



# SUSTAINABILITY MANAGEMENT APPROACH *and* GRI INDEX



G T A A



Toronto Pearson  
International Airport | Aéroport International





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SUSTAINABILITY MANAGEMENT APPROACH *and* GRI INDEX

# Count on Pearson to manage growth responsibly

*Because making the right decisions now  
will hold us in good stead today and in  
the future.*

# Sustainable Development Goals

*In 2015, United Nations member states adopted the 2030 Agenda for Sustainable Development, at the heart of which are 17 Sustainable Development Goals (SDGs) aimed at promoting a universal call to action to end poverty, protect the planet and ensure prosperity for all by 2030. We at the GTAA support the SDGs and have been thinking about how we can contribute to their achievement.*

We've identified six SDGs and related targets that align with our strategic priorities and projects and help us consider where we can make our greatest impact. The table below shows the correlation. Throughout this report, we've included SDG symbols on relevant pages.

**GTAA STRATEGIC PRIORITY**

Passenger and Customer Service

**RELEVANT SDG**

**RELEVANT TARGETS**



**SDG 9 Industry, Innovation and Infrastructure**

**9.1** Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.



**SDG 17 Partnership for the Goals**

**17.17** Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

## GTAA STRATEGIC PRIORITY

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### Safety

#### RELEVANT SDG



#### SDG 3 Good Health and Well-Being

#### RELEVANT TARGETS

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3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.

## GTAA STRATEGIC PRIORITY

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### People

#### RELEVANT SDG



#### SDG 8 Decent Work and Economic Growth

#### RELEVANT TARGETS

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8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.



#### SDG 9 Industry, Innovation and Infrastructure

9.2 Promote inclusive and sustainable industrialisation and, by 2030, significantly raise industry's share of employment and gross domestic product, in line with national circumstances, and double its share in least developed countries.

## GTAA STRATEGIC PRIORITY

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### Aviation Growth

#### RELEVANT SDG

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#### RELEVANT TARGETS

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#### **SDG 8 Decent Work and Economic Growth**

**8.2** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.



#### **SDG 9 Industry, Innovation and Infrastructure**

**9.1** Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.

**9.4** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.



#### **SDG 17 Partnership for the Goals**

**17.11** Significantly increase the exports of developing countries, in particular with a view to doubling the least developed countries' share of global exports by 2020.

**17.17** Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

## GTAA STRATEGIC PRIORITY

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### Corporate Responsibility

#### RELEVANT SDG

#### RELEVANT TARGETS

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#### **SDG 3 Good Health and Well-Being**

**3.9** By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination. Note: This target is also applicable in terms of noise pollution.



#### **SDG 8 Decent Work and Economic Growth**

**8.4** Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.

**8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

**8.6** By 2020, substantially reduce the proportion of youth not in employment, education or training.

**8.9** By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.



#### **SDG 9 Industry, Innovation and Infrastructure**

**9.4** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.



### **SDG 10 Reduced Inequalities**

**10.1** By 2030, progressively achieve and sustain income growth of the bottom 40% of the population at a rate higher than the national average.

**10.2** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.



### **SDG 13 Climate Action**

**13.1** Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

**13.2** Integrate climate change measures into national policies, strategies and planning.



### **SDG 17 Partnership for the Goals**

**17.6** Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.

**17.17** Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.



# Safety and security

*At Toronto Pearson, we take an uncompromising approach to safety and security. We have a saying – Be Safe. You mean the world to someone. – which reminds us of why we need to be vigilant and why we invest so much time and resources in our safety and security systems.*



While all companies operating at the airport are responsible for the safety of their own employees, we work together to achieve our shared vision of zero injuries to everyone who travels through or works at Toronto Pearson.

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. All contractors must have a Certificate of Recognition (COR) as confirmation that their health and safety program meets provincial standards and has been evaluated by a certified auditor.

All airports in Canada are required to have a security awareness program that educates employees about their roles and responsibilities in airport security. At Toronto Pearson, employees complete both the national and site-specific modules of the Canadian Airport Security Awareness Program. This

## 3,000 employees

Nearly 3,000 employees provided feedback on Toronto Pearson's safety culture through the annual safety climate survey



training is mandatory for everyone who needs access to restricted areas and for any airport employee who has been away from work for more than a year.

Across our airport community, we try to bolster our safety and security culture through a constant focus on communications and risk identification. We also conduct an annual safety climate survey and use the findings to improve safety-related programs. Contests are run to encourage high employee participation in the survey.

Safety performance is tracked through the Toronto Pearson Safety Index, which measures employee lost-time injuries per million passengers. Despite growing passenger traffic volumes and new aviation technologies that often increase the complexity of managing safety, we strive for at least a five per cent reduction in injuries each year.



## 2018 highlights

- With manual handling injuries, such as back sprains and strains, accounting for 45 per cent of our lost-time injuries, we introduced a manual handling safety program airport-wide. Run by Pristine Condition International, the program is based on Olympic weightlifting techniques that are proven to take more than 70 per cent of pressure off the body when performing manual handling tasks. The program was launched during Canadian Airports Safety Week events, with Pristine Condition trainers teaching employees some of the key principles.

- Safety forums and summits bring together health and safety representatives from across our airport community to discuss safety trends and issues and to generate ideas for improving performance. The 2018 Fall Safety Summit in October attracted representatives from more than 37 organizations including air operators, ground handling companies, general aviation and government agencies and other airport business operators. In November, the inaugural meeting of the Toronto Pearson Safety Leadership Forum brought together leaders from Toronto Pearson's 16 largest employers. The meeting was an important first step towards tackling common issues and collaborating on strategic initiatives. In January 2019, we held our first Workers' Council meeting, which included representatives from each of the unions at Toronto Pearson. The Council will meet on a regular basis to prioritize worker safety issues and propose solutions that can then be integrated into the master Toronto Pearson Safety Program.
- We launched the Tenant Safety Education Program to facilitate safety discussions with Toronto Pearson tenants. Under the program, GTAA safety resources engage with tenants one-on-one to learn more about their safety programs, review their safety documentation and training, and provide feedback on how they could improve. We believe that this approach, which focuses on offering guidance and support as opposed to instructions, will be instrumental in changing the safety culture at the airport.
- New safety reporting tools are being deployed across the airport to help us capture safety data more readily and identify trends early, with an eye to driving improvement. Among the features, the tools pinpoint exactly where at the airport most safety incidents are occurring, so that we can, in turn, implement targeted prevention programs. Ultimately, we want to expand our data gathering to capture more leading statistics, such as close calls or risk assessments, and to dig deeper into the data to obtain actionable insights.

## In case of emergency

Emergency exercises are an important part of being prepared for the worst-case scenario by testing plans, protocols and communications for emergency and security incidents. In May 2018, our emergency exercise was a response to an aircraft incident. More than 150 airport employees and responders supported the exercise, and nearly 250 of our neighbours volunteered.



## 2018 performance

The GTAA was disappointed with the 2018 increase in the Toronto Pearson Safety Index (TPSI) to 0.46, up from 0.43 in the previous year. This was attributable to the increased number of lost-time injuries reported by many employers at Toronto Pearson. We are continuing to work with our community of airport employers to raise awareness around the importance of safety. In addition, we have instituted some innovative programs that focus on injury prevention and sharing best practices.

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### RELATED SDGs



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### GRI INDICATORS

103-1 103-2 103-3

# Our communities

*Toronto Pearson is Canada's front door, an important economic enabler for our region, and a neighbour to the communities that surround us. We thrive and grow together with these communities – and we have a responsibility to connect with them, to understand their issues and concerns, and to help out. Our actions earned us a spot in Corporate Knights' 2018 Best 50 Corporate Citizens in Canada report.*



## Economic impact

The number of direct jobs at the airport has grown from 40,000 to nearly 50,000 since 2011. In total, Toronto Pearson generates or facilitates 332,000 jobs in Ontario, which accounts for about \$42 billion, or 6.3%, of Ontario's GDP. By 2030, it's estimated that Toronto Pearson could generate and facilitate 542,000 jobs in Ontario.

