

Building Public Value through Diversity, Equity & Inclusion



Diversity, equity and inclusion are at the core of the Indianapolis Airport Authority. In my time with IAA, I have seen the impact of our continued efforts, and I am inspired to see how this commitment has benefited our relationships with travelers, visitors, employees and vendors. To create public value for our community, we intentionally foster diversity, equity and inclusion in everything we do.

Mario Rodriguez
IAA Executive Director

Continued Commitment to Diversity, Equity & Inclusion

At the Indianapolis Airport Authority (IAA), our goal is to continue to cultivate a self-sustaining culture that fosters equitable inclusion and diversity in all aspects of our business. We acknowledge and celebrate the individuality of our travelers, visitors, employees and vendors by optimizing organization performance and engagement in a way that makes people feel respected and valued.

This goal is not a destination as much as it is an ongoing journey. For years, we have been developing and implementing efforts across three key strategic areas: Workforce Development, Community Engagement, Economic Development.

IAA Strategic Pillars

While our strategic pillars are fundamental to IAA operation and purpose of providing public value, our diversity, equity and inclusion efforts are intentionally focused within Workforce Development, Economic Development and Community Engagement. These pillars offer unique and complementary opportunities for growth and development that elevate this initiative.



Customer Service



Economic Development



Stability & Sustainability



Workforce Development



Community Engagement

Diversity, Equity & Inclusion Mission Statement

IAA believes in creating a high-performing culture that fosters world-class service to enhance our community. That high-performing culture includes a diverse and competent workforce, with diverse leadership dedicated to putting our passengers first. IAA—through its continued support for the growth and development of opportunities for small and diverse businesses—strives to foster and maintain an environment reflective of its commitment to diversity and diversity initiatives.

The IAA is committed to cultivating a self-sustaining culture that fosters equitable inclusion and diversity in all aspects of the business and optimizes organizational performance and engagement by ensuring people feel respected and valued.

Our Objectives

- Enhance/advance IAA culture where employees, passengers, stakeholders and vendors feel included, valued and respected
- Promote cultural awareness and understanding as the cornerstone of creating a safe environment where all individuals feel respected and valued
- Develop and cultivate a pipeline to increase diversity in leadership positions throughout the IAA
- Increase engagement of diversity and inclusion within the community to advance and foster world-class service to Hoosiers and state visitors, economic impact and customer service experience
- Increase diverse business participation and provide meaningful opportunities for certified disadvantaged, LGBTQ+, minority, women and small businesses





Workforce Development

Our workforce is an essential piece of our mission. We understand the importance of building a diverse workforce that represents and serves the local community as well as airport travelers from across the globe. Our focus on inclusion begins with recruitment and continues throughout the organization. We cultivate our diverse, equitable workforce by providing educational and growth opportunities for individuals. We are committed to recruiting, developing and retaining talent. IAA's internal Diversity & Inclusion Council and Employee Action Committee provide opportunities for employees to help shape company culture, build relationships and strengthen cultural competency.

Talent Recruitment

Recruitment begins in the community. IAA partners with several organizations focused on diversity to help address employment needs, including the Ascend Indiana, Bosma Enterprises, EmployIndy, Indiana Black Expo, Indiana Latino Institute, Indianapolis Latino Expo, the *Indianapolis Recorder*, Indianapolis Urban League, IndyHub and Tmap.

We maintain a presence at job fairs focused on reaching diverse applicants and host an award-winning summer internship program to introduce students to the aviation industry and connect them to airport leaders while completing real-world projects.

Employee Growth

When it comes to retaining talent, one of the most important things we can do is provide opportunities for our employees to continually grow. As part of our Diversity, Equity and Inclusion efforts, our staff and Board can participate in cultural competency, ADA/Title VI compliance and implicit bias training.

Our goal is to provide our employees with the necessary skills, tools and education to capitalize on individual strengths and be equipped to excel in their journey with the IAA through Employee Development, Leadership Development and Succession Planning.

