

BUSINESS DIVERSITY DEVELOPMENT (BDD)

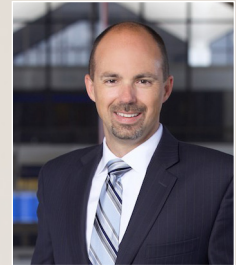
ANNUAL REPORT FISCAL YEAR 2024

Accelerating growth by increasing inclusion and diversifying our suppliers and partners



MESSAGE FROM THE PRESIDENT & CEO

Memphis-Shelby County Airport Authority (MSCAA) is proud to present the Business Diversity Development's (BDD) Annual Report to highlight the airport's minority, women-owned and disadvantaged business efforts. Memphis International Airport (MEM) is an economic driver for our region which connects our business community and residents throughout the globe by air travel.



MSCAA is committed to economic growth and utilizing our region's small, women-owned, and disadvantaged businesses to carry out our daily operational missions. The airport has a large, dynamic, and efficient operation that depends on working with ready, willing and able contractors and entrepreneurs in the Memphis metropolitan region. Through our BDD program, we are investing in our local economy and reinforcing the importance of MEM in the community.

As you may know, MEM is embarking on a transformational future with the start of our Terminal Modernization and Seismic Program. This multi-phase program will renovate our terminal building by updating our ticketing and baggage areas with modern facilities to ensure seismic compliance, increase capacity, improve customer experience, and expand access to passengers. Additionally, we are beginning to implement several new customer-friendly parking products as part of our Parking Enhancement Program.

Our future projects will help spur economic opportunities for the region and we can meet that goal by working to create more prime, joint venture and equitable contracting opportunities for our small and disadvantaged firms. From outreach to certification, our BDD team is constantly engaged with businesses to expand contract opportunities. I am proud of the progress we have made in BDD and look forward to seeing the benefits being paid forward to our region for years to come.

Terry Blue, A.A.E.

President & CEO



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THE TEAM



TERRY BLUE, A.A.E.
President & CEO



MICHAEL FULTON
*Director of Government Affairs
& BDD*



REGINA ARMSTRONG
Senior Manager of BDD



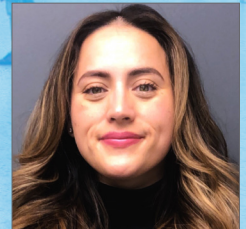
COURTNEY COLEMAN
*DBE / ACDBE Program
Administrator*



STACY HARRIS
*DBE Compliance
Program Administrator*



TONI WILLIAMS
*ADA / DBE Program
Administrator*



VICTORIA ALVAREZ
*DBE Certification
Specialist*

EXECUTIVE SUMMARY

The Business Diversity Development (BDD) department is committed to offering the best environment for minority, women-owned and small businesses to apply for certifications, develop partnerships with prime contractors, and compete for airport contract opportunities. The 2024 BDD Annual Report showcases the efforts Memphis International Airport is taking to fulfill this commitment to our community.

Disadvantaged Business Enterprise (DBE) spend on MSCAA total eligible and federally funded contracts exceeded 21 percent this fiscal year. Additionally, our Airport Concessions DBE (ACDBE) program continues to meet expectations with our partners. These numbers show that with BDD and the efforts of our community, disadvantaged businesses are competing and performing on meaningful contracts at the airport. The report also highlights the department's certification of 196 small businesses in FY 2024.

This year, ReGina Armstrong was promoted to the position of Senior Manager of BDD with

renewed vision and the same goal of advancing opportunities for minority, women-owned and small businesses. Additionally, the Department of Transportation issued a final rule to update the DBE and ACDBE regulations in April 2024. A few notable changes include streamlining certifications, requiring airports to take steps to eliminate obstacles for participation by small ACDBEs with small business element requirements, strengthening monitoring and prompt payment requirements, and flexibility in on-site interviews. This will provide opportunities and decrease barriers for program participants.

Business Diversity Development is committed to increasing outreach for disadvantaged business enterprises that desire to do business with us. We plan to host events throughout the upcoming year to allow DBEs more training on MSCAA requirements and more opportunities to network with prime contractors and other DBEs. We look forward to welcoming new businesses as we continue to promote equal access, non-discrimination and a level playing field for all.



