

Toronto Pearson's  
Environmental Sustainability Strategy

# Public Engagement Report



# Sustainability Overview

Sustainability is more important than ever. As the aviation industry evolves to recover from the impacts of COVID-19, we have an opportunity to further integrate sustainability goals into our operations at Toronto Pearson.

Toronto Pearson takes a holistic approach to sustainability. Our pillars are environment, social, and economic/financial. We believe that by being a sustainable organization, we can promote prosperity while protecting quality of life. Using the Environment, Social and Governance Framework, Pearson will rebuild and grow sustainably, by taking an industry leadership role to minimize our environmental impacts, while engaging stakeholders, creating benefits for our communities and promoting economic prosperity for the region.



Our environmental pillar minimizes our impacts and protects our resources. Our social pillar builds up the communities around the airport through partnerships to address underemployment and improve community life. As a financially sustainable organization, we can continue to support the economic wellbeing of our region by providing access to jobs and facilitating trade.

## Updating our Environmental Sustainability Strategy

Pearson's environmental program is already industry-leading and influences how our airport operates using the ISO14001 standards. We think about environmental practices from every aspect—including programs to reduce single-use plastics available in restaurants, a world-class stormwater management program, recycling of glycol from deicing operations, wildlife management programs, managing a Central Utility Plant and implementing renewable energy sources, and greening both our light and heavy vehicle fleets.

Our long-term Environmental Sustainability Strategy needed to reflect focus areas important to the airport. Stakeholder input, industry trends, best practices, and local and regional policies all play a role in helping us shape our priorities. The process to develop the updated strategy has been underway since 2018.

The updated Environmental Sustainability Strategy looks further into the future and includes longer-term goals. We want to continue to demonstrate regional and industry leadership by achieving clean and efficient airport operations.

Our new recommended streamlined focus areas include:



It is important that our focus represents what our stakeholders expect; in Summer 2020, we undertook this stakeholder and public engagement process to validate our updated Environmental Sustainability Strategy focus areas.

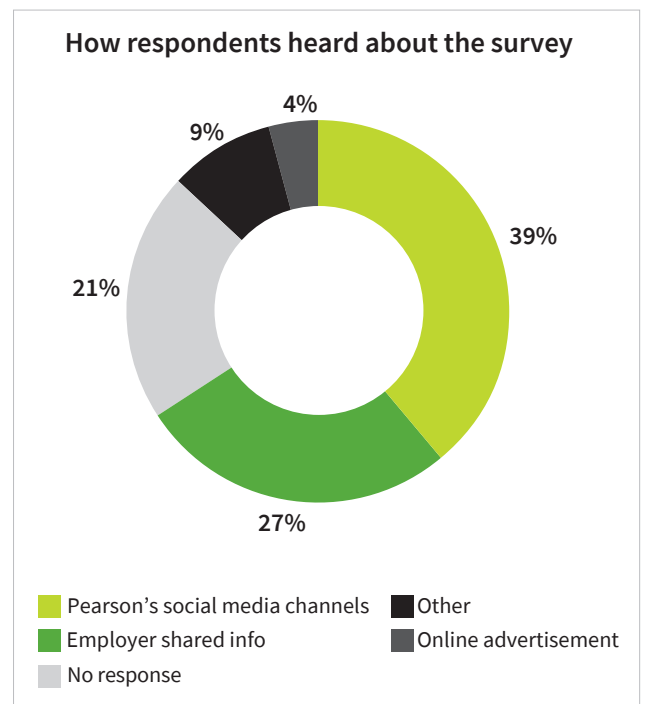
# Engagement process

We undertook a three-week long engagement exercise to raise awareness about our updated long-term goals and find out if we are meeting the expectations of our stakeholders. To integrate different viewpoints, we spent time reviewing our plans with community stakeholders, airport employees, governmental agencies, and industry and airline partners.



To promote the opportunity to provide feedback on our updated long-term Environmental Sustainability Strategy, we spread the word through multiple channels throughout the three-week period:

- Dedicated webpages with 1,331 unique views
- Paid and organic posts on Pearson’s social media channels
  - 4 Twitter posts with a total of 27,791 impressions
  - 4 Facebook posts with a total reach of 81,392
  - 2 LinkedIn posts with a total of 15,577 impressions
- Digital screens for passengers travelling through the airport
- Digital screens for airport employees
- Airport employee intranet posts with 222 views
- Airport employee newsletter article: 5,900 mailing list with 42% open rate
- Community newsletter Checking In article: 11,900 mailing list with 45% open rate
- Providing content to our community, employee and elected official networks to spread the word



# What we heard

---

The majority of our stakeholders and survey respondents responded positively to our updated long-term Environmental Sustainability Strategy.

