



2023 YEAR END **LAGUARDIA TERMINAL B COMMUNITY REPORT**



2023
LAGUARDIA
TERMINAL B
COMMUNITY
REPORT

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WHO IS LAGUARDIA GATEWAY PARTNERS?

LaGuardia Gateway Partners (LGP) is the private partner of the Port Authority of New York and New Jersey selected to build and operate the new Terminal B. In addition to managing the terminal now and leading the redevelopment, LGP will manage Terminal B through 2050, and provide the guest experience from the terminal’s curbside all the way to the departure gate. We will be members of this community for many years.

The rebuilding of Terminal B was funded using equity, debt and revenues, with no burden or risk to the taxpayer. As of December 2023, LGP is composed of Vantage Group, Meridiam, Skanska, and JLC Infrastructure for development and equity investment. Vantage Group is the developer and operator.

WHAT IS A PUBLIC PRIVATE PARTNERSHIP?

A Public Private Partnership (P3) is a collaboration between a private sector entity and a governmental agency, in which private funding is leveraged to develop or manage a public asset or service. In a P3, private capital is invested, and the private entity bears the risk. As is the case with LGP, local and state taxpayers do not foot the bill or take on the financial burden or risk. One of the largest public-private partnerships in the history of U.S. aviation, \$2.4 billion was raised in project bonds for Terminal B, \$1.19 billion was supplied by the Port Authority and \$200 million in equity was split between the principal shareholders of LaGuardia Gateway Partners.

LAGUARDIA GATEWAY PARTNERS EXECUTIVE LEADERSHIP

Suzette Noble
Chief Executive Officer

Klaudia FitzGerald
Chief Operating Officer

Jamie Haviaris
Chief Technical Officer

Mercedes Rendon
Chief Financial Officer

Kenneth Schuhmacher
Chief Legal Officer

LAGUARDIA GATEWAY PARTNERS BOARD OF DIRECTORS (As of 12/23)

Stewart Steeves
Chief Operating Officer
Vantage Group

Jane Garvey
Global Chairman
Meridiam

Magnus Eriksson
Managing Director
Skanska Asset Management

Frederick Burman
Executive Vice President
Skanska Asset Management

Folasade Olanipekun-Lewis
Vice President, Operating & Community Partnerships
Vantage Group

Fadi Selwan
Partner, COO Portfolio Management, Human Capital and Sustainability
Meridiam

Farhad Soltanieh
Chief Financial Officer
Skanska Asset Management

Sami Teittinen
Chief Financial Officer
Vantage Group

Manuel Zafra Solas
Senior Investment Director
Meridiam



A LETTER FROM SUZETTE NOBLE, CEO



Suzette Noble

In September of 2023, it was my extreme honor to become Chief Executive Officer of LaGuardia Gateway Partners (LGP), the first woman and first person of color to hold this role. I am deeply committed to advancing our mission of delivering an exceptional experience for both our guests and terminal partners and ensuring we remain an integral partner in our Queens community.

2023 was an incredible year for LGP and the entire Terminal B community. LaGuardia Terminal B was awarded a perfect 5-star rating from airport rating firm Skytrax, and also earned

the title of "World's Best New Airport Terminal." I consider this way more than a testament to the dedication, passion, and unwavering commitment of the entire LGP team and all our partners, but a reaffirmation in our belief that Queens can lead the world.

I am so thankful to both live and work in Queens and can experience our Borough's vibrancy and diversity each and every day. On behalf of the LGP team, we hope that you are equally proud to have Terminal B as a gateway to Queens and you have our commitment we will continue to drive excellence and community.

LGP'S WOMEN LED EXECUTIVE LEADERSHIP TEAM

In addition to our new female CEO Suzette Noble, our Executive Leadership Team (ELT) is now a majority women led team with Chief Financial Officer Mercedes Rendon and Chief Operating Officer Klaudia FitzGerald joining Chief Technical Officer Jamie Haviaris and Chief Legal Officer Ken Schuhmacher to round out our talented leadership. Diversity and inclusion is always at the forefront of LGP and we are proud to have our ELT exemplify gender equality. Meet our female leaders:

Suzette Noble: CEO Suzette Noble joined LGP in 2021 as Chief Operating Officer. Under Suzette's leadership, Terminal B has centered on delivering an exceptional experience for all stakeholders, maximizing commercial revenue, and implementing processes and metrics designed to uphold the terminal's internationally recognized guest experience. One year after assuming the role of COO, Terminal B was awarded a perfect 5-star rating

from airport rating firm Skytrax.

