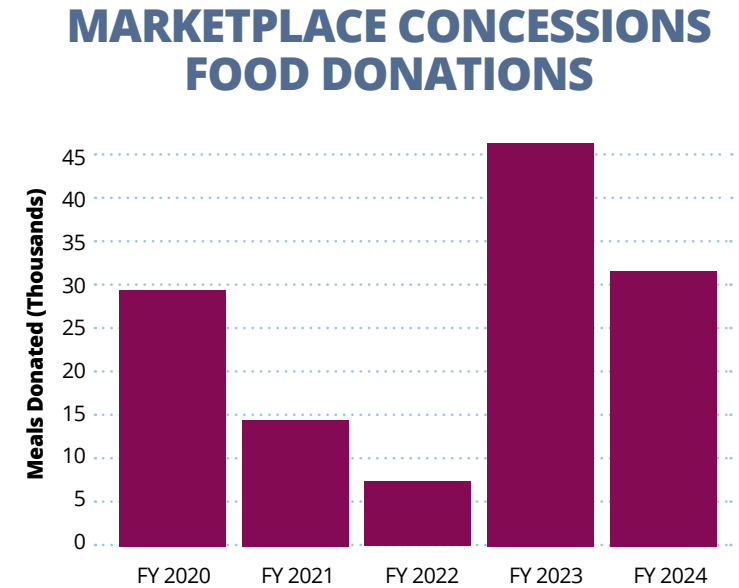


Figure 35: Marketplace Concessions Food Donations

# HAZARDOUS, NON-HAZARDOUS, AND UNIVERSAL WASTE

The Airport prioritizes proper disposal of universal waste products such as electronics, fluorescent lamps, and batteries. Universal waste is collected by a separate hauler for recycling to divert this waste stream from landfill disposal. Hazardous and non-hazardous waste is collected for proper disposal according to the Resource Conservation and Recovery Act (RCRA) standards. Hazardous waste includes oil paints, solvents, and other chemicals from daily maintenance and repair activities. Latex and water-based paints are non-hazardous waste and are not regulated by RCRA. However, the Airport collects and categorizes non-hazardous waste as part of its procedures.

The Airport diverted three tons of hazardous, non-hazardous, and universal waste from landfills in FY 2024, a lower amount than the previous fiscal year. The uneven trend in hazardous and universal waste amounts is due to the fact that large-scale clean-up events took place in FY 2021 and FY 2023, and thus there was less waste to dispose of in the interim years.

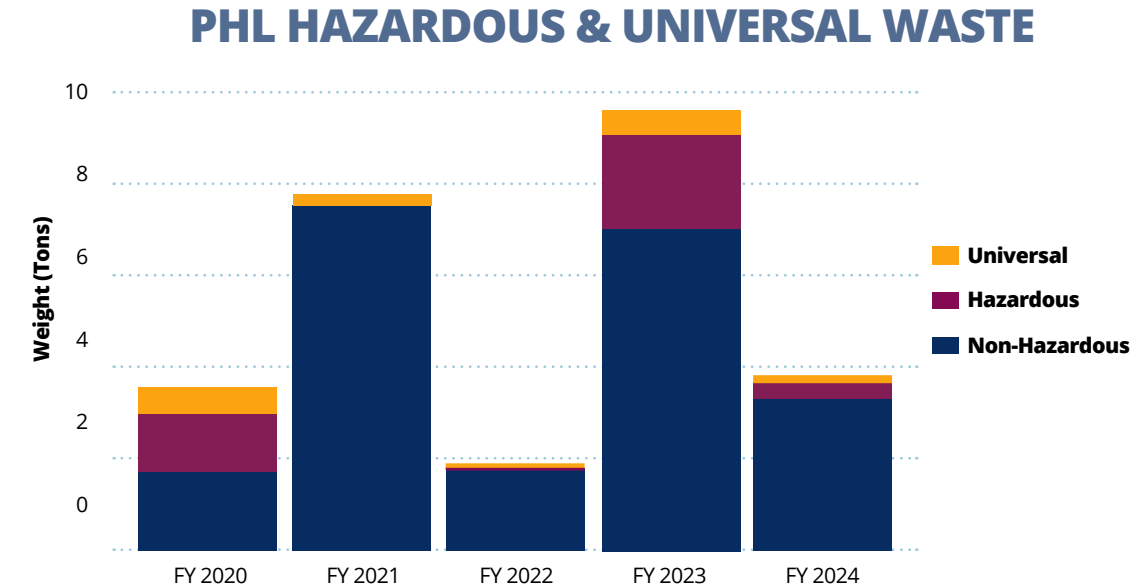


Figure 36: PHL Hazardous & Non-Hazardous Waste

# NATURAL RESOURCES

## CONSERVING WATER

Water is a vital natural resource and the Department is mindful of its usage and conservation. All potable water used at airport facilities is sourced from the Delaware River Watershed and supplied by the City of Philadelphia Water Department through its three drinking water plants. In FY 2024, potable water consumption increased slightly in alignment with the rise in total passengers.

