

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

The GTAA followed the Global Reporting Initiatives G3.1 guideline and the Airport Operators Sector Supplement (AOSS) to prepare their 2011 Corporate Responsibility (CR) Report. To avoid duplication of information, some requirements of the GRI are reported in the 2011 Annual Report as indicated in the CR Report Index. Additional information, such as past CR Reports, is located on the GTAA's website at <http://www.torontop Pearson.com/>

The purpose of this document is to supplement the 2011 Corporate Responsibility Report by identifying where to find the required information for each section of the GRI and to provide comments on the reporting or absence of reporting where applicable.

Sources of the information are:

- 2011 Annual Report available at: http://www.torontop Pearson.com/uploadedFiles/GTAA/Content/Publications/GTAA_2010_AR.pdf
- 2011 Corporate Responsibility Report (CR) available at: www.torontop Pearson.com

Beside each indicator is a symbol to quickly identify our level of reporting. The level of reporting is identified by the following:

- This indicator is reported on; the information provided is in alignment with the GRI Indicator protocol.
- ◐ This indicator is reported on; the information provided is partially in alignment with the GRI Indicator protocol.
- This indicator is not reported on; an explanation is provided as to if the data is currently not available or being collected, or if the company has decided that it does not disclose such information.

All of the performance indicators are included in this document. The type of indicator is identified by the following:

- (C) Core
- (A) Additional

STANDARD DISCLOSURES: Profile Disclosures			
1. Strategy and Analysis			
Profile Disclosure	Description		Cross-reference/Direct answer
1.1	Statement from the most senior decision-maker of the organization.	●	2011 CR Report pg: 18-19
1.2	Description of key impacts, risks, and opportunities.	●	2011 CR Report pg: 1-17 2011 Annual Report pg: 48-56

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

2. Organizational Profile			
Profile Disclosure	Description		Cross-reference/Direct answer
2.1	Name of the organization.	●	2011 CR Report pg: Inside Front Cover (IFC)
2.2	Primary brands, products, and/or services.	●	2011 Annual Report pg: 29
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	●	2011 Annual Report pg: 29
2.4	Location of organization's headquarters.	●	2011 CR Report pg: 21, Back Cover
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	The GTAA only operates out of Canada at one location in Ontario.
2.6	Nature of ownership and legal form.	●	2011 Annual Report pg: 29
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	●	2011 CR Report pg: 17 & 21 2011 Annual Report pg: 31-32
2.8	Scale of the reporting organization.	●	2011 CR Report pg: 17 & 21 2011 Annual Report pg: 31-32
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	There were no significant changes in 2011.
2.10	Awards received in the reporting period.	●	2011 CR Report pg: 44
3. Report Parameters			
Profile Disclosure	Description		Cross-reference/Direct answer
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	2011
3.2	Date of most recent previous report (if any).	●	2010
3.3	Reporting cycle (annual, biennial, etc.)	●	Annual - January 1, 2011 - December 31, 2011
3.4	Contact point for questions regarding the report or its contents.	●	2011 CR Report pg: 20, Back Cover
3.5	Process for defining report content.	●	2011 CR Report pg: 22
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	2011 CR Report pg: 21
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	There are no significant limitations on the scope or boundary of the report.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	During 2011 there were no significant changes that would affect the comparability to the 2010 report.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	●	2011 CR Report pg: 21 Further information is provided under some performance indicators listed in this document.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	2011 CR Report pg: 21
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	none
3.12	Table identifying the location of the Standard Disclosures in the report.	●	2011 CR Report pg: 45-48
3.13	Policy and current practice with regard to seeking external assurance for the report.	●	The GTAA has decided not to have this report externally assured.
4. Governance, Commitments, and Engagement			
Profile Disclosure	Description		Cross-reference/Direct answer
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	2011 Annual Report pg: 25-27
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	2011 Annual Report pg: 25-27
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	●	2011 Annual Report pg: 25-27
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	2011 Annual Report pg: 25-27 The GTAA, as a not-for-profit corporation with out share capital, has no shareholders. The GTAA's highest governance body is its Board of Directors, which during 2011 had a standing committee on the Environment, Safety, Security and Stakeholder Relation.
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	●	2011 Annual Report pg: 25-27 Executive compensation consists of three principal elements: (i) base salary, (ii) annual incentive compensation, and (iii) retirement, employee benefits and perquisite programs. They can earn an annual cash incentives payment based on the acheivement of performance targets.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	2011 Annual Report pg: 25-27 The GTAA has a code of Business Conduct and Ethics (the "code") which was approved by the Board of Directors. 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 GTAA Directors, officers, employees and contracted staff. The Board monitors compliance with the Code. Each year the Board requires that every Director and officer sign an annual declaration advising that the signator has read the Code and that either the signator is in compliance or not with the Code.
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	●	2011 Annual Report pg: 25-27
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	2011 CR Report pg: IFC 2011 Annual Report pg: 29, IFC
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	●	2011 Annual Report pg: 25-27
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	2011 Annual Report pg: 25-27
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	GTAA Environmental Policy found at www.gtaa.com
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	⊖	As a requirement of the GTAA's EMS we are required to develop and maintain a list of legal and other requirements related to our operations. Some of our existing externally developed charters are: Aviation Industry Commitment to Action of Climate Change, April 2008; Business Continuity Programs. A list of economic and social charters, principles, or other initiatives to which the organization subscribes or endorses currently does not exist.
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●	2011 CR Report pg: 44
4.14	List of stakeholder groups engaged by the organization.	●	2011 CR Report pg: 23-26
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	2011 CR Report pg: 23-26

