

Consultative Committee

MARCH 2021

Highlights

Welcome to new City of Toronto committee members

In 2021, we welcome both City of Toronto [Councillor Bradford](#) as a member and [Councillor Ford](#) as an alternate to the Consultative Committee. We look forward to working with you.

Save the date: Annual Public Meeting

The Greater Toronto Airports Authority (GTAA) Annual Public Meeting is currently scheduled for May 5, 2021. More details about virtual participation will become available closer to the date.

COVID-19 testing at Toronto Pearson

Last year and in 2021, Toronto Pearson has played a leadership role to advance COVID-19 testing. Over the first quarter of this year we have seen increased government action to introduce COVID-19 testing regimes at the airport. We continue to collaborate with all levels of government to implement testing as an additional measure to protect the health of passengers, airport workers and the communities where they live. Moreover, we continue to work with government and international industry leaders to pursue innovative policies and technologies that will enable global standards for travel in a post-pandemic world.

From January to February, the [Province of Ontario implemented testing](#) for international arriving passengers at Pearson. And on February 22, we saw the introduction of [new Federal entry requirements](#), including testing on arrival.

In March, the GTAA implemented [two testing studies supported in part by funding from the National Research Council of Canada Industrial Research Assistance Program \(NRC IRAP\)](#) and through partnerships with a cast of Canadian companies. These studies provide point-of-need rapid PCR testing for airport workers and departing passengers, as well as an innovative workplace antigen screening study for employees.

More information about the testing regimes in place at Pearson can be found at [torontopearson.com/testing](#).

Government Budget Submissions and asks to government

We continue to advocate to the federal and provincial governments to support Canadian airports as a vital component of economic recovery. Airports are anchors to many industries—most notably the travel and tourism sector—and as Canada's largest airport, Toronto Pearson's recovery will benefit our region, province and country.

As part of the Government of Canada's budget consultation process, we provided five recommendations:

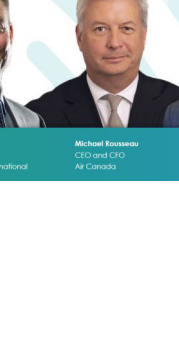
1. Consult with industry leaders to develop a science-based approach to a safe and phased reopening international travel.
2. Given the declining situation at the start of 2021, reconsider the deferral of the 2021 ground rent and provide a waiver for 2021 and 2022.
3. Work with the Canadian aviation sector and international bodies to set global standards for verification of health certificates as part of the border control processes.
4. Commit investments for critical infrastructure to support Canada's competitiveness, fund COVID-19 related projects to enhance passenger safety and low touch technologies, fund important cargo data and accessibility projects, as well as to invest in the next phase of studies for the airport segment of the Eglinton Crosstown West Extension.
5. Modernize duty free policies and regulations to allow the establishment of arrivals duty free and dual shop stores at Canadian Airports.

As part of the Government of Ontario's budget consultation process, we provided three recommendations:

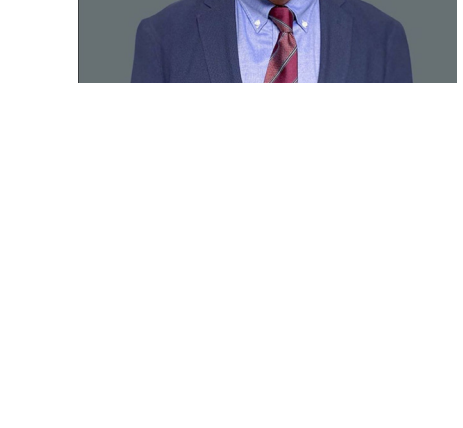
1. Enable a safe and phased approach to reopening international travel through supportive health policies and testing regimes.
2. Continue to advocate for transit connectivity for the Airport Employment Zone surrounding Pearson through studies and infrastructure investments for critical projects like the Eglinton Crosstown West Extension, Kitchener GO Corridor, and rapid transit along the 407.
3. Establish a coordinating table with the intention of developing a unified vision between the GTAA, Region of Peel, and the Cities of Brampton, Mississauga and Toronto, for the future of Zone 14, the Toronto Pearson Provincially Significant Employment Zone (PSEZ), as an economic catalyst.