What's more, Toronto Pearson's ability to access the world is critical for Canada's future and necessary to ensure a diverse, creative and innovative economy.

Learn more about our economic impact.

## Community outreach

For the communities around Toronto Pearson, we're more than just an airport – we're also a neighbour. We connect with these communities in a number of ways, including:

- Community event sponsorships that align with our corporate vision and mission, increase brand recognition, and enable us to engage with attendees and build relationships in neighbouring communities.
- Partnerships with organizations that are doing meaningful work in the areas of environmental sustainability, community vitality, community-building activities, accessibility enhancements or education.



- One-on-one opportunities to engage in conversations about noise, environment, transit and more.
- Pop-up booths that enable us to build relationships with local organizations and elected officials while meeting our neighbours in hubs such as libraries and community centres.

*“The experience with the Propeller Project allowed us to make important connections in an underserved community and provided meaningful arts opportunities to youth. Our experience with this project provided a deeper understanding into the mandate of the GTAA.”*

**— Arts Etobicoke**

## 2018 highlights

- Our Street Team met more than 5,000 of our neighbours at 60 community events, such as farmers’ markets and ribfests. For the first time, we worked with ACCES Employment and hired local youth to be part of the Team. One of the team members was a Syrian refugee who fondly remembered Toronto Pearson as his first place of welcome to Canada.
- Final Approach – Danville Terminal officially opened for viewing. We partnered with the City of Mississauga to sponsor this unique aviation-themed park space that serves as a tribute to Malton’s aviation history and features a sleek overhead airplane and limestone from the former Avro Arrow building. Danville Terminal sits 25 metres above the surrounding area, enabling park goers to see planes travelling to and from the airport.
- Nearly 2,400 neighbours participated in an airside tour to see behind the scenes at Toronto Pearson and get a glimpse of the different aircraft and equipment used.
- As a founding member of Partners in Project Green, we celebrated the organization’s 10th anniversary by hosting restoration events in Claireville Conservation Area and Danville Park. Learn more about our work with Partners in Project Green in the Environment section of this report.
- To help revitalize the local SEVA Food Bank and ensure that it can continue to meet the needs of the people it serves, we connected the food bank to some of our trades partners.
- Among our 2018 partnerships, the GTAA was the lead sponsor at the Streetsville Bread and Honey Festival, supported the zero-waste program at the Etobicoke Rotary Ribfest, hosted the kick-off ride for the annual Mississauga Community Rides and engaged with families at the Oakville Children’s Festival.



## Community Investment

While nearly two million people live in the area surrounding Toronto Pearson, which is the second largest employment zone in the country, we face an underemployment rate that's higher than that of the Greater Toronto Area. Approximately 43 per cent of our neighbours with post-secondary degrees are working in jobs that are well below their education or skill level.

That's why our signature community investment program – the Propeller Project – is championing on-the-ground solutions to underemployment by directly investing in local organizations that foster talent and connect people to the right opportunities.

Our key commitments under the Propeller Project are to:

- Give back to neighbourhoods directly and indirectly impacted by Toronto Pearson operations
- Invest one per cent of the GTAA's net income annually in community building initiatives
- Foster growth and prosperity in our regions, communities and among local residents

Through the Propeller Project's Uplift Fund, Toronto Pearson helps local area residents gain the skills, connections and opportunities needed to be meaningfully employed. This funding stream supports research, advocacy and programming focused on understanding, addressing and reducing underemployment.

Through the Nest Fund, we support programs and organizations that will have a positive impact on communities surrounding Toronto Pearson. This funding stream assists a select number of initiatives in local neighbourhoods that create stronger, healthier and happier communities with priorities in environmental sustainability, community vitality and employment.

Learn more about how we've reoriented the Propeller Project.

*“The commitment of the GTAA team to working on projects that the community has identified as a need in the area surrounding Pearson is unwavering. It is a pleasure to work with a corporate partner who supports new and innovative ideas and their commitment to Torontonians shines through with the work they do. We are truly grateful to be the recipient of this vital funding and to work with a great community partner like the GTAA.”*

**— Toronto Public Library Foundation**

## 2018 highlights

- Through the Propeller Project, we donated \$1.02 million to 24 local, non-profit organizations in Toronto, Mississauga and Brampton.
- We committed to investing \$300,000 over three years to MABELLEarts, a community arts organization in Central Etobicoke, that has taken a leading role in developing programs geared at providing unemployed and underemployed newcomers in the Mabelle community with opportunities to take part in micro-business and community leadership skills training. See our feature story: “Creating change through art.”
- Our partnership with Scientists in School is a three-year investment, ending in 2019, to provide more than 38,000 young students across the GTA with access to STEM programming. Over the three years, we're investing \$600,000 towards adopting 25 local schools in Brampton, Etobicoke and Mississauga through the Scientists in School Adopt-a-School program.
- In keeping with our focus on underemployment, we partnered with new organizations such as NPower Canada and Windmill Microlending. See our Propeller Project page for more information about these partnerships.



## Managing noise

Noise management is a top concern for our communities and we continually evolve our approach to addressing the issue. While aircraft noise can't be eliminated completely, we believe that continuous improvements should be studied, discussed and implemented with communities and industry partners.

As part of regular business at the airport, we have a noise management program that guides how we work with our partners to manage noise impacts on a daily basis. The program is based on a balanced approach and includes land use planning, operation restrictions (such as limiting the number of flights at night), noise abatement procedures for planes and preferential runway systems.

Our Noise Management Office monitors noise and noise abatement procedures, and receives, analyzes and responds to public complaints. The Office periodically publishes advisories to notify residents of airfield construction, airport activities, and engagement opportunities that could have an impact on normal airport traffic operations and aircraft noise. Noise complaints can be registered through our website or by phone.

We also have noise monitoring terminals strategically located near the airport to gather objective data and assess noise levels in neighbouring communities.

Every five years, we commit to a noise management action plan, which is based on international best practices and public input, and explores ways to evolve and improve the way we manage noise. Our 2018–2022 Noise Management Action Plan currently serves as our roadmap. Created following an international best practices study of 26 comparator airports around the world and input from more than 3,000 local residents, the plan includes nine ambitious programs, which are based on 10 commitments we've made to our communities.

Learn more about our approach to managing noise.



*There were 119,613 noise complaints from 1,471 individuals in 2018, compared to 168,676 complaints from 2,399 individuals in 2017.*



## 2018 highlights

- We started tackling short-term priorities outlined in our 2018–2022 Noise Management Action Plan; among them, the Quieter Fleet Incentive Program, which targets noise from aircraft. The program encourages airlines to bring the quietest aircraft in their fleet to Toronto Pearson and, by 2020, will offer incentives to those who retrofit the A320 family of planes. To start, we have written and engaged our carriers to advise them of our plans and ask for their support.
- As part of the 2018–2022 Noise Management Action Plan, we conducted a review of the Community Environment and Noise Advisory Committee (CENAC), which for many years had been the only regular forum for community members and elected officials to advise us on how to work with the community to manage impacts. It became apparent in engaging with stakeholders and conducting research that the airport had outgrown a single committee – and the decision was made to replace CENAC, as of January 2019, with a new and expanded series of forums called the Toronto Pearson Noise Management Forums.
- Following two years of technical analysis of the Six Ideas, a noise mitigation initiatives engagement plan created by NAV Canada and the GTAA, we reported back to the community on our progress and gathered additional feedback in 2018. More than 430 residents attended meetings held across the region, and more than 900 residents provided feedback. The Public Engagement Report, which was published in July 2018, outlined what we heard from the community about each idea and what would be done about it.

- Many of the *Six Ideas* were implemented by the end of 2018. Among them, we tested a runway alternation program for eight weekends in the summer of 2018 to provide scheduled relief from aircraft noise every other weekend to residents living under final approach/initial departure of the east-west runways. Operational analysis showed that relief was possible in the early morning and late evening and survey results indicated community support for the program. As a result, we are exploring the option of a full summer trial in 2019 with continued collaboration from airline partners and NAV Canada.