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	2011 CR Report pg: 23-26
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	2011 CR Report pg: 23-26

STANDARD DISCLOSURES: Performance Indicators

Economic			
Performance Indicator	Description		Cross-reference/Direct answer
DMA EC	Disclosure on Management Approach	●	2011 CR Report pg: 14-17
Economic performance			
EC1-C	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	2011 CR Report pg: 39 & 43
EC2-C	Financial implications and other risks and opportunities for the organization's activities due to climate change.	●	2011 Annual Report pg: 49
EC3-C	Coverage of the organization's defined benefit plan obligations.	●	2011 Annual Report pg: 44, 46, 70, 86
EC4-C	Significant financial assistance received from government.	●	The GTAA does not receive any assistance from any levels of government.
Market presence			
EC5-A	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	●	2011 CR Report pg: 36
EC6-C	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	●	2011 CR Report pg: 43 We do not report on the proportion of spending as we have thus far been unable to gather the data because of system limitations. There is not short term plan to gather such information.
AO1-C	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.	●	2011 CR Report pg: 44
AO2-C	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.	●	2011 CR Report pg: 44
AO3-C	Total amount of cargo tonnage.	●	2011 CR Report pg: 44
EC7-C	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	●	The GTAA is based at one single location in 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 roll, perhaps even preferential consideration where knowledge of the local community is beneficial). As there is no procedure, the proportion of senior management hired locally is not calculated. There are no plans for this to begin in the future.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Indirect economic impacts			
EC8-C	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	The GTAA was not involved in any infrastructure investments or services for public benefit in 2011.
EC9-A	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	2011 CR Report pg: 17 2011 Annual Report pg: 17-18
Environmental			
Performance Indicator	Description		Cross-reference/Direct answer
DMA EN	Disclosure on Management Approach	●	2011 CR Report pg: 27-32
Materials			
EN1-C	Materials used by weight or volume.	●	2011 CR Report pg: 33
EN2-C	Percentage of materials used that are recycled input materials.	●	We currently do not use any materials that could be replaced by recycled input materials.
Energy			
EN3-C	Direct energy consumption by primary energy source.	⊖	2011 CR Report pg: 33 Data for gasoline and diesel not converted to gigajoules therefore values of the different sources are not added together. Quantity for gasoline and diesel are for both stationary and mobile sources. Our inability to separate stationary sources would unduly skew the reporting of total direct energy. We plan to have this information for the 2012 report.
EN4-C	Indirect energy consumption by primary source.	⊖	2011 CR Report pg: 33 Information not reported by source in Joules. We have not done an investigation into the different sources that make up our electricity consumption from the province. We plan to have this information for the 2013 report.
EN5-C	Energy saved due to conservation and efficiency improvements.	●	2011 CR Report pg: 33
EN6-A	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	2011 CR Report pg: 29-30
EN7-A	Initiatives to reduce indirect energy consumption and reductions achieved.	●	2011 CR Report pg: 29-30
Water			
EN8-C	Total water withdrawal by source.	●	2011 CR Report pg: 33
AO4-C	Quality of storm water by applicable regulatory standards.	●	2011 CR Report pg: 31-32
EN9-A	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.
EN10-A	Percentage and total volume of water recycled and reused.	●	The GTAA currently does not recycle or reuse water. A target under the Environmental Management System that was due December 31, 2011 was not completed and will be reported in the 2012 CR Report.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Biodiversity			
EN11-C	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	●	The airport property and adjacent areas are not considered protected areas or areas of high biodiversity value.
EN12-C	Description of significant impacts of activities, products, and services on biodiversity in 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.
EN13-A	Habitats protected or restored.	●	2011 CR Report pg: 28 The monitoring report for 2011 did not identify any areas of immediate concern requiring action in 2012.
EN14-A	Strategies, current actions, and future plans for managing impacts on biodiversity.	⊖	2011 CR Report pg: 28 With the launch of our CR Program in 2012, the GTAA will present our position in the 2012 report.
EN15-A	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	●	There are no listed species on site.
Emissions, effluents and waste			
EN16-C	Total direct and indirect greenhouse gas emissions by weight.	●	2011 CR Report pg: 33
EN17-C	Other relevant indirect greenhouse gas emissions by weight.	●	2011 CR Report pg: 33
EN18-C	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	2011 CR Report pg: 29
EN19-C	Emissions of ozone-depleting substances by weight.	●	2011 CR Report pg: 29 & 33
EN20-C	NOx, SOx, and other significant air emissions by type and weight.	●	2011 CR Report pg: 33
EN21-C	Total water discharge by quality and destination.	●	2011 CR Report pg: 34 The information provided was further divided by the different locations that can release to the sanitary system as the Central Deicing Facility and Terminal 3 are primarily releasing glycol contaminated water while the stormwater facilities may contain other types of contamination - fuel or foam spills.
EN22-C	Total weight of waste by type and disposal method.	●	2011 CR Report pg: 34 Information provided under type - hazardous and non-hazardous was further divided to highlight the different programs we have in place to reuse and recycle materials at the airport.
EN23-C	Total number and volume of significant spills.	●	2011 CR Report pg: 34 Significant spills are defined as those that could expose the GTAA to liability.
AO5-C	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime.	●	2011 CR Report pg: 29 & 33
AO6-C	Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes.	●	2011 CR Report pg: 32 & 34