Overview of our operations

While aircraft traffic is dramatically reduced, Toronto Pearson continues to play an important role to keep essential travellers and goods moving. Below is an overview of Q3 2020 information. Our 2020 year end financials will be released later in March 2021.

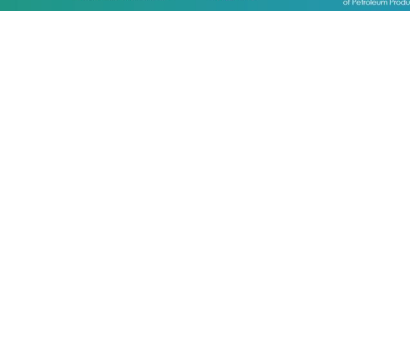


Our operations and Healthy Airport



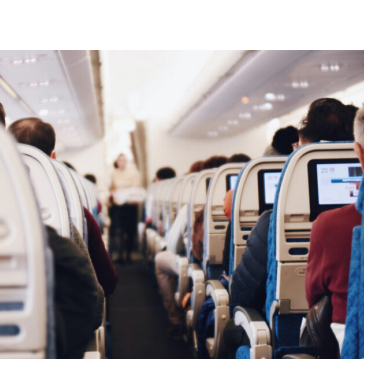
Toronto Pearson named best airport in North America for fourth year in a row

For the fourth year in a row, [Toronto Pearson has been named "Best Large Airport in North America serving more than 40 million passengers" by Airports Council International - ACI World](#), the global trade representative of the world's airports. And new this year, as a result of the COVID-19 pandemic, is a survey category on airport hygiene. As chosen by passengers, Pearson has also received the award for "Best hygiene measures by region" in North America.



Our Healthy Airport Commitment

We're committed to using any innovative solution or advanced new technology that can help to protect passengers and airport workers—our [Healthy Airport Initiative](#) does just that. Take a look at all the new tools we have to help keep our airport community safe and healthy, working with the help of partners like [CleanSlate UV](#), [BlueDot](#), [Bluewater Technologies Group](#), [Contactless Access™](#) and [McMaster HealthLabs](#).



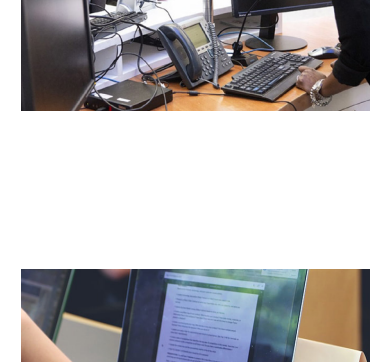
Pearson awarded ACI World's Voice of the Customer

We are thrilled to be [recognized by ACI World as part of their Voice of the Customer Initiative](#) for our commitment to prioritizing the voice of our passengers during the COVID-19 pandemic. This includes maintaining a [Healthy Airport](#) to help ensure the health and safety of all during a time when the needs of our passengers are more critical than ever.



Introducing our Chief Medical Officer

We're pleased to announce the appointment of [Dr. Edward Wasser as our Chief Medical Officer](#), as part of our continued commitment to employee and passenger health.



Deborah Flint elected to ACI North America Board of Directors

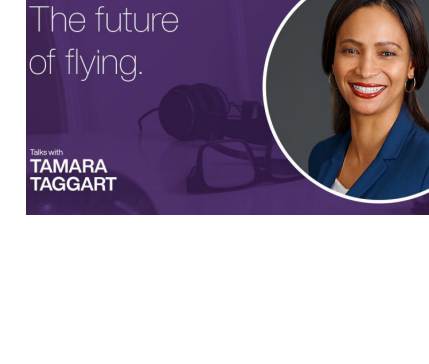
Our President and CEO, Deborah Flint, has been elected to the Airports Council International – North America Board of Directors. Airports in Canada and the US are at a pivotal point where our actions will have far-reaching implications for the industry's recovery, and for the recovery of our respective economies. As the CEO of Canada's largest airport and the fourth-largest port of entry by air into the US pre-COVID, Deborah, in cooperation with the other members of the Board, will develop innovative approaches that will move us forward as an industry. To learn more, read the [press release](#).