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**RELATED SDGs**



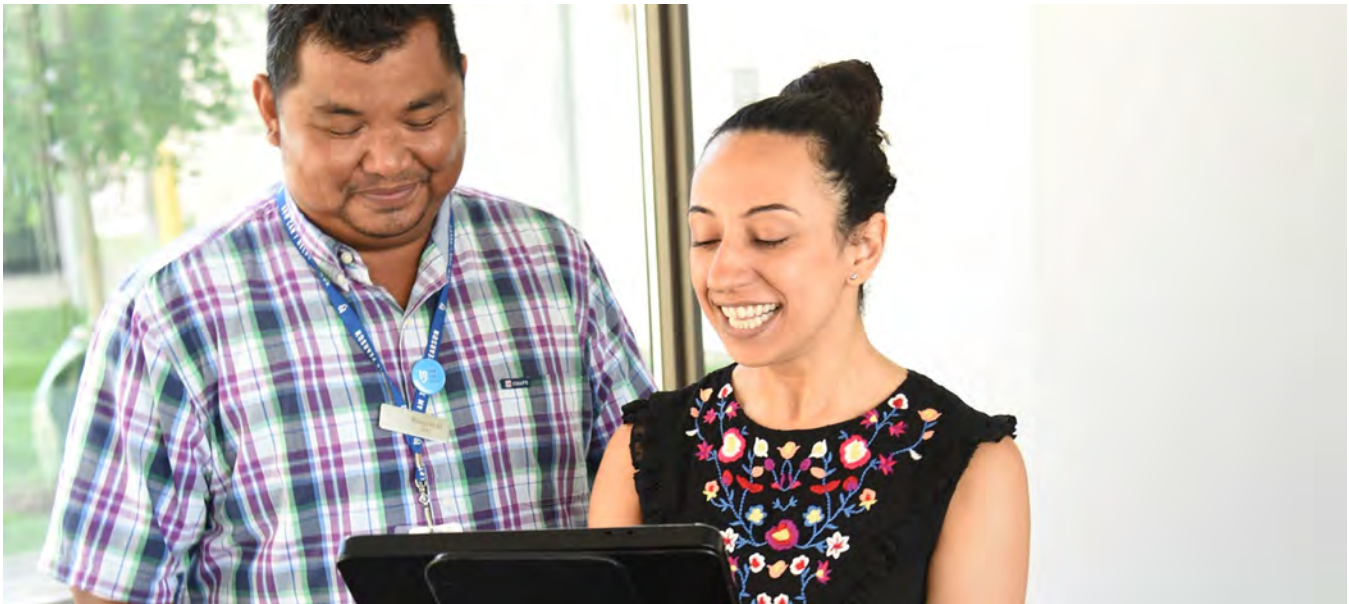

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**GRI INDICATORS**

103-1   103-2   103-3   413-1

# Our people

*Our airport is a dynamic place to work and there's a deep sense of pride among our employees in the difference we make for passengers, for our community and for our country. We strive to create a workplace where people are engaged and their careers can take flight, so that collectively and individually we achieve our goals and fulfill our potential.*



Of the nearly 50,000 people directly employed at Toronto Pearson, 1,798 worked at the GTAA as of December 31, 2018. 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, we need to attract, develop, engage and reward a high-performing workforce. 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.

## Careers taking flight in 2018

- 299 internal transfers or promotions
- 205 external hires
- 32 co-op students

- Equip and support GTAA colleagues with the right tools and expertise.



We view our diversity as a competitive advantage. 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. Our Diversity & Inclusion Committee is leading a five-year strategy to do even more to create a place where everyone can feel included, safe and valued, and can be their very best.

As part of our strategy, we make deliberate efforts to recruit and hire qualified job candidates from diverse backgrounds, by nurturing relationships with local community organizations that can help us source talent, and through co-op and apprenticeship programs for young people.

Our annual feedback survey measures employee engagement and invites write-in comments about what's working and how to improve. Since 2015, our engagement score has risen from 58 per cent to 74 per cent in 2018, and is rapidly approaching the level we would need to be among the top quartile of Canadian employers.



## Sky's the limit

With the launch of a diversity internship pilot program, we welcomed our first intern, Susan Stewart, who spent six months in the Human Resources department. An Olympic athlete who represented Canada in the 1996 Atlanta Games, Susan later suffered an accident that left her with a life-threatening brain injury. After years of rehabilitation, she has made it her life's goal to motivate others to push beyond their limitations. At the GTAA, Susan created her own blog on Yammer called "Sky's the Limit," sharing her experiences as an HR intern. She also completed three job shadowing experiences, including Manager of Operations, Airside, before joining us full time.



## 2018 highlights

- To drive home the GTAA's core value of respect, we facilitated That's How We Fly conversations across the organization about respect in our workplace. A top-down approach to rolling out these conversations was deliberately chosen to demonstrate visible leadership support. During the sessions, employees were encouraged to speak up if they encounter inappropriate behaviour and to help create a workplace that makes us proud.
- At our spring all-employee meeting, all unionized employees were given a red envelope containing a cheque for \$550 in recognition of their contributions towards Toronto Pearson's strong financial performance in 2017.
- Our new People Manager Promise (PMP) is aimed at ensuring that all employees have a consistent management experience. It's an accountability statement that tells employees what they can expect from their manager in terms of support. To help managers fulfill the expectations, we also fine-tuned the People Manager Fundamentals training program, which covers topics such as onboarding, communications, labour relations and e-learning, and is expected to be completed by new managers within their first year. From there, managers participate in the Leadership Essentials course, a two-day workshop that gives them tactical skills to lead and support their teams. A total of 173 managers completed this Leadership Essentials curriculum in 2018.

- The Pearson Aviation Academy is an innovative new training program at the GTAA. In partnership with Seneca College, the program delivers integrated airport operations training. This unique training enables us to develop manager-level knowledge and capability, and over time will help build our operational talent pipeline. The first class of 16 participants from across all areas of the business spent two months in the pilot program in 2018 and will help shape the future of this program. We plan to add to the curriculum in 2019 and beyond.
- 76% of GTAA employees completed a voluntary *Diversity Meter* census that gives us a better understanding of our workforce demographics and will inform future diversity and inclusion activities. In lead-up to the census, small group meetings were organized to explain the purpose and importance of the census and encourage participation.
- Organizations with whom we partnered to source more diverse talent from the community included: Access Employment; YMCA; City of Mississauga; City of Toronto; Indigenous Works; Women in Aviation; Canadian Centre for Diversity and Inclusion; and Careers in Aviation – *Wings* magazine.

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## RELATED SDGs




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## GRI INDICATORS

103-1 103-2 103-3

# Environment

*Enhancing our airport's benefits while reducing its environmental impacts is a careful balancing act that we perform every day. For us, it's not just about meeting our legal requirements – it's about protecting our planet, preparing for the future, and doing our part to tackle local and global environmental issues. The biggest challenge is doing so while our airport continues to grow.*



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 reporting practices align with the ISO 14064 standard and the internationally recognized Airport Carbon Accreditation program (in which the GTAA has achieved Level 3 certification).

The EMS focuses on three areas: climate change, healthy environment and resources.

## Climate Change

Climate change work at the airport falls into the categories of mitigation (reducing GHG emissions through energy reduction) and adaptation (ensuring that our facilities are ready for the expected future effects of climate change).

Toronto Pearson's Greenhouse Gas program targets a 20 per cent reduction of emissions from 2006 to 2020, with a larger goal of an 80 per cent reduction by 2050. Program parameters can be found in our GHG Policy. Energy reduction projects, which focus mainly on switching to energy-efficient LED lighting and upgrading heating, ventilation and air conditioning (HVAC) systems, enabled us to achieve our 20 per cent reduction target ahead of schedule; however, most of our gains are being offset by the airport's growth.

Other aspects of our approach to climate change include investing in electric vehicles (EV) and EV charging stations; encouraging employees, passengers and visitors to use public transport; incorporating green building standards into our construction codes; and working with airline partners to promote processes and technologies that lower fuel burn and emissions – for example, designing our airside infrastructure to minimize the time aircraft spend with their engines idling.

