



FROM THE GROUND UP



FROM THE GROUND UP

Winnipeg Airports Authority Inc.

Leading Transportation Innovation and Growth

VISION

To lead transportation innovation and growth

MISSION

With our community, we provide excellent airport services and facilities in a fiscally prudent manner

VALUES

RISE – Respect, Integrity, Service Excellence

STRATEGIC DIRECTIONS

Enhance customer service and value

We will understand our customer needs and assure value through measurements relevant to them.

Deliver and operate excellent facilities and services

We will deliver safe, secure and environmentally sound facilities and services incorporating universal design principles.

Expand air service to and from Winnipeg

We will build on our 24-hour access and our intermodal connectivity to improve Manitoba's link to the world.

Be an effective community partner

We will be a source of pride for our community and a leader in its growth and development.

Develop and realize employee potential

Our team attracts and inspires excellence. We have engaged employees, with the right skills, in the right place at the right time.

Develop new revenue streams

Through business development initiatives, we will seek opportunities that will enhance and diversify our revenue sources.

Chairman and President's Message

2005 was a groundbreaking year.

The past year was successful relative to planning and achievement for Winnipeg Airports Authority.

Cargo volume at the airport reached 150,000 metric tones.

Passenger traffic rose 6.6%, outpacing our record year in 2004 placing Winnipeg International Airport on par with the top three airports in Canada. We responded to the increase in traffic by adding a new passenger loading bridge and opening over 350 additional surface parking stalls.

Construction of our new facilities officially commenced in September. The first phase, including the new parkade, is on track to be completed on time and on budget.

Customer satisfaction was enhanced despite the realities of our property becoming a construction zone.

During the past year, both Air Canada and WestJet enjoyed solid performance, however the cessation of airline operations by Jetsgo and Skyward served as a reminder of the challenges confronting the air transport industry. Through it all, Winnipeg Airports Authority continued to provide efficient airport facilities and services to passengers, airlines and associated airport businesses.

On behalf of the Board, we extend our appreciation to retiring Board Members: Mr. Lawrie Cherniack, Mr. Wally Hill and Ms. Irene Merie, whose efforts contributed to our successes during their tenure.

We gratefully recognize the efforts of the entire Winnipeg Airports Authority team for the significant accomplishments during this demanding year. We also acknowledge the contributions of all our community and industry based committees.



Arthur Mauro, Chairman (right) and Barry Rempel, President and CEO

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COMMON GROUND



Welcome to Winnipeg

Winnipeg's skyline peaks at the famous intersection of Portage and Main. Its remarkably diverse population of over 707,000 people gives the city its multicultural character and lends distinction to its communities.

At the geographic centre of North America and within its central time zone, Winnipeg is ideally situated for international business. The downtown business district is alive with new construction projects certain to enhance the city's skyline. Additional developments expand to the east and western city limits, including the floodway expansion and the airport itself.

Manitoba's stable economic structure supports a solid and diverse industrial base that includes aerospace, agriculture, arts and entertainment, biotechnology, communications, finance and insurance, logistics, media, textiles and transportation. Overall, Manitoba's economy yields a dedicated, highly trained workforce with low unemployment rates. The diversity of industries acts as a cushion against economic fluctuations.

Economic Impact of Winnipeg International Airport

As an economic facilitator, partner and driver, Winnipeg Airports Authority plays an important role in shaping the community it serves. Many of the goods entering the region pass through Winnipeg International Airport, enabling businesses to capitalize on the speed and efficiency of air transportation services.

Winnipeg International Airport is one of the most significant economic engines in Manitoba generating \$2.6 billion in economic output, and \$800 million in total labour income annually.

Winnipeg's international airport operates 24/7 and is the multi-modal transportation hub at the apex of the North American Mid-Continent trade corridor.



“The adventurous day provided many first-time opportunities for our students.”

– Gordon Armstrong, Machray Elementary School Principal referring to the North Pole Express event

Community Partnerships

Winnipeg Airports Authority is focused on serving its community, participating in community based charities and events. The 2005 calendar was full of fun and exciting activities such as Airport Family Fun Days, a fundraiser for the Canadian Cancer Society's Dragon Boat Festival, United Way's Plane Pull, the Annual Charity Golf Tournament in support of the Firefighters' Burn Fund, Koats for Kids, the Power Smart/Winnipeg Jaycees Santa Claus Parade and the highly anticipated North Pole Express for Variety, the Children's Charity.

Winnipeg Airports Authority raised \$16,500 for the Firefighters' Burn Fund and donated over \$32,000 to United Way in 2005. This corporate participation contributed to a record year for United Way.

Winnipeg Airports Authority supported CancerCare Manitoba Foundation's hugely successful Bears on Broadway event by sponsoring the design of a 10,000-pound concrete bear named Amelia Bearhart. Amelia has been welcoming airport visitors since she touched down in May.

