

# SUSTAINABILITY MANAGEMENT APPROACH AND GRI INDEX



## CONTENTS

Our Approach 3 • Our Priorities 5 • Performance 7 • GRI Standards Index 9



# SUSTAINABILITY MANAGEMENT APPROACH AND GRI INDEX

At Toronto Pearson, we embrace our obligation to manage growth sustainably as we move closer to our goal of being one of the leading global airport hubs in the world. We respect the needs and values of all our stakeholders while balancing the vital dimensions of social, economic and environmental responsibility. That's what being a leader is all about – and it's critical to maintaining our social licence to grow and operate.

# OUR APPROACH

Sustainability is at the heart of Toronto Pearson's corporate strategy and growth plans. We manage it as an integral part of our business, in pursuit of six strategic goals related to safety, engaged people, passenger and customer service, financial sustainability, aviation growth and corporate responsibility.

We publish our performance in our annual report and in this downloadable Sustainability Management Approach and GRI Index. Also included in this document are our material topics (i.e., specific priorities falling within our strategic goals), which were last reviewed in 2015 and align with specific GRI topics. To ensure that we're focused on topics that are top of mind to our most important stakeholders, and that we consider our current and expected impacts, we plan to conduct a comprehensive materiality assessment by 2020.

For 2017 reporting purposes, we considered ongoing feedback from our stakeholders, gathered through surveys and other methods outlined in the Stakeholder Engagement section of our 2017 Annual Report.

The following sections describe what we're doing in key areas of sustainability. For more information, we encourage you to see our 2017 Annual Report.

## SAFETY

The safety and security of everyone who visits or works at our airport is a top priority. We have a saying at Toronto Pearson: "Be Safe. You mean the world to someone." This reminds us of why we need to be vigilant about safety. Zero injuries is the ultimate goal, and every employee plays a role in helping achieve it.

Our [Safety Policy](#) sets out guiding principles. The Toronto Pearson Safety Program comprises seven safety systems that include policies, programs and training relevant to the various aspects of airport operations: aviation safety; security; terminal and groundside safety; environment; technical and construction; occupational health and safety; and emergency management. As of January 1, 2017, all contractors are required to be COR certified, as confirmation that their health and safety program meets provincial standards and has been evaluated by a certified auditor.

Safety performance is tracked through the Toronto Pearson Safety Index, which measures employee lost-time injuries per million passengers. We strive to achieve at least a five per cent reduction in injuries each year. We also ask employees to complete an annual safety climate survey, which assesses the overall culture and attitudes toward safety at our airport and identifies opportunities for improvement.

## ENGAGED PEOPLE

Of roughly 49,000 people directly employed at Toronto Pearson, 1,606 worked at the GTAA as of December 31, 2017. Most of our employees work in management, technical, administrative and other operational roles, while some are seasonal employees hired for deicing and airfield maintenance. The majority are unionized, represented by either Unifor Local 2002 or the Pearson Airport Professional Fire Fighters Association.

To achieve our mission and vision to be the best airport in the world, Toronto Pearson needs to attract, engage and reward a high-performing workforce, developing talent internally and casting a wide net in recruiting new talent. Our people strategy focuses on five areas, each of which has specific action plans, as well as one-year and five-year goals:

- Plan and attract the right talent for now and for the future.
- Develop and build individual potential and sustainable talent pipelines.
- Lead and engage to inspire individual and collective success.
- Align and reward to leverage talent and deliver business results.
- Equip and support GTAA colleagues with the right tools and expertise.

Employee feedback survey results are a strong indicator of how we're doing and what we need to change. Since 2015, our engagement score has risen from 58 per cent to 69 per cent. We attribute much of the increase to having acted on employee feedback. This included improving business processes that help us work more efficiently, as well as building the capabilities of our people managers, onboarding new hires more effectively and learning new ways to solve everyday problems.

## SOCIAL RESPONSIBILITY

Toronto Pearson plays a vital role in Canada and in the life of our surrounding communities. Being a good neighbour is central to our mandate and critical for maintaining our social licence to operate and grow. Our key areas of focus can be summarized as follows:

**Stakeholder engagement** – Our stakeholders keep us abreast of the latest changes, challenges and opportunities affecting Toronto Pearson, our industry, surrounding neighbourhoods and the regional economy. We gather feedback and collaborate with our diverse stakeholders through industry committees, passenger surveys, employee forums, social media outreach, public meetings and tours, and more. Taken together, these efforts help ensure we're in the best possible position to plan strategically and act responsibly.

**Noise management** – Noise management is a top concern for our communities, and we continue to evolve our approach to addressing the issue. Following a two-year process that included extensive study and community engagement, we released our [2018–2022 Noise Management Action Plan](#) in 2017. We're also making progress on initiatives such as a three-phase [Noise Mitigation Initiatives Engagement Plan](#) with NAV Canada.

**Economic impact** – The GTAA employs 1,606 people, while tens of thousands more are directly employed at Toronto Pearson. As a key player in the local, regional and national economies, we're working to grow employment opportunities in tandem with the growth of our airport – and to develop new ways of increasing connectivity to the world's economies.

**Community investment** – The GTAA invests in social good and community-building initiatives through the Propeller Project, Toronto Pearson's community investment program. In particular, we try to help local unemployed and underemployed people gain the skills, connections and opportunities they need to find more meaningful jobs and potential careers.

## ENVIRONMENTAL MANAGEMENT

We're the first to acknowledge that an airport affects local ecosystems and contributes to climate change. However, there are many things we can do at Toronto Pearson to minimize our environmental impact and preserve natural resources – and we take strong action on them.

Our [Environmental Policy](#) sets out the key elements of our approach. In addition to complying with all applicable standards and regulations, we maintain an ISO 14001:2015 certified environmental management system (EMS), which helps us set performance targets and pursue continuous improvement. Our EMS focuses on three areas:

**Climate change:** Reducing greenhouse gas (GHG) emissions and taking measures to ensure our facilities are ready for the expected future effects of climate change. We're working toward reducing our GHG emissions from 2006 levels by 20 per cent by 2020, and by 80 per cent by 2050.

**Healthy environment:** Mitigating the environmental impacts of airport operations by managing issues such as stormwater runoff and the prevention of wildlife strikes by aircraft.

**Resources:** Tracking the resources we use and the waste we generate, as part of a broader evolution toward a circular economy that minimizes waste and gets maximum value out of the materials we consume before disposing of them.

The GTAA works with air carriers, concession holders and other commercial businesses that operate at Toronto Pearson to advance sustainability initiatives. We work with our airline partners to promote processes and technologies that lower aircraft fuel burn, which is a large contributor to GHG emissions. At the same time, reducing fuel consumption clearly represents a substantial cost-savings opportunity for our partners.



