JetBlue Releases Annual Responsibility Report

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-- Report Highlights Integration of Social and Environmental Responsibility into Business, Major Developments Include a 3.7 Percent Reduction in Standardized Emissions and Carbon Offsets Equal to 1.1 Billion Pounds of Greenhouse Gas Emissions --

NEW YORK--(BUSINESS WIRE)-- JetBlue (Nasdaq: JBLU) recently released its annual responsibility report outlining progress the airline made in environmental, social and business responsibility in 2015. This report highlights major developments including a 3.7 percent reduction in standardized emissions since 2009 and carbon offsets totaling more than 1.1 billion pounds of CO2e emissions.

In line with the Global Reporting Initiative (GRI) Version 4 standards, this year's report focuses on JetBlue's responsibility in the areas that impact JetBlue's business. The annual report highlights JetBlue's commitment to its key stakeholders – its 18,000 crewmembers, 35 million customers and the 93 communities and destinations it served throughout 2015.

JetBlue recently received its twelfth consecutive J.D. Power award for ranking "Highest in Customer Satisfaction among Low Cost Carriers in North America." (a) The annual report features some of the efforts that help shape its unique culture. This year's report is driven by graphic novels and incorporates 11 cartoon illustrations showcasing critical issues such as climate change. The cartoons bring to life the customer and crewmember experience and all that comes with air travel. JetBlue partnered with Brooklyn-artist, Rebecca Mock, a comic book artist and illustrator based in Brooklyn, NY.

"Focusing on the environment and social responsibility are critical to our long-term growth and profitability," said Robin Hayes, president and chief executive officer, JetBlue. "It's vital that we invest in strengthening our position in these areas from natural resource consumption to community engagement. Measuring and reporting is a transparent way to communicate with customers and crewmembers impacted by our social and environmental performance."

Highlights from the 2015 annual report include:

Environment

Greenhouse gas emissions: JetBlue takes an active approach to shrinking its greenhouse gas (GHG) footprint and reducing pollution and waste. Since 2009, the airline has reduced standardized emissions by 3.7 percent. Additionally, since 2012, JetBlue reports a 10 percent reduction in Scope 2 emissions, electricity consumption from its ground operations at New York's JFK Airport and at its Orlando Support Center as well at its Long Island City Support Center.

Onboard recycling: For more than a decade, JetBlue has led a massive undertaking to enhance recycling capacity onboard and at more than 50 U.S. airports and bring recycling infrastructure to airports where it didn't exist. In 2015, the recycling adoption rate for domestic flights grew to 82 percent.

Carbon offsetting: Investing in GHG or carbon offsets is another important way JetBlue reduces its climate impact. In 2015, JetBlue offset more than 1.1 billion pounds of CO2e emissions. The airline offset all of its emissions throughout April 2015.

Community

JetBlue Foundation: Fewer than five percent of commercial pilots are female or minorities. The JetBlue Foundation supports programs that encourage women, students and veterans to pursue science, technology, engineering and math (STEM) courses and careers in aviation.To date, the JetBlue Foundation has awarded nearly $200,000 in grants and provided immeasurable in-kind support, internships and much more.

Soar With Reading: In 2014, JetBlue commissioned research, which revealed the growing challenge of "book deserts." In 2015, JetBlue worked with an advisory board of childhood literacy and development experts to come up with a unique and innovative solution - free books delivered via vending machines. Throughout the summer, JetBlue launched a pilot program in the Anacostia community of Washington, DC, where research found only one in 830 children had access to an age-appropriate book.

Blue Horizons for Autism: For three years JetBlue has partnered with Autism Speaks to offer travel practice for families affected by autism who thought flying was not possible. In 2015, JetBlue hosted more than 750 autistic children at New York's JFK International Airport, Fort Lauderdale-Hollywood International Airport and Orlando International Airport. From check-in to boarding, children with autism and their families navigated the airport firsthand to see if air travel was an option for them.

Diversity & Inclusion

Reaching Blue Heights: JetBlue is committed to growing and developing diverse talent through its Reaching Blue Heights disability platform. JetBlue provides career coaching, creating a talent pipeline for people of all abilities. Since 2011, JetBlue has partnered with organizations such as The Viscardi Center and participated in national Disability Mentoring Day. In 2015, JetBlue hosted speakers and provided shadowing opportunities across eight

BlueCities.

Championing Equality: In 2015, JetBlue began providing in-network health coverage for gender reassignment surgery to enrolled crewmembers and their dependents.

To learn more about JetBlue's long-term responsibility platform and to view the full report, visitwww.jetblue.com/green/reporting.

About JetBlue

JetBlue is New York's Hometown Airline™, and a leading carrier in Boston, Fort Lauderdale-Hollywood, Los Angeles (Long Beach), Orlando, and San Juan. JetBlue carries more than 35 million customers a year to 96 cities in the U.S., Caribbean, and Latin America with an average of 925 daily flights. For more information please visit jetblue.com.

(a) JetBlue received the highest numerical score in the J.D. Power 2005-2016 North America Airline Satisfaction Studies. 2016 study based on 10,348 total responses, evaluating 4 low-cost carriers, and measures the experiences and perceptions of passengers who were surveyed between April 2015 and March 2016. Your experiences may vary. Visit jdpower.com.

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MEDIA
JetBlue Corporate Communications
Tel: +1 718 709 3089
corpcomm@jetblue.com

Source: JetBlue

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