



A World Disrupted

As we were preparing this 2019 Annual Report for publication in early 2020, the world that Toronto Pearson helps to connect was dramatically disrupted by the coronavirus pandemic. The full impact of this unprecedented crisis – on people’s lives, on the health of communities, on economic well-being around the globe – will only become clear over time. What we do know is that the sharp reduction in air travel has had serious repercussions for airlines, airports and the entire aviation industry. The loss of connectivity is hampering an already hard-hit global economy – which in turn has created hardship, uncertainty and lost opportunities in our own region and right across Canada.

This year our report focuses on partnership. It’s a theme that has become all the more meaningful as we see Pearson’s diverse stakeholders coming together to protect the health of passengers and employees – while drawing on our airport’s legacy of planning, preparedness and adaptability to help our communities and the entire world recover, rebuild and reconnect.

GTAA ANNUAL REPORT 2019

SUSTAINABILITY MANAGEMENT APPROACH AND GRI INDEX





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SUSTAINABILITY MANAGEMENT APPROACH AND GRI INDEX

Economic growth and vitality. Innovation that drives performance and quality. Social and environmental stewardship. We magnify our airport's impact by collaborating with diverse stakeholders who believe in the power of partnerships.

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Sustainability approach and performance

Sustainability approach

Toronto Pearson is more than an airport – it's a vital economic engine, a critical piece of regional and national infrastructure, and a hub for connecting people to family, friends, opportunities and adventures across Canada and around the globe.

We have a mandate – and a deep sense of responsibility – to ensure that our airport continues to support the growth and dynamism of our region, province and country decades into the future. Sustainability is at the heart of our corporate strategy and our long-term growth plans.

As a leading global hub, Toronto Pearson is committed to helping create quality jobs, drive sustainable development and open doors to economic opportunity. Our airport facilitates the export of goods and services from every Canadian province and territory – and welcomes skilled workers, investors, entrepreneurs, tourists and international students to this country. Just as importantly, we work with our stakeholders to strengthen neighbouring communities and the entire region by championing integrated transit solutions, along with programs that build social and economic well-being.

We recognize that an airport's impacts are not all positive. We have programs to address issues like aircraft noise and road congestion, which can affect the quality of life of our neighbours. We also strive to minimize impacts on local air and water quality, ecology and wildlife.

Climate change is a global threat that requires bold and concerted action, both to reduce carbon emissions and to prepare for expected future effects. At the GTAA, we've long recognized the need to do our part and are committed to further reducing carbon emissions at Toronto Pearson.

Given the prominence of sustainability in our thinking, the GTAA publishes an integrated annual report, which we believe provides the most complete view of our priorities and performance, as well as the greatest insight into our long-term strategy.

Reporting on our performance

The following overview introduces our management approach to key environmental, social and sustainability governance topics, and provides links to relevant discussions in other sections of the online annual report. This information is also available in our downloadable Sustainability Management Approach and GRI Index.

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. The priority topics covered in the GRI Content Index were identified through a strategic planning exercise initiated in 2019, which included separate activities for senior leaders, managers and all employees, as well as external research and benchmarking. This work helped us determine our priorities for the next five years and where our airport aims to be by 2025.

Our priority topics and focus areas for 2019 were as follows:

Corporate responsibility

Focusing on community investment, noise management and environmental stewardship

Passenger and customer experience

Focusing on passenger flow and experience as well as relationships with airline partners

Safety

Focusing on safety and security across the entire Toronto Pearson workplace

People

Focusing on the career growth of GTAA employees and the larger Toronto Pearson workforce

Aviation growth

Focusing on international services, ground transportation and cargo

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 have 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 external assurance of our non-financial reporting.

Sustainable development goals

The United Nations Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet and ensure that all people are able to enjoy peace and prosperity. In 2019, we were honoured to tell the story of our work to create a more sustainable future in a short documentary film made in collaboration with the United Nations.

We have identified six SDGs and related targets that align with the GTAA's strategic priorities and where we believe we can make our greatest impact. The table below shows the correlation, along with examples of what we're doing. Throughout this report, we've included SDG symbols on relevant pages.

| SDG | Relevant Targets | Select Contributions |
|---|--|--|
| Corporate Responsibility | | |
| SDG 3 Good Health and Well-Being | <p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.</p> <p>Note: this target is also applicable in terms of noise pollution.</p> | 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. See <i>Listening to our community</i> on page 26 of the GTAA Annual Report 2019. |
| SDG 8 Decent Work and Economic Growth | <p>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 programs on sustainable consumption and production, with developed countries taking the lead.</p> <p>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.</p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.</p> <p>8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.</p> | In 2019, we collaborated with Deloitte on a whitepaper, <i>Uncovering underemployment: Tapping into the potential of our workforce</i> . The report explores the causes and impacts of underemployment and recommends a range of practical solutions to address it. See <i>Unlocking potential</i> on page 6 of the GTAA Annual Report 2019. |
| 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. | We invested \$4 million to refurbish the airport's largest stormwater facility and expanded the storage tanks that hold glycol run-off at our central deicing facility. The run-off is collected and, for the most part, recycled onsite for use in secondary markets. See <i>Protecting our planet</i> on page 24 of the GTAA Annual Report 2019. |
| SDG 10 Reduced Inequalities | <p>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.</p> <p>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.</p> | The Propeller Project, our community investment program, announced a \$1 million commitment to better define local underemployment, design new programs to attack it and help the underemployed in communities surrounding the airport to climb the career ladder. We plan to make direct investments and work with airport employers and other partners to champion on-the-ground solutions that make a meaningful difference. See <i>Unlocking potential</i> on page 6 of the GTAA Annual Report 2019. |