WHAT WE DO

Administration

BDD administers the Disadvantaged Business Enterprise (DBE) and Airport Concessions DBE (ACDBE) programs at Memphis International Airport. In addition to computing program and contract goals, BDD participates in pre-bid and pre-construction meetings to educate participants in the program requirements and is contract compliance liaison for prime contractors and subcontractors.

Certification

BDD oversees the process of certifying qualified disadvantaged business enterprises for participation in the programs. When applications are received by the department, we review the documents to ensure compliance, conduct a site visit, and interview prior to approval. Once approved, applicants are notified, and letters of certifications are issued by BDD.

Monitoring & Enforcement

The DBE and ACDBE Programs require monitoring of work performed by DBEs. We accomplish this through regular, periodic reviews referred to as Commercially Useful Function (CUF) reviews. We visit worksites to observe and interview workers to validate that DBEs are performing the contracted work independently of the prime contractor.

Outreach

We participate in local, regional, and national events to foster relationships with organizations that serve DBEs to increase awareness of potential business opportunities at Memphis International Airport.

BUSINESS DIVERSITY DEVELOPMENT PROGRAMS

Business Diversity Development is responsible for creating and administering programs that encourage the growth and development of small, woman-owned and disadvantaged businesses so that they can compete for opportunities with MSCAA.

Disadvantaged Business Enterprise (DBE) Program

MSCAA has established a Disadvantaged Business Enterprise (DBE) Program per Title 49 Code of Federal Regulations part 26 (49 CFR 26) to ensure non-discrimination in the award and administration of federally funded contracts. The objective of the DBE program is to level the playing field by providing disadvantaged businesses with a fair opportunity to compete for those contracts.

Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program

Similarly, MSCAA has an Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program tailored in accordance with Title 49 Code of Federal Regulations part 23 (49 CFR 23) which ensures that eligible disadvantaged enterprises have equal access to concessions opportunities at Memphis International Airport.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. Under the careful guidance of Business Diversity Development, MSCAA further ensures non-discrimination in all its programs. To that

end, each tenant, contractor, subcontractor and concessionaire is required to adopt Title VI assurances while providing an activity or service at the Airport.

Business Diversity Development (BDD) Program

The MSCAA Business Diversity Development Program (BDDP) is a non-federal program which encourages disadvantaged, minority-owned and women-owned businesses to participate in requests for bids issued by MSCAA. The program was created in response to a disparity study commissioned by the Memphis-Shelby County Intergovernmental Consortium in 1994 that revealed disparate treatment of minority and women-owned businesses in Memphis.

Small Business Participation (SBP) Program

The Small Business Participation Program (SBPP) was designed to encourage small businesses, regardless of race or gender, to participate in requests for bids at MSCAA. The small business must meet the size standards defined by 13 CFR part 121, it must be controlled by one or more U.S. citizens with a personal net worth not exceeding \$2.047M and the owner must be part of a socially or economically disadvantaged group as defined by Section 8(a) of the Small Business Act.

ADA COMPLIANCE

It is the policy of the MSCAA to provide the public with access to its airports, protect the rights of persons with disabilities, respond to their needs and comply with the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, as amended. Accordingly, we ensure that terminal facilities and services are readily accessible to and usable by people with disabilities, including those who use wheelchairs. It is our standard practice to make reasonable accommodations in policies and procedures to eliminate discrimination.

MSCAA has a grievance procedure to meet the requirements of the Americans with Disabilities Act for prompt and equitable resolution of complaints. Anyone asserting discrimination on the basis of disability, or denial of a reasonable accommodation may send a written complaint to the ADA

Coordinator. Upon request, an alternative method for filing a complaint, such as personal interviews or a recording of the complaint, will be made available.

A form for requesting reasonable modifications or filing complaints can be found on our website: <https://flymemphis.com/ada-reasonable-modification-request>.