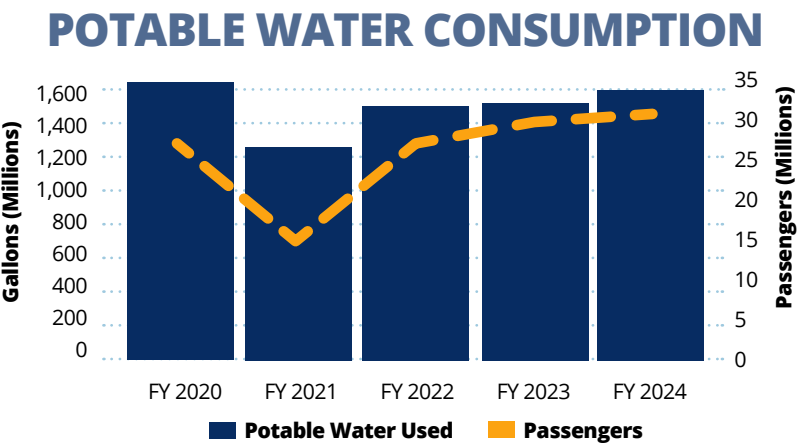


Figure 37: Potable Water Consumption

## STORMWATER PERMITS & DEICING RUNOFF

The Airport is dedicated to protecting surface water resources. PHL and PNE comply with City and state regulations through National Pollutant Discharge Elimination System (NPDES) permits, which set construction and industrial activities standards. There were no exceedances in FY 2024.

PHL has a specific NPDES permit for deicing activities at PHL. To minimize runoff, the Airport built a centralized deicing pad with a specialized drainage system in 2001. In FY 2024, this system collected over four million gallons of stormwater containing deicing fluid. The Pennsylvania Department of Environmental Protection (PADEP) also monitors oil, grease, and dissolved solids, with consistently low levels observed in PHL and PNE stormwater samples.

### STORMWATER RUNOFF WITH DEICING FLUID

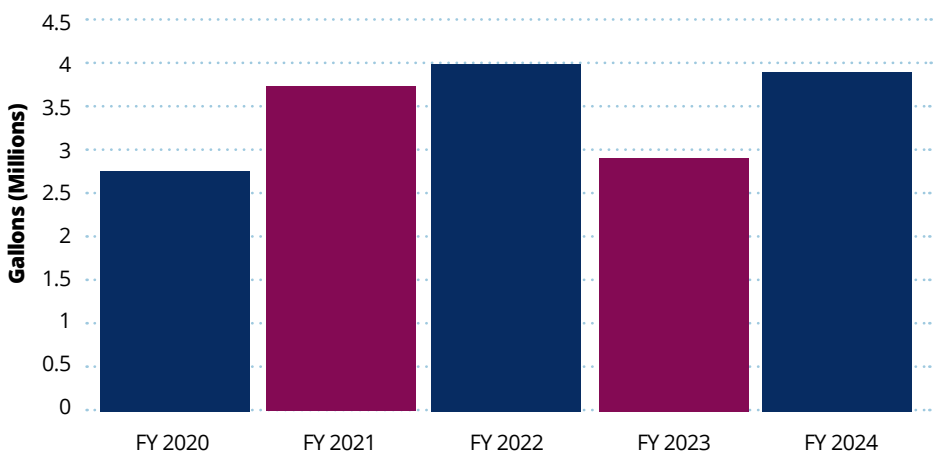


Figure 38: Stormwater Runoff With Deicing Fluid

## SPILL PREVENTION & CONTROL

The Airport remains committed to the procedures outlined in the 2019 PHL Spill Prevention, Control, and Countermeasure (SPCC) Plan. The SPCC Plan outlines measures to manage fueling activities and minimize fuel-related spills (e.g., gasoline, Jet A fuel, aviation gas, or diesel) that could contaminate stormwater and enter our surface water system. Environmental personnel participate in monthly ramp safety meetings to review fuel spill-related issues, increase awareness, and emphasize the importance of complying with spill response and reporting procedures. During these monthly meetings, Environmental personnel provide presentations on fuel spill reporting requirements, the cost consequences of spills, and processes for avoiding releases.

