

SUSTAINABILITY APPROACH AND PERFORMANCE



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SUSTAINABILITY APPROACH

This year, COVID-19 affected nearly every aspect of the global economy, and its impact on aviation was profound. At the same time, our sector continued to play a vital role in the essential movement of people and goods. From the early days of the pandemic, Toronto Pearson supported the critical work of getting personal protective equipment, medical supplies and vaccines to Canadians. As we went about this important work, we adopted a range of measures through our Healthy Airport initiative, all designed to protect the health and safety of our passengers, employees and communities.

In addition to helping Canada respond to the immediate crisis, we're also working with partners across our region to lay the foundations for an inclusive, sustainable recovery from the pandemic. It's never been clearer that the most effective way to drive recovery is through active collaboration among governments, institutions, the private sector and individuals.

Toronto Pearson has 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. Our plans for the decades ahead are firmly grounded in our commitments to environmental responsibility, community engagement and investment, and rigorous standards of health and safety.

As a leading global hub, Toronto Pearson is committed to shaping a sustainable future for the aviation industry – one that will help to create quality jobs and open doors to economic opportunity while supporting the transition to a lower-carbon economy. Our airport facilitates the export of goods and services from every province and territory – and welcomes skilled workers, investors, entrepreneurs, tourists and international students to Canada. 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, and that part of our role is to continually evolve our operations with a view to the long-term sustainability of our airport and our planet. We have a responsibility to strike a thoughtful balance between the social and economic benefits we deliver and the other effects of our operations,

such as aircraft noise and road congestion, that can affect our neighbours' quality of life. 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. Our goal is to reduce greenhouse gas emissions from our operations to net-zero by 2050. Although we don't control the emissions of our airline partners or tenants, we will strive to collaborate on technology and process innovations that mitigate our collective impact and reduce our Scope 3 emissions.

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.



As a leading global hub, Toronto Pearson is committed to shaping a sustainable future for the aviation industry – one that will help to create quality jobs and open doors to economic opportunity while supporting the transition to a lower-carbon economy.

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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 Sustainability Index, which includes metrics derived from the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD) reporting.

Our reporting follows 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 this report were identified through a strategic planning exercise initiated in 2019. This work helped us determine our priorities for the next five years and where our airport aims to be by 2025. The Healthy Airport initiative, a key focus of our work and reporting in 2020, supports and complements these existing priorities.

Our priority topics and focus areas for 2020 were:


 <p>CORPORATE RESPONSIBILITY</p> <p>Enhancing our local communities through community investment, noise management and environmental stewardship</p>	 <p>PASSENGER AND CUSTOMER EXPERIENCE</p> <p>Setting a global standard for passenger flow and experience as well as relationships with airline partners</p>	 <p>SAFETY</p> <p>Maintaining an outstanding record on workplace safety and security across Toronto Pearson, including through new measures taken under our Healthy Airport commitment</p>	 <p>PEOPLE</p> <p>Supporting career advancement for GTAA employees and the larger Toronto Pearson workforce, and offering help to those displaced by the economic effects of COVID-19</p>	 <p>AVIATION GROWTH</p> <p>Realizing sustainable growth through ground transportation and cargo</p>
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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 concerning external assurance of our non-financial reporting.

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SUSTAINABLE DEVELOPMENT GOALS

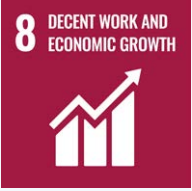
The United Nations Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet, and ensure that all people are able to enjoy peace and prosperity. In 2020, we continued our work to create a more sustainable future and reporting on SDGs and related targets that align with the GTAA’s strategic priorities.

SDG	Relevant Targets	Select Contributions
 <p>SDG 3 Good Health and Well-Being</p>	<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><i>Note: the target is applicable in terms of noise pollution</i></p>	<p>The GTAA has a robust Noise Management Program which is updated every five years through a new Noise Management Action Plan. The Corporation’s Noise Management Program is based on the International Civil Aviation Organization’s (ICAO) balanced approach to noise management and is committed to international best practice and evolving and improving the way we manage noise.</p> <p>Toronto Pearson is the first airport in North America to launch InsightFull, an interactive web-based tool through which users can enter location data, such as a home address, and receive customized, site-specific noise data.</p> <p>Despite COVID-19 and restrictions on public meetings, the public Noise Management Forums were moved online to continue to support our community.</p> <p>Supporting Information:</p> <ul style="list-style-type: none"> Sustainability Index GRI AO7 GRI 203-2 GRI 305 GRI 306 GRI 401-2 GRI 403 <p>Annual Report – Sustainability Approach</p> <p>Annual Information Form – Environmental Matters – Noise Management Program Noise Management</p>