| SDG | Relevant Targets | Select Contributions |
|--|--|--|
| Corporate Responsibility | | |
| SDG 13 Climate Action | <p>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>13.2 Integrate climate change measures into national policies, strategies and planning.</p> | Our comprehensive sustainability plan, currently in development, sets out a broad range of actions by which we'll address the potential impacts of aviation activities at Toronto Pearson – all framed by the global commitment to reduce carbon emissions. See <i>Reducing our carbon footprint</i> on page 22 of the GTAA Annual Report 2019. |
| SDG 17 Partnership for the Goals | <p>17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p> | We promote sustainable business practices among local businesses through Partners in Project Green, an initiative co-founded by the GTAA and the Toronto and Region Conservation Authority in 2017. See <i>Partners driving change</i> on page 25 of the GTAA Annual Report 2019. |
| Passenger and Customer Service | | |
| SDG 9 Industry, Innovation, and Infrastructure | <p>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.</p> | The GTAA is working with the Government of Ontario, Metrolinx, other transportation agencies, municipal governments and a range of community stakeholders to better integrate Toronto Pearson with regional transit networks and improve connectivity across the entire region. See <i>Connecting our communities</i> on page 10 of the GTAA Annual Report 2019. |
| SDG 17 Partnership for the Goals | <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p> | |
| People | | |
| SDG 8 Decent Work and Economic Growth | <p>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.</p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.</p> <p>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.</p> | We conducted the first-ever multi-employer workforce survey at a Canadian airport to provide a baseline to understand more about the airport's complex work environment, including who the workers are and how they get to their jobs. The learnings will inform future planning and programming to meet the airport's transit and workforce needs. See <i>Who works at Toronto Pearson?</i> on page 4 of the GTAA Annual Report 2019. |
| SDG 9 Industry, Innovation, and Infrastructure | <p>9.2 Promote inclusive and sustainable industrialization 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.</p> | |
| SDG 8 Decent Work and Economic Growth | <p>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.</p> | |

| SDG | Relevant Targets | Select Contributions |
|--|---|--|
| Aviation Growth | | |
| SDG 9 Industry, Innovation, and Infrastructure | <p>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.</p> <p>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.</p> | In 2019, the GTAA allocated the equivalent of one per cent of net income to our Innovation Fund for collaborative research projects, proof-of-concept pilots and testing of new systems and processes. See <i>Igniting innovation</i> on page 17 of the GTAA Annual Report 2019. |
| SDG 17 Partnership for the Goals | <p>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.</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p> | |

Our priorities

Our priority topics and focus areas were identified through a strategic planning initiative, which included separate activities for senior leaders, managers and all employees, as well as external research and benchmarking.

Here you'll find our management approach to each of our priority topics, links to relevant discussions elsewhere in our annual report and select performance indicators:

- Corporate responsibility
- Safety
- People
- Passenger and customer experience
- Aviation growth

Corporate responsibility

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 address their issues and concerns, and to help out.

Community investment and engagement

- Our Community Investment Program Policy establishes the framework for our signature program – the Propeller Project – which focuses on helping underemployed people pursue more fulfilling careers and contribute to overall economic vitality. Key commitments under the program 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, and foster growth and prosperity in our regions, communities and among local residents. See *Unlocking potential* on page 6 of the GTAA Annual Report 2019.
- Community engagement takes many forms as discussed in *Listening to our community* on page 26 of the GTAA Annual Report 2019, and outlined in our Stakeholder Engagement section. Our approach includes:

- 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 underemployment and career development, 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.

\$1 million allocated to funding for local not-for-profit organizations in Toronto, Mississauga and Brampton in 2019

Noise management

- 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, based on the International Civil Aviation Organization's Balanced Approach to Aircraft Noise Management Policy, 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 includes a range of ambitious programs, which are based on 10 commitments we've made to our communities. As part of the current Action Plan, we've introduced Noise Management Forums, a series of briefings, tables and working groups that help us work smarter with our communities and collaborate better with industry.
- To learn more about our evolving noise management approach and 2019 performance. See *Listening to our community* on page 26 of the GTAA Annual Report 2019.

4 meetings of the Noise Accountability Board – an industry working group that helps set Pearson's noise management strategy – held in 2019

Environmental stewardship

- Our Environmental Policy sets out the key elements of our environmental strategy. 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 mitigation and adaptation, waste management and maintaining healthy ecosystems. To learn more about our evolving approaches to each of these areas, see *Reducing our carbon footprint* on page 22 and *Protecting our planet* on page 24 of the GTAA Annual Report 2019.
- We promote sustainable business practices among local businesses through Partners in Project Green, an initiative co-founded by the GTAA and the Toronto and Region Conservation Authority in 2017. See *Partners driving change* on page 25 of the GTAA Annual Report 2019.

61% reduction in carbon emissions since 2006

Safety

Safety and security are our top priorities – central to every decision we make. We developed the Pearson Safety Program as part of our commitment to the safety and security of our employees, and all passengers and guests who visit Toronto.

- 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 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. Construction-related 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 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, which in 2019 received 1,062 online submissions.
- Safety performance is tracked through the Toronto Pearson Safety Index, which measures employee lost-time injuries per million passengers.
- To learn more about our evolving safety management approach and 2019 performance, see *Keeping it safe* on page 21 of the GTAA Annual Report 2019.

7% decrease in injuries from 2018 to 2019, as measured by lost-time injuries per million passengers

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.

- Most GTAA 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 goals, we need to attract, develop, engage and reward a high-performing workforce. Our people strategy focuses on five areas:
 - Plan and attract the right talent for now and for the future.
 - Develop and build individual potential and sustainable talent pipelines.
 - Lead and engage to inspire individual and collective success.
 - Align and reward to leverage talent and deliver business results.
 - Equip and support GTAA colleagues with the right tools and expertise.
- A strong commitment to diversity and inclusion is embedded in our talent, workplace and community practices. We've also implemented a five-year strategy to target specific opportunities for improvement, such as increasing the representation of women and visible minorities in leadership, fostering a more inclusive work environment, and building more diverse talent pipelines by working with local community groups. See *Embracing our diversity* on page 27 of the GTAA Annual Report 2019.
- We conduct an annual feedback survey to measure employee engagement and identify ways to improve our employees' work experience.
- To learn more about our management approach, see *Who works at Toronto Pearson* on page 4 and *Igniting innovation* on page 17 of the GTAA Annual Report 2019.

**76% employee engagement score in 2019,
compared to 74% in 2018**

Passenger and customer experience

Toronto Pearson aspires to be the best airport in the world. We know that the most successful global hubs have moved beyond simply providing the basics of good infrastructure, safety and security, and efficient processes. The best provide exceptional passenger experiences that make them airports of choice.