# OUR PRIORITIES







Due to the evolving nature of the global aviation industry, the GTAA has committed to reviewing our priority (material) topics every five years. However, we address specific stakeholder priorities and concerns on an ongoing basis. We will next review our priority topics by 2020.

In our 2015 Annual Report, we undertook a thorough review of priority topics by reassessing those identified in the previous year's report. To determine priority reporting topics, we considered stakeholder feedback gathered through surveys and other methods, as outlined in the Stakeholder Engagement section of this report.

We also looked at our priorities from an internal perspective – for example, how they aligned with the goals outlined in our strategic framework, and with leadership insights shared during annual in-person interviews conducted with members of the GTAA's executive team.

## PRIORITY TOPICS

The table below provides a present-day view of our corporate responsibility priorities. They are tied to our 20-year strategic goals, which were developed to reflect what is most important to the GTAA and its stakeholders, along with areas where our impact is considered to be most significant.

 <p><b>SAFETY</b></p> <ul style="list-style-type: none"> <li>Lost-time injuries (LTI) reduction</li> <li>Promoting a culture of safety and security</li> <li>Safety and security management systems</li> <li>Toronto Pearson Safety Index Program</li> </ul>	 <p><b>PASSENGER AND CUSTOMER SERVICE</b></p> <ul style="list-style-type: none"> <li>Airport Service Quality (ASQ)</li> <li>Efficient passenger flow per ICAO standards</li> <li>Service Level Agreements and performance standards with major airline partners</li> <li>Ground transportation</li> </ul>	 <p><b>CORPORATE RESPONSIBILITY – SOCIAL</b></p> <ul style="list-style-type: none"> <li>Economic impact and opportunities</li> <li>Community engagement</li> <li>Noise management</li> </ul>	 <p><b>CORPORATE RESPONSIBILITY – ENVIRONMENTAL</b></p> <ul style="list-style-type: none"> <li>Energy</li> <li>Climate-change adaptation</li> <li>Greenhouse gas emissions</li> <li>Waste and stormwater management</li> <li>Deicing and anti-icing fluid</li> </ul>
 <p><b>AVIATION GROWTH</b></p> <ul style="list-style-type: none"> <li>Airport capacity</li> <li>Long-term partnerships</li> <li>Public policy and compliance</li> </ul>	 <p><b>FINANCIAL SUSTAINABILITY</b></p> <ul style="list-style-type: none"> <li>Net income</li> <li>Return on assets</li> <li>Free cash flow generation</li> <li>Business continuity</li> </ul>	 <p><b>ENGAGED PEOPLE</b></p> <ul style="list-style-type: none"> <li>Employee engagement</li> <li>Talent acquisition</li> <li>Talent development</li> <li>Rewards and recognition</li> </ul>	

## PRIORITY TOPICS AND BOUNDARIES

This table indicates our priority topics and how they align to specific topics linked to the GRI Standards, as well as to the perspectives of those stakeholder groups that are most impacted by, or able to influence, each priority topic.

Our Priority Topics	GRI Topics	Boundaries
<b>SAFETY</b>		
<b>Lost-time injuries (LTI) reduction</b>	Occupational health and safety	<b>Internal:</b> GTAA and airport employees
<b>Promoting a culture of safety and security</b>	Training and education	<b>External:</b> Airport service providers
<b>Safety and security management systems</b>	Occupational health and safety	Airport facilitation agencies
<b>Toronto Pearson Safety Index Program</b>	Environmental compliance	Governments
		Industry
		Media
<b>PASSENGER AND CUSTOMER SERVICE</b>		
<b>Airport Service Quality (ASQ)</b>	Customer health and safety Service quality	<b>Internal:</b> GTAA and airport employees
<b>Efficient passenger flow per ICAO standards</b>	Marketing and labelling	<b>External:</b> Airport service providers
<b>Service Level Agreements and performance standards with major airline partners</b>	Marketing and labelling Service quality	Airport facilitation agencies
<b>Ground transportation</b>	Marketing and labelling	Passengers
<b>CORPORATE RESPONSIBILITY – SOCIAL</b>		
<b>Economic impact and opportunities</b>	Economic performance Market presence Indirect economic impacts Local communities	<b>Internal:</b> GTAA and airport employees
<b>Community engagement</b>	Local communities Inter-modality	<b>External:</b> Community residents
<b>Noise management</b>	Socioeconomic compliance Noise	Governments
		Media
<b>CORPORATE RESPONSIBILITY – ENVIRONMENTAL</b>		
<b>Energy</b>	Energy	<b>Internal:</b> GTAA and airport employees
<b>Climate-change adaptation</b>	Economic performance	<b>External:</b> Airport facilitation agencies
<b>Greenhouse gas emissions</b>	Emissions	Community residents
<b>Waste and stormwater management</b>	Effluents and waste – Water	Governments
<b>Deicing and anti-icing fluid</b>	Effluents and waste – Materials	Industry
		Media
<b>AVIATION GROWTH</b>		
<b>Airport capacity</b>	Market presence Business continuation and emergency preparedness	<b>Internal:</b> GTAA and airport employees
<b>Long-term partnerships</b>	Procurement practices	<b>External:</b> Airport service providers
<b>Public policy and compliance</b>	Public policy Socioeconomic compliance	Airport facilitation agencies
		Community residents
		Governments
		Analysts and bondholders
<b>FINANCIAL SUSTAINABILITY</b>		
<b>Net income</b>	Economic performance	<b>Internal:</b> GTAA and airport employees
<b>Return on assets</b>	Economic performance	<b>External:</b> Airport service providers
<b>Free cash flow generation</b>	Economic performance	Community residents
<b>Business continuity</b>	Economic performance	Governments
		Analysts and bondholders
		Media
<b>ENGAGED PEOPLE</b>		
<b>Employee engagement</b>	Employment Labour/management relations Training and education Diversity and equal opportunity	<b>Internal:</b> GTAA and airport employees
<b>Talent acquisition</b>	Employment	<b>External:</b> Airport service providers
<b>Talent development</b>	Training and education	Community residents
<b>Rewards and recognition</b>	Labour/management relations	Media

# PERFORMANCE

We track and measure key sustainability indicators to help manage performance and drive continuous improvement.

We use an internal verification program to review performance data – including, but not limited to, assessing how data was captured, collected, reviewed and reported. We evaluated a sample of information related to the performance indicators to confirm that a documented process and adequate controls are in place; this ensures our ability to present consistent and accurate data. The GTAA does not currently have a policy or mandate with respect to externally assuring our non-financial reporting.