Suzette is an experienced leader with more than 20 years of experience developing and operating transformational guest experiences at companies recognized for customer service excellence and brand loyalty, including Walt Disney World Parks & Resorts, Krispy Kreme, and Great Wolf Lodge.

Mercedes Rendon: As the Chief Financial Officer, Mercedes Rendon oversees all of the company's corporate finance and manages stakeholder obligations connected to the terminal redevelopment and management. Prior to her role as CFO, Mercedes was LGP's Controller, with responsibility for the company's accounting operations and financial planning and reporting. A skilled finance executive, Rendon has over 25 years experience, including her role as SVP, Financial Controller of SmartStream Technologies. Mercedes is a graduate of Baruch College.

Klaudia FitzGerald: As Chief Operating Officer, Klaudia FitzGerald oversees LaGuardia Terminal B's commitment to outstanding safety, security, and operational performance. Klaudia's key responsibilities include maximizing commercial revenue and delivering exceptional and seamless experiences to all Terminal B stakeholders. A graduate of Hofstra University, Klaudia joined LGP from the leadership team of AvAirPros, where she served as the JFK Terminal One operator's Senior Director of Operations.



Left to right: COO Klaudia FitzGerald, CEO Suzette Noble and CFO Mercedes Rendon

TERMINAL B OPERATIONS 2023: FACTS & FIGURES

**TERMINAL B ACCOUNTS FOR NEARLY
HALF OF LAGUARDIA'S TRAFFIC**



16.8M
PASSENGERS



91,000+
SCHEDULED DEPARTURES

**IN 2023, 5 AIRLINES OPERATED
FROM TERMINAL B**



DESTINATION FACTS

LONGEST FLIGHT

Denver, CO

Operated by Southwest
and United Airlines

Approximately 1,600 miles



SHORTEST FLIGHT

Martha's Vineyard, MA

Operated by American
Airlines and JetBlue

Approximately 175 miles



INTERNATIONAL DESTINATIONS

Although LGA does not have US Customs and Border Patrol, Terminal B does operate flights to certain international destinations. Airports like Toronto Pearson and Montreal provide US Customs clearance as part of the screening process passengers go through prior to boarding the flight to LGA. Terminal B airlines have also offered service to Caribbean destinations like Nassau, Bahamas and Aruba.

GUEST EXPERIENCE SUMMIT

In 2023, Terminal B held its first ever Guest Experience Summit. Attended by leaders across the Terminal, the Guest Experience Summit was a first of its kind gathering to align the entire terminal community around our mission – to deliver an exceptional experience everyone



Terminal B leaders collaborating and ideating at our Guest Experience Summit

loves. Airlines, government partners, concessions and operations and maintenance team members participated in the 2-day event, which included dynamic speakers and hands-on workshops focused on continuing to improve the terminal experience for our guests.



NEW AMENITIES

In 2023, we continued to open new and exciting amenities in Terminal B to expand our offerings for our guests.

Hunt & Fish Grill: Located in Terminal B's Western Concourse, the Grill's namesake is the iconic Hunt & Fish Club located near Times Square. The warm and inviting Hunt & Fish Grill serves an appealing menu inspired by the Club's culinary program. Menu highlights include a Lobster Bisque accompanied by sherry cream and smoked paprika, a 12-ounce New York strip steak served with garlic confit and a Brooklyn-style pork chop with hot vinegar peppers.

Starbucks: The iconic coffee shop's first location in the new Terminal B opened on Level 4 near our famous water feature. Guests can fuel up with their favorite latte or tea, grab a snack and sit back and enjoy the show.

Talde Noodle Bar: Terminal B's first Asian inspired dining outpost is from acclaimed Chef (and Top Chef contestant) Dale Talde. Talde Noodle Bar serves up ramen, dumplings, fried rice and more and is located in our Level 4 Food Hall.

Panorama: Perched above our eastern concourse, Panorama offers sit down dining on American cuisine for breakfast, lunch and dinner. Grab a cold beer or delicious cocktail to watch the game on one of the TVs at Panorama's lively bar.