ADA Complaints Received and Reasonable Accommodations Requests (July 1, 2023 - June 30, 2024)



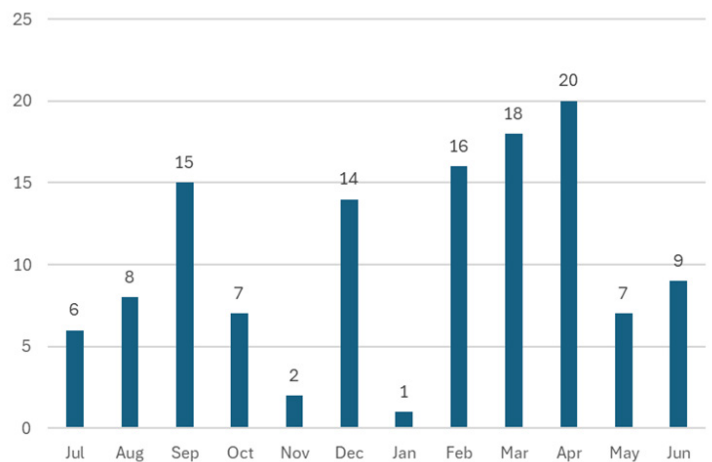
HIDDEN DISABILITIES SUNFLOWER LANYARD PROGRAM

The Hidden Disabilities Sunflower Lanyard Program was established in 2016 at Gatwick Airport in London to help passengers with disabilities that are not readily visible to navigate airports. It allows passengers wearing the lanyards to discreetly alert airport workers of their possible need for additional assistance. The program has expanded to airports throughout the United Kingdom, the United States and many other countries. The program was launched at Memphis International Airport in October 2021.

The lanyards are free to passengers. A request form can be accessed at flymemphis.com/policies-compliance/ and the lanyard will be mailed within 7 days.

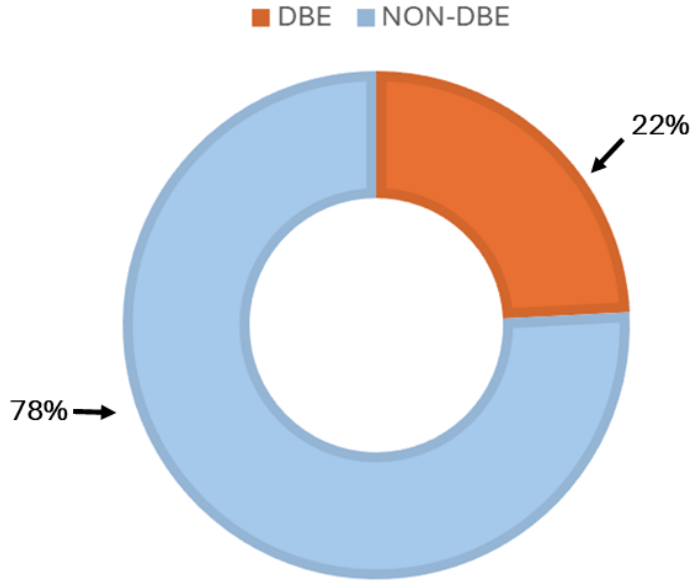


Lanyards Distributed
(July 1, 2023– June 30, 2024)



PROGRAM ACHIEVEMENTS

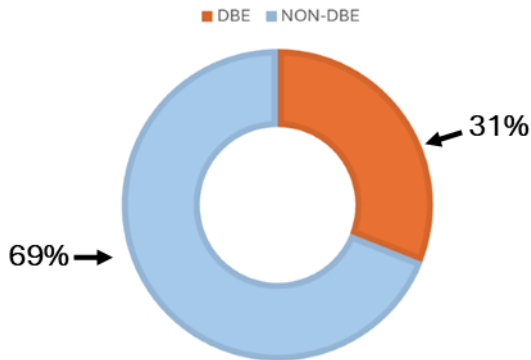
TOTAL MSCAA ELIGIBLE SPEND



■ \$21,137,402.85
■ \$75,148,976.88

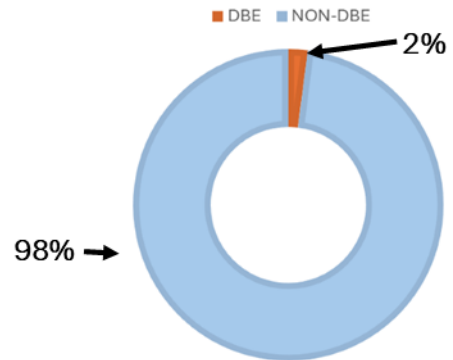
Total MSCAA Eligible Spend: \$96,286,379.73