- 72% believe that Pearson cares about the environment
- 86% believe that Pearson's strategic focus areas match what airports should focus on
- 79% agree that our strategy aligns Pearson to other environmental leaders

In addition to a positive reaction to the streamlined focus areas and agreement that our long-term goals are aligned with leading environmental practices, we learned that we need to raise awareness about our existing programs and how they'll contribute to the updated strategy. The following examples outline feedback received from both the survey and briefings:

- Our **Strategic Energy** planning ranked most important, which indicates an understanding of initiatives that the airport can influence for carbon neutrality and climate change resilience. However, we also received many comments about reducing aircraft emissions, which is not within the scope of what the airport can solely control.
- **Water Management** ranked high in importance to respondents. Stormwater and runway run-off management were the most common themes for questions in the stakeholder briefing sessions. These are programs that are well established at Pearson and are recognized as industry-leading by our partners and associations.

- **Recycling and Waste Reduction** comments were the most prevalent in the open-ended feedback. This indicates a lack of understanding about airport generated waste and airport-led waste reduction initiatives. However, our Zero Waste vision did not score as highly in importance compared to the other focus areas.

In addition, many comments were focused on the timelines for achieving the long-term goals. Survey responses indicated a push to achieve them sooner than the proposed timelines. While briefing participants noted the timelines were ambitious as-is, they did note it would be nice to see these goals achieved sooner if possible.

Survey responses indicated a push for improved communications and promotion of our programs and improved collaboration with our community and industry partners, including training programs for when our new policies are implemented. Briefing participants provided similar feedback, asking about continued community input as action plans are developed to achieve these goals.

Overall, the feedback we received has helped validate our long-term goals and inform how we implement our Environmental Sustainability Strategy. A desire to better understand and further engage on our environmental programs to help deliver them successfully is a positive result.

# Conclusion

---

We believe that managing our environmental impacts is an essential part of being a good neighbour and a responsible, sustainable organization.

As we reflect on all the conversations we had with our stakeholders and the feedback that we heard from survey respondents, we would like to thank everyone for their thoughtful suggestions and input.

We heard that you want to better understand what we're doing and how we're protecting the environment. We also heard that you want us to continue working with our industry partners to find greener ways to operate.

Many of the additional suggestions we heard from respondents were related to improving the way we communicate about our environmental commitments and engage our stakeholders in our programming. Suggestions ranged from implementing an in-terminal signage program to explain how we handle waste col-

lection, to more strategic partnerships for community involvement and providing training support to airport partners as updated policies are rolled out. These are suggestions we will take forward.

Our Environmental Sustainability Strategy and long-term goals will guide our business decision making and it will be finalized in the coming months.

We're pleased to see that our stakeholders—community partners, residents, employees and industry—are willing to collaborate with us and have a desire to learn more about how we're considering the environment as we operate. We're committed to continuing to collaborate with our stakeholders as the detailed targets and action plans are developed to achieve our Environmental Sustainability Strategy.

We look forward to continuing to work with you in the future.

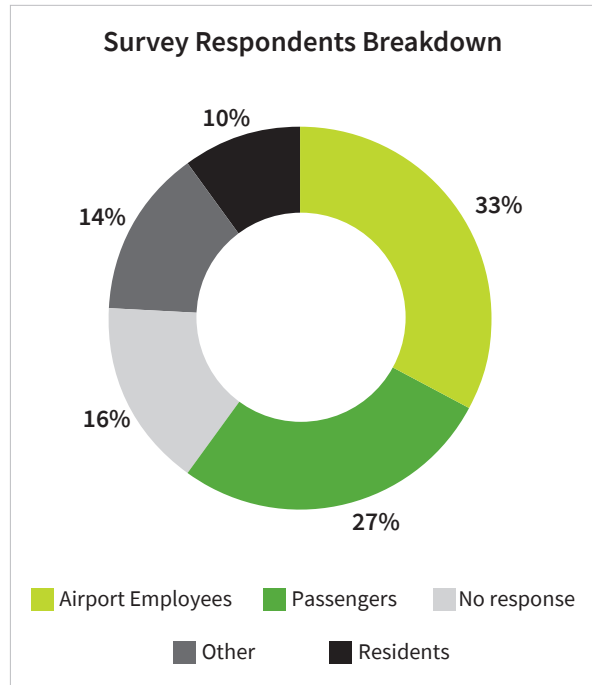


# Appendix: Feedback from our Stakeholders

## Who we heard from

### 73 survey respondents

We asked respondents to share more about their relationship to the airport to help us understand their feedback. Here is the breakdown of those who chose to provide that information:



### 43 briefing participants

In August and September 2020, we held briefing sessions with our community stakeholders, airport employees, governmental agencies, and industry and airline partners.

- Community partners: 13 participants
- Airport Communications Network: 8 participants
- Airport employee webinars – two open sessions: 13 participants
- Elected official webinar – open to local MPs, MPPs, and Councillors: 5 participants
- Noise Management Forums – engaged residents and industry partners: 4 participants
- Industry Webinars – Air Canada, Canadian Airports Council member airports, Airports Council International - North America member airports, City of Mississauga

Focus areas seem to be aligned with larger airports for benchmarking – looks like we're in good standing.