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

EN24-A	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	●	The GTAA does not ship hazardous waste across federal borders.
EN25-A	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	●	No water bodies are significantly affected by the GTAA's discharge of water and runoff.
Products and services			
EN26-C	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	2011 CR Report pg: 27
EN27-C	Percentage of products sold and their packaging materials that are reclaimed by category.	●	The GTAA does not produce packaging.
Compliance			
EN28-C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	2011 CR Report pg: 29
Transport			
EN29-A	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	●	Under EN17 we have begun to quantify our scope 3 emissions. However, in light of the magnitude of the airlines emissions this component of Scope 3 emissions is perceived to be insignificant. Further information will be report on this in the 2012 CR Report.
Overall			
EN30-A	Total environmental protection expenditures and investments by type.	●	The cost of environmental protection and enhancement is built into construction and operations of this airport and cannot be separated out.
AO7-C	Number and percentage change of people residing in areas affected by noise.	●	2011 CR Report page: 30
Social: Labor Practices and Decent Work			
Performance Indicator	Description		Cross-reference/Direct answer
DMA LA	Disclosure on Management Approach	●	2011 CR Report page: 6, 7 & 35
Employment			
LA1-C	Total workforce by employment type, employment contract, and region, broken down by gender.	●	2011 CR Report page: 40
LA2-C	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	⊖	2011 CR Report page: 40 We currently do not have the means to report this data by age and gender as it would require significant effort to compile due to current system limitations. This will be re-evaluated if and when the system is replaced. We hope to report on this by 2020.
LA3-A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	2011 CR Report page: 36 The GTAA does not employ part-time employees, or have multiple operations. All employees are benefit eligible except for excluded term-employees.
LA15-C	Return to work and retention rates after parental leave, by gender.	●	2011 CR Report page: 36