FY	Reportable Spills *
2020	6
2021	6
2022	4
2023	5
2024	7

\*Reportable spills to PADEP are spills larger than 50 gallons released to paved surfaces, one gallon or more released onto non-paved surfaces, or any amount that enters a storm drain.

Table 5: Reportable Spills





# STEWARDSHIP

## AMERICA RECYCLES DAY

The Airport celebrated its 15th annual America Recycles Day event in November, highlighting its commitment to sustainable waste management and progress towards zero waste by 2035. The event featured presentations, partner exhibits, and interactive workshops focused on recycling, composting, and the repurposing of materials. Exhibitors included the Philadelphia Department of Sanitation Streets and Walkways Education and Enforcement Program (SWEET) officers, Bennett Compost, Rabbit Recycling, and JP Mascaro. Initiatives such as updated waste plans, construction waste tracking, and expanded water bottle filling stations contributed to the Airport's waste diversion rate of over 25% achieved in 2024.



## EARTH DAY CELEBRATION AND AWARDS

In April 2024, PHL proudly hosted its 12th annual Earth Day celebration. The event featured an environmental information fair, demonstrations, and the Earth Day Awards ceremony, which recognized individuals and organizations for their leadership in advancing the Airport's sustainability goals.

2024 Earth Day Awards recipients included the following:

- Southwest Airlines was recognized for voluntarily converting its ground support fleet from fossil fuels to electric power, reducing greenhouse gas emissions by 950 metric tons annually.
- The Airport's Assistant Engineering Manager was recognized for integrating sustainability into PHL and PNE airfield projects and achieving Envision verification from the Institute for Sustainable Infrastructure for the Taxiway J Reconstruction project.
- The Airport's Vice President of Finance and Accounting was awarded for leadership in developing the Airport's first Environment, Social, and Governance (ESG) report, setting a precedent for transparency and accountability in sustainability initiatives while aligning financial strategies with long-term environmental goals.





## WATERFRONT CLEAN UP

The Sustainability group led 20 Department staff volunteers in a cleanup of the Delaware River waterfront, collecting a total of 722 pounds of waste and 249 pounds of recyclable materials.