CONSTRUCTION & PROFESSIONAL SERVICE AGREEMENTS



■ \$20,491,248.93
■ \$46,314,589.93

GENERAL SERVICE AGREEMENTS

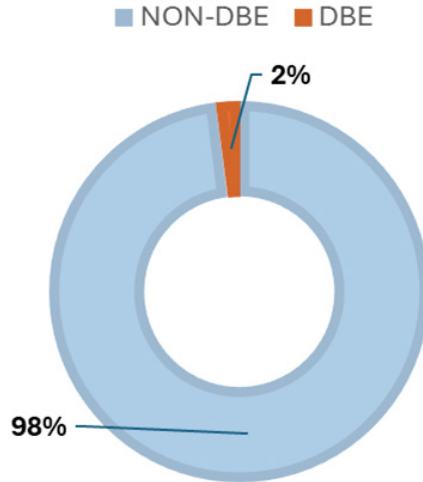


■ \$ 646,153.92
■ \$28,834,386.95

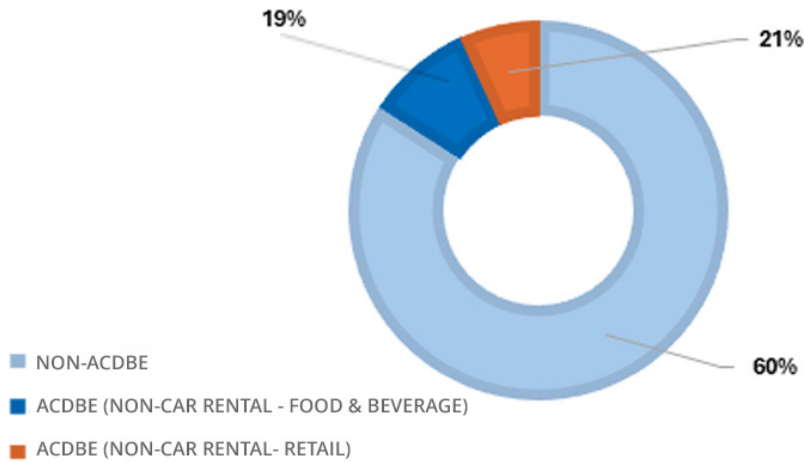
Represents payments from July 1, 2023—June 30, 2024.

CONCESSIONS

CAR RENTAL



NON-CAR RENTAL



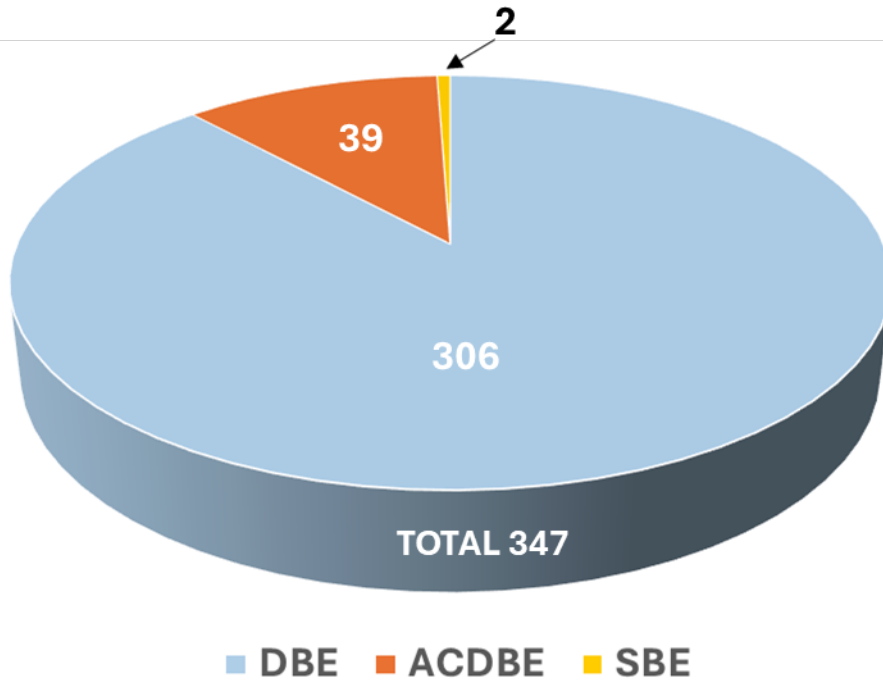
CURRENT OVERALL GOALS

DBE	FY2023-2025	20.19%
ACDBE (Car Rental)	FY2024-2026	3.00%
ACDBE (Non-Car Rental) (Food, Beverage, and Retail)	FY2024-2026	20.16%

