

Consultative Committee

JUNE 2021

Highlights

Annual Public Meeting & Annual Report

On May 5, the Greater Toronto Airports Authority (GTAA) held our 2021 Annual Public Meeting. [View the recording online.](#)

On the same day, we released the [2020 Annual Report, themed “Healthy Airport”](#). Since we launched our Healthy Airport Commitment in June of last year, it has been an integral part of our operations. As you will see in our Annual Report, our commitment extends beyond the physical airport and making sure Toronto Pearson is ready when people are ready to travel again; it includes a healthy business, workforce, economy and communities, with careful consideration given to how they are interconnected.

GTAA financials

Throughout the pandemic, Toronto Pearson has put the health and safety of employees and passengers at the forefront of our operations through our Healthy Airport Commitment, embracing innovative technology to create low-touch processes, enhanced cleaning measures and testing programs. Toronto Pearson continues to play a significant role in the supply chain to deliver essential cargo like PPE, vaccines and food.

However, the significantly reduced passenger activity is having a material negative impact on the GTAA’s business and operational results, including aeronautical and commercial revenues and airport improvement fees.

Like all airports around the world, Pearson was significantly impacted by the COVID-19 pandemic throughout 2020: [Year end statistics \(2020\)](#)

- 13.3 million passengers total
 - In contrast to 50.5 million in 2019, a reduction of 73.6%.
- Resulting income loss of \$383.4 million
 - In contrast to a \$139.8 million positive net income in 2019, a reduction of 374.2%.
- 174,400 aircraft movements total
 - In contrast to 452,800 movements in 2019, a reduction of 61.5%.
 - Comparing the March to December 2021 period to the same period in 2019, the number of flights dropped from an average of 1,191 daily to an average of 253 per day.

Throughout the first quarter of 2021, Pearson continues to experience the impacts of the pandemic:

[Q1 statistics \(2021\)](#)

- 1.1 million passengers total
 - In contrast to Q1 2020 where we saw 9.6 million passengers (with January and February 2020 being pre-pandemic normal operating months), this represents a reduction of 88.8%.
- Resulting income loss of \$127 million
 - In contrast to Q1 2020 where we saw \$6.6 million positive net income, this represents a reduction of 2,023.9%.
- 22,600 aircraft movements total
 - In contrast to Q1 2020 where we saw 96,300 movements, this represents a reduction of 76.6%.

Consultative Committee

JUNE 2021

Asks of government

We recognize the several positive initiatives to support air travel and tourism in the April Federal budget and we welcome the release of the Federal Expert Health Panel's report, "[Priority strategies to optimize testing and quarantine at Canada's borders](#)". We will continue to work with the federal government on implementing a plan that will permit the restart of air travel in a safe, healthy manner when the time is right.

We continue to advocate to all levels of government for additional measures to assist in Pearson's recovery:

- Work with industry leaders to implement a science-based, phased approach to reopening international travel;
- Work with the Canadian aviation sector and international bodies to set global standards for verification of health certificates as part of the border control processes;
- Modernize duty free policies and regulations to allow the establishment of arrivals duty free and dual shop stores at Canadian airports;
- Provide a full waiver of airport rent for 2021 and 2022;
- Incentivize travel and tourism. The airport is safe when the government and public are ready;
- Invest in critical airport infrastructure and low-touch technologies and the next phase of the airport segment of the Eglinton Crosstown West Extension.

Our operations and Healthy Airport

Healthy Airport Commitment

We're committed to using innovative solutions or advanced new technology that can help to protect passengers and airport workers—our [Healthy Airport initiative](#) does just that. [Learn more](#) about the ongoing innovations and partnerships we're implementing, including UV disinfection and touchless elevator commands.



Consultative Committee

JUNE 2021

COVID-19 testing at Pearson

Toronto Pearson continues to play a leadership role in COVID-19 testing. Since March, we have advanced [testing studies supported in part by funding from the National Research Council of Canada Industrial Research Assistance Program \(NRC IRAP\)](#) and through partnerships with a number of innovative Canadian companies.

These studies are supporting our airport workers by reducing the spread of COVID-19 in the workplace. Asymptomatic testing is another layer of protection to build on our airport-wide health and safety policies. Passengers can also receive tests at the airport to meet their destination entry requirements. More information about the testing regimes in place at Pearson can be found at torontopearson.com/testing.