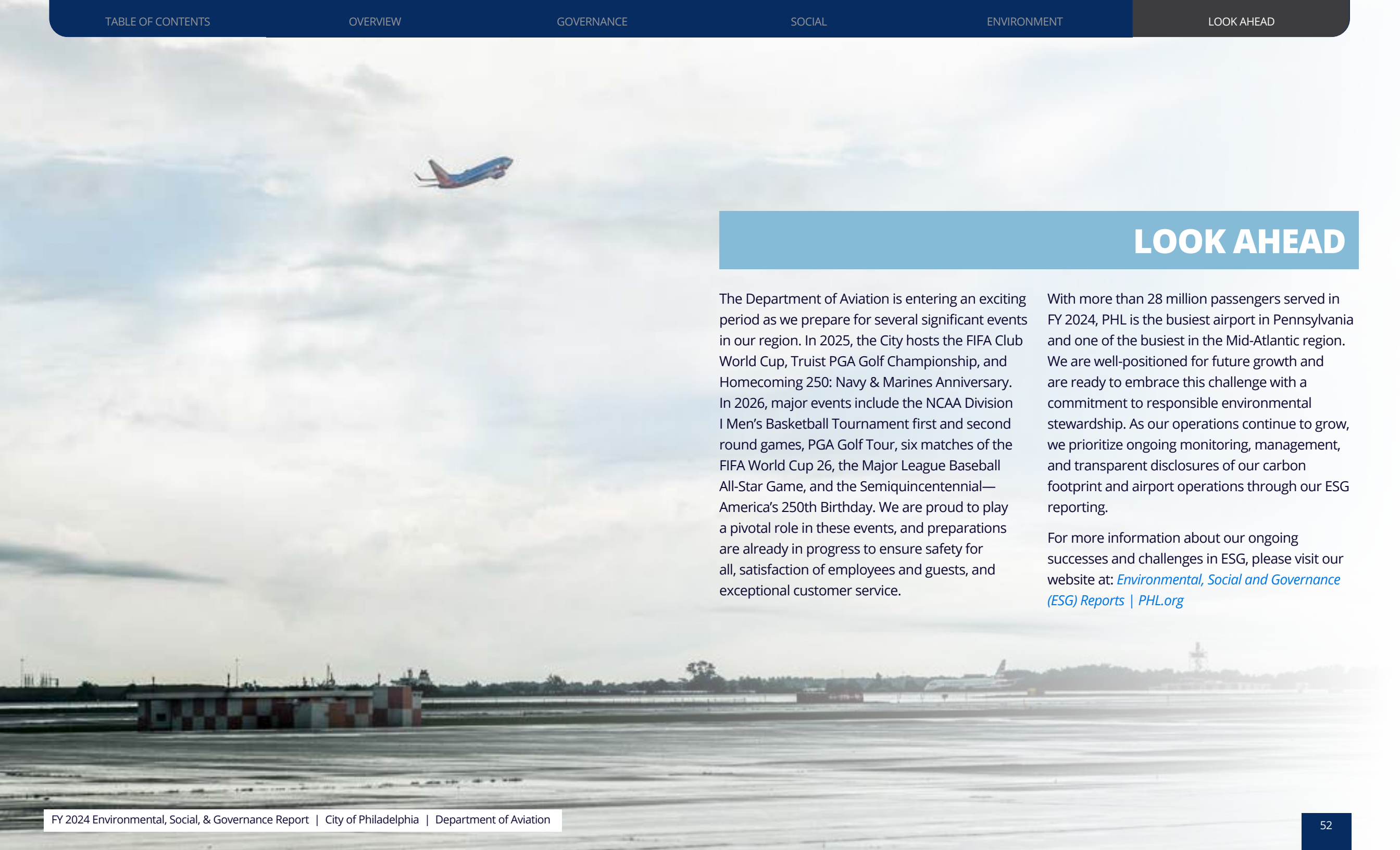
## BIKE TO WORK DAY

The Airport held its inaugural Bike to Work Day event in May to promote cycling as a healthy, Earth-friendly commuting option. The ride began at City Hall and followed a nine-mile route to PHL, providing an opportunity for staff to learn how to

bike safely to the Airport in a fun group setting. In preparation for the event, four new bike racks were installed at the Airport's office buildings located adjacent to the PHL terminals.







# LOOK AHEAD

The Department of Aviation is entering an exciting period as we prepare for several significant events in our region. In 2025, the City hosts the FIFA Club World Cup, Truist PGA Golf Championship, and Homecoming 250: Navy & Marines Anniversary. In 2026, major events include the NCAA Division I Men’s Basketball Tournament first and second round games, PGA Golf Tour, six matches of the FIFA World Cup 26, the Major League Baseball All-Star Game, and the Semiquincentennial—America’s 250th Birthday. We are proud to play a pivotal role in these events, and preparations are already in progress to ensure safety for all, satisfaction of employees and guests, and exceptional customer service.

With more than 28 million passengers served in FY 2024, PHL is the busiest airport in Pennsylvania and one of the busiest in the Mid-Atlantic region. We are well-positioned for future growth and are ready to embrace this challenge with a commitment to responsible environmental stewardship. As our operations continue to grow, we prioritize ongoing monitoring, management, and transparent disclosures of our carbon footprint and airport operations through our ESG reporting.

For more information about our ongoing successes and challenges in ESG, please visit our website at: [Environmental, Social and Governance \(ESG\) Reports](#) | [PHL.org](#)



# DATA TABLES



GOVERNANCE

Category / Metric	Unit	Reporting Period	2020	2021	2022	2023	2024
Senior Staff Demographics							
Minority Senior Staff	Percent of Senior Staff	FY	57%	43%	50%	61%	57%
Female Senior Staff	Percent of Senior Staff	FY	64%	57%	50%	50%	59%
Economic Performance							
Operating Revenue	\$	FY	\$ 295,000,000	\$ 288,000,000	\$ 325,000,000	\$ 396,000,000	\$ 420,000,000
Non-Airline Revenue	\$	FY	\$ 131,000,000	\$ 71,000,000	\$ 126,000,000	\$ 184,000,000	\$ 195,000,000
Parking Revenue	\$	FY	\$ 35,000,000	\$ 1,000,000	\$ 27,000,000	\$ 67,000,000	\$ 65,000,000
Enplanements	Count	FY	12,000,000	7,000,000	12,000,000	13,000,000	15,000,000