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Labor/management relations			
LA4-C	Percentage of employees covered by collective bargaining agreements.	●	2011 CR Report page: 40
LA5-C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	2011 CR Report page: 36
Occupational health and safety			
LA6-A	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	●	2011 CR Report page: 36
LA7-C	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	●	2011 CR Report page: 40
LA8-C	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	2011 CR Report page: 36 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.
LA9-A	Health and safety topics covered in formal agreements with trade unions.	●	2011 CR Report page: 36
Training and education			
LA10-C	Average hours of training per year per employee by gender, and by employee category.	⊖	2011 CR Report page: 40 Due to system limitations the data can not be broken down by gender. This will be re-evaluated if and when the system is replaced. We hope to report on this by 2020.
LA11-A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	2011 CR Report page: 37
LA12-A	Percentage of employees receiving regular performance and career development reviews, by gender.	⊖	2011 CR Report page: 37 Due to system limitations the data can not be broken down by gender. This will be re-evaluated if and when the system is replaced. We hope to report on this by 2020.
Diversity and equal opportunity			
LA13-C	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	⊖	2011 CR Report page: 36 2011 Annual Report page: 25 Employee information provided, but we cannot commit to future reporting of the employee information by category, age and gender due to current system limitations and time required to compile such data. We hope to report on this by 2020. 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 boards of trade.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Equal remuneration for women and men			
LA14-C	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	⊖	2011 CR Report page: 40 At this time we are unable to report on remuneration due to current system limitations and time required to compile such data. We hope to report on this by 2020.
Social: Human Rights			
Performance Indicator	Description		Cross-reference/Direct answer
DMA HR	Disclosure on Management Approach	●	2011 CR Report page: 6, 7 & 35
Investment and procurement practices			
HR1-C	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	●	The GTAA has no significant investment in other entities. The information on significant contracts is not available because to date it has not been collected. We expect to report on this by 2017.
HR2-C	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	●	2011 CR Report page: 37
HR3-C	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	●	2011 CR Report page: 41
Non-discrimination			
HR4-C	Total number of incidents of discrimination and corrective actions taken.	●	2011 CR Report page: 37
Freedom of association and collective bargaining			
HR5-C	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	⊖	2011 CR Report page: 36 The information on significant suppliers is not available because to date it has not been collected. We expect to report on this by 2013.
Child labor			
HR6-C	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	⊖	The GTAA does not use or employ child labour in its operations. The information on significant suppliers is not available because to date it has not been collected. We expect to report on this by 2013.
Prevention of forced and compulsory labor			
HR7-C	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	⊖	The GTAA does not use or employ forced or compulsory labour in its operations. The information on significant suppliers is not available because to date it has not been collected. We expect to report on this by 2013.
Security practices			
HR8-A	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	●	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.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Indigenous rights			
HR9-A	Total number of incidents of violations involving rights of indigenous people and actions taken.	●	2011 CR Report page: 37
Assessment			
HR10-C	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	●	2011 CR Report page: 37
Remediation			
HR11-C	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	●	2011 CR Report page: 37
Social: Society			
Performance Indicator	Description		Cross-reference/Direct answer
DMA SO	Disclosure on Management Approach	●	2011 CR Report page: 8, 9 & 38
Local communities			
SO1-C	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	●	2011 CR Report page: 8, 9, 24, 30 & 38
SO9-C	Operations with significant potential or actual negative impacts on local communities.	●	2011 CR Report page: 8, 9, 24, 30 & 38
SO10-C	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	●	2011 CR Report page: 8, 9, 24, 30 & 38
AO8-C	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.	●	There have been no persons displaced.
Corruption			
SO2-C	Percentage and total number of business units analyzed for risks related to corruption.	●	The GTAA realizes the importance of reporting on this information, but at this time is unable to do so in complete alignment with the indicator protocol. We failed to completed a review of this indicator in 2011. The GTAA will complete a review of this indicator and its impact on the GTAA and will present our position in the 2012 report.
SO3-C	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	2011 CR Report page: 37 All = 100%
SO4-C	Actions taken in response to incidents of corruption.	●	2011 CR Report page: 37 The GTAA realizes the importance of reporting on this information, but at this time is unable to do so in complete alignment with the indicator protocol. We failed to completed a review of this indicator in 2011. The GTAA will complete a review of this indicator and its impact on the GTAA and will present our position in the 2012 report.

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Public policy			
SO5-C	Public policy positions and participation in public policy development and lobbying.	●	2011 CR Report page: 26
SO6-A	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	●	2011 CR Report page: 41 All contributions are made in the country of Canada.
Anti-competitive behavior			
SO7-A	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	●	2011 CR Report page: 37
Compliance			
SO8-C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●	To the best of our knowledge, there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measure. With the launch of our official Corporate Responsibility Program in 2012 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.
Social: Product Responsibility			
Performance Indicator	Description		Cross-reference/Direct answer
DMA PR	Disclosure on Management Approach	●	2011 CR Report page: 4, 5 & 39
Customer health and safety			
PR1-C	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	○	The GTAA does not assess the health and safety impacts of products and sesrvicees. With the launch of our official Corporate Responsibility Program in 2012 we will assess the applicability of this indicator to the GTAA and this will be reported on in the 2012 report.
PR2-A	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	●	To the best of our knowledge there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measures. With the launch of our official Corporate Responsibility Program in 2012 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.
AO9-C	Total annual number of wildlife strikes per 10,000 aircraft movements.	●	CR Report page: 34

**Supplement: Reporting in accordance with the GRI (G3.1) Guidelines and AOSS
For the GTAA's 2011 CR Report - A World of Responsibilities**

Product and service labelling			
PR3-C	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	●	The GTAA does not label and products and services.
PR4-A	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	To the best of our knowledge there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measures. With the launch of our official Corporate Responsibility Program in 2012 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.
PR5-A	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	CR Report Page - 25
Marketing communications			
PR6-C	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	The GTAA adheres to the Code of Advertising Standards, administered by Advertising Standards Canada.
PR7-A	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	There have been no incidents of non-compliance in 2011.
Customer privacy			
PR8-A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●	To the best of our knowledge there were no substantiated complaints in 2011 regarding breaches of customer provacy or losses of customer data. We are in the process of establishing a reporting and record-keeping system. We hope to have the system in place by the end of 2012.
Compliance			
PR9-C	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	⊖	To the best of our knowledge there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measures. With the launch of our official Corporate Responsibility Program in 2012 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.