– Airport Employee

I think your plan is realistic and is a great model for other airports to follow!

– Community Partner

## What we heard about our goals

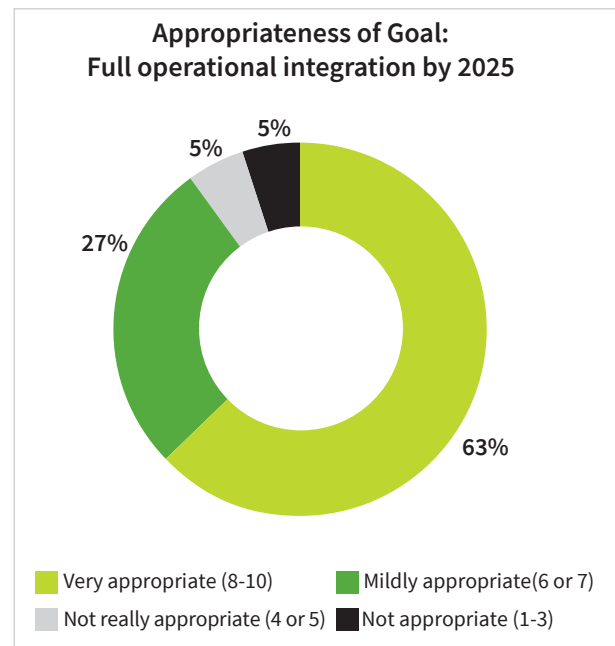
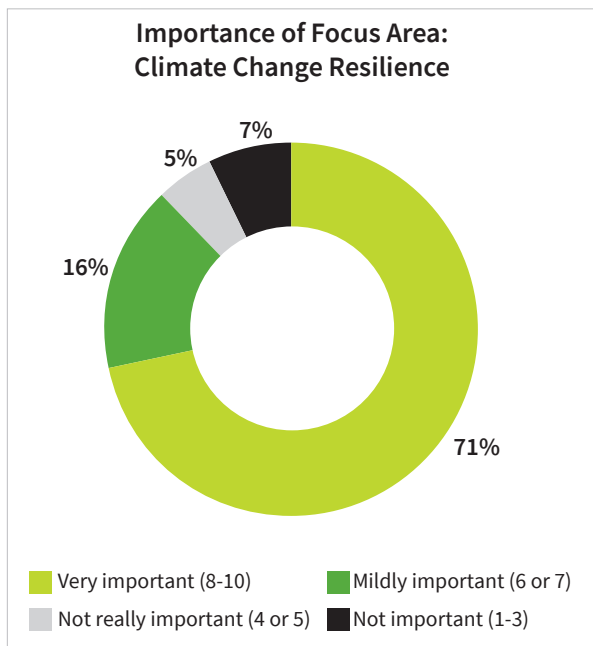
We asked respondents to provide feedback specifically about the areas of focus and the major goal associated with each one. They used a scale of 1 to 10, with 1 being the lowest rating and 10 being the highest rating.

## Climate Change Resilience Plan

Goal: Full operational integration by 2025

This plan prepares the airport for changing environmental circumstances. The program looks at how our business practices and infrastructure will withstand climate change.

We want to become a global champion for climate change resilience. And we'll do it by protecting our airport and building strategic industry partnerships.

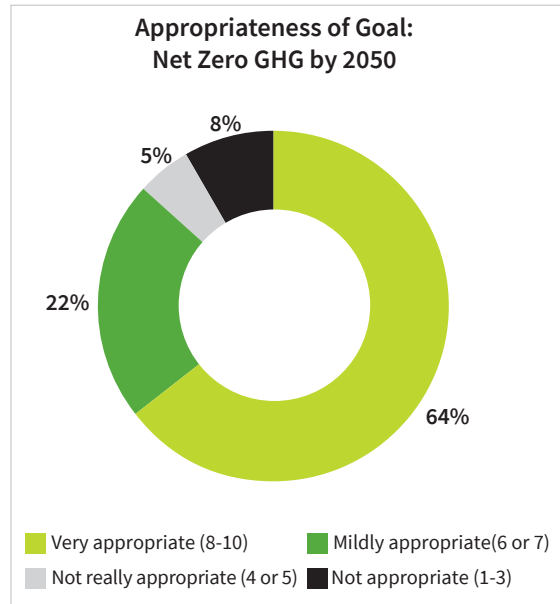
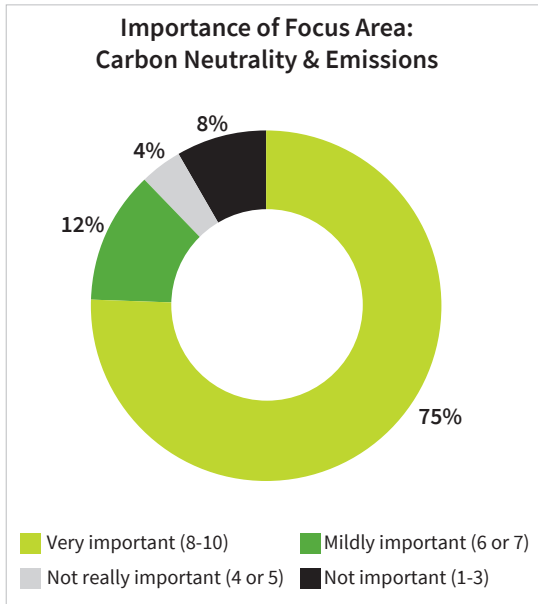