## PERFORMANCE SCORECARD

Goals and Performance Metrics	2016	2017	Projected
<b>Aviation Growth</b>			
Passenger traffic (millions)	44	47	51 (2018)
Aircraft movements (thousands)	456	465	510 (year 2020)
Cargo volume (tonnes)	472,300	534,500	590,000 (year 2020)
New international cities (net increase)	10	11	Continue to increase new international destinations
<b>Passenger and Customer Service</b>			
Airport Service Quality (ASQ)	4.25 Second in North America and 13th in the world (>40MM passengers)	4.31 First among North American & European airports (>40MM passengers)	Top 10 of World Airports (in the same size category) for ASQ
Customer complaints per million passengers*	52.7	74	Continue to improve the passenger and customer experience
Customer compliments per million passengers*	9.4	11	Continue to improve the passenger and customer experience
<b>Engaged People</b>			
Employee engagement (Aon Hewitt)	66%	69%	Top quartile among Canadian employers by 2019
Direct jobs	49,000	51,000	By 2030, it's estimated that Toronto Pearson could generate and facilitate 542,000 jobs in Ontario.
Diversity	<i>Diversity (% employees)</i> Women: 27.2% Aboriginal peoples: 0.8% Persons with disabilities: 0.7% Visible minorities: 19.7%	<i>Diversity (% employees)</i> Women: 28.4% Aboriginal peoples: 0.9% Persons with disabilities: 0.7% Visible minorities: 20.7%	The GTAA views diversity as one of our most competitive advantages; it ensures our ability to meet the demand of a challenging marketplace. At the GTAA, we strive to create a workplace that reflects the diversity of the community we serve. To us, it is critical to ensure fair employment practices and treatment of our employees across our organization.
Average salary	<i>Women</i> Managers: \$113,000 Non-managers: \$69,000  <i>Men</i> Managers: \$120,000 Non-managers: \$78,000	<i>Women</i> Managers: \$114,932 Non-managers: \$74,798  <i>Men</i> Managers: \$130,522 Non-managers: \$83,456	The GTAA embraces its obligations under federal employment equity and human-rights legislation; hiring practices are determined based on the individual, irrespective of the gender and background of employees.

<b>Safety</b>			
Toronto Pearson Safety Index (lost-time injuries per million enplaned and deplaned passengers)	7.78% reduction from 2015	6.5% reduction from 2016	Vision of zero lost-time injuries
<b>Corporate Responsibility – Environmental</b>			
Stormwater	Refer to 2016 GRI Index	Refer to GRI Index	
Ambient air quality	The results from the modelling indicated that the air quality in the study area is dominated by the regional emissions, in particular those associated with transportation in the study area		Develop and implement an action plan associated with the Air Quality and Human Health Risk Assessment
Solid waste	74% diversion	71% diversion	Develop a roadmap for GTAA to achieve zero waste
GHG emissions and climate change	Airport Carbon Accreditation Program – Level 3	In 2017, the GTAA increased its use of electric vehicles and installed charging stations for electric fleet vehicles and for employees in the parking lots.	80 per cent reduction by 2050
Energy conservation (MWh)	4,100 MWh	5,000 MWh	\$10M in expected savings by 2026 from the GTAA's LED projects
Natural gas (GJ)	Natural gas: 412,886 GJ	Refer to GRI Index	Continue to implement the energy conservation and efficiency initiatives identified in the 2015–2019 Energy Master Plan to reduce consumption
Gasoline (litres)	Gasoline: 447,415 litres		
Diesel (litres)	Diesel: 1,449,330 litres		
Sustainable transportation	Introduced Green Commuter Rebate Program: \$50/month rebate for GTAA employees taking a green mode of transportation to/from work	Over 200 employees registered for the Green Commuter Rebate Program	Continue to increase participation in the Green Commuter Rebate Program
<b>Corporate Responsibility – Social</b>			
Noise	53,135 complaints from 880 callers	168,676 complaints from 2,399 callers	2018–2022 Noise Management Action Plan
Community Investment Impact (Propeller Project participants)	29,499 participants	Committed nearly \$800,000 in support of 24 community projects – including Scientists in School, CivicAction, ACCES Employment and others – which benefited more than 67,000 residents.	Continue to support community investment opportunities



# GRI STANDARDS INDEX

Our GRI reporting has been prepared in accordance with the GRI Standards: Comprehensive option (self-declared). It includes the Airport Operators Sector Disclosure, which the GTAA helped to develop in 2011.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 102	General Disclosures	102-1	Name of the organization	<a href="#">Annual Report</a> – front cover
		102-2	Activities, brands, products, and services	Toronto Pearson is a key North American gateway and one of the continent's largest airport in terms of international passenger traffic.
		102-3	Location of headquarters	The GTAA operates out of Mississauga, Ontario, Canada
		102-4	Location of operations	The GTAA operates out of Mississauga, Ontario, Canada
		102-5	Ownership and legal form	The GTAA was incorporated in March 1993 as a corporation without share capital under the Canada Corporations Act and recognized as a Canadian Airport Authority by the federal government in November 1994. Effective February 27, 2014, the GTAA was continued under the Canada Not-for-profit Corporations Act, the successor legislation to the Canada Corporations Act. The GTAA is authorized to operate airports within the south-central Ontario region, including the Greater Toronto Area (the "GTA"), on a commercial basis, to set fees for their use and to develop and improve the facilities. In accordance with this mandate, the GTAA currently manages and operates Toronto Pearson International Airport (the "Airport" or "Toronto Pearson") under a ground lease with the federal government, which was executed in December 1996 (the "Ground Lease"). The Ground Lease has a term of 60 years, with one renewal term of 20 years. The Ground Lease is available on SEDAR at <a href="http://www.sedar.com">www.sedar.com</a> and on the GTAA's website at <a href="http://www.torontopearson.com">www.torontopearson.com</a> .
		102-6	Markets served	<a href="#">The More Links We Forge</a>
		102-7	Scale of the organization	Passenger traffic at the Airport increased in 2017 by 4.3 per cent, from 44.3 million passengers in 2016 to 47.1 million passengers in 2017. The GTAA monitors passenger activity levels and aircraft movements, including the type and size of aircraft, as both passenger and aircraft activity have a direct impact on its financial results.
		102-8	Information on employees and other workers	2017 Stakeholder Engagement: GTAA Employees and Airport Employees
		102-9	Supply chain	<a href="#">The More Growth We Spark</a>  The GTAA facilitates the movement of people and goods by air; our supplies are purchased locally through an audited contracting process.
		102-10	Significant changes to the organization and its supply chain	No significant changes
		102-11	Precautionary Principle or approach	The GTAA is federally regulated and follows the Canadian Environmental Assessment Act. The GTAA also maintains an ISO 14001 environmental management system.
		102-12	External initiatives	<a href="#">Sustainability Overview: Our Approach</a>
		102-13	Membership of associations	Airports Council International, Canadian Airports Council, Smart Commute
		102-14	Statement from senior decision-maker	<a href="#">A Message from the President and CEO</a>
		102-15	Key impacts, risks, and opportunities	<a href="#">Sustainability Overview: Our Approach</a>