InMotion: Terminal B's second InMotion retail store opened in our eastern concourse, offering a wide range of technology products for passengers on the go – from headphones to chargers and more!

Meditation Room: Terminal B's new Meditation Room is now open. Located on Level 4, the space offers a quiet place for reflection.



Panorama Bar & Lounge



Hunt & Fish Grill



Starbucks



InMotion



Talde Noodle Bar

INDUSTRY ACCOLADES

A Perfect 5-Star Rating

In 2023, LaGuardia Terminal B earned 2 prestigious accolades from Skytrax, a noted international transport rating organization. Earned less than a year following completion of the new Terminal B, these awards symbolize the success of the Terminal B redevelopment project and the complete transformation of the Terminal.

Skytrax also named LaGuardia Terminal B The World's Best New Airport Terminal

Skytrax awarded Terminal B a perfect 5-Star Rating, making Terminal B the very first terminal in North America to achieve 5 stars. Terminal B is also among just 22 airports and terminals worldwide to have ever earned five stars from Skytrax for global best practices. The 5-Star Rating from Skytrax is its most prestigious and unique mark of Quality Achievement and a global benchmark of Airport Excellence. The rating is awarded following detailed audit analysis and assessment of an airport's product and front-line service standards.

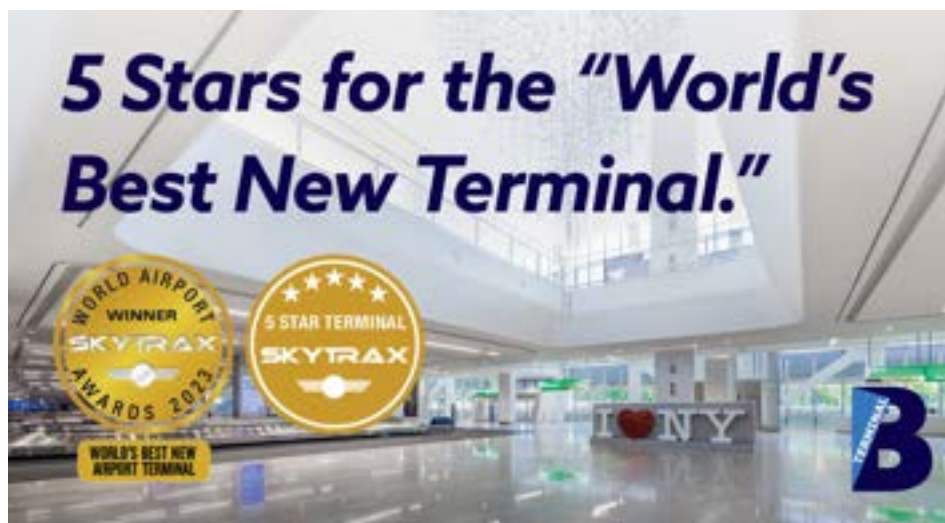
Skytrax also named LaGuardia Terminal B The World's Best New Airport Terminal at the 2023 World Airport Awards. Referred to as the Oscars of the airport industry, the World Airport Awards are regarded as a quality benchmark for the world airport industry, assessing customer service and facilities across more than 550 airports.



LaGuardia Gateway Partners team members pose with the awards.



Executives from LaGuardia Gateway Partners and the Port Authority of New York and New Jersey at the World Airport Awards ceremony in Amsterdam.



ENVIRONMENT, SOCIAL & GOVERNANCE

LaGuardia Gateway Partners is committed to achieving environmental sustainability, social responsibility and effective corporate governance (ESG) in all aspects of our business to help drive meaningful change across our terminal operation, our community and for our stakeholders.

Terminal B Earns Highest Rating for Accessibility

In 2023, Terminal B earned the highest possible rating for accessibility in the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program, earning Gold from the Canada-based foundation dedicated to raising awareness, changing attitudes, and removing barriers for people with disabilities. This recognition makes LaGuardia Terminal B the first airline terminal in the United States to receive this distinction.

OUR COMMITMENT

Environmental Sustainability: We're committed to advancing and executing excellence in environmental change through our operations.

Social Responsibility: We're committed to fostering a culture of diversity and inclusion, supporting fundamental human rights for all people, and investing in our communities.

Corporate Governance: We're committed to being a valued partner and acting with the highest standard of integrity and responsible corporate activity.