## Carbon Neutrality & Emissions Action Plan

Goal: Net Zero GHG by 2050

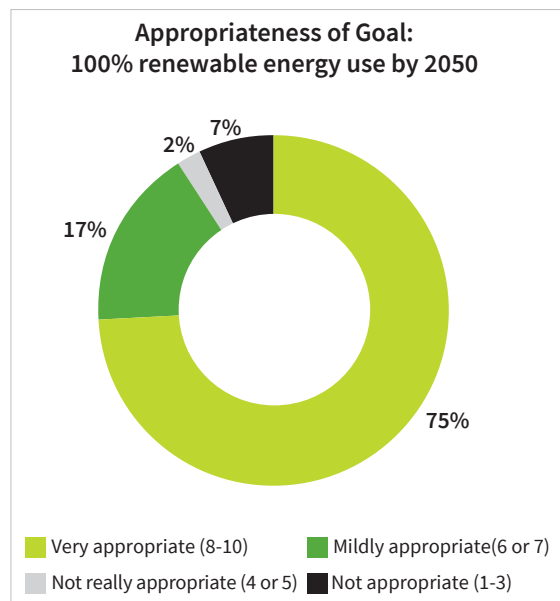
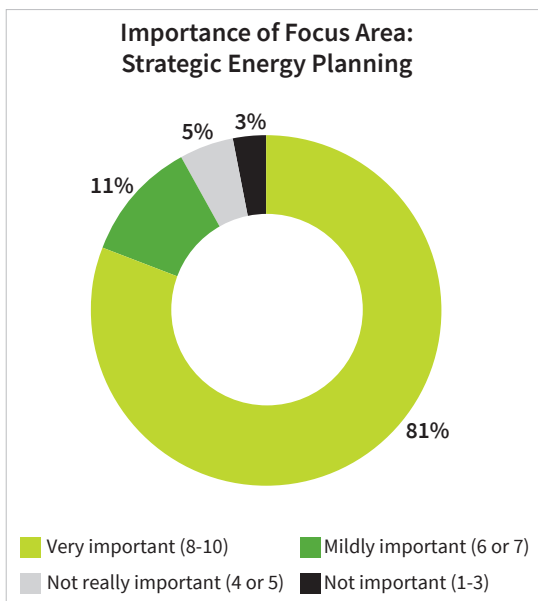
Our long-term goal is to be carbon neutral with net zero GHG emissions by 2050. This action plan focuses on our airport buildings and machinery fleet. We're also working with our aviation industry partners to develop programs to reduce emissions from air travel.



## Strategic Energy Master Plan

Goal: 100% renewable energy use by 2050

We're committed to reducing energy consumption and transitioning to more renewable energy sources. This plan looks at how we can combine technology and renewable energy into our building and infrastructure systems. The strategic energy master plan supports our efforts to become net zero GHG by minimizing the energy we consume and transitioning to clean energy sources such as solar and geothermal.