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behaviour	<p>The Corporation has a Code of Business Conduct and Ethics (the “Code”), which has been approved by the Corporation’s Board of Directors (the “Board”). The Code complies with the requirements of the Canadian Securities Administrators’ National Policy 58-201 and represents a comprehensive approach to addressing, among other matters, conflicts of interest and promoting fair, honest and ethical behaviour by all of the Corporation’s Directors, officers, employees and contracted staff. A copy of the Code may be accessed at SEDAR. The Board monitors compliance with the Code and the Corporation requires that each Director and officer sign an Annual Declaration advising that the Director or officer has read the Code and either declares that the Director or officer is in compliance or not in compliance with the Code and declares the reasons for the non-compliance.</p> <p><a href="#">Code of Business Conduct and Ethics</a></p>
		102-17	Mechanisms for advice and concerns about ethics	The Board has implemented Confidential Anonymous Reporting for Employees (“C.A.R.E.”), which permits the anonymous reporting of an employee, officer or Director’s unethical behaviour. C.A.R.E. also extends to business partners contracted by the Corporation. All Directors and officers indicated that they were in compliance with the Code.
		102-18	Governance structure	As a corporation without share capital, the GTAA has Members rather than shareholders or other equity holders. The GTAA is governed by a Board consisting of 15 Directors. The Directors are elected by the Members. Directors serve a term of three years and are eligible to be re-elected subject to a maximum total term of nine years.
		102-19	Delegating authority	The GTAA’s Board meets on a regular basis and views its principal responsibility as overseeing the conduct of the GTAA’s business and setting the strategic direction for the GTAA.
		102-20	Executive-level responsibility for economic, environmental, and social topics	<p>Economic: Chief Strategy Officer &amp; Chief Financial Officer</p> <p>Environmental: Vice-President, Airport Development and Technical Services</p> <p>Social: Vice President, Stakeholder Relations and Communications</p>
		102-21	Consulting stakeholders on economic, environmental, and social topics	<a href="#">Stakeholder Engagement</a>
		102-22	Composition of the highest governance body and its committees	<p>The GTAA is governed by a Board consisting of 15 Directors.</p> <p>There are five standing committees of the Board: the Audit Committee; the Governance and Stakeholder Relations Committee; the Risk Oversight Committee; the Human Resources and Compensation Committee; and the Planning and Commercial Development Committee.</p>
		102-23	Chair of the highest governance body	Board Chair, David Wilson
		102-24	Nominating and selecting the highest governance body	<p>Five Directors are elected by the Members from candidates nominated by municipalities. Specifically, each of the regional municipalities of York, Halton, Peel and Durham, and the City of Toronto, is entitled to provide, on a rotating basis, the names of up to three candidates, and following an assessment process the Members elect one of them for each available position as a Director.</p> <p>In addition, seven Directors are elected by the Members on a cyclical basis from a pool of eligible candidates who are identified and assessed through a search process, which includes engaging the Law Society of Upper Canada, Professional Engineers Ontario, the Institute of Chartered Accountants of Ontario, the Toronto Region Board of Trade, the Board of Trade of the City of Mississauga and the Board of Trade of the City of Brampton.</p> <p>Finally, the Government of Canada provides the names of two individuals and the Province of Ontario one individual, all of whom are elected as Directors by the Members.</p>
		102-25	Conflicts of interest	None

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 102	General Disclosures	102-26	Role of highest governance body in setting purpose, values, and strategy	The Board ensures that long-term goals and strategies are developed and implemented to ensure Toronto Pearson continues to support and foster growth in the Greater Toronto Area. The Board also ensures that the necessary systems are in place to manage the risks associated with the GTAA's business and to monitor and measure management's performance in carrying out the GTAA's objectives.
		102-27	Collective knowledge of highest governance body	<a href="#">A Message from the Board Chair</a>
		102-28	Evaluating the highest governance body's performance	The Board also oversees the processes and systems to manage the risks associated with the GTAA's business, and monitors and measures management's performance in carrying out the GTAA's strategic plan, vision and mission.
		102-29	Identifying and managing economic, environmental, and social impacts	<a href="#">Sustainability Overview</a>
		102-30	Effectiveness of risk management processes	The Risk Oversight Committee oversees the identification, management and mitigation of the GTAA's principal risks. The Committee's mandate includes proposing to the Board risk tolerances and appetites for identified risks driven by and aligned with the GTAA's strategic goals and priorities, overseeing the effectiveness of the GTAA's risk management program including resilience and adaptability to deal with emerging risks, risk mitigation, stress testing and scenario planning. The Committee's responsibilities include overseeing risks relating to environmental, safety, security and airport operations.
		102-31	Review of economic, environmental, and social topics	<a href="#">Sustainability Overview</a>
		102-32	Highest governance body's role in sustainability reporting	Annual Report reviewed by Governance and Stakeholder Relations Committee
		102-33	Communicating critical concerns	Regular board meetings, strategy updates and meeting minutes
		102-34	Nature and total number of critical concerns	The day-to-day operation of the airport is the responsibility of management. The response to the interruption of airport operations lies with management through well-developed emergency plans.
		102-35	Remuneration policies	<a href="#">Priorities and Performance</a> <a href="#">Management's Discussion and Analysis</a> [PDF link] <a href="#">Disclosure Requirements of the Ground Lease</a>
		102-36	Process for determining remuneration	<a href="#">Management's Discussion and Analysis</a> [PDF link] <a href="#">Disclosure Requirements of the Ground Lease</a>
		102-37	Stakeholders' involvement in remuneration	The GTAA embraces its obligations under federal employment equity and human rights legislation; hiring practices and remuneration are determined based on the individual, irrespective of the gender and background of employees. In addition, five of the GTAA Board members are required to annually present GTAA operational updates to their respective communities. The public has access to these meetings and the GTAA's annual general meeting.
		102-38	Annual total compensation ratio	<a href="#">Priorities and Performance</a>