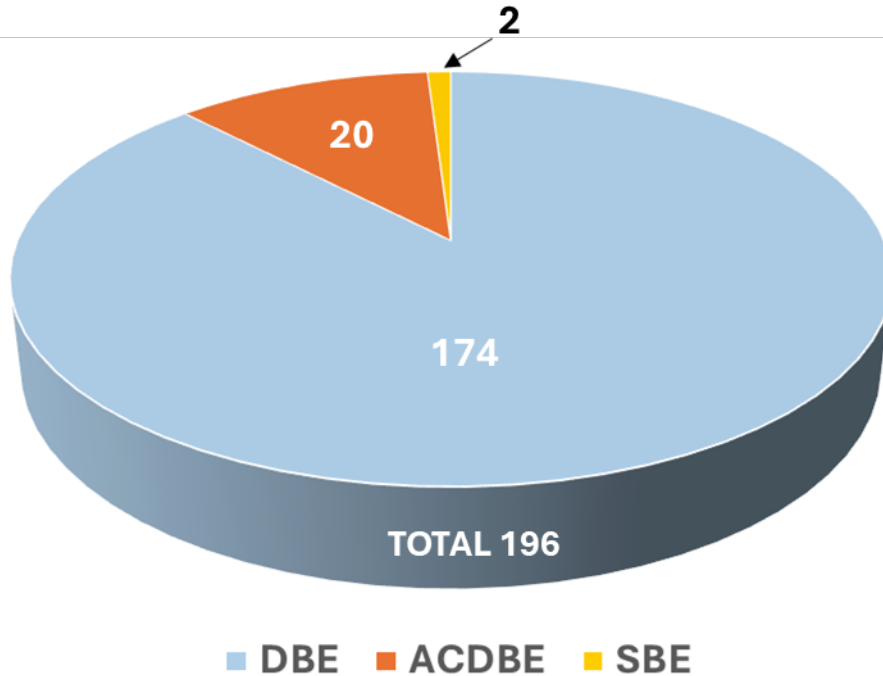
FY 2024 ACHIEVEMENT

DBE	22.00%
ACDBE (Car Rental)	2.00%
ACDBE (Non-Car Rental) (Food, Beverage, and Retail)	20.00%

TOTAL CERTIFIED FIRMS



CERTIFIED FIRMS FY 2024





**FAA/MSCAA Construction
Onsite Review**



**FAA/MSCAA Concessions
Onsite Review**



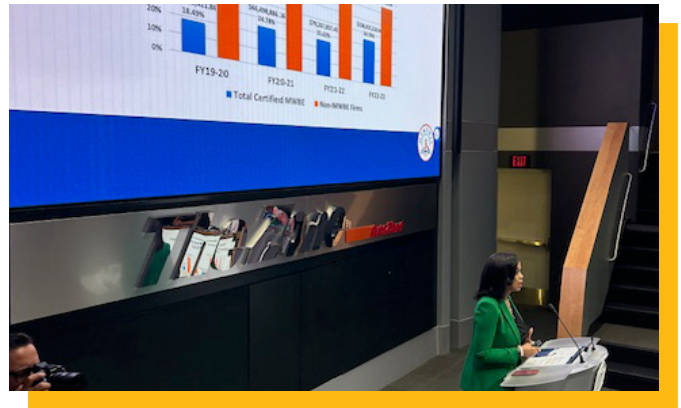
**MSCAA Construction
Onsite Review**

BUSINESS DIVERSITY DEVELOPMENT OUTREACH



**GREATER
MEMPHIS
CHAMBER**







Memphis
INTERNATIONAL AIRPORT
All Gates

COMMUNITY PARTNERS



EQUAL OPPORTUNITY COMPLIANCE OFFICE





MEMPHIS SHELBY-COUNTY AIRPORT AUTHORITY

BUSINESS DIVERSITY DEVELOPMENT (BDD)

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