- Keeping people, baggage, cargo and aircraft moving as quickly and smoothly as possible is essential for achieving consistently superior passenger experiences. We strive to improve the flow of passengers in our terminals by constantly enhancing systems and processes to reduce passenger wait times, including at screening points, border inspection areas and baggage claim areas. See *Don't be early* on page 14 and *The big screen* on page 16 of the GTAA Annual Report 2019.
- We work together with all of our partners in airport operations toward common goals. This includes collaborating with airlines on everything from the development of new routes, to improved baggage systems, to support for connecting passengers. Our major airline partners also advise on the various facilities enhancements and new service offerings by which we strive to deliver a better passenger experience. See *Better decisions together* on page 13 of the GTAA Annual Report 2019.
- In addition to meeting high service standards for cleanliness, disinfection, lighting, space and wait times, we enrich passengers' experience at Toronto Pearson by creating a safe and welcoming environment and continually expanding and enhancing our retail, dining and other services. See *Reinventing retail* on page 15 of the GTAA Annual Report 2019.

**#1 in North America in the Airport Service
Quality satisfaction survey conducted by
Airports Council International**

Aviation growth

Toronto Pearson is Canada's largest airport by several measures, most notably passenger traffic. The volume of air travellers may fluctuate with changing global conditions – the coronavirus pandemic of 2020 is a dramatic example. But over the long term we expect that passenger volumes will continue to grow, driven by demand from our region and the rest of Canada, as well as the rising number of international passengers who see Pearson as an ideal North American gateway. Supporting this growth requires significant planning and investment. And it can only be sustained through constant collaboration with a diverse array of partners and stakeholders, including all levels of government.

- Toronto Pearson is well on the way to joining the top tier of international airports, providing direct connectivity to nearly 80 per cent of the global economy. We're currently ranked fifth in the world for international connectivity, and we continue to extend our reach.
- We've partnered with 11 economically significant regional airports to form the Southern Ontario Airport Network (SOAN), whose members work together to accommodate our region's growing air service needs and act as a catalyst for local and regional investment, business expansion and job creation. See *Regional flight plan* on page 8 of the GTAA Annual Report 2019.
- The connections we provide to support the flow of people, services and capital are equally crucial in moving cargo. As carriers have added more efficient wide-body aircraft to their fleets, cargo capacity has grown to match rising demand. At the same time, competitive rates mean that more exporters are seeing the value of shipping by air. The loading centre at Toronto Pearson is one of the biggest and busiest in Canada, and we continue to improve our capabilities and processes. See *Reimagining baggage* on page 17 of the GTAA Annual Report 2019.

Stakeholder engagement

Passengers

We served 50.5 million passengers in 2019, a two per cent increase over 2018.

| How We Engage | Select Highlights and Initiatives |
|--|---|
| <ul style="list-style-type: none"> • 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) | <ul style="list-style-type: none"> • For the third consecutive year, Toronto Pearson was ranked #1 in North America in the ASQ satisfaction survey conducted by Airports Council International. The ASQ survey assesses passengers' satisfaction on the day of travel in areas such as check-in, security, food and beverage, and more. • Consulted with the Canadian National Institute for the Blind, the Canadian Council of the Blind, the Canadian Hearing Society and Autism Ontario to create a passenger accessibility strategy for the airport. • Conducted extensive user research during development of the new torontopearson.com website to find out what passengers and other stakeholders want and need on our website. |

GTAA employees

GTAA directly employed 1,830 people as of December 31, 2019. Our employees work in management, technical, administrative and other operational roles, or are seasonal employees hired for deicing and airfield maintenance.

| How We Engage | Select Highlights and Initiatives |
|--|---|
| <ul style="list-style-type: none"> • Annual employee feedback survey • All-employee town hall meetings • Directors' Forum • Managers' Meetings • Anonymous complaints and whistle-blowing • Updates on corporate intranet • Yammer social networking platform • Evening of Excellence employee recognition event | <ul style="list-style-type: none"> • Achieved a 76 per cent employee engagement score, up from 74 per cent in 2018. • Facilitated <i>That's How We Fly</i> conversations across the organization about showing respect in our workplace. • Launched our first employee resource group, Women's Alliance@YYZ. The inaugural event was attended by our CEO and executive team members, and designed to encourage open dialogue on topics like why gender diversity matters and unconscious bias. • Launched a new safety brand within the airport, presenting a common look and feel across all seven safety systems. |

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 | Select Highlights and Initiatives |
|---|--|
| <ul style="list-style-type: none"> • Airport Council of Employee Communicators • Toronto Pearson Safety Program events and activities • Annual safety climate survey • Employee updates on the Toronto Pearson website • <i>Inside Pearson</i> electronic newsletter • Digital screen network • Cross-functional airport working groups • Airport employee tours (airside and terminal) • <i>I am Toronto Pearson</i> movement and workshops | <ul style="list-style-type: none"> • Organized two safety summits, in which participants learned about Pearson safety programs and spent time brainstorming how to improve safety communications at the airport. • Opened our Take Your Kids to Work Day to all Toronto Pearson employees. Employees were invited to bring their grade 9 children to work, where they were introduced to a variety of roles, participated in experiential learning, met pilots and toured the terminals. |

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 | Select Highlights and Initiatives |
|--|---|
| <ul style="list-style-type: none"> • Airline Consultative Committee • Airline Consultative Committee – Technical Subcommittee • Commercial Affairs Subcommittee • Passenger Operations Subcommittee • Airside Operations Subcommittee • Irregular Operations Subcommittee • Safety summits • Toronto Airport Workers Council | <ul style="list-style-type: none"> • In collaboration with the Toronto Airport Workers Council, undertook Canada's first-ever airport workforce survey to better understand airport employees and build a base for future work and collaboration with employers, unions and other stakeholders. See <i>Who works at Toronto Pearson</i> on page 4 of the GTAA Annual Report 2019. • Began meeting quarterly with the Toronto Pearson Leadership Safety Forum to discuss safety trends, share best practices, and maintain our collective focus on safety. • Conducted two tenant safety evaluations, which are aimed at identifying gaps in their safety processes and jointly developing corrective action plans. |