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 102	General Disclosures	102-39	Percentage increase in annual total compensation ratio	<p>2017</p> <p>Women (average salary) Managers: \$114,932 Non-managers: \$74,798</p> <p>Men (average salary) Managers: \$130,522 Non-managers: \$83,456</p> <p>2016</p> <p>Women (average salary) Managers: \$113,000 Non-managers: \$69,000</p> <p>Men (average salary) Managers: \$120,000 Non-managers: \$78,000</p>
		102-40	List of stakeholder groups	<a href="#">Stakeholder Engagement</a>
		102-41	Collective bargaining agreements	<a href="#">Stakeholder Engagement</a>
		102-42	Identifying and selecting stakeholders	<a href="#">Stakeholder Engagement</a>
		102-43	Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a>
		102-44	Key topics and concerns raised	<a href="#">Stakeholder Engagement</a>
		102-45	Entities included in the consolidated financial statements	<a href="#">Management's Discussion and Analysis [PDF link]</a>
		102-46	Defining report content and topic Boundaries	<a href="#">Sustainability Management Approach and GRI Index</a>
		102-47	List of material topics	<p><a href="#">Priorities and Performance</a></p> <p><a href="#">Sustainability Management Approach and GRI Index</a></p>
		102-48	Restatements of information	There were no restatements of information.
		102-49	Changes in reporting	<p>Online Summary Report with additional downloadable files:</p> <p><a href="#">Management's Discussion and Analysis</a></p> <p><a href="#">Sustainability Overview</a></p> <p><a href="#">Annual Review</a></p> <p><a href="#">Full Report</a></p>
		102-50	Reporting period	January 1, 2017 – December 31, 2017
		102-51	Date of most recent report	January 1, 2016 – December 31, 2016
		102-52	Reporting cycle	Annual
		102-53	Contact point for questions regarding the report	Final page of Full Annual Report
		102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Comprehensive option
		102-55	GRI content index	
		102-56	External assurance	Internal verification program to review Toronto Pearson's performance data – including, but not limited to, assessing how data was captured, collected, reviewed and reported.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 201	Economic Performance	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Management's Discussion and Analysis [PDF file]</a> <a href="#">The More Growth We Spark</a> <a href="#">The More Jobs We Create</a> <a href="#">Sustainability Overview</a>
		103-3	Evaluation of the management approach	<a href="#">Stakeholder Engagement</a> Internal verification through stakeholder interviews, benchmarking and stakeholder feedback
		201-1	Direct economic value generated and distributed	<a href="#">Management's Discussion and Analysis [PDF file]</a>
		201-2	Financial implications and other risks and opportunities due to climate change	This information is currently not collected.
		201-3	Defined benefit plan obligations and other retirement plans	<a href="#">Management's Discussion and Analysis [PDF file]</a> The GTAA maintains two pension plans with defined benefit provisions. One of these plans is a registered pension plan for former Transport Canada employees who were eligible to elect to transfer their pension credits to the GTAA plan. The GTAA measures its accrued benefit obligations and the fair value of plan assets for accounting purposes as at December 31 of each year.
		201-4	Financial assistance received from government	The GTAA did not receive significant financial assistance from any level of government.
		GRI 202	Market Presence	103-1
103-2	The management approach and its components			<a href="#">Sustainability Overview</a> <a href="#">Management's Discussion and Analysis [PDF file]</a>
103-3	Evaluation of the management approach			Internal verification through stakeholder interviews, benchmarking and stakeholder feedback <a href="#">Stakeholder Engagement</a>
202-1	Ratios of standard entry level wage by gender compared to local minimum wage			Not applicable: This indicator is not relevant as all starting salaries exceed the local minimum wage rate specified under the relevant labour legislation.
202-2	Proportion of senior management hired from the local community			The GTAA is based at one single location in Toronto, Ontario, Canada. The GTAA does not have a procedure for local hiring for senior management. When hiring executive roles, the search is not limited to just those who live in the GTA. Individuals residing in the local community receive equal consideration to those outside depending on the particular role.
A01	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination and transfer, including transit passengers			Domestic: 17,475,217 International: 29,655,141 Total enplaned/deplaned (E/D) passengers: 47,130,358 Connecting/transfer passengers: 13,739,984 Total originating/destination (O/D) passengers: 33,390,374
A02	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.			Commercial (terminal): 427,773 General Aviation (non-terminal): 31,006 Commercial Cargo (non-terminal): 6,392 Government/Military: 384
A03	Total amount of cargo tonnage			534,500 tonnes in 2017



GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 203	Indirect Economic Impacts	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">The More Growth We Spark</a>
				<a href="#">The More Jobs We Create</a>
				<a href="#">How Airports Drive Economic Growth</a>
		103-3	Evaluation of the management approach	<a href="#">Sustainability Overview</a>
		203-1	Infrastructure investments and services supported	<a href="#">Stakeholder Engagement</a>
203-2	Significant indirect economic impacts	Internal verification through stakeholder interviews, benchmarking and stakeholder feedback		
GRI 204	Procurement Practices	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Management's Discussion and Analysis</a> [PDF file]
				<a href="#">Management's Discussion and Analysis</a> [PDF file]
		103-3	Evaluation of the management approach	<a href="#">Management's Discussion and Analysis</a> [PDF file]
		204-1	Proportion of spending on local suppliers	<a href="#">Management's Discussion and Analysis</a> [PDF file]
GRI 301	Materials	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a>
				<a href="#">GTAA Environmental Policy</a>
		103-3	Evaluation of the management approach	The GTAA's treasury function is responsible for the procurement of the GTAA's capital resources and for the management of financial risk. All treasury operations are conducted within policies and guidelines approved by the Board of Directors and are within the requirements set out in the Trust Indenture dated December 2, 1997, as supplemented or amended from time to time. Compliance with these policies is monitored by the regular reporting of treasury activities to the Audit Committee of the Board. The GTAA's operating activities result in financial risks that may arise from changes in market risk, credit risk and liquidity risk.
				Internal verification through stakeholder interviews, benchmarking and stakeholder feedback
204-1	Proportion of spending on local suppliers	In the GTAA's procurement policy, we have clauses on use of Canadian labour and materials where feasible.		