In pursuit of our 2050 target, we are looking to be even more aggressive with GHG reduction in the coming years. For example, by ensuring that all new buildings meet best-in-class standards for energy efficiency.

Learn more about our climate change approach and performance.

## 2018 highlights

- By the end of 2018, our continued emphasis on energy and GHG emissions reduction resulted in a 46% decrease in GHG emissions since 2006.
- We completed LED lighting conversions at both terminals – replacing Terminal 1 high ceiling pot lights and apron lights, and Terminal 3 curb lights and main terminal lights – installing a total of 6,000 LED tubes and 1,800 new fixtures. Together with a Terminal 1 heating, ventilation and air conditioning (HVAC) optimization project, these initiatives saved approximately 4,114 eMWh of energy and 165 tonnes of GHG emissions. The GHG savings are roughly equivalent to taking 35 cars off the road for a year.
- We have incorporated the ASHRAE 189.1 green building standard into our construction code, requiring all new builds to meet this best-in-class standard for the design, construction and operation of high-performance green buildings. This was the first year of applying the standard to our capital projects.
- Toronto Pearson was recertified at Level 3 in the Airport Carbon Accreditation program managed by Airports Council International, which requires us to measure our carbon footprint, set and achieve reduction targets, and engage third parties in our efforts.
- Toronto Pearson received a 2018 Airports Going Green Award for our Green Commuter Rebate Program. The award recognizes outstanding contributions to sustainability in the aviation industry. Our commuter program offers GTAA staff a \$50 rebate for each month they carpool, walk, cycle or use transit to and from work at least 70 per cent of the time.

## 89,130 tonnes\* of CO<sub>2</sub>e

Emitted an estimated 89,130 tonnes\* of CO<sub>2</sub>e in 2018 compared to 75,186 tonnes in 2017.

\* Exact figures are not available until later in the year.





## Healthy environment

With grasslands, agricultural space and creek valleys making up about one-third of our airport's land, mitigating the environmental impacts of airport operations and managing issues related to air quality, stormwater quality, ecology and wildlife is an ongoing priority.

A permanent air quality monitoring station has operated at the southeast corner of the airport property since 1994 and the concentrations measured on site are typical of large urban areas and other spots along Highway 401.

The airport lands are home to four end-of-pipe stormwater facilities and 13 stormwater retention ponds. The stormwater facilities normally represent the final control point prior to leaving airport property. All have the ability to divert the stormwater to the sanitary sewer system, enabling us to control the quantity and quality of stormwater leaving the airport. Water quality sampling is conducted weekly at key locations.

Managing the central deicing facility, where most of the storage, spraying and recovery of glycol-based deicing fluid occurs, is part of our stormwater management system. The entire facility has a high-density polyethylene liner installed underneath to collect any fluids that weep through the surface. Used fluid is collected for recycling.

## 1,950 pounds of honey

That's how much Toronto Pearson's honeybee apiary harvested from its 24 hives in 2018. Our YYbeeZ program, which operates along a trail near the Etobicoke stormwater facility, helps support food security and sustainable agriculture in areas near our airport.

## 2018 highlights

- We invested \$2.1 million in upgrades to our air quality monitoring station that will enable real time testing of air quality and improved reporting capabilities.
- A \$4.8-million refurbishment of the Moores Creek stormwater facility, the largest of our four facilities, will extend its life and ensure that it continues to perform as needed.
- While our stormwater facilities have always done a good job of separating out small particulates and large debris from waste water, we improved their effectiveness and efficiency by installing trash racks that collect mid-sized trash, such as bag tags and floatable plastic pieces.

## Partners in Project Green

As a founding member of Partners in Project Green, we celebrated its 10th anniversary by planting enough native trees and shrubs to offset the GTAA's 2017 total paper consumption. Employees and their families, neighbours and local school groups participated in four plantings in Claireville Conservation Area and Danville Park throughout the year, planting more than 900 native trees and shrubs and restoring 1,775 m<sup>2</sup> of land, which mitigated our use of 2.8 million sheets of paper in the prior year.



## Resources

Tracking the resources we use and the waste we generate is 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.

Waste management programs across the airport range from traditional paper, plastic and organics recycling to paper towel, shrink-wrap, battery, pens and even cellphone recycling. Construction contractors are required to have programs in place to recycle construction and building materials. We also donate used furniture and windows to Habitat for Humanity, and participate in an online materials exchange program through Partners in Project Green.

We target an annual 72 per cent waste diversion rate. However, waste from inbound aircraft is not included in this target or in our diversion processes because it is considered international waste. This type of waste must be incinerated, in keeping with federal government regulations aimed at protecting and preventing the spread of disease and other threats to Canadian plants, wildlife and agribusiness, although recent trials aim to improve domestic aircraft waste diversion.

## 2018 highlights

- We started working with Partners in Project Green on a waste management master plan that will include aggressive waste reduction targets and improve customer service through actions such as adding more organics disposal options throughout the airport, sourcing alternatives to single-use plastics for customer-facing areas and consulting with stakeholders on emerging concerns.
- Paper Cut was an initiative implemented over the past two years to get people to think twice before printing and thereby reduce office paper consumption. Under the program, printers are shared by multiple users and print jobs are held in queue until the user scans his or her badge.
- With approval from the Canadian Food Inspection Agency, we started trials with Air Canada for recycling waste from domestic flights arriving at Air Canada designated gates. Under the pilot, Air Canada separates waste at source and the GTAA collects and manages the separate streams. It's estimated that the project could divert up to 10 tonnes of recyclables per month from incineration.
- Through a partnership with Diabetes Canada, we installed donation bins where employees can drop off their gently used clothing and cloth items. Diabetes Canada collects and sells the donations as a way of diverting textiles from landfill and generating revenue.

## 72% waste diversion rate

Achieved our targeted 72% waste diversion rate

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### RELATED SDGs



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### GRI INDICATORS

103-1 103-2 103-3

# Stakeholder engagement

*Our stakeholders keep us abreast of the latest changes, challenges and opportunities affecting Toronto Pearson, our industry, neighbouring communities and the regional economy. We gather feedback and collaborate with them in a wide variety of ways to help ensure we're in the best possible position to plan strategically and act responsibly.*



The chart below shows the stakeholder groups we engage with most regularly. We identify our stakeholders as passengers and other airport users, as well as anyone who influences or is affected by our operations. This includes our surrounding communities, our partners, the people who work here and anyone with economic ties to our airport – such as service providers, businesses and organizations with a need for connectivity, and institutional investors.



## Passengers

We served 49.5 million passengers in 2018, a five per cent increase over 2017.

### HOW WE ENGAGE

- Passenger surveys
- Airport Service Quality (ASQ) passenger satisfaction survey
- Customer and passenger feedback kiosks
- Web portal for passengers, visitors and the community (torontopearson.com)
- Social media channels (e.g., Twitter, Facebook, LinkedIn, Instagram)

### 2018 HIGHLIGHTS AND KEY TOPICS

- Won an ASQ Award and the title of Best Large Airport in North America for our 2017 performance. The ASQ survey assesses passengers' satisfaction on the day of travel in areas such as check-in, security, food and beverage, and more.

## GTAA Employees

GTAA directly employed 1,798 people as of December 31, 2018. Our employees work in management, technical, administrative and other operational roles, or are seasonal employees hired for deicing and airfield maintenance.

### HOW WE ENGAGE

- Annual employee feedback survey
- Diversity census and conversations
- *Coffee with Howard* sessions for employees to engage with our CEO
- All-employee town hall meetings
- People Leaders Forum
- Anonymous complaints and whistle-blowing
- Updates on corporate intranet
- Yammer social networking platform
- Evening of Excellence employee recognition event

### 2018 HIGHLIGHTS AND KEY TOPICS

- Achieved a 74 per cent employee engagement score, up from 69 per cent in 2017.
- 76% of employees completed a voluntary *Diversity Meter* census that gave us a better understanding of our workforce demographics and will inform future diversity and inclusion activities. In lead-up to the census, small group meetings were held to explain the purpose and importance of the census so as to encourage participation.
- Facilitated *That's How We Fly* conversations across the organization about showing respect in our workplace. The emphasis was on encouraging employees to call out inappropriate behaviour, speak up on behalf of themselves or their colleagues, and help create a great workplace.