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 | Select Highlights and Initiatives |
|--|--|
| <ul style="list-style-type: none"> • General community engagement line and email • Noise complaints line at WebTrak • Topic-specific phone surveys • Public opinion and key influencer research • Noise Management Forums • Community Relations section of the Toronto Pearson website • <i>Checking In</i> monthly email newsletter • Welcome Team volunteer program • Events, town halls and meetings (in the community and at Toronto Pearson) • Community tours • Educational talks • Corporate giving – Propeller Project • Partners in Project Green (PPG) • Social media channels | <ul style="list-style-type: none"> • Organized 10 open houses across the Greater Toronto Area attended by about 400 residents, where we provided basic information on runways, flight paths and how planes fly, and on sustainability topics like noise management, environmental programs, economic impact, and our regional transit vision. • Introduced the new Toronto Pearson Noise Management Forums. See <i>Listening to our community</i> on page 26 of the GTAA Annual Report 2019. • Ran a 16-week trial of a Summer Weekend Runway Alternation Program. Feedback gathered during and after the trial indicated a lack of community support for the program, which resulted in our deciding against it. • Toronto Pearson Street Team met with nearly 6,000 neighbours at 65 community events, where they answered questions and shared airport trivia. • Through the Toronto Pearson Volunteer Program, 340 community volunteers collectively devoted nearly 52,000 hours to greeting and helping more than 1.4 million passengers. Welcome Team members included 45 local high school students who joined as part of a newly launched Junior Ambassador program, which enables students to earn their required community involvement credits by volunteering at the airport. • Consulted with 30 community stakeholders during the development of the <i>Uncovering underemployment</i> whitepaper, a joint initiative of Deloitte and the GTAA. See <i>Unlocking potential</i> on page 6 of the GTAA Annual Report 2019. • Partnered with 17 local, non-profit organizations through the Propeller Project, providing over \$750,000 in financial support. • Issued a call for proposals, backed by a \$1 million funding commitment, for projects addressing the challenge of underemployment. |

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 | Select Highlights and Initiatives |
|---|---|
| <ul style="list-style-type: none"> Meetings with local leadership of each of CATSA, CBSA and USCBP | <ul style="list-style-type: none"> 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 changing aviation needs; 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 | Select Highlights and Initiatives |
|---|---|
| <ul style="list-style-type: none"> One-on-one and community meetings | <ul style="list-style-type: none"> Signed a historic agreement with the City of Mississauga that will create opportunities to better align Toronto Pearson's development and Mississauga's overall planning objectives. Launched the Southern Ontario Municipal Aerospace Council (SOMAC) for mayors and regional chairs, aimed at coordinating local accessible aviation capacity and attracting and coordinating investment in the aerospace industry for the Southern Ontario region. Held five stakeholder roundtable events across the Greater Golden Horseshoe to discuss how the planned regional transit centre at the airport could deliver better regional connectivity. Participants included municipal administrators and planning, transportation and economic development leaders; representatives from the Southern Ontario Airport Network (SOAN); representatives from post-secondary schools; senior staff from transit agencies; stakeholders from regional employers; and other private sector representatives, including from the goods movement industry. Conducted our bi-annual key influencer survey of 80 politicians, political staff, senior officials, regulators and other stakeholders to find out how they view Toronto Pearson on attributes such as economic impact, safety, passenger service and corporate citizenship. |

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 | Select Highlights and Initiatives |
|--|--|
| <ul style="list-style-type: none">• Interviews• Social media• News releases• Media statements | <ul style="list-style-type: none">• Severe weather affecting flight schedules.• Busy travel periods, including March break and summer and winter holidays.• Quarterly passenger traffic and financial information. |

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 | Select Highlights and Initiatives |
|---|--|
| <ul style="list-style-type: none">• Industry association meetings, conferences and working groups | <ul style="list-style-type: none">• Continued to grow and raise awareness of the Southern Ontario Airport Network (SOAN), which is aimed at developing a more integrated air transportation network. A SOAN delegation, including Toronto Pearson, attended the Paris Air Show to meet with industry and government leaders, global aerospace players and business stakeholders.• Reaffirmed our Level 3 certification in ACI's Airport Carbon Accreditation Program, and participated in ACI climate-related working groups. |

Performance scorecard

| Goals and Performance Metrics | 2017 | 2018 | 2019 | Projected |
|--|--|--|--|--|
| Aviation Growth | | | | |
| Passenger traffic (millions) | 47 | 49.5 | 50.49 | 51 (2018) |
| Aircraft movements (thousands) | 465 | 472 | 453 | 510 (year 2020) |
| Cargo volume (tonnes) | 534,500 | 560,000 | 516,000 | Continue to increase cargo volume |
| New international cities (net increase) | 11 | 10 | 6 | Continue to increase new international destinations |
| Passenger and Customer Service | | | | |
| Airport Service Quality (ASQ) | 4.31 First among North American and European airports (>40MM passengers) | 4.45 First among North American and European airports (>40MM passengers) | 4.48 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* | 74 | 109 | 109 | Continue to improve the passenger and customer experience |
| Customer compliments per million passengers* | 11 | 15 | 14 | Continue to improve the passenger and customer experience |
| Engaged People | | | | |
| Employee engagement (Aon Hewitt) | 69% | 74% | 76% | Top quartile among Canadian employers |
| Direct jobs | 51,000 | 51,000 | 51,000 | By 2030, it's estimated that Toronto Pearson could generate and facilitate 136,000 jobs in Ontario. |
| Diversity | <i>Diversity (% employees)</i> Women: 28.4% Aboriginal peoples: 0.9% Persons with disabilities: 0.7% Visible minorities: 20.7% | <i>Diversity (% employees)</i> Women: 32.4% Aboriginal peoples: 2.2% Persons with disabilities: 5.1% Visible minorities: 33.9% | The Diversity survey results will not be available until April 2020. | 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. |
| Average salary | <i>Women</i> Managers: \$114,932 Non-managers: \$74,798 <i>Men</i> Managers: \$130,522 Non-managers: \$83,456 | <i>Women</i> Managers: \$121,538 Non-managers: \$72,778 <i>Men</i> Managers: \$130,739 Non-managers: \$82,638 | <i>Women</i> Managers: \$122,833 Non-managers: \$77,540 <i>Men</i> Managers: \$134,634 Non-managers: \$83,839 | 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 or background of an employee. |