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 301	Materials	301-1	Materials used by weight or volume	This is a list of some of the key materials used by the GTAA in our operations:
			<i>Potassium and Sodium Formate (deicing and anti-icing fluid)</i>	Potassium acetate (KA) – quantity purchased from January 1, 2017 to December 31, 2017 (kg): 665,840 Sodium formate (SF) – quantity purchased from January 1, 2017 to December 31, 2017 (kg): 519,000
			<i>Total Glycol Dispensed</i>	Aircraft and pavement deicing/ anti-icing fluid used – Total Glycol Dispensed (litres): 8,612,461
			<i>Natural Gas Consumption</i>	Natural Gas Consumption (m <sup>3</sup> ): 32,446,628
			<i>Unleaded Fuel and Diesel</i>	Unleaded Fuel Consumption (litres): 486,554 Diesel Consumption (litres): 1,366,062
			<i>Total Energy Consumption</i>	Total Electricity Consumption (kWh): 190,048,794
			<i>Other</i>	The GTAA also tracks pesticide use; aircraft, runway and road deicers and paper use in addition to those found in the Annual Report.
		301-2	Recycled input materials used	GTAA attempts to use recycled material when possible. For example, the Terminal 1 ground transportation level food court seating was constructed using sustainable and recycled materials. The printer paper used at the GTAA is made with recycled input. Currently, 40% of office supplies purchased through Staples Canada are Eco-brand, which are items made with some recycled input.  The GTAA is also a member of the Partners in Project Green Materials Exchange program, which is an online platform facilitating the exchange of materials between organizations to divert resources from landfill and reduce costs.
		301-3	Reclaimed products and their packaging materials	Not applicable. The GTAA does not produce products for sale.
		GRI 302	Energy	103-1
103-2	The management approach and its components			<a href="#">Sustainability Overview</a> 2015–2019 Energy Master Plan
103-3	Evaluation of the management approach			ISO 14001 annual audit, Airport Carbon Accreditation Program, Community Environment & Noise Advisory Committee (CENAC)
302-1	Energy consumption within the organization			<b>Direct Energy Consumption</b> Natural Gas (m <sup>3</sup> ): 32,446,628 Diesel (litres): 1,366,062 Gasoline (litres): 486,554  <b>Indirect Energy Consumption</b> Total Electricity (kWh): 190,048,794 Unleaded Fuel (litres): 486,554 Diesel (litres): 1,366,062
302-2	Energy consumption outside of the organization			Reported in detail in the Toronto and Region Conservation Authority's Partners in Project Green Annual Report
302-3	Energy intensity ratio			This is currently not calculated. The GTAA is trying for an absolute reduction.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 302	Energy	302-4	Reduction of energy consumption	<p>Reduction in energy consumption: 5,000 MWh</p> <p>T1 HHF Baggage Area LED T8 replacement  T1 Departure Hold Rooms LED T8 replacement  T1 HHF &amp; Pier F Mechanical Rooms LED T8 replacement  T1 Pier F Baggage Area LED T8 replacement  Admin Cafeteria lighting  T1 Lighting management – Photocells and scheduling  T1 all remaining Baggage Area LED T8 replacement  T1 Service Corridor LED T8 replacement  Sustainability Screen – Admin  T1 Departure Hall 3’ LED T8 replacement  T1 Interior lighting, Baggage Claim Halls T8  T1 HVAC improvement – Phase 2  Infield Tunnel</p> <p>Reduction based on total calculated saving from all initiatives completed in a year. Not comparing to a base year due to complexity of an airport energy comparison.</p>
		302-5	Reductions in energy requirements of products and services	The GTAA does not produce products for sale.
GRI 303	Water	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<p><a href="#">Sustainability Overview</a></p> <p><a href="#">GTAA Environmental Policy</a></p> <p>The Vice President of Airport Development and Technical Services oversees the Environmental Management Program in concert with several groups within the GTAA. Always evolving, the Program is meant to reflect the requirements of the new 2015 ISO 14001 standard and Toronto Pearson’s Corporate Responsibility Strategy.</p> <p>Environmental Management System (EMS) designed to assist in operating the airport in an environmentally responsible manner, and in compliance with the relevant environmental legislation. Our EMS meets the specifications of the ISO 14001 international standard and is audited annually. In 1999, Toronto Pearson became the first North American airport to achieve ISO 14001 certification. Through this system, we are able to identify significant environmental aspects, allowing us to set performance targets, ensure environmental compliance, prevent pollution and continuously improve.</p>
		103-3	Evaluation of the management approach	ISO 14001 annual audit, Airport Carbon Accreditation Program, Community Environment & Noise Advisory Committee (CENAC)
		303-1	Water withdrawal by source	768,044 m <sup>3</sup>
		303-2	Water sources significantly affected by withdrawal of water	No water sources are significantly affected by the withdrawal of water. The GTAA is provided with potable water from the Region of Peel municipal system which draws primarily from lake Ontario.
		303-3	Water recycled and reused	The GTAA currently does not recycle or reuse water. GTAA commissioned a Water Use Profile Study by external consultants to identify and evaluate potential potable water savings. A number of minor items were identified that are being actioned as appropriate. In addition, GTAA was subjected to water audits by the Region of Peel in 2011 and no significant opportunities were identified.
		A04	Quality of stormwater by applicable regulatory standards	During the winter de-icing program, a total of 261 samples for glycol were taken with one exceedences of the Canadian Environmental Protection Act guideline. In addition, a total of 112 BOD samples were taken, with a total of 14 exceedences. For more detailed stormwater information, contact the GTAA Environment Department.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response		
GRI 305	Emissions	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>		
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Greenhouse Gases Policy</a>		
		103-3	Evaluation of the management approach	ISO 14001 annual audit, Airport Carbon Accreditation Program, Community Environment & Noise Advisory Committee (CENAC)		
		305-1	Direct (Scope 1) GHG emissions and explanation of the methodology used	66,710 tonnes CO <sub>2</sub> e		
		305-2	Energy indirect (Scope 2) GHG emissions	7,962 tonnes CO <sub>2</sub> e		
		305-3	Other indirect (Scope 3) GHG emissions	As part of our commitment to reducing environmental impacts, we have aligned our reporting standards to include ISO 14064, plus the new Ontario Cap and Trade program, and the internationally recognized Airport Carbon Accreditation program (GTAA is currently level 3 – optimization). In order to align all three standards, the GTAA has expanded the reporting boundary beyond the core airport operations to include the emissions from sale and production of electricity in this year’s report. The GTAA currently reports on Scope 1 and Scope 2 emissions.		
		305-4	GHG emissions intensity	1.62 CO <sub>2</sub> e (kilograms per passenger)		
		305-5	Reduction of GHG emissions	54% reduction since 2006		
		305-6	Emissions of ozone-depleting substances (ODS)	16.2 (CFC-11 equivalent in tonnes)		
		305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	Volatile Organic Compounds (VOCs) (tonnes): 6.36 NO <sub>x</sub> (tonnes): 37.02 SO <sub>2</sub> (tonnes): 1.508 CO (tonnes): 48.570 Total particulate matter (tonnes): 1.195 PM <sub>10</sub> (tonnes): 1.184 PM <sub>2.5</sub> (tonnes): 1.182		
		A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic metre (µg/m <sup>3</sup> ) or parts per million (ppm) by regulatory regime	Ambient air quality levels according to pollutant concentrations in microgram per cubic metre (µg/m <sup>3</sup> ) or parts per million (ppm) by regulatory regime. PM <sub>10</sub> 24-hour µg/m <sup>3</sup> (reference level): 62.7 SO <sub>2</sub> 1-hour µg/m <sup>3</sup> : 131.3 SO <sub>2</sub> 24-hour µg/m <sup>3</sup> : 12.8 SO <sub>2</sub> annual µg/m <sup>3</sup> : 4.1 NO <sub>2</sub> 1-hour µg/m <sup>3</sup> : 178.0 NO <sub>2</sub> 24-hour µg/m <sup>3</sup> : 112.2 CO 1-hour µg/m <sup>3</sup> *: 12,777 CO 8-hour µg/m <sup>3</sup> *: 2,490.6 Ozone (O <sub>3</sub> ) 1-hour µg/m <sup>3</sup> : 132.6 Ozone (O <sub>3</sub> ) 24-hour µg/m <sup>3</sup> : 102.8 Ozone (O <sub>3</sub> ) annual µg/m <sup>3</sup> : 43.0 PM <sub>2.5</sub> 24-hour ug/m <sup>3</sup> (reference level) *: 24.2		
		GRI 306	Effluents and Waste	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
				103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA website – Waste Management</a>
				103-3	Evaluation of the management approach	Waste audits, ISO 14001 annual audit, Airport Carbon Accreditation Program, Community Environment & Noise Advisory Committee (CENAC)