Workforce Enhancements

50% of Senior Leadership comprised of **WOMEN OR RACIAL MINORITIES**

Connecting with students through **7 Unique LOCAL HIGH SCHOOL & COLLEGIATE PROGRAMS.**

45% of **NEW HIRES** in 2021 have been **diverse**

Workforce Development Awards

- 2021 Leadership in Diversity, Mayor's Celebration of Diversity Awards
- 2020 Not-For-Profit Employer of the Year - Indiana INTERNnet IMPACT Awards
- 2019 Title VI Program Civil Rights Advocate and Partner Award - Federal Aviation Administration (FAA)

Economic Development

We continually seek out small and diverse local and national vendors and suppliers to enhance airport services and offerings. We intentionally focus on providing meaningful opportunities to disadvantaged, minority, women and veteran-owned (DMWVBE) businesses. This effort has yielded results that significantly help the community's economic health. These contracts and subcontracts offer opportunities in airport-related services and purchases, including but not limited to construction, professional services, goods and concessions.

Additionally, we partner with diverse organizations, locally and nationally, that help with supplier diversity advocacy efforts, including the Airport Minority Advisory Council, the City of Indianapolis Office of Minority Business Development, the Mid-States Minority Supplier Development Council and the National Association of Women Business Owners Indianapolis.

Economic Development by the Numbers

The IAA has met and exceeded its 2020 goal in sustaining business diversity participation.

40% **DMWVBE** participation
representing **\$38 million**
across **185 businesses**

More than **80%**
of the diverse spend is a direct result of **capital program and IAA efforts** to ensure **ACCESS TO OPPORTUNITY**

In just three years, IAA has exceeded small and diverse business participation, achieving

25% in 2018
35% in 2019
40% in 2020

IND has awarded **\$100 million** in contractual opportunities to certified diverse businesses since **JANUARY 2018**

Economic Development Awards

- 2019 Supplier Diversity Advocate of the Year - Central Indiana Supply Chain Awards
- 2018 MBE Total Spend - Mid-States Minority Supplier Development Council
- 2017 Corporation of the Year - Indiana Black Chamber of Commerce
- 2017 Airport Top Flight - Airport Minority Advisory Council Catalyst Awards

Community Engagement

Through our Community Engagement efforts, we take advantage of elevating and centering the diverse community we serve, which much of our workforce and many of our vendors also call home. It's essential that through our community collaborations, diversity, equity and inclusion are an intentional focus.

This year, IAA launched an Equity Insights Fireside Chat series that leveraged informal conversations between unique individuals and industry leaders, allowing participants to gain a broader understanding through shared perspectives and experiences.

"What I think is the most exciting about these efforts are that they are being undertaken by an airport...the lesson each of us can draw from what the IAA is doing is there is no field of work nor discipline nor art, nor corporate or community enterprise where the discussion of racial equity is not relevant."

- Vop Osili, President of the Indianapolis City-County Council

Culture & Community

In an effort to find unique and compelling ways to engage in and outside the airport, we collaborate with local artists and community organizations to highlight diverse legacies in Indiana. We seek external opportunities and often open our public spaces and terminal to showcase culturally significant work. In February 2021, IND became the host of a breathtaking temporary mural honoring Madam C.J. Walker. This mural joins ten other murals, all by local artists, including women and people of color, added to temporary construction walls in the terminal this year.



Community Partnerships

Our community is full of organizations that are building a better future for Indianapolis and the surrounding areas. We are honored to have the opportunity to partner with these and many others:

- Indiana Civil Rights Commission, Indianapolis Government Alliance on Race and Equity, Peace Learning Center, MLK Center Indy, Mayor's Latino Advisory Council
- Martin University National Center for Race and Equity
- Indianapolis Urban League African American Quality of Life
- Business Equity for Indy

Diversity, Equity & Inclusion Awards:

- 2021 Inclusion Champion, Airports Council International
- 2020 ADA/SEC. 504 Programs Civil Rights Advocate and Partner Award - FAA
- 2019 Diversity & Inclusion Award - Indiana Civil Rights Commission
- 2017 Sam H. Jones "Best of the Best" Mayor's Celebration of Diversity Awards
- 2016 Inclusion Champion - Airports Council International
- 2016 Champion of Diversity - Indiana Minority Business Magazine

At IAA, we believe that when people feel respected and valued, they actively engage and contribute. That's why we value diversity, equity and inclusion within our organization and do our best to advance it in the community. Through respect, integrity, trust and excellence, we will continue to provide public value by investing in our workforce, suppliers and community for generations to come.

"Commemorating Madam Walker is an important step in helping travelers associate Indianapolis with a strong inclusive culture and continuing values of entrepreneurship, community service and civic pride."

- Mario Rodriguez, IAA Executive Director