As part of the redevelopment of LaGuardia Airport, Terminal B was designed to be accessible for guests with hearing, vision, and mobility disabilities. The Terminal is equipped with hearing loops available at all guest experience desks, intuitive departure board displays in two formats along with color coding to support easy interpretation and gate distance information, accessible assistance at curbside drop-off/check-in service with call button, color-coded wayfinding across the airport, and a calming seating area with sensory stimulation features such as plants and foliage. Terminal B also offers the Hidden Disabilities Sunflower Lanyard to guests with disabilities that may not be easy to observe, such as autism, PTSD and hearing loss. The lanyard identifies these guests and communicates that they may need extra help while traveling through the terminal.

The RHFAC program helps organizations understand their level of meaningful accessibility from the people-centric perspective of those with varying disabilities. Using common methodology and language, it provides a road map on how to improve, helps organizations prioritize decision making based on data and celebrates achievements in their journey towards improved access. Over 1,800 sites have been rated through the program to-date with over 1,300 becoming certified.



One of Terminal B's wheelchair associates assisting a guest.



Terminal B's hearing loop technology.

TERMINAL B PROJECT ENVIRONMENTAL ACCOLADES

Following the completion of the Terminal B project in 2022, the new Terminal B redevelopment was awarded two important sustainability awards in 2023.

The Terminal B project retained both its Leadership in Energy and Environmental Design (LEED) v4 Gold Certification from the U.S. Green Building Council and the Institute for Sustainable Infrastructure's Platinum Envision Award, affirming that commitments made during the initial design review were carried forward during the construction phase of the \$4 billion redevelopment project.

LEED is the most widely used rating system worldwide for green building certification, recognizing excellence in sustainable design and construction. Terminal B achieved its design-phase LEED v4 Gold certification in 2021, including the arrivals and departures hall, the eastern concourse, and the central heating and refrigeration plant. In 2023, Terminal B achieved LEED v4 Gold certification for the full project, which also included the western concourse.

In addition, in 2023, it was announced Terminal B retained

the highest level of Envision award – Platinum – following its post-construction review. Retaining Platinum through this final stage of verification using the Envision Sustainability Framework is a major achievement. Terminal B is the first project to complete a post-construction review since the launch of Envision v3 in 2019.

The Envision Award recognizes sustainability in multiple areas, including human well-being, mobility, community development, collaboration, planning, economic development, materials, energy, water, conservation, ecology, emissions, and resilience.



One of Terminal B's parks.

WASTE AUDIT

In April of 2023, LaGuardia Gateway Partners undertook our very first waste audit. To help Terminal B reduce the amount of waste we send to landfills, we first needed to get an understanding of what made up the Terminal's waste. The waste audit provided us with a benchmark and allowed us to identify key points for improvement to reduce the amount of waste Terminal B sends to landfills and ultimately reduce the amount of greenhouse gas emissions we create.

The now annual event also became a very unique team building experience for the LGP staff. LGP employees volunteered to participate in the waste audit by working as bag taggers or sorters.

Bag taggers helped identify where each garbage bag came from – the airlines, the commercial partners etc. And sorters helped separate the waste into 17 different material types, which was then weighed. The LGP team – including our CEO and other executive team members – donned protective gear and sorted over 2 tons of waste in just 6 hours.

Understanding our waste has allowed us to prioritize which initiatives to focus on to continue to grow our waste diversion rate. These includes focusing on diverting liquids out of the waste stream through new



LGP team members at Terminal B's waste audit.

pouring stations throughout the terminal and adding new bailing equipment for increased cardboard recycling.

Prior to the waste audit, the Terminal's waste diversion rate was only 23%. By the end the end of 2023 we met and exceeded our year end goal of 40%. And we plan to continue to grow the diversion rate.

TERMINAL B GIVES BACK

We are proud to support our community both in Queens and across the NYC area. Below are just a few of our initiatives.

ALLIANCE FOR FLUSHING MEADOWS PARK

The mission of the Alliance for Flushing Meadows Corona Park is to support NYC



Parks to preserve, maintain, and improve Flushing Meadows Corona Park for the benefit and use of the surrounding communities and all New Yorkers. LGP supported the organization's major fundraising event — the annual Evening Under the Sphere and was proud to have been honored for our community investment.