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 306	Effluents and Waste	306-1	Water discharge by quality and destination	kg BOD: 21,092.57 To Humber from stormwater facilities
		306-2	Waste by type and disposal method	kg BOD: zero
			<i>Demolition Waste</i>	Total unrecycled material (tonnes): 1,094.95 Total recycled materials (tonnes): 8,050.72 Total material (tonnes): 9,145.67
			<i>Hazardous</i>	Liquids – total amount (litres): 166,134 Solids – total amount (kg): 42,018 Recycled – batteries (kg): 738 Recycled – car/equipment batteries: 188 each Recycled – lamps: 40,778 Electronic recycling (kg): 23,323.54 Remediated and disposed of in landfill – contaminated soil (tonnes): No material was moved from the biopile in 2017
			<i>Non-hazardous</i>	Landfill – general building: 2,138 metric tonnes Landfill – demolition waste: 1,094.95 tonnes
			<i>Waste and Recycling</i>	Recycled – general building: 5,497 metric tonnes Recycled – demolition waste: 8,050.72 tonnes Recycled – logistics program shrink wrap: 14,514.5 kg Corporate waste diversion rate: 71%
			<i>Shrink Wrap Recycling</i>	In 2017, 14,514.5 kg of shrink wrap was recycled through the GTAA logistics program; additionally, close to 200,000 other logistics items (e.g., pallets, beer bottle cases, crates, kegs, etc.) were also recycled through the program
		306-3	Significant spills	None
		306-4	Transport of hazardous waste	The GTAA does not ship hazardous waste across international borders. All waste is must be manifested by the Ontario Ministry of the Environment before it is allowed to be transported.
		A06	Aircraft and pavement deicing/anti-icing fluid used and treated by m <sup>3</sup> and/or metric tonnes	Total Glycol Dispensed (litres): 8,612,461
			<i>Potassium/Sodium</i>	Potassium acetate (KA) – quantity purchased from January 1, 2017 to December 31, 2017 (kg): 665,840 Sodium formate (SF) – quantity purchased from January 1, 2017 to December 31, 2017 (kg): 519,000
			<i>Glycol</i>	Deicing fluid applied to aircraft: Type-I = 6,824,520 litres; Type IV = 1,787,941 litres
		306-5	Water bodies affected by water discharges and/or runoff	No water bodies are significantly affected by the GTAA’s discharge of water and runoff.
		GRI 307	Environmental Compliance	103-1
103-2	The management approach and its components			<a href="#">Sustainability Overview</a> <a href="#">GTAA Environmental Policy</a>
103-3	Evaluation of the management approach			ISO 14001 annual audit, Airport Carbon Accreditation Program, Community Environment & Noise Advisory Committee (CENAC)
307-1	Non-compliance with environmental laws and regulations			The GTAA has not received any fines or non-monetary sanctions for non-compliance with environmental laws and regulations for 2016–2017 operations at the time of printing.



GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
AO	Inter-modality	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">The Smarter the Plan</a>
		103-3	Evaluation of the management approach	An evaluation of the management approach did not occur in 2017.
AO	Noise	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a>
		103-3	Evaluation of the management approach	An evaluation of the management approach did not occur in 2017.
		A07	Number and percentage change of people residing in areas affected by noise	Updated every five years as new census data becomes available
GRI 401	Employment	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Website – Careers</a>
		103-3	Evaluation of the management approach	The Human Resources and Compensation (HR&C) Committee oversees the GTAA's employment relationship with the President and Chief Executive Officer (CEO), and provides oversight of succession planning, executive compensation, talent and performance management, and enterprise people risks and policies. Advising the Board on these matters, the HR&C Committee makes recommendations in respect of executive compensation and human resources matters.
		401-1	New employee hires and employee turnover	The GTAA has a single location of operations. As of Dec 31, 2017: Total Workforce by Employment Type: Number of full-time employees: Permanent: 1,377, Contract: 28 Number of part-time employees: Permanent: 24, Contract: 3 NEW HIRES: For 2017 we had 216 New Hires, 31% female and 69% male. 32% of hires were under 30 years old (11% female, 21% male), 57% were 30–50 years old (19% female and 38% male) and 11% were over age 50 (2% female and 9% male). TURNOVER: For 2017 we had 125 permanent employee departures, 40% female and 60% male. 10% of departures were under 30 years (7% female and 3% male), 50% were 30–50 years old (21% female and 29% male) and 40% were over age 50 (12% female and 28% male). This represents 6.32% Total Turnover of permanent staff.
		401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	The GTAA has a single location of operations, and all employees are eligible for benefits with the exception of temporary non-unionized employees. Permanent full-time and part-time GTAA employees are provided a comprehensive compensation package that includes group health benefits, paid and unpaid leave, and participation in a Defined Contribution Pension Plan.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 401	Employment	401-3	Parental leave	<p>There is a legislated obligation under the Canada Labour Code (Part III) to provide an employee with Parental leave upon their request (provided they are eligible as the birth parent of a newborn or parent of an adopted child) and to ensure any employee who take Maternity or Parental leave is reinstated in the position that the employee occupied when the leave commenced. If there is a valid reason that the employee cannot be reinstated, the GTAA is still obliged to reinstate the employee in a comparable position with the same wages and benefits and in the same location.</p> <p>In addition, the GTAA tops up the equivalent of the difference between Canada's Employment Insurance benefits and 93% of the employee's normal weekly rate up to a maximum of 30 weeks (employee must have completed six (6) months of service).</p>
GRI 402	Labor/ Management Relations	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Website – Working Environment</a>
		103-3	Evaluation of the management approach	The Human Resources and Compensation (HR&C) Committee
		402-1	Minimum notice periods regarding operational changes	The collective agreement includes language pertaining to minimum notice periods regarding significant operational changes, in particular the articles on Layoff / Recall and Technological Change, where a 120-day notice period is provided to the union. At the commencement of this notice period, the parties meet to consult prior to the employees ultimately receiving notice pertaining to such operational changes.
GRI 403	Occupational Health and Safety	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Website -- Safety and Security</a> <a href="#">Toronto Pearson Safety &amp; Security Policy</a>
		103-3	Evaluation of the management approach	<p>Toronto Pearson Safety Index measures in-scope injuries per million passengers.</p> <p>Toronto Pearson Safety &amp; Security Awards have been put in place to promote and recognize airport employees who contribute to a safe and secure culture at Toronto Pearson.</p> <p>On-going stakeholder consultations with employees.</p>
		403-1	Worker representation in formal joint management-worker health and safety committees	All GTAA employees are represented by both a Workplace Health and Safety Committee (WHSC) and a Policy Occupational Safety and Health (POSH) Committee. These committees meet regularly to discuss health and safety concerns, review progress and make recommendation to improve health and safety in the workplace, ensuring that the underlying principles of the internal responsibility system are followed at all times.
		403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	<p>Total Reported Injuries = 97</p> <p>Total Lost-time Injuries = 7</p> <p>Lost-time Injury Frequency Rate -- 0.60</p> <p>Lost-time injury Severity Rate = 2.50</p> <p>Fatalities = 0</p> <p>We do not track incidents by gender.</p>
		403-3	Workers with high incidence or high risk of diseases related to their occupation	The GTAA operations are in Toronto, Ontario, Canada where there is no prevalence of serious diseases as contemplated by the indicator. Having said that, we provide group health benefits and employee assistance programs that provide employees support if required.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response		
GRI 403	Occupational Health and Safety	403-4	Health and safety topics covered in formal agreements with trade unions	Both collective agreements with unionized employee groups affirm that the GTAA has the primary responsibility for ensuring that safe conditions prevail within the workplace and for taking appropriate and effective measures (preventative and Corrective) to protect the health and safety of employees. Both the GTAA and the unions jointly declared their intent to develop and maintain a safe workplace and that work practices shall be governed by the Canada Labour Code and its Regulations.		
GRI 404	Training and Education	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>		
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Website – Safety and Security Training Programs</a> Corporate Learning and Development: Corporate Learning analyses, design – develops and implements learning solutions that impact all departments organizationally. This area leads the functional areas through collaboration in establishing learning strategies, standards, and processes to ensure a consistent and effective approach to learning organizationally. Functional Learning departments – analyze, design, develop and implement learning solutions that impact the specific roles in their functional department. This learning team can be seen as the resident expert on creating learning solutions that meet the technical and job-specific requirements to help employees excel in their day-to-day job accountabilities. Learning Council – Leaders from Corporate Learning and the Functional Learning areas make up the GTAA Learning Council. This council has been formed to steer the strategy for learning and ensure all employees receive a consistent learning experience. Additionally, the council members collaborate together on project work to ensure efficiency and effectiveness of learning.		
		103-3	Evaluation of the management approach	Employee Evaluation		
		404-1	Average hours of training per year per employee	29 minutes and 15 seconds		
		404-2	Programs for upgrading employee skills and transition assistance programs	The GTAA provides employees with a wide range of both job-specific and developmental training opportunities, based on training plans that are created for them based on their specific, identified training needs. The GTAA also regularly provides information sessions to employees on a range of topics, including retirement planning.		
		404-3	Percentage of employees receiving regular performance and career development reviews	100% of our non-unionized employees receive a semi-annual and an annual performance and career development review.		
		GRI 405	Diversity and Equal Opportunity	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2		The management approach and its components	<a href="#">Sustainability Overview</a> Toronto Pearson welcomes the world to Canada every day and the GTAA views diversity as one of its most competitive advantages. A diverse workforce ensures the airport's ability to meet the demands of a challenging global marketplace, drives innovation and provides a warm welcome to people from around the globe. The GTAA has a Diversity & Inclusion Committee. The Diversity & Inclusion Committee leads and models diversity toward equitable treatment in programs, policy formulation, and decision-making at all organizational levels.	
103-3	Evaluation of the management approach	Executive Sponsor of the Diversity & Inclusion Committee				

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	<p>Governance bodies are excluded from our reporting because the GTAA does not have direct control over the composition of our Board of Directors. Appointments to the Board are made by local municipalities and Board of Trade.</p> <p>As of December 31, 2017:            28% of our current workforce is female.            8% is under age 30 (2% female and 6% male)            59% is 30–50 years old (18% female and 41% male)            34% is over age 50 (9% female and 25% male)</p>
		405-2	Ratio of basic salary and remuneration of women to men	<p>The GTAA has a single location of operations. The GTAA embraces its obligations under federal employment equity and human rights legislation. Employee salaries are determined based on the scope of work performed, irrespective of the gender of employees.</p> <p>Women (average salary)            Managers: \$114,932            Non-managers: \$74,798</p> <p>Men (average salary)            Managers: \$130,522            Non-managers: \$83,456</p>
GRI 413	Local Communities	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a> <a href="#">GTAA Website – Community</a>
		103-3	Evaluation of the management approach	Participants in the Propeller Project, amount invested, noise complaints
		413-1	Operations with local community engagement, impact assessments, and development programs	<a href="#">Stakeholder Engagement</a>
		413-2	Operations with significant actual and potential negative impacts on local communities	The Toronto Pearson Noise Management Program is a set of initiatives – land use planning, operating restrictions, such as the night flight budget, noise abatement procedures, the preferential runway system – that are standard across airports worldwide in the efforts to mitigate noise impacts on residents.
		A08	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided.	The GTAA does not currently collect this information.
GRI 416	Customer Health and Safety	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Toronto Pearson Safety &amp; Security Policy</a>
		103-3	Evaluation of the management approach	<a href="#">Toronto Pearson Safety Index</a>
		416-1	Assessment of the health and safety impacts of product and service categories	<a href="#">Toronto Pearson Safety Index</a>
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No reports of non-compliance regarding products or services rendered.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Disclosure Response
GRI 419	Socioeconomic Compliance	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a>
		103-3	Evaluation of the management approach	An evaluation of the management approach did not occur in 2017.
		419-1	Non-compliance with laws and regulations in the social and economic area	There have been no violations.
		A09	Total annual number of wildlife strikes per 10,000 aircraft movements	Total number of wildlife strikes reported at Toronto Pearson: 135. This includes any remains found near the runway environment that have not been reported as strikes (per Canadian Aviation Regulation).  Cumulative strike rate: 2.9 Strikes/10,000 movements  The majority of strikes occur on the east/west runways, reflecting the majority of aircraft traffic.
AO	Business Continuation and Emergency Preparedness	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a>
		103-3	Evaluation of the management approach	An evaluation of the management approach did not occur in 2017.
AO	Service Quality	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Management Approach and GRI Index</a>
		103-2	The management approach and its components	<a href="#">Sustainability Overview</a>
		103-3	Evaluation of the management approach	An evaluation of the management approach did not occur in 2017.