Canadian Chamber of Commerce Canada 360 Event

Our President and CEO, Deborah Flint, participated in the Canadian Chamber of Commerce [Canada 360 event](#) to discuss how Canada's [hardest-hit sectors](#) will recover from COVID-19.

We talked about our Healthy Airport initiative and how we're working to support the eventual safe restart of travel through collaboration, innovation and agility. These pillars are helping to create an airport of the future that moves people seamlessly with minimal contact and an unflinching focus on health and safety.



Harvard School of Public Health's Aviation Public Health Initiative

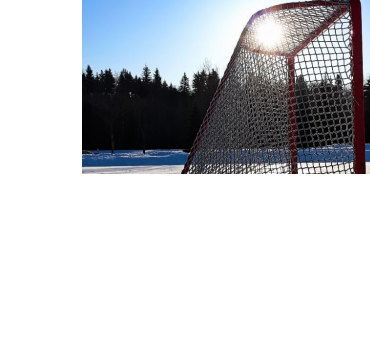
The [Aviation Public Health Initiative at Harvard School of Public Health](#) has released its report on COVID-19 risks at airports. We are pleased to note that our [Healthy Airport](#) measures are well aligned with the report's recommendations to help ensure health and safety through a multi-layered approach. This includes mandatory mask wearing, frequent cleaning of high-traffic and high-touch areas, improved air ventilation and UV-light disinfection.



Touchless US arrivals process

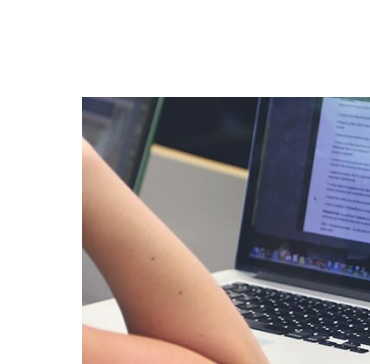
Airports of the future will need new technology to create a touchless and frictionless passenger experience. On February 16, we were excited to launch [U.S. Customs and Border Protection's Simplified Arrival Border Protection](#). This new enhanced international arrival process that uses facial biometrics to automate the manual document checks that are already required for admission into the United States.

Our passengers



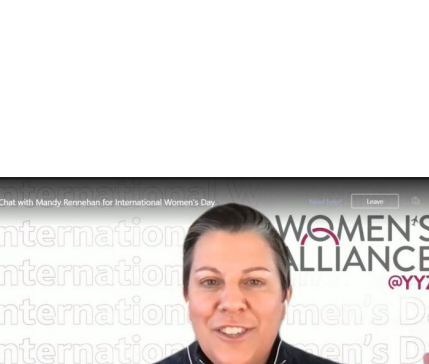
Introducing 24/7 translation services

Toronto Pearson now [offers 24/7 translation services](#) through [Language Line Solutions](#) to facilitate communications with passengers to who have limited knowledge of English, as well as passengers who are deaf or hard of hearing.



Supporting passengers with disabilities

We continue to explore innovative partnerships and pilots to support passengers with [accessibility needs](#). We've introduced Hearing Loops, a new technology to help [passengers with hearing loss](#). We're proud to be the first airport in Canada to offer [Sunflower Lanyards](#) for passengers with invisible disabilities. This year, we are piloting a [new assistive technology called BlindSquare](#), a self-voicing, GPS-based smartphone app for iOS that provides passengers information on their location and surroundings, with messages in English and French.



Reserve and Collect duty free

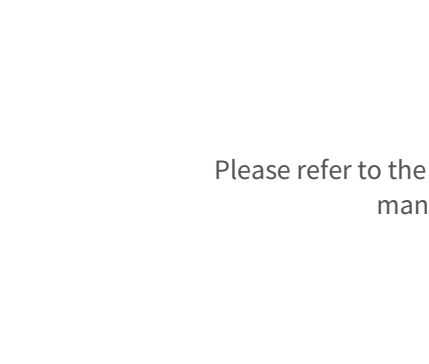
Duty free shopping is now easier than ever with [Reserve & Collect](#). Safely order online through our [Online Shop](#) and your order will be ready for pick-up 2 hours before your flight.