“Whether funding bursaries for youth or offering valuable and fun work experiences, Winnipeg Airports Authority is helping to provide opportunities for youth in our communities.”

– Bonnie Korzeniowski, MLA St. James in a Private Member's Statement to the Manitoba Legislative Assembly about the Winnipeg Airports Authority Silverwings program

Winnipeg Airports Authority was front and centre for the highly anticipated 2005 Juno Awards held in Winnipeg April 1 to 3. The excitement began with local artists playing in the Arrivals areas welcoming Juno award nominees, record executives, fans and music industry officials.





WINNIPEG
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An aerial photograph of an airport tarmac, heavily overlaid with a semi-transparent yellow and green circular graphic. In the upper left, a large lattice crane is visible. In the center, a large hangar with white and grey diagonal stripes is prominent. The lower portion of the image shows the tarmac with several aircraft, including a large white jet, and various ground service equipment. The overall scene is bathed in a warm, golden light, suggesting a sunrise or sunset.

BREAKING NEW GROUND

Airport Facilities and Operations

Continuing in its dedication to enhance the travel experience, Winnipeg Airports Authority played a significant part in the creation of WinterOps, an aid in predicting unforeseen weather delays. The new invention provides advanced runway condition reporting and was introduced early in the year.

The central de-icing facility, which opened in late 2004, proved its value in a very challenging winter season starting in November 2005. Since its launch, the facility has de-iced over 3,700 aircraft. With an average processing time of just 9.2 minutes per aircraft, the facility can de-ice more than 94 planes on a peak day. As well, capturing aircraft de-icing fluid and disposing of it properly ensures our environment remains unaffected by the airport's operation.

The Restricted Access Identification Card (RAIC) program was introduced in 2005 to enhance security with biometric technology. The RAIC program strengthens security by requiring a fingerprint or iris scan to gain access to restricted areas.

“The terminal will be so transparent and open passengers will be able to see airplanes on the tarmac while getting their tickets or strolling through the building. The wide open spaces of the prairies and Winnipeg’s skyline will also be visible.”

– Stanis Smith, Vice President of Stantec Architecture of Vancouver



In November, Winnipeg Airports Authority was awarded funding as a part of Transport Canada's Freight Incentives Program. The \$474,000 federal grant will offset 50% of the purchase and installation cost of six at-bridge power and preconditioned air units. The new electrical units will replace existing diesel units, which supply power and preconditioned air to aircraft parked at an aircraft bridge, and will reduce greenhouse gas emissions by an estimated 2016 tonnes annually.

Airport Site Redevelopment 2004 to 2020

Since Winnipeg Airports Authority first realized the need to develop a new airport terminal and infrastructure, it consulted with key stakeholders throughout Manitoba. In March, members of the project team traveled to Thompson engaging northern communities. Closer to home, the redevelopment plan generated a lot of excitement throughout 2005 – most evident in a well-attended public forum in February and the sod turning ceremony in September.

Construction began in September with the ground breaking for the new four-level parking facility. Construction will remain a significant aspect of the airport's daily activities through 2009 when the terminal will open.

In addition to the construction progress on the new terminal and parking facility, Winnipeg Airports Authority completed several other projects in 2005. These included the construction of Holding Bay 31, the rehabilitation on Taxiway A and the addition of a 350-stall South Parking Lot. Within the Air Terminal Building, enhancements to the baggage conveyor systems now enable 100% of checked baggage to be security scanned.

Winnipeg Airports Authority arranged a construction facility with a banking syndicate consisting of Canadian Imperial Bank of Commerce, Toronto Dominion Bank and Royal Bank of Canada. An initial issue of revenue bonds was completed in the amount of \$250 million to fund the initial stages of the Airport Site Redevelopment project. Winnipeg Airports Authority entered into interest rate hedging contracts to preserve the interest rate for consideration of a second issue of bonds, planned for the conclusion of the project.

Expanding Air Service

Winnipeg International Airport maintained strong passenger growth of 6.6% in 2005. As with many other Canadian airports, Winnipeg experienced a setback to domestic traffic when the airline Jetsgo ceased operations in March. However, other airlines quickly stepped in with additional capacity; customer inconvenience was short-lived.

Transborder service was enhanced when Canjet Airlines returned to Winnipeg in February with a weekly flight to Orlando, Florida – the only non-stop service to that destination in early 2005. WestJet's twice-weekly service to Phoenix and Las Vegas began in October and continued throughout the winter season.

In May, Winnipeg Airports Authority celebrated Zoom Airlines' inaugural flight to London, England. This was the first scheduled non-stop, transatlantic flight to depart from Winnipeg since 2000. This service has been well received by the community. Zoom Airlines will continue to serve Winnipeg International Airport in 2006 and increase flights to once a week, from once every other week.