GRI 102-13, 102-15, 102-21, 102-29, 102-40, 102-42, 102-43, 102-44, 413-1

| Goals and Performance Metrics | 2017 | 2018 | 2019 | Projected |
|--|---|---|---|---|
| Safety | | | | |
| Toronto Pearson Safety Index (lost-time injuries per million enplaned and deplaned passengers) | 6.5% reduction from 2016 | 7.8% increase in injuries from 2017 | 4% reduction in injuries from 2018 | Vision of zero lost-time injuries |
| Corporate Responsibility – Environmental | | | | |
| Stormwater | Refer to GRI Index | Refer to GRI Index | Refer to GRI Index | https://torontopearson.com/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 | Refer to GRI Index | Develop and implement an action plan associated with the Air Quality and Human Health Risk Assessment |
| Solid waste | 71% diversion | 71% diversion | 71% diversion | Develop a roadmap for GTAA to achieve zero waste |
| GHG emissions and climate change | 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 | Refer to GRI Index | 80 per cent reduction by 2050 |
| Energy conservation (MWh) | 5,000 MWh | 4,114 MWh | 10,262 MWh | \$10M in expected savings by 2026 from the GTAA's LED projects |
| Natural gas (GJ) Gasoline (litres) Diesel (litres) | Refer to GRI Index | Refer to GRI Index | Refer to GRI Index | Continue to implement the energy conservation and efficiency initiatives identified in the Energy Master Plan to reduce consumption |
| Sustainable transportation | Over 200 employees registered for the Green Commuter Rebate Program | Over 250 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 | 2017 | 2018 | 2019 | Projected |
|--|---|--|---|--|
| Corporate Responsibility – Social | | | | |
| Noise | 168,676 complaints from 2,399 callers | 119,613 noise complaints from 1,471 individuals | 115,471 complaints from 1,218 individuals | 2018–2022 Noise Management Action Plan |
| Community Investment Impact (Propeller Project 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 \$1 million in community projects through partnerships with 24 organizations within Toronto, Mississauga and Brampton. | Participated in 18 active partnerships with non-profit charitable organizations working across our local communities (Brampton, Etobicoke and Mississauga) and distributed to these organizations: \$727,500.00 in funds. | Continue to support community investment opportunities |

2019 GRI Index

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|----------------------------|-------------------|--|---|
| General Disclosures | | | |
| GRI 102 | 102-1 | Name of the organization | Greater Toronto Airports Authority |
| | 102-2 | Activities, brands, products, and services | Toronto Pearson is a key North American gateway and one of the continent's largest airports in terms of international passenger traffic, reaching more than 70% of the global economy via regular direct flights. |
| | 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 here: https://tpprocdnep.azureedge.net/-/media/project/pearson/content/corporate/who-we-are/pdfs/publications/ground-lease.pdf?modified=20190508161505&la=en |
| | 102-6 | Markets served | 80% of the global economy via regular direct flights 35 Canadian cities linked by the most frequent flights |
| | 102-7 | Scale of the organization | 50.49 million people travelled to, from and through our airport. 1,800 employees 453,041 aircraft movements |
| | 102-8 | Information on employees and other workers | <u>Annual Report – Our Priorities – People</u> <u>Annual Report – Priorities and Performance – Performance Scorecard</u> Total employees: 1,818 Non-union: 22% PAPFFA (union): 5% UNIFOR (union): 73% Female: 28% Part-time: 1.3% Permanent: 85% Seasonal: 11% Term: 4% Age: <30 (10%), 30–40 (25%), 40–50 (32%), 50–60 (25%), 60–65 (6%), >65 (2%) |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|--|---|
| | 102-9 | Supply chain | Pearson is in the zone Who works at Toronto Pearson? Don't be early! The big screen Reimagining baggage How technology creates value 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 | Reducing our carbon footprint Protecting our planet Sustainable Development Goals Stakeholder Engagement |
| | 102-13 | Membership of associations | Reducing our carbon footprint Protecting our planet Partners driving change Stakeholder Engagement Airports Council International, Canadian Airports Council, Smart Commute |
| | 102-14 | Statement from senior decision-maker | Message from the President and CEO Message from the Board Chair |
| | 102-15 | Key impacts, risks, and opportunities | Restoring economic vitality Message from the President and CEO Message from the Board Chair Our Priorities Stakeholder Engagement Management's Discussion and Analysis |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|---|--|
| | 102-16 | Values, principles, standards, and norms of behavior | <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 to declare the reasons for the non-compliance.</p> <p>Code of Business Conduct and Ethics</p> |
| | 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 | <p>Governance and Leadership – Board of Directors</p> <p>Governance and Leadership – Corporate Governance</p> <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 & Chief Financial Officer</p> <p>Environmental: Vice-President, Airport Development and Technical Services</p> <p>Social: Vice-President, Stakeholder Relations and Communications</p> |
| | 102-21 | Consulting stakeholders on economic, environmental, and social topics | <p>Stakeholder Engagement</p> |
| | 102-22 | Composition of the highest governance body and its committees | <p>Governance and Leadership – Board of Directors</p> <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, Doug Allingham</p> |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|--|--|
| | 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 | Governance and Leadership – Board of Directors |
| | 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 | Stakeholder Engagement Our Priorities |
| | 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; and 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 | Sustainability Approach Our Priorities Corporate Governance |
| | 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. |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|--|--|
| | 102-35 | Remuneration policies | Performance Scorecard Management's Discussion and Analysis |
| | 102-36 | Process for determining remuneration | Management's Discussion and Analysis |
| | 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 their gender and background. 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 | Total compensation (excluding benefits) of top paid employee was \$1,808,527. Median total compensation for the GTAA employees was \$93,293. Annual total compensation ratio was 19:1. |
| | 102-40 | List of stakeholder groups | Stakeholder Engagement |
| | 102-41 | Collective bargaining agreements | Who works at Toronto Pearson? |
| | 102-42 | Identifying and selecting stakeholders | Sustainability Approach Stakeholder Engagement |
| | 102-43 | Approach to stakeholder engagement | Stakeholder Engagement |
| | 102-44 | Key topics and concerns raised | Stakeholder Engagement |
| | 102-45 | Entities included in the consolidated financial statements | Management's Discussion and Analysis |
| | 102-46 | Defining report content and topic Boundaries | Sustainability Approach Our Priorities |
| | 102-47 | List of material topics | Our Priorities |
| | 102-48 | Restatements of information | There were no restatements of information. |
| | 102-49 | Changes in reporting | There have not been any significant changes to the GTAA's reporting activities. |
| | 102-50 | Reporting period | January 1, 2019 – December 31, 2019 |
| | 102-51 | Date of most recent report | May 2019 |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|--|---|
| | 102-52 | Reporting cycle | Annual |
| | 102-53 | Contact point for questions regarding the report | https://www.torontopearson.com/en/contactus/# |
| | 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 | This table is the GTAA 2019 GRI Content Index. |
| | 102-56 | External assurance | The GTAA has an internal verification program that reviews Toronto Pearson's performance data – including, but not limited to, assessing how data was captured, collected, reviewed and reported. External assurance was not conducted for the sustainability content within the 2019 Annual Report. The GTAA does not have a policy pertaining to external assurance for its sustainability performance. |