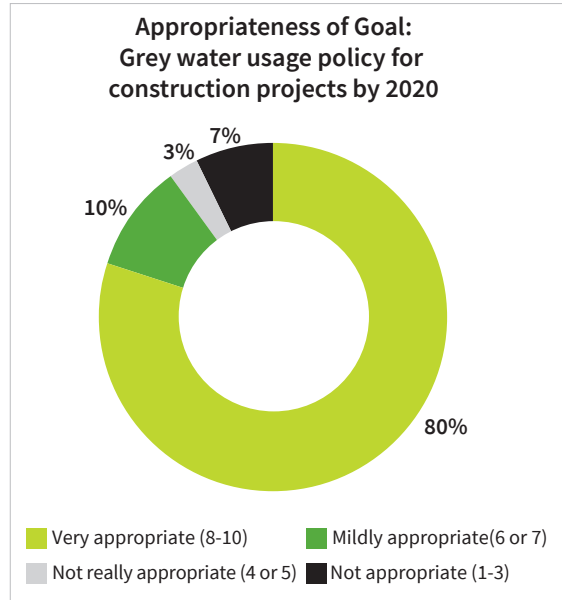
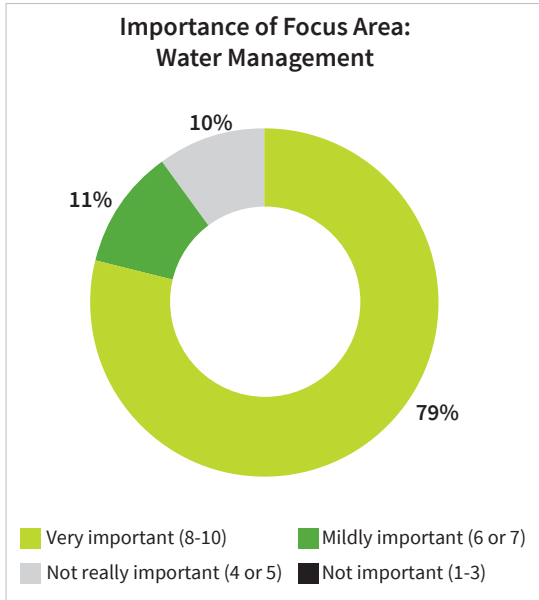




# Water Management Master Plan

Goal: Grey water usage policy implemented in construction projects by 2030

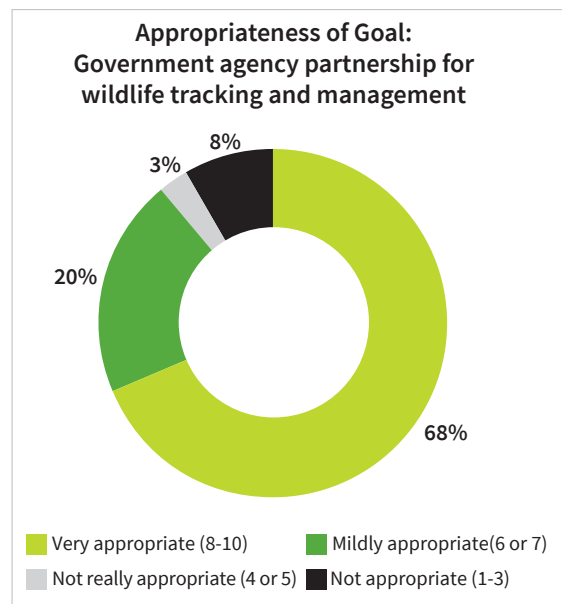
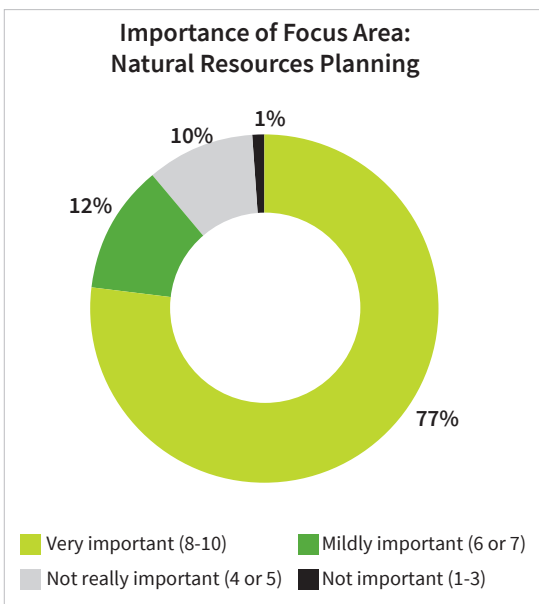
Protecting the water systems around the airport is a core focus for us. This action plan focuses on water conservation and responsible water consumption. We're setting goals for everything from storm water management to reducing water usage. To do this we're auditing our baseline water consumption to identify the areas for improvement.