Charter destinations remain popular for Winnipeg; Signature Vacations expanded service to include Huatulco, Mexico.

Cargo Service

Cargo records continue to be broken as Winnipeg Airports Authority was recognized in 2005 as the second fastest growing cargo market in North America and twelfth in the world by *Air Cargo World* magazine. Cargo tonnage through Winnipeg increased to 149,947 metric tonnes. A cargo infrastructure and facilities plan was completed outlining development options, ensuring Winnipeg Airports Authority is well prepared for opportunities or challenges impacting the cargo industry.

The newly negotiated Canada-U.S. Open Skies agreement will position Winnipeg Airports Authority to capitalize on its natural geographic advantage for major international trade markets.

“Barry Rempel and his team have done a phenomenal job with that airport. They understand the value of partnerships.”

Pauline Dhillon, Vice President of Marketing, Public and Government Relations, Cargojet

Total Passengers: 3,231,888

Domestic: 2,715,608

Transborder: 407,793

International: 108,487



GROUNDING ON PEOPLE







Customer Focus

In 2005, Winnipeg Airports Authority continued to develop creative ways to improve customer service and value. Innovations included the addition of high-speed wireless Internet service, the travel lounge by Palliser and Valet & Away – enhanced airport valet and concierge service. Valet & Away offers value added, customer services such as dry cleaning, oil changes and car washes while travelers are away from the city.

The CANPASS Air program, managed by Canada Border Services Agency, was introduced at Winnipeg International Airport and five other Canadian airports. This self-serve security system screens registered frequent travelers by verifying an image of their irises, allowing them to pass quickly through Canadian customs and immigration.

In addition to the successful Goldwing Ambassador program at Winnipeg International Airport, the Silverwing Youth Ambassador program was introduced in 2005. This new program will allow student volunteers to explore the many career opportunities in the aviation and tourism industries.

Modifications were made to the Air Terminal Building in 2005 to facilitate increased efficiency and the delivery of outstanding customer service. To expedite the entire security process for customers, a fifth passenger screening line was added at Central Security, and the area has been modified to include provisions for a sixth line. As well, a ninth passenger boarding bridge was installed to increase capacity and improve flexibility for our customers.



Goldwing Ambassadors volunteered 11,330 hours in 2005 — an increase of 18% over last year.

The travel lounge by Palliser was awarded Third Place by Airports Council International in the Customer Service Initiatives category of the 2005 Excellence in Marketing and Communications contest.

travel lounge by Palliser®



Employee Support and Development

As a leader in innovation and growth, one of Winnipeg Airports Authority's roles is to inspire its employees to bring innovation, knowledge and expertise to their airport, their industry and their community.

Internally, Winnipeg Airports Authority promotes skills development and professional growth through education and occupational training support. Employees wishing to enhance their knowledge or skills, or develop new abilities, are provided the resources they need to do so. In 2005, employees received 3,543 hours of training in various job-related and developmental courses. This represents an increase of 31% over last year's training hours.

To support personal and professional development, Winnipeg Airports Authority provides employer-initiated training, employee-requested training, tuition and prescribed texts for approved employee training and a computer purchase plan. The student work placements and summer employment opportunities support knowledge development of university and college students – the employees and customers of the future.

Winnipeg Airports Authority and Public Service Alliance of Canada-Union of Canadian Transportation Employees, Local 50600 successfully renewed the collective agreement in 2005. The agreement was extended for an additional three years with annual percentage pay rate increases and a fund set up to support local community activities.

Corporate merchandise emblazoned with the Winnipeg Airports Authority logo was made available for purchase to employees this year. Since being implemented in September, this employee-run initiative has earned over \$4,000 through the sale of jackets, vests, shirts, lunch bags and water bottles. Our employees are truly demonstrating pride in Winnipeg Airports Authority.



Each spring our employees clean up the airport property on Greening Day.



FROM THE GROUND UP



DEVELOPING OPPORTUNITIES

Winnipeg International Airport welcomed three new outlets to its retail mix. Bentley Leathers expanded into the airport early in 2005 with its collection of handbags, luggage and travel accessories. DeLaga, an Indonesian word meaning a great combination of colour, offers popular brand name fashions and jewellery. With an aqua massage bed, CDs, candles, soaps and lotions, The Relax Shoppe was added post-security just in time to soothe and pamper busy travelers during the hectic holiday season.

Expansion also took place outside the Air Terminal Building with an increase in leased land of over 48,000 square metres. The majority of this land was leased to Bison Transport, with other significant sections going to Standard Aero and Perimeter Aviation. Winnipeg Airports Authority also leases land to growers for agricultural development and was pleased to welcome a new agricultural lessee in 2005. An additional 800 acres is available for further development.

“We feel the location at Winnipeg International Airport is a great opportunity to provide hospitality and service to travelers and the community.”

– Eddy and Karen Situmpol, DeLaga





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www.waa.ca