Pearson continues to facilitate mandatory arrivals testing as part of the Government of Canada entry requirements and border control measures, and we will continue to work with the Federal government as they look to implement the recommendations from the Federal Expert Health Panel's report, "[Priority strategies to optimize testing and quarantine at Canada's borders](#)".

Pearson essential to pandemic response

For over a year, Toronto Pearson has played an essential role in the fight against COVID-19 by [facilitating vital cargo shipments](#) and essential travel. It began with assisting in the movement of medical supplies and PPE and repatriating Canadians from around the globe. As vaccination deliveries are shipped to Canada through our airport and front-line healthcare heroes arrive to assist Ontario hospitals, the air cargo supply chain remains instrumental.

Toronto Pearson remains an integral piece of the pandemic response for Canada, Ontario and the region. We are proud to play this vital role and we thank all of our frontline workers for the critical work they do. As an airport, a community and a country, we will continue to fight together and emerge stronger on the other side.



Consultative Committee

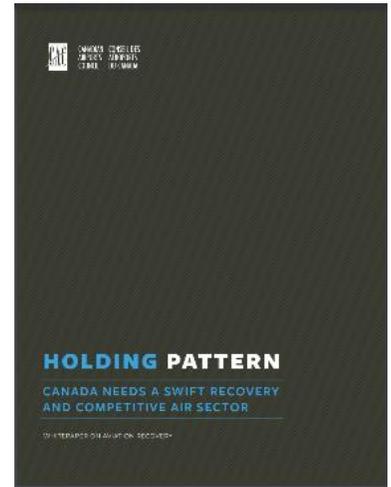
JUNE 2021

Canadian Airports Council:

Canada needs a swift recovery and competitive air sector

When the time is right, Canadians will need a dynamic and competitive aviation sector to propel our country's post-COVID recovery. We join [Canadian Airports Council \(CAC\)](#) in [highlighting the need for a plan today](#) to ensure aviation's vibrancy tomorrow, and we remain at the ready to work with our government partners to achieve this goal.

Pre-COVID, the area surrounding Pearson was the second-largest employment zone in all of Canada, with some 300,000 jobs. Moreover, the airport facilitated 6.3% of Ontario's GDP. The story is similar across Canada, with airports all over the country having provided similar economic benefits to their communities before the pandemic.



Environmental Policy

Like all levels of government, we remain committed to environmental sustainability. Our new [Environmental Policy](#) includes commitments to achieve Net Zero GHG emissions and Net Zero waste from our terminals by the year 2050 and focuses on seven key areas, including: climate change resiliency, carbon neutrality and emissions, strategic energy use, water management, natural environment, waste management and noise management.



Consultative Committee

JUNE 2021

Our passengers

National AccessAbility Awareness Week in Canada

May 30 to June 5 is [National AccessAbility Week](#), a time to promote accessibility and inclusion in the workplace and community. We celebrate the valuable contributions of Canadians with disabilities and recognize the efforts of Canadians actively removing barriers and ensuring persons with disabilities have an equal chance to participate in all aspects of society.

We are on a journey to make Pearson not just a Healthy Airport, but also an [airport where every passenger should expect and receive the same seamless passenger experience](#), regardless of ability, gender, ethnicity, or age. We're committed to providing a safe, healthy, and comfortable experience for all and are continuously working to improve our services for persons with disabilities. We would like to thank all our employees who continue to prioritize the passenger experience at the airport every day.



More CleanSlate stations

We continue to install more [CleanSlate sanitizing stations](#) for passengers throughout the terminals.

These UV-C light sanitization devices are proven to eliminate 99.999% of the coronavirus on smartphones in just 20 seconds without the use of any chemicals.



Consultative Committee

JUNE 2021

Our communities

Supporting vaccination efforts

As a neighbour and anchor institution, Toronto Pearson is always seeking opportunities to support the communities we serve. That's why we're proud to support Peel Region's vaccination clinic at the Brampton CAA Centre from May 25 to June 18. This Region of Peel vaccination clinic will be able to vaccinate up to 3,200 Peel residents per day. Thank you to all the health professionals and volunteers making this undertaking possible. Your commitment to community is admirable.

Pearson was proud to have also supported the Region of Peel vaccination effort by facilitating the use of the GTAA owned International Centre for a mass vaccination clinic since March 2021.