- Introduced the People Manager Promise (PMP), an accountability statement outlining what the GTAA expects of all people managers in terms of how they support their team members. Managers held meetings with their employees to discuss the PMP and what it meant for them.

## Airport Employees

Nearly 50,000 people are directly employed at Toronto Pearson. The GTAA and other airport employers share a commitment to provide high-quality customer service and to operate in ways that make safety a top priority while considering the needs of passengers and peers.

### HOW WE ENGAGE

### 2018 HIGHLIGHTS AND KEY TOPICS

- 
- *I am Toronto Pearson* movement and workshops
  - Toronto Pearson Safety Program events and activities
  - Annual safety climate survey
  - Employee updates on the Toronto Pearson website
  - Electronic and printed newsletters
  - Digital screens
  - Cross-functional airport working groups
  - Airport employee tours (airside and terminal)
- 8,386 Toronto Pearson employees engaged in the *I am Toronto Pearson* movement, bringing total membership to 18,439 since the initiative's inception in 2016.
  - *People of Pearson* showcased employees on social media.
  - Nearly 3,000 employees participated in the annual safety climate survey.
  - Strong employee participation in Canadian Airports Safety Week events (September 17–21).



## Airport Service Providers

Airport service providers include ground transportation service, airlines, aviation services and tenant enterprises. We work together to manage customer-service needs and issues, and day-to-day operational requirements.

### HOW WE ENGAGE

### 2018 HIGHLIGHTS AND KEY TOPICS

- 
- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Airline Consultative Committee</li><li>• Airline Consultative Committee – Technical Subcommittee</li><li>• Commercial Affairs Subcommittee</li><li>• Passenger Operations Subcommittee</li><li>• Airside Operations Subcommittee</li><li>• Irregular Operations Subcommittee</li><li>• Safety summits</li><li>• Toronto Airport Workers Council</li></ul> | <ul style="list-style-type: none"><li>• Launched the Toronto Pearson Leadership Safety Forum to discuss safety trends, share best practices, and maintain our collective focus on safety.</li><li>• In collaboration with Toronto Airport Workers Council, continued benchmark research on practices related to work arrangements and identified opportunities for improvement in contract renewals and procurement, which were implemented in 2018. Future collaborative work will focus on completing a comprehensive demographic profile of the airport workforce, and on employment planning and investment.</li></ul> |
|---|--|

## Regional Communities

Toronto Pearson is surrounded by three of Canada's largest municipalities: Brampton, Mississauga and Toronto. Each of these municipalities is made up of unique and distinct neighbourhoods.

### HOW WE ENGAGE

- General community engagement line and email
- Noise complaints line at WebTrak
- Topic-specific phone surveys
- Public opinion and key influencer research
- Community Environment and Noise Advisory Committee (CENAC) (replaced by Toronto Pearson Noise Management Forums as of January 1, 2019)
- Community Relations section of the Toronto Pearson website
- *Checking In* monthly email newsletter
- Welcome Team volunteer program
- Events, town halls and meetings (in the community and at Toronto Pearson)
- Community events
- Community tours
- Educational talks

### 2018 HIGHLIGHTS AND KEY TOPICS

- Conducted an online public attitudes survey of 2,370 Greater Toronto Area residents and six in-person focus groups with involved Canadians. Among the key takeaways: GTA residents are familiar with and continue to hold favourable impressions of Toronto Pearson with little evidence of erosion of opinion; Toronto Pearson's important economic contribution is well understood and deeply entrenched; aircraft noise is less of an irritation than most other sources tested, such as construction, road traffic, industrial activity, neighbours and small machinery; initial reaction to the proposal of a transit hub at Toronto Pearson is positive but upon reflection, most are not sure they would use it personally or believe there would be a significant reduction in traffic and congestion around the airport.

- Corporate giving – Propeller Project
  - Partners in Project Green (PPG)
  - Social media channels
- Completed an extensive public consultation with NAV Canada on *Six Ideas* for noise mitigation based on a two-year technical study. Communications and outreach efforts included 2.9 million reached through advertisements, 250,000 social media impressions, 160,000 households called, 8,700 website visits, and 430 attendees to 19 public meetings, all of which resulted in more than 900 survey responses. The Public Engagement Report was published in July 2018.
  - Coordinated a communications and consultation campaign prior to testing Idea 5 of the *Six Ideas* – Summer Weekend Runway Alternation Program – which included 747,000 reached through advertisements, more than 163,000 residents reached by phone, 123,000 media impressions, and briefing and communications with 101 elected officials across the region, all of which resulted in more than 6,800 website visits and over 8,300 survey responses.
  - As a result of stakeholder consultation and research, CENAC was replaced with the new Toronto Pearson Noise Management Forums as of January 1, 2019.

- Launched #UnionStationWest campaign to build community support for a regional transit centre at Toronto Pearson.
- Initiated new formats for community consultation, including digital tools for town halls that enable residents to participate and submit questions online.
- Toronto Pearson Street Team met with more than 5,000 neighbours at 60 community events, where they answered questions and shared airport trivia.
- Nearly 2,400 community neighbours participated in airside tours for a behind-the-scenes look at Toronto Pearson.
- Through the Toronto Pearson Volunteer Program, community volunteers helped more than four million passengers, collectively volunteering nearly 240,000 hours.
- Partnered with 24 local, non-profit organizations through the Propeller Project, providing \$1.02 million in financial support.
- Celebrated the 10th anniversary of Partners in Project Green, an organization co-founded by GTAA, which brings together local businesses, government bodies, institutions and utilities



to build the largest eco-business zone in the world.

- Social media followers in 2018:

Twitter: 56,871

Facebook: 183,701

LinkedIn: 19,211

Instagram: 25,405

## Facilitation Agencies

GTAA works closely with the Canadian Airport Transport Security Authority (CATSA), Canada Border Services Agency (CBSA) and U.S. Customs and Border Protection (USCBP) to share information, address security and facilitation issues, and coordinate long-term operations and facility planning.

### HOW WE ENGAGE

### 2018 HIGHLIGHTS AND KEY TOPICS

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- Meetings with local leadership of each of CATSA, CBSA and USCBP
- The GTAA meets daily with CATSA, CBSA and USCBP to discuss and coordinate operational issues.
- The GTAA also meets with each agency to plan and promote longer-term projects and initiatives to support aviation growth, use of new technologies and processes, and resource requirements so that the customer experience at Toronto Pearson is safe, efficient and up to world-class standards.
- With each agency, the GTAA has a collaborative and constructive working relationship, which has resulted in significant investments and improvements to their operations.

## Governments and Regulators

We actively engage with municipal, provincial and federal levels of government, and with federal and international regulators and agencies (e.g., International Air Transport Association, NAV Canada) on a range of environmental, social and economic issues that affect the GTAA and the broader air transportation industry.

### HOW WE ENGAGE

- One-on-one and community meetings

### 2018 HIGHLIGHTS AND KEY TOPICS

- Signed a Memorandum of Understanding with NAV Canada to work together on initiatives aimed at accommodating growth and building social licence.
- Worked closely with NAV Canada on a variety of initiatives related to noise management.
- Held regular meetings with all levels of governments to discuss the Toronto Pearson Regional Transit and Passenger Centre.
- Announced a partnership with Metrolinx to study potential connections to the Toronto Pearson Regional Transit and Passenger Centre, such as the Kitchener GO corridor, Eglinton Crosstown West LRT and Finch LRT.

- Presented to the Standing Committee on Transport, Infrastructure and Communities assessing the impact of aircraft noise in the vicinity of major Canadian airports.

- Government touchpoints included:

Federal government – 287

U.S. government – 16

Provincial government – 142

Municipal government – 195

## Media

The media plays an important role in providing public updates on Toronto Pearson operations – including delays and cancellations – and in communicating broader airport initiatives.