Introducing Express Pass

[Express Pass](#) parking is a new, convenient way to park when making a quick trip to the airport. Express Pass is a safe, contactless parking option and is a free alternative to waiting for essential travellers curbside at our terminals. Reserve a pass ahead of time online to get 18 minutes of free parking in our garages at Terminal 1 and Terminal 3.

Our communities



Trust 15 Youth Community Support Organization

Our President and CEO, Deborah Flint, joined [Trust 15 Youth Community Support Organization Ladies On The Rise mentorship program](#) to share her personal and professional journey to help guide these aspiring leaders and help them reach their full potential. Trust 15's Ladies on the Rise program is dedicated to promoting and facilitating positive behaviour, creative expression and cooperative working skills amongst young women ages 13-19 in the Etobicoke/Rexdale area.



Telus Talks

Deborah Flint was a part of the latest episode of [#TELUSTalks](#), hosted by Tamara Taggart and her colleagues from [TELUS](#). Deborah took part in a discussion that touched on the aviation industry's efforts to combat COVID-19 and the future of flying, as well as some of the innovative new technology that's being used at Toronto Pearson to keep our airport community safe. [Check out the podcast](#).

Successful first Pearson Partners Week

In December, we celebrated our first [Pearson Partners Week](#). We believe that if there is one place that should be a true reflection of diversity and inclusion, it must be an airport. Our business, after all, is to connect people and cultures from all over the world; this is the essence of who we are at Toronto Pearson.

Propeller Project: Supporting community organizations

Late last year we committed \$300,000 from our Nest Fund to Black- and Indigenous-led organizations to support capacity building, removing systemic barriers and empowering impacted communities. After a call for proposals and some truly amazing applicants, we're pleased to say that funding recipients have been announced.

See the list of recipients on our [Propeller Project webpage](#). Each funding recipient has its own unique area of concentration, but collectively their activities contribute to the ultimate goal of helping to build better futures for those impacted by systemic racism.

GLOBE Series to help tackle climate change

We're committed to environmental sustainability and [we're excited to join GLOBE Series](#) and Hayley Wickenheiser for the [#CanadianChampionsVSClimateChange](#). To help combat climate change, our initiatives have focused on reducing greenhouse gas (GHG) emissions through energy reduction and adapting the airport to the changing climate. We've seen much success and at the end of 2020, the GTAA had reduced almost 60% of our emissions against a 2006 baseline.

Our employees

Pearson Works! Online

Around the world, our aviation colleagues and teammates have felt the impact of COVID-19 on their jobs and livelihoods. To support our colleagues, we launched [Pearson Works! Online](#) in collaboration with the Toronto Airport Workers Council and over 20 partner community services organizations. It offers resources and workshops on topics such as job search, financial planning and mental health.

2021 Black History Month

GTAA employees participated in the 25th observance of Black History Month in Canada. We heard from CFL Legend Michael "Pinball" Clemons, our own staff participated in a Frontlines panel for youth in the Weston/Mt Dennis community, were treated to a virtual performance by the Bentley Collective, and welcomed activist and educator Camille Dundas for a presentation on the history of racism in Canada.

2021 International Women's Day

To celebrate the 2021 International Women's Day, we organized a special virtual event for our employees with trailblazing leader and "Blue Collar CEO," Mandy Rennehan. Mandy's success in a male-dominated industry is an inspiring story and she spoke about the value of having diverse employees, being resilient and supporting one another. The event was organized by the GTAA Women's Alliance @YYZ, which works to create a community of employees to support the unique needs of women within the organization.

COVID Safety Alert devices

As part of our continuing commitment to fostering a Healthy Airport, we've outfitted 1,000 frontline GTAA employees with wearable COVID Safety Alert (CSA) devices in cooperation with our IT partner [Wipro Limited](#). The CSA is a small, wearable clip-on device that notifies the wearer when they are less than two metres away from another CSA device by buzzing and flashing. CSA devices also record each time they come into contact with another device in a confidential log that is used to enable workplace tracing in the event that an employee reports a confirmed COVID-19 diagnosis. Learn more about the [CSA devices](#).