# Natural Resources Action Plan

Goal: Government agency partnership for wildlife tracking and management efforts

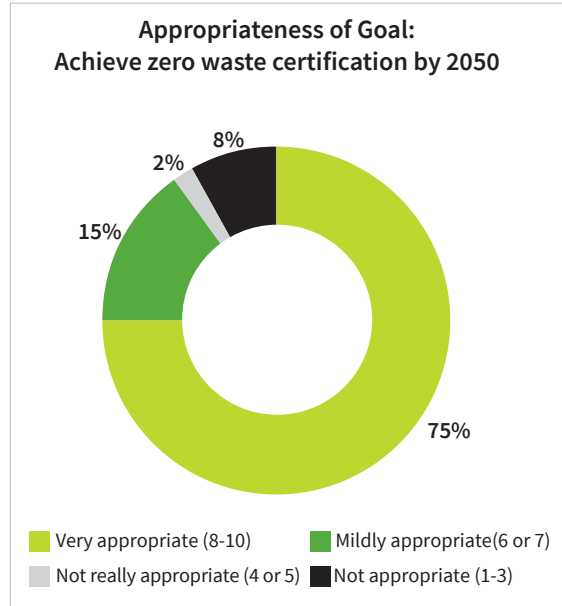
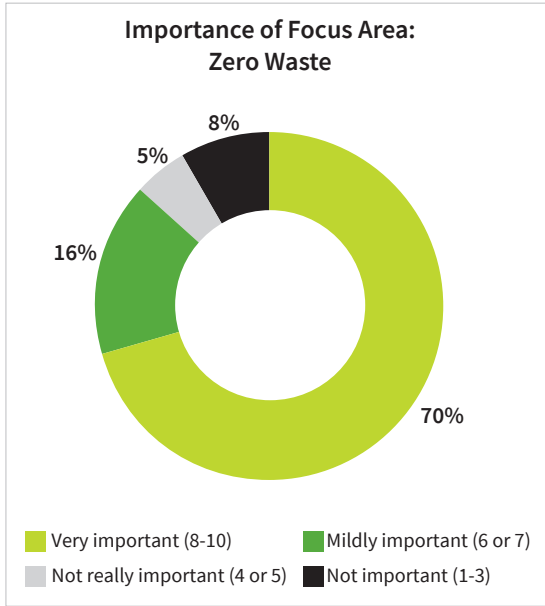
Approximately one-third of our airport land is made up of open space and creek valleys. We're committed to minimizing our impact on the natural resources around us. This plan aims to protect plants and wildlife and partner with the community to restore greenspaces.



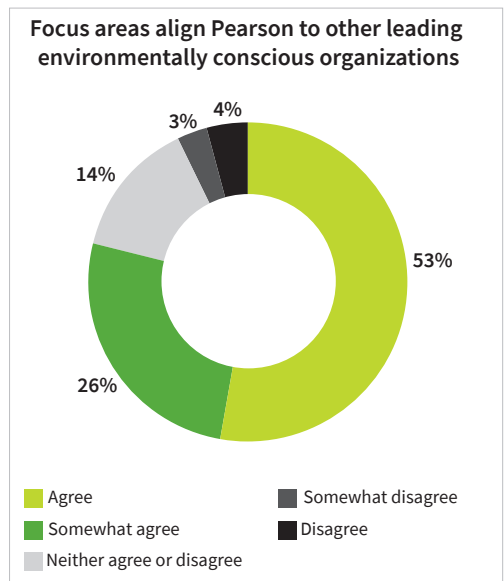
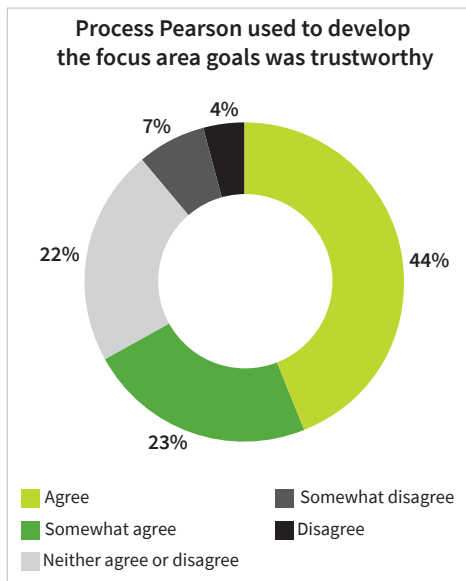
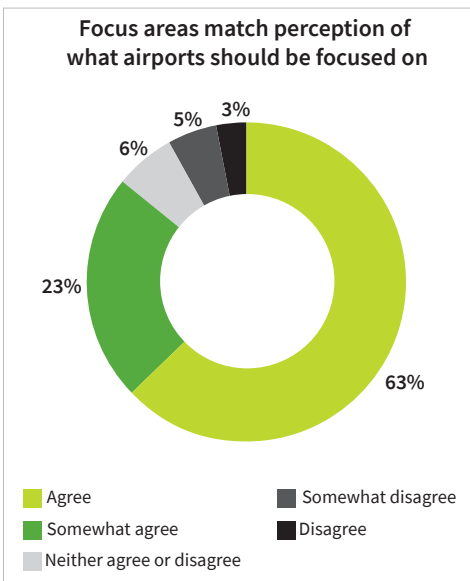
# Zero Waste Action Plan