### HOW WE ENGAGE

- Interviews
- Social media
- News releases
- Media statements

### 2018 HIGHLIGHTS AND KEY TOPICS

- Severe weather affecting flight schedules.
- Busy travel period, including March break, summer and winter holidays.
- Quarterly passenger traffic and financial information.
- Spring 2018 runway resurfacing.



## Aviation Industry

We are actively involved with regional airports, industry organizations and professional associations such as the Canadian Airports Council (CAC), Airports Council International (ACI), International Air Transport Association (IATA) and the International Civil Aviation Organization (ICAO).

### HOW WE ENGAGE

- Industry association meetings, conferences and working groups

### 2018 HIGHLIGHTS AND KEY TOPICS

- Continued to grow and raise awareness of the Southern Ontario Airport Network, which is aimed at developing a more integrated air transportation network. Sarnia Chris Hadfield Airport became the newest member, joining in early 2019.
- Reaffirmed our Level 3 certification in ACI's Airport Carbon Accreditation Program.

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## GRI INDICATORS

102-12 102-15 102-21 102-29 102-40 102-41 102-42 102-43 102-44 413-1

# Priorities and performance

*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 this report and in a downloadable Sustainability Management Approach and GRI Index, which includes the management approach, metrics and performance data related to each of our priorities included in our online annual report. Our reporting is in accordance with the GRI Standards: Core option (self-declared) and includes the Airport Operators Sector Disclosure, which the GTAA helped to develop in 2011.

Also included in the Sustainability Management Approach and GRI Index are our material topics (i.e., specific priorities falling within our strategic goals), which were last assessed in 2015 and align with specific GRI topics. Our next materiality assessment will be conducted as part of the development of our five-year strategic plan. For 2018 reporting purposes, we considered ongoing feedback from our stakeholders, gathered through surveys and other methods outlined in the Stakeholder engagement section.

We continue to use an internal verification program to review Toronto Pearson's 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.

## Our priority topics

The diagram 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.





## Engaged People

Employee engagement

Talent acquisition

Talent development

Rewards and recognition

## Performance Scorecard

GOALS AND PERFORMANCE METRICS	2016	2017	2018	PROJECTED
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### Aviation Growth

Passenger traffic (millions)	44	47	49.5	51 (2018)
Aircraft movements (thousands)	456	465	472	510 (year 2020)
Cargo volume (tonnes)	472,300	534,500	700,000	590,000 (year 2020)
New international cities (net increase)	10	11	10	Continue to increase new international destinations

### Passenger and Customer Service

Airport Service Quality (ASQ)	4.25 Second in North America and 13th in the world (>40MM passengers)	4.31 First among North American and European airports (>40MM passengers)	4.45 First among North American and European airports (>40MM passengers)	Continue to be first among North American and European airports (in the same size category) for ASQ
Customer complaints per million passengers*	52.7	74	109	Continue to improve the passenger and customer experience
Customer compliments per million passengers*	9.4	11	15	Continue to improve the passenger and customer experience

**GOALS AND PERFORMANCE METRICS**

**2016**

**2017**

**2018**

**PROJECTED**

**Engaged People**

Employee engagement (Aon Hewitt)	66%	69%	74%	Top quartile among Canadian employers by 2019
Direct jobs	49,000	51,000	51,000	By 2030, it's estimated that Toronto Pearson could generate and facilitate 542,000 jobs in Ontario
Diversity	<i>Diversity (% employees)</i>	<i>Diversity (% employees)</i>	<i>Diversity (% employees)</i>	The GTAA views diversity as one of our most competitive advantages; it ensures our ability to meet the demands 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
	Women: 27.2%	Women: 28.4%	Women: 32.4%	
	Aboriginal peoples: 0.8%	Aboriginal peoples: 0.9%	Aboriginal peoples: 2.2%	
	Persons with disabilities: 0.7%	Persons with disabilities: 0.7%	Persons with disabilities: 5.1%	
	Visible minorities: 19.7%	Visible minorities: 20.7%	Visible minorities: 33.9%	



**GOALS AND PERFORMANCE METRICS**

**2016**

**2017**

**2018**

**PROJECTED**

**Engaged People**

Average salary

*Women*

*Women*

*Women*

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

Managers:  
\$113,000

Managers:  
\$114,932

Managers:  
\$121,538

Non-managers:  
\$69,000

Non-managers:  
\$74,798

Non-managers:  
\$72,778

*Men*

*Men*

*Men*

Managers:  
\$120,000

Managers:  
\$130,522

Managers:  
\$130,739

Non-managers:  
\$78,000

Non-managers:  
\$83,456

Non-managers:  
\$82,638

**Safety**

Toronto Pearson Safety Index (lost-time injuries per million enplaned and deplaned passengers)

7.78% reduction from 2015

6.5% reduction from 2016

7.8% increase in injuries from 2017

Vision of zero lost-time injuries

**Corporate Responsibility – Environmental**

Stormwater

Refer to 2016 GRI Index

Refer to GRI Index

Refer to GRI Index

Stormwater Management

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

Refer to GRI Index

Develop and implement an action plan associated with the Air Quality and Human Health Risk Assessment

Solid waste

74% diversion

71% diversion

71% diversion

Develop a roadmap for GTAA to achieve zero waste

**GOALS AND PERFORMANCE METRICS**

**2016**

**2017**

**2018**

**PROJECTED**

**Corporate Responsibility – Environmental**

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.

Refer to GRI Index

80% reduction by 2050

Energy conservation (MWh)

4,100 MWh

5,000 MWh

4,114 MWh

\$10M in expected savings by 2026 from the GTAA's LED projects

Natural gas (GJ)  
Gasoline (litres)  
Diesel (litres)

Natural gas: 412,886 GJ  
Gasoline: 447,415 litres  
Diesel: 1,449,330 litres

Refer to GRI Index

Refer to GRI Index

Continue to implement the energy conservation and efficiency initiatives identified in the 2015–2019 Energy Master Plan to reduce consumption

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

Over 250 employees registered for the Green Commuter Rebate Program

Continue to increase participation in the Green Commuter Rebate Program

**GOALS AND PERFORMANCE METRICS**

**2016**

**2017**

**2018**

**PROJECTED**

**Corporate Responsibility – Social**

Noise	53,135 complaints from 880 callers	168,676 complaints from 2,399 callers	119,613 noise complaints from 1,471 individuals	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	Invested over one million dollars in community projects through partnerships with 24 organizations within Toronto, Mississauga and Brampton	Continue to support community investment opportunities

**GRI INDICATORS**

102-15 102-29 102-31 102-38 102-46 102-47

# 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	2018 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.  <a href="#">72% of the global economy via regular direct flights</a>
		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 <a href="#">here</a> .
		102-6	Markets served	<a href="#">72% of the global economy via regular direct flights</a> <a href="#">35 Canadian cities linked by the most frequent flights</a>
		102-7	Scale of the organization	<a href="#">49.5 million people travelled to, from and through our airport</a> <a href="#">11.4% growth in commercial revenues</a>  Passenger traffic at the Airport increased in 2017 by 5 per cent, from 47.1 million passengers in 2016 to 49.5 million passengers in 2018. 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	2018 Stakeholder Engagement: GTAA Employees and Airport Employees
		102-9	Supply chain	<a href="#">\$35 billion in exports to 200+ countries as air cargo</a> <a href="#">\$42 billion in economic activity is driven by Toronto Pearson</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="#">Sustainable Development Goals</a> <a href="#">Stakeholder Engagement</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> <a href="#">A Message from the Board Chair</a>

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities	<a href="#">A Message from the President and CEO</a> <a href="#">A Message from the Board Chair</a> <a href="#">Stakeholder Engagement</a> <a href="#">Priorities and Performance</a>
		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> <a href="#">Code of Business Conduct and Ethics</a>
		102-17	Mechanisms for advice and concerns about ethics	<p>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.</p>
		102-18	Governance structure	<a href="#">Governance and Leadership – Board of Directors</a> <a href="#">Governance and Leadership – Corporate Governance</a> <p>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.</p>
		102-19	Delegating authority	<p>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.</p>
		102-20	Executive-level responsibility for economic, environmental, and social topics	<p>Economic: Chief Strategy Officer &amp; Chief Financial Officer  Environmental: Vice-President, Airport Development and Technical Services  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	<a href="#">Governance and Leadership – Board of Directors</a> <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	<p>Board Chair, David Wilson</p>



GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 102	General Disclosures	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
		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="#">Stakeholder Engagement</a> <a href="#">Priorities and Performance</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="#">Priorities and Performance</a> <a href="#">Corporate Governance</a>
		102-32	Highest governance body's role in sustainability reporting	Annual Report reviewed by the GTAA's 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="#">Disclosure Requirements of the Ground Lease</a> <a href="#">Sustainability Performance Scorecard</a> <a href="#">Management Discussion and Analysis</a>
		102-36	Process for determining remuneration	<a href="#">Disclosure Requirements of the Ground Lease</a> <a href="#">Management Discussion and Analysis</a>

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 102	General Disclosures	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>
		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</a>
		102-46	Defining report content and topic Boundaries	<a href="#">Priorities and Performance</a>
		102-47	List of material topics	<a href="#">Priorities and Performance</a>
		102-48	Restatements of information	There were no restatements of information.
		102-49	Changes in reporting	GTAA Annual Report 2018 with additional downloadable files: <a href="#">Management's Discussion and Analysis</a> <a href="#">Sustainability Overview</a> <a href="#">Annual Review</a> <a href="#">Full Report</a>
		102-50	Reporting period	January 1, 2018 – December 31, 2018
		102-51	Date of most recent report	January 1, 2017 – December 31, 2017
		102-52	Reporting cycle	Annual
		102-53	Contact point for questions regarding the report	<a href="#">Contact Us</a>
		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	<a href="#">Sustainability Overview</a>
		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	2018 Response
<b>SPECIFIC DISCLOSURES – ECONOMIC INDICATORS</b>				
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Overview</a>
		103-2	The management approach and its components	<a href="#">Our People</a> <a href="#">Our Communities</a>
		103-3	Evaluation of the management approach	
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	Management's Discussion and Analysis
		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	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.  Annual Report section: Management's Discussion and Analysis
		201-4	Financial assistance received from government	The GTAA did not receive significant financial assistance from any level of government.
GRI 202	Market Presence	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.
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Management's Discussion and Analysis
		203-2	Significant indirect economic impacts	Management's Discussion and Analysis
GRI 204	Procurement Practices	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 205	Anti-corruption	205-1	Operations assessed for risks related to corruption	Both internal and external auditors have conducted a risk assessment to determine the risk of internal corruption. The GTAA maintains a whistle blower policy. The external audits are confined to construction projects assessment, and did not identify significant risks related to corruption.
		205-2	Communication and training about anti-corruption policies and procedures	All GTAA employees, contracted staff and Board members are required to know, understand and adhere to the GTAA Code of Business Conduct and Ethics which addresses the issue of corruption. During their orientation, 100% of GTAA staff are required to review the Code and sign a statement affirming that they shall conduct themselves in accordance with the Code and to proactively disclose any potential conflicts of interest.
		205-3	Confirmed incidents of corruption and actions taken	In 2018 there were 0 incidents. The GTAA has made a confidential, anonymous hotline available to employees; through this method, employees may report any perceived instances of unethical or illegal business practices.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions against the GTAA for anti-competitive behaviour, anti-trust or monopoly practices. The summary of all litigation involving the GTAA maintained by Legal Services and Corporate Risk does not contain any legal actions against the GTAA for these types of matters. In addition, a review of the websites of the Competition Bureau and the Federal Court of Canada does not indicate any legal actions against the GTAA for these types of matters.
		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	<a href="#">49.5 million people travelled to, from and through our airport</a> Domestic: 17,860,337 International: 31,647,081 Total enplaned/deplaned (E/D) passengers: 49,507,418
		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): 435,520 General Aviation (non-terminal): 31,573 Commercial Cargo (non-terminal): 6,852 Government/Military: 344
		A03	Total amount of cargo tonnage	Approximately 700,000 tonnes in 2018

#### SPECIFIC DISCLOSURES – ENVIRONMENT INDICATORS

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Overview</a> <a href="#">Environment</a>
		103-2	The management approach and its components	
		103-3	Evaluation of the management approach	
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, 2018 to December 31, 2018 (kg): 613,460 Sodium formate (SF) – quantity purchased from January 1, 2018 to December 31, 2018 (kg): 555,000
			<i>Total Glycol Dispensed</i>	Aircraft deicing/ anti-icing fluid used – Total Glycol Dispensed (litres): 11,520,496
			<i>Natural Gas Consumption</i>	Natural gas consumption (m <sup>3</sup> ): 40,405,246 (includes Cogen facility)
			<i>Unleaded Fuel and Diesel</i>	Unleaded fuel consumption (litres): 525,349.86 Diesel (litres): 1,600,209.7
			<i>Total Energy Consumption</i>	Total electricity consumption (kWh): 201,710,299 – Excludes tenant recovery and Cogen supply to airport
			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 EcoBrand, 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	The GTAA does not produce products for sale.		

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 302	Energy	302-1	Energy consumption within the organization	<b>Direct Energy Consumption</b>
				Natural gas consumption (m <sup>3</sup> ): 40,405,246 (includes cogeneration facility)
				Unleaded fuel consumption (litres): 525,349.86
				Diesel (litres): 1,600,209.71
				<b>Indirect Energy Consumption</b>
				Total electricity (kWh): 295,974,000
				Unleaded fuel consumption (litres): 525,349.86
				Diesel (litres): 1,600,209.71
		302-2	Energy consumption outside of the organization	Reported in detail in the Toronto and Region Conservation Authority's <a href="#">Partners in Project Green Annual Report</a>
		302-3	Energy intensity ratio	This is currently not calculated. The GTAA is focused on achieving an absolute reduction.
		302-4	Reduction of energy consumption	Reduction in energy consumption: 4,114,454 kWh
				T1 Baggage claim hall T1 East & West bridge T1 Domestic security low ceiling T1 Cove light LED T8 Replacement T3 Arrival curb canopy lighting CUP Efficiency improvement – Automation T3 Baggage area underpass AMF T5 LED replacement T1 Interior lighting T1 Exterior T3 Energy Enhancement Project  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.
		302-5	Reductions in energy requirements of products and services	The GTAA does not produce products for sale.
GRI 303	Water	303-1	Water withdrawal by source	1,201,021 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 deicing program, a total of 536 samples for glycol were taken with no exceedences of the Canadian Environmental Protection Act guideline. In addition, a total of 94 BOD samples were taken, with a total of 20 exceedences. For more detailed stormwater information, contact the GTAA Environment Department.
GRI 304	Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The airport property and adjacent areas are not considered protected areas or areas of high biodiversity value.
		304-2	Significant impacts of activities, products, and services on biodiversity	The airport property and adjacent areas are not considered protected areas or areas of high biodiversity value.
		304-3	Habitats protected or restored	Quantitative monitoring of the creek resumed in 2015 and continues to drive capital planning restoration efforts.



GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 304	Biodiversity	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	There are no listed species on site.
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions and explanation of the methodology used	81,062.55 tonnes CO <sub>2</sub> e
		305-2	Energy indirect (Scope 2) GHG emissions	8,068 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	1.8 CO <sub>2</sub> e (kilograms per passenger)
		305-5	Reduction of GHG emissions	46% reduction in GHG emissions since 2006 54% reduction since 2006
		305-6	Emissions of ozone-depleting substances (ODS)	Data not available until June 2019
		305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	Data not available until June 2019
		A05	Ambient air quality levels according to pollutant concentrations in micrograms 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 micrograms 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): 51.9 SO <sub>2</sub> 1-hour µg/m <sup>3</sup> : 88.1 SO <sub>2</sub> 24-hour µg/m <sup>3</sup> : 14.6 SO <sub>2</sub> annual µg/m <sup>3</sup> : 3.3 NO <sub>2</sub> 1-hour µg/m <sup>3</sup> : 392.1 NO <sub>2</sub> 24-hour µg/m <sup>3</sup> : 100.5 CO 1-hour µg/m <sup>3</sup> *: 13,181.2 CO 8-hour µg/m <sup>3</sup> *: 2,784.04 Ozone (O <sub>3</sub> ) 1-hour µg/m <sup>3</sup> : 122.9 Ozone (O <sub>3</sub> ) 24-hour µg/m <sup>3</sup> : 84.2 Ozone (O <sub>3</sub> ) annual µg/m <sup>3</sup> : 40.9 PM <sub>2.5</sub> 24-hour µg/m <sup>3</sup> (reference level): 21.6

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 306	Effluents and Waste	306-1	Water discharge by quality and destination	To Lakeview from Stormwater Facilities m <sup>3</sup> – 132,446.19 kg BOD: 18,718.39 To Humber from Stormwater Facilities m <sup>3</sup> : – zero
		306-2	Waste by type and disposal method	kg BOD: zero
			<i>Demolition Waste</i>	Ellis Don: 2018 totals: Concrete, metals and other = 265.72t – 100% recycled Construction debris (mixed wastes): 41.60t – 0% recycled 2017 totals: Concrete, metals and other = 2,083.56t – 100% recycled Construction debris (mixed wastes): 6,935.23t – 85% recycled Total “other recyclable materials”: 126.88t – 75% recycled Drywall: 94.58t – 100% recycled. Buttcon (Washroom project): 2017 totals: Metal, wood, cardboard and paper, concrete and other = 467.26t – 96.5% recycled.
			<i>Hazardous</i>	Liquids – total amount (litres): 1,521,465 Solids – total amount (kg): 143 Recycled – batteries (kg): 852 Recycled – car/equipment batteries: 218 each Recycled – lamps (kg): 4,277.19 Electronic recycling (lbs): 18,841 Remediated and disposed of in landfill – contaminated soil (tonnes): No material was moved from the biopile in 2018.
			<i>Non-hazardous</i>	Destined for landfill – incinerated at Emerald energy to create energy from waste: 2,232 metric tonnes
			<i>Waste and Recycling</i>	Recycled – general building: 5,650 metric tonnes Corporate waste diversion rate: 72%
			<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 must be manifested by the Ontario Ministry of the Environment before it is allowed to be transported.
		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.
A06	Aircraft and pavement deicing/anti-icing fluid used and treated by m <sup>3</sup> and/or metric tonnes		Total glycol dispensed (litres): 11,520,496	
		<i>Potassium/Sodium</i>	Potassium acetate (KA) – quantity purchased from January 1, 2018 to December 31, 2018 (kg): 613,460 Sodium formate (SF) – quantity purchased from January 1, 2018 to December 31, 2018 (kg): 555,000	
		<i>Glycol</i>	Deicing fluid applied to aircraft: Type-I = 9,143,813 litres; Type IV = 2,376,683 litres	
A07	Noise	A07	Number and percentage change of people residing in areas affected by noise	8,300+ responses to our online noise survey Updated every five years as new census data becomes available

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 307	Environmental Compliance	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 2017–2018 operations at the time of printing.
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	The GTAA follows the Canadian Environmental Assessment Act when assessing significant new development.
		308-2	Negative environmental impacts in the supply chain and actions taken	Does not apply. The GTAA purchases most goods locally and produces a service not a product.
<b>SPECIFIC DISCLOSURES – SOCIAL INDICATORS</b>				
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	<a href="#">Sustainability Overview</a>
		103-2	The management approach and its components	<a href="#">Safety and Security</a>
		103-3	Evaluation of the management approach	<a href="#">Our People</a> <a href="#">Our Communities</a>
GRI 401	Employment	401-1	New employee hires and employee turnover	Data currently not available
		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.
		401-3	Parental leave	Not Material – 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 takes 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.  In addition, the GTAA tops up the equivalent to 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).
GRI 402	Labor/Management Relations	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	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	Total Reported Injuries = 132 Total Lost-time Injuries = 13 Lost-time Injury Frequency Rate = 0.97 Lost-time injury Severity Rate = 12.07 Fatalities = 0  We do not track incidents by gender.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 403	Occupational Health and Safety	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.
		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	404-1	Average hours of training per year per employee	Data currently not available
		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	405-1	Diversity of governance bodies and employees	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.  As of December 31, 2018 : 28% of our current workforce is female 8% is under age 30 (2% female and 6% male) 57% is 30–50 years old (17% female and 40% male) 36% is over age 50 (9% female and 27% male)
		405-2	Ratio of basic salary and remuneration of women to men	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.  Women (average salary) Managers: \$121,538 Non-managers: \$72,788  Men (average salary) Managers: \$130,739 Non-managers: \$82,638
GRI 406	Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	There have been no incidents of discrimination during the reporting period.
GRI 407	Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not relevant to GTAA given the Canadian legislative environment protecting workers' rights, and that our employees already exercised the right to representation by a union.
GRI 408	Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	The GTAA does not use or employ child labour in its operations. Virtually all our suppliers are located in Canada and the United States, where child labour is not seen as an issue.  As companies operating in Canada, the GTAA and its contractors are obligated to comply with applicable laws including, but not limited to, Canadian labour legislation.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	2018 Response
GRI 409	Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	The GTAA does not use or employ forced or compulsory labour in its operations.  Virtually all our suppliers are located in Canada and the United States, where forced or compulsory labour is not seen as an issue. As companies operating in Canada, the GTAA and its contractors are obligated to comply with applicable laws including, but not limited to, Canadian labour legislation.
		GRI 410	Security Practices	410-1
GRI 411	Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	Zero
GRI 412	Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	As a federally regulated private-sector employer, the GTAA is subject to the Employment Equity Act, and as part of the Legislated Employment Equity Program, submits employment equity reports to Employment and Social Development Canada on an annual basis in the prescribed format.
		412-2	Employee training on human rights policies or procedures	Accessibility & Awareness Sensitivity – 77.1% of employees trained Creating a Respectful Workplace – 74.4% of employees trained
		412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	The GTAA has no significant investment in other entities.
GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	<a href="#">Our Communities</a> <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.
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	The GTAA follows the Canadian Environmental Assessment Act when assessing significant new development.
		414-2	Negative social impacts in the supply chain and actions taken	Does not apply. The GTAA purchases most goods locally and produces a service not a product.
GRI 415	Public Policy	415-1	Political contributions	Effective January 1, 2017, contributions to parties, constituency associations, nomination contestants, candidates and leadership contestants registered under the Election Finances Act may be made only by persons individually. GTAA is prohibited from political contributions.
GRI 416	Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	This is not corporately tracked.
		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

<b>GRI Standard Number</b>	<b>GRI Standard Title</b>	<b>Disclosure Number</b>	<b>Disclosure Title</b>	<b>2018 Response</b>
<b>GRI 417</b>	<b>Marketing and Labeling</b>	<b>417-1</b>	Requirements for product and service information and labeling	The GTAA does not sell any products.
		<b>417-2</b>	Incidents of non-compliance concerning product and service information and labeling	The GTAA does not sell any products.
		<b>417-3</b>	Incidents of non-compliance concerning marketing communications	There have been no incidents of non-compliance in 2018.
<b>GRI 418</b>	<b>Customer Privacy</b>	<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The organization has not identified any substantiated complaints from outside parties or regulatory bodies in 2017.
<b>GRI 419</b>	<b>Socioeconomic Compliance</b>	<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	To the best of our knowledge, there have been no violations.
		<b>A08</b>	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
		<b>A09</b>	Total annual number of wildlife strikes per 10,000 aircraft movements	Total number of wildlife strikes reported at Toronto Pearson: 142. This includes any remains found near the runway environment that have not been reported as strikes (per Canadian Aviation Regulation).  Cumulative strike rate: 3.0 strikes/10,000 movements  The majority of strikes occur on the east/west runways, reflecting the majority of aircraft traffic.