Economic (200): Management Approach

| | | | |
|---------|---------|--|---|
| GRI 103 | 200-103 | <p>Explanation of the material topic and its Boundary</p> <p>The management approach and its components</p> <p>Evaluation of the management approach</p> | <p>Restoring economic vitality</p> <p>Sustainability Approach</p> <p>Our Priorities – Our People</p> <p>Our Priorities – Our Communities</p> <p>Management's Discussion and Analysis</p> <p>Code of Business Conduct and Ethics</p> |
|---------|---------|--|---|

Economic Performance

| | | | |
|---------|-------|--|---|
| GRI 201 | 201-1 | Direct economic value generated and distributed | <p>Performance Scorecard</p> <p>Management's Discussion and Analysis</p> |
| | 201-2 | Financial implications and other risks and opportunities due to climate change | <p>Sustainable Development Goals</p> <p>Management's Discussion and Analysis</p> |
| | 201-3 | Defined benefit plan obligations and other retirement plans | <p>Who works at Toronto Pearson?</p> <p>Management's Discussion and Analysis</p> <p>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.</p> <p>The GTAA measures its accrued benefit obligations and the fair value of plan assets for accounting purposes as at December 31 of each year.</p> |
| | 201-4 | Financial assistance received from government | The GTAA did not receive significant financial assistance from any level of government. |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|----------------------------------|-------------------|--|--|
| Market Presence | | | |
| GRI 202 | 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | This indicator is not applicable 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. |
| Indirect Economic Impacts | | | |
| GRI 203 | 203-1 | Infrastructure investments and services supported | <u>Pearson is in the zone</u> <u>Management's Discussion and Analysis</u> |
| | 203-2 | Significant indirect economic impacts | <u>Unlocking potential</u> <u>Management's Discussion and Analysis</u> |
| Procurement Practices | | | |
| GRI 204 | 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. |
| Anti-corruption | | | |
| GRI 205 | 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 whistleblower policy. The GTAA does not purchase material for resale and its external audits are confined to construction projects. |
| | 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 proactively disclose any potential conflicts of interest. |
| | 205-3 | Confirmed incidents of corruption and actions taken | In 2019 there were zero 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 | Disclosure Number | Disclosure Title | Response |
|----------------------------------|-------------------|---|---|
| Anti-competitive Behavior | | | |
| GRI 206 | 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 | 50.49 million people travelled to, from and through our airport. Domestic: 18,108,953 International: 18,543,064 Transborder: 13,847,414 |
| | 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 | Terminal: 421,847 Non-terminal: 31,194 Total movements: 453,041 |
| | A03 | Total amount of cargo tonnage | 560,000 tonnes in 2018 516,000 tonnes in 2019 |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---|-------------------|--|---|
| Environment (300): Management Approach | | | |
| GRI 103 | 103-300 | <p>Explanation of the material topic and its Boundary</p> <p>The management approach and its components</p> <p>Evaluation of the management approach</p> | <p>Partners in sustainability</p> <p>Reducing our carbon footprint</p> <p>Protecting our planet</p> <p>Keeping it safe</p> <p>Sustainability Approach</p> <p>Our Priorities – Corporate Responsibility</p> <p>Our Priorities – Noise</p> <p>Code of Business Conduct and Ethics</p> |
| Materials | | | |
| GRI 301 | 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, 2019 to December 31, 2019 (kg): 705,842 Sodium formate (SF) – quantity purchased from January 1, 2019 to December 31, 2019 (kg): 1,158,000 |
| | | <i>Total Glycol Dispensed</i> | Aircraft deicing/anti-icing fluid: Total Glycol Dispensed (litres): 15,196,989 |
| | | <i>Natural Gas Consumption</i> | Natural Gas Consumption (m³): 29,863,782 (includes Cogen facility) |
| | | <i>Unleaded Fuel and Diesel</i> | Unleaded Fuel Consumption (litres): 542,342.01 Diesel (litres): 2,393,650.10 |
| | | <i>Total Energy Consumption</i> | Total Electricity Consumption (kWh): 203,545,978 (excludes tenant recovery and Cogen supply to airport) |
| | 301-2 | Recycled input materials used | <p>The GTAA is committed to a policy of developing, operating and maintaining the Airport using environmentally sound design, including the encouragement and use of recycled material when possible.</p> <p>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.</p> <p>The GTAA also tracks pesticide use; aircraft, runway and road deicers; and paper use in addition to those found in the Annual Report.</p> |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|--|---|
| Energy | | | |
| GRI 302 | 302-1 | Energy consumption within the organization | <p>Direct Energy Consumption</p> <p>Natural Gas Consumption (m³): 29,863,782 (includes cogeneration facility)</p> <p>Unleaded Fuel Consumption (litres): 542,342.01</p> <p>Diesel (litres): 2,393,650.10</p> <p>Indirect Energy Consumption</p> <p>Total Electricity (kWh): 292,954,900</p> <p>Unleaded Fuel Consumption (litres): 542,342.01</p> <p>Diesel (litres): 2,393,650.10</p> |
| | 302-2 | Energy consumption outside of the organization | Reported in detail in the Toronto and Region Conservation Authority's Partners in Project Green Annual Report |
| | 302-3 | Energy intensity ratio | This is currently not calculated. The GTAA is focused on achieving an absolute reduction. |
| | 302-4 | Reduction of energy consumption | <p>Reduction in energy consumption: 10,262,788 kWh</p> <p>Airfield Maintenance Facility T5 LED replacement</p> <p>Terminal 3: Terminal Lighting upgrades and controls</p> <p>Terminal 3: HVAC AHU upgrades and VFD installation</p> <p>Pump VFDs</p> <p>Airfield Maintenance Facility storage facility lights to LED</p> <p>Airfield Maintenance Facility exterior wall pack lights to LED</p> <p>AESC exterior wall packs and canopy LED</p> <p>Admin fluorescent lamps to LED</p> <p>Airside Tunnel to LED</p> <p>Underpass Roadway lighting to LED</p> <p>Airfield Maintenance Facility T5 LED</p> <p>Solar PV for 401 advertisement signs</p> <p>Reduction based on total calculated saving from all initiatives completed in a year. Not comparing to a base year due to complexity of an airport energy comparison.</p> |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|---|---|