The GTAA stepped up to support the Province of Ontario in their effort to vaccinate temporary foreign workers upon entry into the province before dispersing to farming communities across Ontario.

Pearson celebrated National Volunteer Week in Canada from April 18 to 24

During [2021 National Volunteer Week](#), we celebrated our colleagues who are leaders in the community, both inside and outside of the airport. To our Welcome Team, who pre-COVID volunteered their time to ease a passenger's journey, or the hundreds of community members who gave their time to make events like the Runway Run or the Annual Emergency Exercise a success – we thank you!



Consultative Committee

JUNE 2021

Noise Management Forums

We are committed to working with the communities around us and our industry partners to manage our impacts. Our Noise Management Forums are an opportunity for elected officials, engaged stakeholders, and residents to learn more about airport operations, noise management efforts and to provide feedback to industry partners.

In April, we held our first Noise Management Forums of the year. The next forums are scheduled for the week of September 20, 2021.

Materials from the meetings are available online at torontopearson.com/nmf.

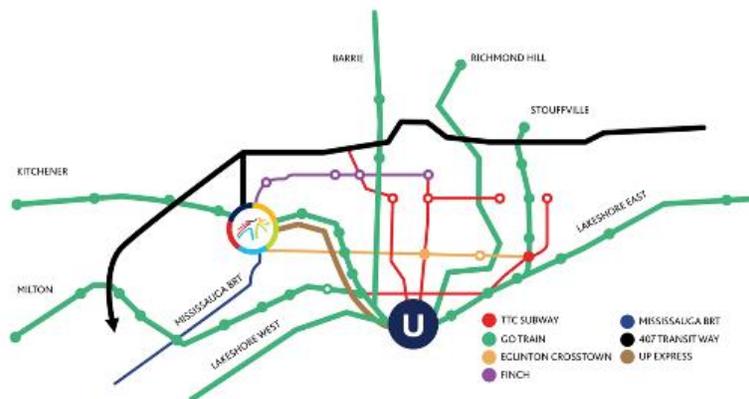


Progress to bring transit to the Airport Employment Zone

The Airport Employment Zone (AEZ) is the second largest employment cluster in Canada, and Pearson is the economic magnet drawing business to this area. Situated between three municipalities and the crossroads of the Province's busiest highways, transit connectivity is a challenge. We're pleased to see progress from federal and provincial governments to support transit projects that will create jobs through infrastructure and better connect the communities surrounding the airport.

In April, the [Ontario Government invested in the Two Way All Day GO](#) service along Canada's Innovation Corridor, which will not only support growth and economic recovery of our region and province, but will also provide better transit options for passengers and airport employees.

In May, the [Government of Canada joined the Ontario Government to provide funding for the four priority transit projects](#) in the GTA, including the Eglinton Crosstown West Extension to the airport.



Consultative Committee

JUNE 2021

Trust 15 Men of Distinction mentorship program

Trust 15 is one of Toronto Pearson's Nest Fund recipients. Through our community investment program, the [Propeller Project](#), in 2020 we committed \$300,000 via our Nest Fund to Black- and Indigenous-led organizations to support capacity building, removing systemic barriers and empowering impacted communities. Through its youth programming, Trust 15 engages with communities impacted by systemic racism to help build better futures for its participants.



Recently, our President and CEO Deborah Flint joined youth from North Etobicoke/Rexdale [Trust 15 Youth Community Support Organization](#) Men of Distinction mentorship program to share her journey to help guide and support our next generation of leaders.

Our employees

Recognizing our airport workers

The GTAA continues to collaborate with our airport partners, including the Toronto Airport Workers' Council (TAWC), to highlight the essential role that airport employees continue to play throughout the pandemic. Thank you to all airport employees for going above and beyond to ensure essential travel can continue and keep the supply chain strong.

On the May International Workers Day (#MayDay), Toronto Pearson celebrated our strong connection to airport workers and the collaboration with the TAWC leadership. Recently, CEO Deborah Flint had a call with Council members about issues that matter to workers during this challenging time.

Since the start of the pandemic we have worked on our Healthy Airport initiative and launched an [online Employee Resource Centre](#) to support workers with TAWC. We are committed to collaborating to find the most effective ways to support our workforce.

"I'm excited about all the innovation that we're bringing to Pearson. At the end of the day, what we're doing is more than cleaning, we're helping to ensure the health & safety of all."

– Rupi, Manager, Terminal Services & Standards, GTAA