VAUGHN COLLEGE INTERNSHIP PROGRAM

LGP has proudly supported Vaughn College of Aeronautics and Technology since we arrived at LGA in 2016. We're thrilled to continue our internship program with Vaughn, providing students real life airport management experience each semester. To date, each intern who participated in the program has become a full time employee at LGP following graduation.



CAREER DISCOVERY WEEK

A joint initiative between the Partnership for New York City and New York City Public Schools, Career Discovery Week brings high school students into some of the city's most vibrant and important workplaces for exciting hands-on career exploration. LGP was proud to participate and host students from Queens Technical High School for a day of discovery at Terminal B.

Activities included a tour of the terminal, a career panel with LGP and Southwest Airlines leaders and a resume workshop led by LGP's Human Resources Manager. We loved meeting the students and sharing our industry and career options at Terminal B.



2023 SUMMER STEM PROGRAM

LGP again joined the Port Authority of NY and NJ's LaGuardia Redevelopment team and Delta Airlines in partnership with Langston Hughes Library and Cultural Center in presenting the annual summer STEM program.

This 3 week program was free for kids entering grades 6-8, with educational programming from the Cradle of Aviation Museum. 50 local Queens students participated, learning about aviation through science, technology, engineering and math.



TERMINAL B GIVES BACK (Continued)

HOLIDAY PERFORMANCES

After a pause due to COVID, LGP was excited to again partner with the Port Authority of NY and NJ and local Community Board 3 to bring school groups from Queens to Terminal B to perform holiday songs for our travelers. The Learning Tree School, PS 127 and PS 69 spread plenty of holiday cheer as they entertained Terminal B guests and employees.



BLOOD DRIVE

Terminal B partnered with Maimonides Blood Donor Center and the Port Authority of NY and NJ to host a blood drive for airport employees.



CRADLE OF AVIATION MUSEUM

Each year, LGP proudly supports the Cradle of Aviation Museum's Annual Air & Space Gala. The Gala provides much-needed support for the expansion of the museum's historical preservation efforts and many education programs, including STEM (Science, Technology, Engineering, and Math) programs at the middle and high school levels and their STEM partnerships with elementary schools throughout the area.



CITY HARVEST

LGP hosted a Terminal B employee food drive benefiting City Harvest. In 2023, we donated nearly 3,000 lbs of food and beverages in support of our neighbors in need. In addition to LGP, our airline, concessions and facilities partners participated in the drive.



WHAT OUR GUESTS ARE SAYING

Guests traveling through our new Terminal share their thoughts on X (twitter):

✂ Stunning.
@LGAairport
Terminal B.

✂ I never thought this would be possible, but the new @terminalBLGA may just be my favorite airport terminal anywhere. It is so well done.

✂ @LGAairport LaGuardia, Terminal B is such a nice, well organized airport. Whenever you can choose between JFK or LGA, take LGA.

✂ I came through LGA for the first time since 2018 and OMG!! What a change. It's absolutely gorgeous! Beautifully designed, squeaky clean and with everything organized for the traveler. @terminalBLGA

✂ Travelling often through @LGAairport Terminal B last few months, I'm still amazed at how great it is. The fountain area is a game changer – it's busy, yet peaceful. You can sit around the fountain & people watch or gaze out for a "serenity now" moment.

✂ There's nothing more electrifying than flying into @terminalBLGA @LGAairport and being greeted by the Water Feature synchronized to a soulful cover of *New York, New York*. Couldn't be more cliched – or more endearing. I just want to be a part of it.

✂ Traveling on business can be frustrating so it is an actual pleasure to say that @LGAairport and @terminalBLGA got it right & is most impressive. Extra large bathroom stalls that your suitcase can fit in, without having to do gymnastics is def a plus!

✂ Thank you SO much for thinking about accessibility as part of your gorgeous design! I have hearing loss and induction loops are a game-changer.

✂ Landed at Terminal B last night flying in from Chicago, and I was blown away. This is La Guardia??? It's maybe the nicest terminal I've ever seen: architecture, design, etc. I always flew through JFK because I had the old LGA in mind. Now I'm looking forward to visiting again!

✂ What's going on @LGAairport this am. Everyone working the terminal was upbeat and pleasant. Even heard one staff member belt out, 'Welcome to everyone' and then merrily direct people to the correct TSA line. Not used to this at US airports. #welldone @terminalBLGA



LaGuardiaB.com
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