Goal: Achieve zero waste certification by 2050

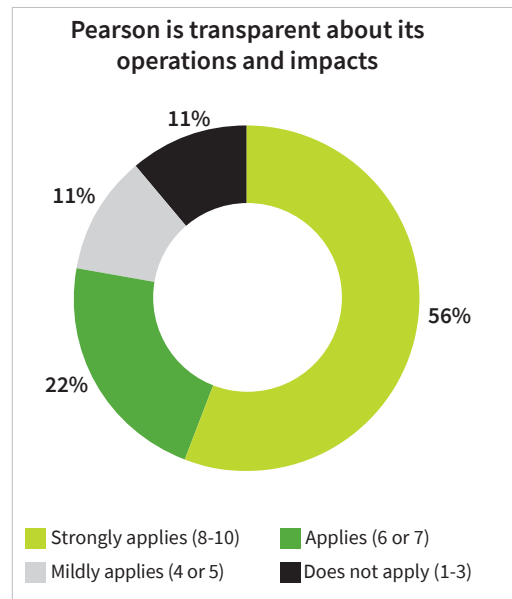
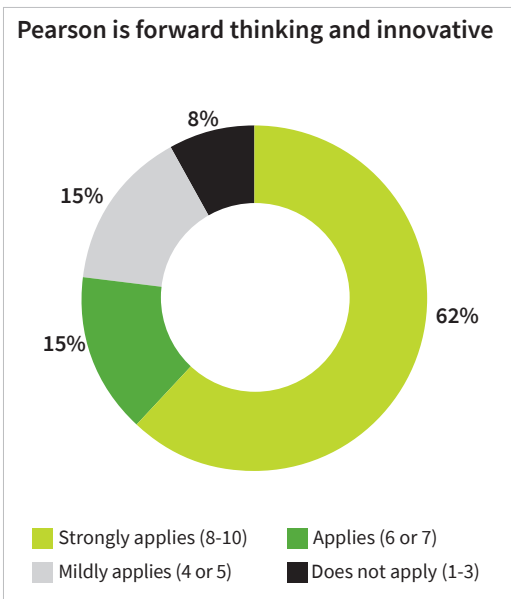
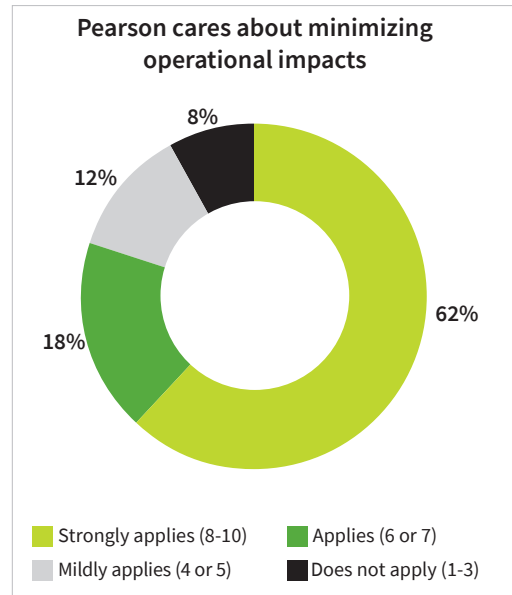
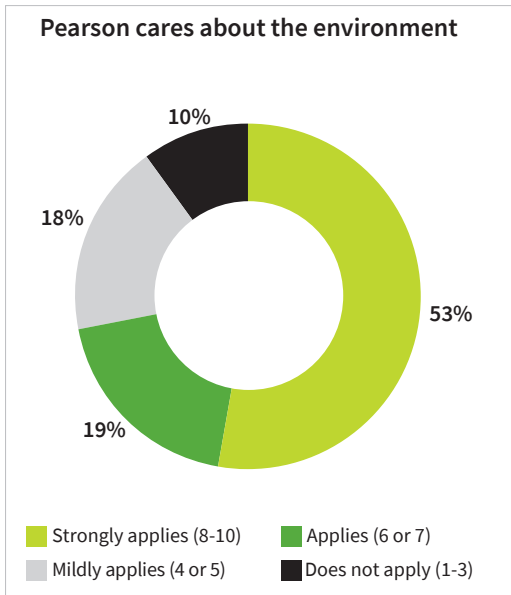
Our long-term goal is to have zero waste by 2050. This action plan aims to reduce our contributions to landfills from in-terminal and airside operations.



We asked respondents what they thought about the process we took to develop these goals and how it influences their perception of Pearson’s commitment to the environment.



We asked respondents to use a scale of 1 to 10 to rate their perception of how the following statements apply to Toronto Pearson:



*So exciting to see the great work the airport is doing.*  
 – Elected Official

*It's great to see Pearson leading environmental sustainability.*  
 – Community Partner

Respondents were able to provide feedback on things they thought should be included in the Environmental Sustainability Strategy. We received multiple suggestions that fell within common themes – we’ve addressed the most prevalent themes below:

Theme	Response
Timelines for Achieving Goals	<ul style="list-style-type: none"> <li>• Our Environmentally Sustainability Strategy and associated long-term goals were developed with what we feel are aggressive yet realistic timelines. We created them by benchmarking against other aviation industry leaders and government organizations with similar timelines.</li> <li>• The process involves the need to balance our appetite to achieve these goals quickly with the reality that it takes time to change operations the right way – for example, an updated policy requires change management efforts to support our partners as it is implemented and enforced.</li> <li>• We wanted to validate our long-term goals with the public and our stakeholders before we finalized them to make sure that our focus areas and targets matched expectations.</li> <li>• The next step is to develop interim targets and action plans that will become our roadmap to achieving the long-term goals. We will continue to engage stakeholders as the detailed action plans develop.</li> </ul>
Communications, Collaboration & Training	<ul style="list-style-type: none"> <li>• Communicating the programs and action plans that will help us achieve the Environmental Sustainability Strategy is essential to its success.</li> <li>• We will improve the way we promote these programs to both passengers and employees so they can better understand how their individual actions contribute to achieving the strategy.</li> <li>• The success of our environmental programs is reliant on effective collaboration with both industry and community partners. We will continue to work with our existing partners, and where we need to, we’ll pursue additional strategic partnerships to achieve our goals.</li> <li>• As new airport-wide policies are rolled out in support of the Environmental Sustainability Strategy, we commit to continuing to support our industry partners with change management efforts.</li> </ul>
Recycling & Waste Reduction	<ul style="list-style-type: none"> <li>• Recycling and waste reduction programs are a key aspect of our Zero Waste vision.</li> <li>• Toronto Pearson does have a robust waste management program today, and we’ve been able to achieve more than 70% landfill diversion rates.</li> <li>• We do recognize that there is a lack of understanding about the front-of-house programs that contribute to this. Comments from briefing and survey participants focus on collections from sorted receptacles going into the same collection bin. This is for efficiency of collection, not a reflection of the fact that it is not then sorted and disposed of correctly.</li> <li>• There is more we can do through communications and promotion efforts to build awareness of our programs today, and the programs we hope to implement in the future.</li> </ul>

Theme	Response
Green Transportation	<ul style="list-style-type: none"> <li>• We are committed to reducing our GHG emissions and moving toward a net zero carbon operating environment. We believe that providing more options for greener transportation to and from the airport is an essential part of that strategy.</li> <li>• We are continuing to pursue more public transit options to Pearson by working with our local and regional service providers. And, within our own Greater Toronto Airports Authority (GTAA) workforce, where we're able to influence policy, we provide incentive programs for employees to take transit or carpool to work.</li> </ul>
Aircraft Emissions & Pollution	<ul style="list-style-type: none"> <li>• The GTAA has a ground lease with Transport Canada with the mandate to develop, manage and operate Toronto Pearson International Airport efficiently and effectively.</li> <li>• When it comes to environmental management, we have direct control over the programs that relate to the lands, buildings and infrastructure, and the policies that we ask tenants and contractors to follow. Our Carbon Neutrality &amp; Emissions and Strategic Energy Planning goals reflect these areas of responsibility.</li> <li>• We recognize the overall impacts of aviation and aircraft emissions on the environment and will continue to work with our airline partners and other stakeholders to move the needle on our combined impact.</li> </ul>
Green Supply Chain & Circular Economy	<ul style="list-style-type: none"> <li>• Recycling and waste reduction programs are a key aspect of our Zero Waste vision – and greening the supply chain fits within this sustainability goal.</li> <li>• The GTAA is a founding partner of Partners in Project Green (PPG), a business-led initiative to transform more than 12,000 hectares of industrial and commercial land surrounding Toronto Pearson into North America's largest eco-industrial area.</li> <li>• PPG supports a growing community of businesses working together to strengthen the Greater Toronto Area's economy and environmental sustainability by fostering collaborations with businesses and municipalities, supporting the installation of green technologies and participating in environmental projects.</li> <li>• PPG has an ongoing Material Exchange program to exchange materials between businesses and nonprofit organizations to divert waste from landfills and move toward a circular economy. In 2019, this program resulted in 18,500 tonnes diverted, with a material value of \$625,000 in donations.</li> <li>• Also through our partnership with PPG, we have a textile donation partnership with Diabetes Canada. The collected donations are diverted from the landfill, reused and recycled and all proceeds go toward diabetes research, education and advocacy campaigns.</li> </ul>

**We also received feedback on other ongoing programs at Pearson:**

Theme	Response
Noise and aircraft operations	<ul style="list-style-type: none"><li>• Toronto Pearson has an extensive Noise Management Program that includes an action plan to continue to minimize our operational impacts in cooperation with our airport partners and to involve the community in the process.</li><li>• For more information, please visit <a href="https://torontopearson.com/noisemanagement">torontopearson.com/noisemanagement</a>.</li></ul>
Airport cleanliness and hygiene	<ul style="list-style-type: none"><li>• Toronto Pearson launched the Healthy Airport Commitment in 2020 that focuses on the cleanliness and hygiene of the airport.</li><li>• To learn more about what we're doing, please visit <a href="https://torontopearson.com/healthy-airport">torontopearson.com/healthy-airport</a>.</li></ul>