Achieving Growth
with
Community Support

September 28, 2015

Social License

We have to build the social license to grow

Social license refers to a local community's acceptance or approval of a company's presence in an area. It is increasingly recognized by various stakeholders and communities as a prerequisite to development. It's earned through intangible and informal means.

Through our **Good Neighbour Program** we strive to:
Build trust with community stakeholders through engagement, community presence, donations, balancing interests in decision making and corporate responsibility

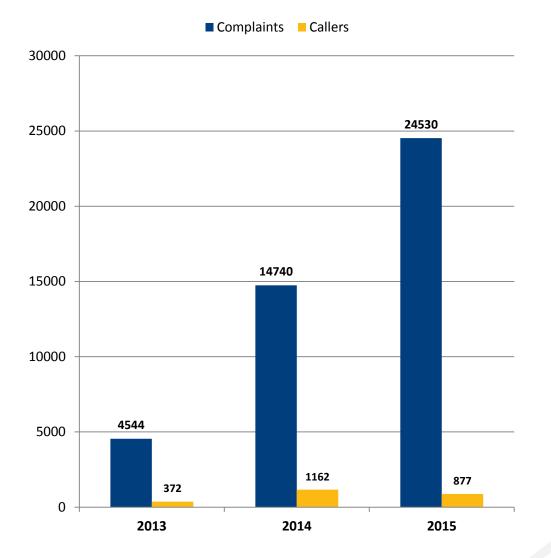| 1. Noise Management	2. Community Outreach	3. Community Investment

Noise Management

Flight Operations over the Greater Toronto Area

Approx 1200 flights/day

Arrivals
Departures
Overflights

Complaints & Complainants
2013-2015

Noise Management
Program

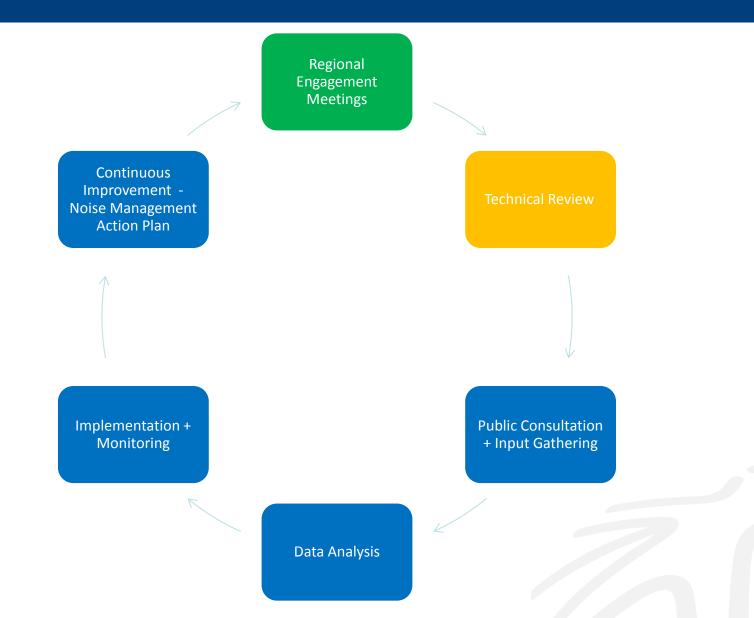**Toronto Pearson**

We know our operations have impacts, and we are always working to manage and minimize those impacts while operating the airport in a safe, secure, efficient and financially viable manner for the public.

Noise Management Program Components:

Noise Operating Restrictions

(Night Flight Restriction Program, Engine Run-Up Restrictions, Preferential Runway Assignment)

Noise Abatement Procedures

Land Use Planning

Enforcement Office

Noise Management Office

Community Outreach

Toronto Noise Mitigation Initiatives

Regional Engagement Meetings

Technical Review

Public Consultation + Input Gathering

Data Analysis

Implementation + Monitoring

Continuous Improvement - Noise Management Action Plan

Community Outreach

Community Events

Runway Run

We close Runway 06R and invite the public out for 5K run or 2K walk on the runway.

Funds raised are in support of the Toronto Pearson's Propeller Project.

Street Festival

A free, behind-the-scenes, family-friendly look at the people and the equipment that keep Canada's largest airport working.

Not to mention some really *big airplanes*.

In the Community

Toronto Pearson

Community Investment

The Propeller Project

The Propeller Project, our community investment program, provides funding and support to get great neighbourhood-building initiatives off the ground.

Three investment pillars:
- support new Canadians
- promote environmentalism
- develop young leaders

In 2015, the Propeller Project provided funding to 15 community organizations, which served 9000+ program participants.

Syrian Newcomers Project

Toronto Pearson is matching all contributions made through the Propeller Project until March 31st to provide Syrian newcomers with transit passes.

Why Transit?
Transportation is essential for newcomers to be able to access important programming and essential tools, as well as build fulfilling, independent lives in Canada.

Help us give the gift of transit to Syrian newcomers

December 1, 2015, to March 31, 2016

Our Environment, Our Commitment

Some see Toronto Pearson as a wide expanse of runways, terminal buildings, and roadways. However, we also see the open space and creek valleys that make up approximately one-third of our airport's land.

From the Etobicoke Creek Trail to our honeybees, we take extensive steps to protect the natural resources and wildlife habitats surrounding the airport. Toronto Pearson is committed to ensuring all airport activities are carried out in an environmentally responsible manner, while also meeting the demands of a growing air travel industry.

Additionally, Toronto Pearson aims to reduce the airport's impact on surrounding communities and environments, while operating in a safe, secure, and financially sustainable manner, in order to be a good neighbour.

The goals of our Environmental Services team include:
- Mitigating environmental impacts of the airport and airline operations
- Ensuring the environmental compliance of the GTAA operations and those of Toronto Pearson tenants
- Supporting the social licence to operate

Learn more about our environmental work, including stormwater management, deicing and waste management at torontopearson.com/Environment.

Airspace Change Protocol

In June 2015, NAV CANADA and the Canadian Airports Council published the Airspace Change Communications and Consultation Protocol

The protocol establishes a framework to ensure residents:
1. Have the opportunity to know that a change may be taking place and why the change is necessary
2. Have the ability to learn and understand how the change may affect them, and
3. Are able to provide input that will be taking into consideration as part of the design process