| Water | | | |
| GRI 303 | 303-1 | Water withdrawal by source | 1,149,280 m ³ |
| | 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 226 samples for glycol were taken with no exceedances of the Canadian Environmental Protection Act guideline. In addition, a total of 54 BOD samples were taken, with a total of 23 exceedances. For more detailed stormwater information, contact the GTAA Environment Department. |
| Biodiversity | | | |
| GRI 304 | 304-1 | Operational sites owned, leased or 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 Spring Creek and Etobicoke Creek resumed in 2015 and continues to drive capital planning restoration efforts. |
| | 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 Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------|-------------------|---|--|
| Emissions | | | |
| GRI 305 | 305-1 | Direct (Scope 1) GHG emissions and explanation of the methodology used | 59,757 tonnes CO ₂ e This number includes all combustion of fuels such as natural gas, gasoline and diesel, etc., that happens on site to support GTAA operations. This number does not include tenants such as restaurants operating out of T1 and T3 as they are charged back for their usage. This number also does not include electricity supplied by the grid as that electricity is produced off site. This scope does include natural gas boilers, fleet vehicles, generators and our cogeneration plant which supplies the airport and the grid with electricity at opportunistic times throughout the year, for example. The methodology used is in accordance with ISO 14064. |
| | 305-2 | Energy indirect (Scope 2) GHG emissions | 3,603 tonnes CO ₂ 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 | 1.25 CO ₂ e (kilograms per passenger) |
| | 305-5 | Reduction of GHG emissions | 62% reduction in GHG emissions since 2006 |
| | 305-6 | Emissions of ozone-depleting substances (ODS) | Data not available until June 2020 |
| | 305-7 | Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions | Data not available until June 2020 |
| | A05 | Ambient air quality levels according to pollutant concentrations in micrograms per cubic metre (µg/m ³) or parts per million (ppm) by regulatory regime | Ambient air quality levels according to pollutant concentrations in micrograms per cubic metre (µg/m ³) or parts per million (ppm) by regulatory regime: PM10 24-hour µg/m ³ (reference level): 89.1 SO2 1-hour µg/m ³ : 94.1 SO2 24-hour µg/m ³ : 26.4 SO2 annual µg/m ³ : 6.7 NO2 1-hour µg/m ³ : 268.6 NO2 24-hour µg/m ³ : 168.5 CO 1-hour µg/m ³ : 12,547.9 CO 8-hour µg/m ³ : 2,402.7 Ozone (O3) 1-hour µg/m ³ : 102.5 Ozone (O3) 24-hour µg/m ³ : 58.6 Ozone (O3) annual µg/m ³ : 27.3 PM2.5 24-hour ug/m ³ (reference level): 68 |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|----------------------------|-------------------|---|--|
| Effluents and Waste | | | |
| GRI 306 | 306-1 | Water discharge by quality and destination | <p>To Lakeview from Stormwater Facilities m³: 238,789.05 kg BOD: 78,122.29</p> <p>To Humber from Stormwater Facilities m³: zero</p> |
| | 306-2 | Waste by type and disposal method | kg BOD: zero |
| | | <i>Demolition Waste</i> | The GTAA policy on construction waste is to reuse and/or recycle a minimum of 85% of all construction waste resulting from alterations and demolition. |
| | | <i>Hazardous</i> | <p>Liquids – total amount (liters): 2,,408,356</p> <p>Solids – total amount (kg): 10</p> <p>Recycled – batteries (kg): 531.26</p> <p>Recycled – car/equipment batteries: 250 each</p> <p>Recycled – lamps (kg): 1,870.93</p> <p>Electronic recycling (lb): 13,437</p> <p>Remediated and disposed of in landfill – contaminated soil (tonnes): No material was moved from the biopile in 2019.</p> |
| | | <i>Non-hazardous</i> | <p>All waste is incinerated at Emerald Energy From Waste Inc. facility. The heat from the gas combustion produces steam. The steam is directed to a turbine which produces electricity to power over 9,000 homes in Brampton. The steam is also sent across a pipeline to a paper mill across the facility to use for production of recycled paper products. In 2019, 2,291.68 metric tonnes of waste from here was transferred to Emerald for incineration.</p> <p>Waste diversion rate achieved: 71%</p> <p>Waste incinerated to create energy: 2,291.68 metric tonnes</p> <p>Recycled material: 5,649.43 metric tonnes</p> <p>Composted material: 1,801.588 metric tonnes</p> |
| | 306-3 | Significant spills | None |
| | 306-4 | Transport of hazardous waste | The GTAA does not ship hazardous waste across international borders. All waste is must be manifested by the Ontario Ministry of the Environment before it is allowed to be transported. |
| | 306-5 | Water bodies affected by water discharges and/or runoff | No water bodies are significantly affected by the GTAA's discharge of water and runoff. |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|-----------------------------------|-------------------|--|---|
| | A06 | Aircraft and pavement deicing/ anti-icing fluid used and treated, by m³ and/or metric tonnes | Total Glycol Dispensed (litres): 15,196,989 |
| | | Potassium/Sodium | Potassium acetate (KA) – quantity purchased from January 1, 2019 to December 31, 2019 (kg): 705,842 Sodium formate (SF) – quantity purchased from January 1, 2019 to December 31, 2019 (kg): 1,158,000 |
| | | Glycol | Deicing fluid applied to aircraft: Type I = 11,958,795 litres; Type IV = 3,238,194 litres |
| Noise | | | |
| A07 | 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 |
| Environmental Compliance | | | |
| GRI 307 | 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 2018–2019 operations at the time of printing. |
| Supplier Environmental Assessment | | | |
| GRI 308 | 308-1 | New suppliers that were screened using environmental criteria | The GTAA follows the Canadian Environmental Assessment Act and the newly introduced Impact Assessment Act when assessing significant new development. |

| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|--|-------------------|--|--|
| Social (400): Management Approach | | | |
| GRI 103 | 400-103 | <p>Explanation of the material topic and its Boundary</p> <p>The management approach and its components</p> <p>Evaluation of the management approach</p> | <p>Who works at Toronto Pearson</p> <p>Igniting innovation</p> <p>Listening to our community</p> <p>Embracing our diversity</p> <p>Keeping it safe</p> <p>Sustainability Approach</p> <p>Our Priorities – Corporate Responsibility</p> <p>Our Priorities – Safety</p> <p>Our Priorities – Our People</p> <p>Code of Business Conduct and Ethics</p> |
| Employment | | | |
| GRI 401 | 401-1 | New employee hires and employee turnover | Data is 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 | <p>There is a legislated obligation under the Canada Labour Code (Part III) to provide an employee with parental leave upon their request (provided they are eligible as the birth parent of a newborn or parent of an adopted child) and to ensure any employee who takes maternity or parental leave is reinstated in the position that the employee occupied when the leave commenced. If there is a valid reason why the employee cannot be reinstated, the GTAA is still obliged to reinstate the employee in a comparable position with the same wages and benefits and in the same location.</p> <p>In addition, the GTAA tops up the equivalent 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), with the exception of Unifor employees, who are topped up to 100% as of August 1, 2019 due to changes in their Collective Agreement.</p> |
| Labor/Management Relations | | | |
| GRI 402 | 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 Standard Number | Disclosure Number | Disclosure Title | Response |
|---------------------------------------|-------------------|---|--|
| Occupational Health and Safety | | | |
| GRI 403 | 403-1 | Workers' representation in formal joint management-worker health and safety committees | All GTAA employees are represented by both a Workplace Health and Safety Committee (WHSC) and a Policy Occupational Safety and Health (POSH) Committee. These committees meet regularly to discuss health and safety concerns, review progress and make recommendation to improve health and safety in the workplace, ensuring that the underlying principles of the internal responsibility system are followed at all times. |
| | 403-2 | Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | <p>Total Reported Injuries = 134</p> <p>Total Lost Time Injuries = 15</p> <p>Total Recordable Injuries = 62</p> <p>Lost Time Injury Frequency Rate = 0.90</p> <p>Total Recordable Injury Rate = 4.72</p> <p>Fatalities = 0</p> |
| | 403-3 | Workers with high incidence or high risk of diseases related to their occupation | The GTAA operations are in Toronto, Ontario, Canada where there is no prevalence of serious diseases as contemplated by the indicator. Having said that, we provide group health benefits and employee assistance programs that provide employees support if required. |
| | 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. |
| Training and Education | | | |
| GRI 404 | 404-1 | Average hours of training per year per employee | Data is currently not available. |
| | 404-2 | Programs for upgrading employee skills and transition assistance programs | <p><u>Unlocking potential</u></p> <p><u>Igniting innovation</u></p> <p>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.</p> |
| | 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 Standard Number | Disclosure Number | Disclosure Title | Response |
|---|-------------------|--|---|
| Diversity and Equal Opportunity | | | |
| GRI 405 | 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 the Board of Trade. As of December 31, 2019, 28% of our current workforce are female, 10% are under the age of 30 (3% female and 7% male), 57% are 30–50 years old (17% female and 40% male), and 33% are over the age of 50 (8% female and 25% male). |
| | 405-2 | Ratio of basic salary and remuneration of women to men | <p>The GTAA has a single location of operations. The GTAA embraces its obligations under federal employment equity and human rights legislation. Employee salaries are determined based on the scope of work performed, irrespective of an employee's gender.</p> <p>Women (average salary)</p> <p>Manager: \$122,833</p> <p>Non-manager: \$77,540</p> <p>Men (average salary)</p> <p>Manager: \$134,634</p> <p>Non-manager: \$83,839</p> |
| Non-discrimination | | | |
| GRI 406 | 406-1 | Incidents of discrimination and corrective actions taken | There have been no incidents of discrimination during the reporting period. |
| Freedom of Association and Collective Bargaining | | | |
| GRI 407 | 407-1 | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | The Canadian legislative environment protects our workers' rights. Our employees have already exercised the right to representation by a union. |
| Child Labor | | | |
| GRI 408 | 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. |
| Forced or Compulsory Labor | | | |
| GRI 409 | 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 labor in its operations. Virtually all our suppliers are located in Canada and the United States, where forced or compulsory labor 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. |
| Security Practices | | | |
| GRI 410 | 410-1 | Security personnel trained in human rights policies or procedures | The GTAA does not employ security personnel in the capacity envisioned by this indicator protocol. However, all full-time employees within our Safety & Security department are required to have a full understanding of the GTAA's human rights policies, procedures and obligations. |


| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|-------------------------------------|-------------------|--|--|
| Rights of Indigenous Peoples | | | |
| GRI 411 | 411-1 | Incidents of violations involving rights of indigenous peoples | No incidents |
| Human Rights Assessment | | | |
| GRI 412 | 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 – 85.2% of employees trained Creating a Respectful Workplace – 85.9% 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. |
| Local Communities | | | |
| GRI 413 | 413-1 | Operations with local community engagement, impact assessments, and development programs | <u>Our Priorities – Corporate Responsibility</u> <u>Stakeholder Engagement</u> |
| | 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 and the preferential runway system – that are standard across airports worldwide in the efforts to mitigate noise impacts on residents. |
| Supplier Social Assessment | | | |
| GRI 414 | 414-1 | New suppliers that were screened using social criteria | The GTAA follows the Canadian Environmental Assessment Act when assessing significant new development. |
| Public Policy | | | |
| GRI 415 | 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. The GTAA is prohibited from making political contributions. |


| GRI Standard Number | Disclosure Number | Disclosure Title | Response |
|-----------------------------------|-------------------|--|--|
| Customer Health and Safety | | | |
| GRI 416 | 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. |
| Marketing and Labeling | | | |
| GRI 417 | 417-1 | Requirements for product and service information and labeling | The GTAA does not sell any products. |
| Customer Privacy | | | |
| GRI 418 | 418-1 | 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 2019. |
| Socioeconomic Compliance | | | |
| GRI 419 | 419-1 | Non-compliance with laws and regulations in the social and economic area | There have been no violations. |
| | A08 | Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided | The GTAA does not currently collect this information. |
| | A09 | Total annual number of wildlife strikes per 10,000 aircraft movements | <p>Total number of confirmed wildlife strikes reported at Toronto Pearson: 139.</p> <p>This includes any remains found within 200 feet of the runway surface that have not been reported as strikes but cannot be attributed to other activities (per Canadian Aviation Regulations).</p> <p>Total number of possible strikes (reported by flight crew but no remains found): 98</p> <p>Cumulative Strike Rate: 3.1 strikes/10,000 movements</p> <p>The majority of strikes occur on the east/west runways, reflecting the majority of aircraft traffic.</p> |




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