SOCIAL

Category / Metric	Unit	Reporting Period	2020	2021	2022	2023	2024
Full-Time Employees							
Total Number of Staff	Count	FY	754	612	617	643	701
Workforce by Ethnicity							
Black	Count	FY	476	377	374	384	447
White	Count	FY	202	170	168	174	164
Hispanic	Count	FY	33	25	30	32	36
Asian	Count	FY	32	30	33	40	40
Other	Count	FY	11	10	12	13	14
Full-Time Staff Demographics							
Female	Percent of All Staff	FY	34%	32%	33%	34%	37%
Male	Percent of All Staff	FY	66%	68%	67%	66%	63%
Business Opportunity Forum							
Business Opportunity Forum Attendees	Count	FY	389	384	300	320	395
Noise Complaints							
Noise Complaints per Operation	Count	FY	1.9	1.5	1	0.7	1

ENVIRONMENTAL

Category / Metric	Unit	Reporting Period	2020	2021	2022	2023	2024
Total PHL GHG Emissions*							
Scope 1	MTCO2e	CY	****	13,278	16,496	13,980	***
Scope 2	MTCO2e	CY	****	38,471	41,443	43,085	***
Scope 3	MTCO2e	CY	****	3,133,698	2,989,077	3,443,728	***
Total GHG Emissions	MTCO2e	CY	****	3,185,447	3,047,016	3,500,793	***
Total PNE GHG Emissions*							
Scope 1	MTCO2e	CY	**	603	584	440	***
Scope 2	MTCO2e	CY	**	632	615	518	***
Scope 3	MTCO2e	CY	**	32,566			***
Total GHG Emissions	MTCO2e	CY	**	33,801	1,199	958	***
Fuel Usage by Type							
CNG	Gallons	FY	223,786	79	161,087	262,311	276,695
Gasoline	Gallons	FY	116,715	103,289	94,651	103,639	111,333
B5 Diesel	Gallons	FY	49,414	47,585	37,990	31,495	25,344
Snow Equipment	Gallons	FY	344		7,587	3,967	8,398
Annual Vehicle Fossil Fuel Use	Gallons	FY	390,259	150,953	301,315	401,412	421,770
PHL Terminal Energy Use Intensity							
Energy Use Intensity	MMBtu per Square Foot	CY	0.22	0.22	0.23	0.22	***
Electricity Usage							
PHL	kWh	CY	139,266,175	138,437,417	141,333,384	138,514,908	***
PNE	kWh	CY	2,336,344	2,350,553	2,284,967	2,185,415	***
Natural Gas Usage							
PHL	CCF	CY	2,216,940	2,273,925	2,616,080	2,245,580	***
PNE	CCF	CY	58,111	65,545	72,043	54,514	***



ENVIRONMENTAL

Category / Metric	Unit	Reporting Period	2020	2021	2022	2023	2024
Vehicle Electrification & Charging							
Electric Vehicles In Fleet	Count	CY	2	2	2	3	12
EV Charging Stations For Fleet Vehicles	Count	CY	2	2	4	4	9
Total Number of Airside eGSE Chargers	Count	CY	236	236	236	258	268
Waste & Recycling							
Total Waste Collected	Tons	FY	1,350	833	1,387	1,306	1,626
Total Recycling Collected	Tons	FY	17	4	131	442	532
Hazardous, Non-Hazardous, and Universal Waste	Tons	FY	4	8	2	10	4
Single Use Water Bottles and Food Donations							
Single Use Water Bottles Avoided	Count	FY	****	971,763	1,410,740	1,979,338	1,588,102
Food Donations							
Equivalent Meals Donated via Philabundance	Count	FY	29,603	14,919	5,142	45,168	31,277
Potable Water, Stormwater Runoff, and Reportable Spills							
Potable Water Use	Gallons	FY	164,377,695	125,346,585	151,454,348	154,266,772	159,032,115
Stormwater Runoff Collected Containing Deicing Fluid	Gallons	FY	2,685,700	3,576,800	4,069,000	2,998,476	4,003,145
Reportable Spills	Count	FY	6	6	4	5	7

\*Certain emissions data may vary from prior ESG reports. In some cases, GHG inventories are prepared using preliminary grid carbon intensity values and are updated once final values are available.

\*\* PNE's first greenhouse gas emissions inventory was completed for year 2021; 2020 emissions data for PNE are unavailable

\*\*\* Emissions data are reported on a calendar year (CY) basis to maintain alignment with ACA verification timelines. CY 2023 is the most recent emissions data included in this report. Data for CY 2024 will be included in future ESG reports.

\*\*\*\*Omitted due to COVID-19 Pandemic

Note: Blank cells denoted no data