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SDG	Relevant Targets	Select Contributions
 <p>SDG 5 Achieve gender equality and empower all women and girls</p>	<p>5.5 Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p> <p>5.5.2 Proportion of women in managerial positions</p>	<p>Together with our Board of Directors, we are committed to continuing the journey to ensure that principles and practices that drive diversity and inclusion are present in every corner of our business and our airport.</p> <p>In the weeks leading up to International Women’s Day 2020, the Women’s Alliance@YYZ, in partnership with the GTAA’s Diversity and Inclusion Program, organized activities to acknowledge actions taken that improve gender equality not just at the GTAA, but in our surrounding communities as well. Our leadership continues to demonstrate their commitment to fostering more gender inclusion and empowerment at work.</p> <p>The GTAA is committed to go further and deeper as an organization in condemning anti-Black racism and inequality, and standing up for a culture that is inclusive for all.</p> <p>Supporting Information: Sustainability Index GRI 102-8 GRI 202-1 GRI 401 GRI 404-3 GRI 405 GRI 406-1 SV-PS-330a.1 SV-PS-330a.2 Annual Report – Healthy Workforce Annual Report – Sustainability Approach – People Annual Information Form – Diversity of Directors and Executive Officers Annual Information Form – Compensation Philosophy</p>
 <p>SDG 6 Ensure availability and sustainable management of water and sanitation for all</p>	<p>6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated waste water and substantially increasing recycling and safe reuse globally</p> <p>6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity</p> <p>6.b Support and strengthen the participation of local communities in improving water and sanitation management</p>	<p>The GTAA is committed to managing our water resources through water conservation efforts, water quality management, and addressing flood risk issues thereby protecting the region’s water supplies.</p> <p>In addition to our work on water management as discussed throughout the annual report, sustainable management of water was highlighted to staff as part of the People Power Challenge at a Water Stewardship at Home and at Work webinar in September 2020.</p> <p>Supporting Information: Sustainability Index GRI 303 IF-RE-140a.1 IF-RE-140a.2 IF-RE-140a.3 Annual Report – Sustainability Approach Annual Information Form – Environmental Matters Annual Information Form – Operational Risks Environment</p>


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SDG	Relevant Targets	Select Contributions
 <p>SDG 8 Decent Work and Economic Growth</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 2030, 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> <p>8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products</p>	<p>In 2020, the GTAA took the necessary steps to confront the devastating global impacts of COVID-19, which required us to align our workforce levels with our budgetary and operating realities. This meant downsizing of our workforce, reducing our capital spend, and implementing the Healthy Airport Transformation.</p> <p>Toronto Pearson was recognized by ACI World in achieving global Health Accreditation. ACI’s Airport Health Accreditation program assists airports by assessing new health measures and procedures introduced because of the COVID-19 pandemic in accordance with ICAO Council Aviation Recovery Task Force recommendations. Areas of assessment for accreditation include cleaning and disinfection, physical distancing (where feasible and practical), staff protection, physical layout, passenger communications and passenger facilities.</p> <p>The GTAA and the Toronto Airport Workers’ Council (TAWC) held a meeting where discussions centred on the efforts being undertaken to ensure the health and safety of workers who continue to service the airport, as well as workforce recovery strategies for airport workers and employers who have experienced significant difficulties.</p> <p>With TAWC and more than 20 employment-focused community organizations, the GTAA adapted to meet community needs by launching Pearson Works Online, a virtual space designed to support the airport community seeking employment.</p> <p>The GTAA’s community investment program – the Propeller Project - invested \$1 million in programs, research and advocacy that work to combat underemployment at the airport and in the surrounding communities.</p> <p>The GTAA continues to work collaboratively with our government partners, airlines, retailers, hoteliers, tourism businesses and attractions, as well as employees, to identify ways to help restore public confidence in air travel and our airports once again.</p> <p>Supporting Information:</p> <p>Sustainability Index GRI 102-8 GRI 201-1 GRI 308-1 GRI 401 GRI 404 GRI 405-1 GRI 405-2 GRI 408 GRI 409 SV-PS-330a.1 SV-PS-330a.2</p> <p>Annual Report – Healthy Workforce Annual Report – Healthy Economy Annual Report – Sustainability Approach – Stakeholder Engagement Annual Information Form – Human Resources</p>


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SDG	Relevant Targets	Select Contributions
 <p>SDG 9 Industry, Innovation, and Infrastructure</p>	<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>	<p>We have partnered with technological organizations, health departments and levels of government to implement the latest science-based approaches to make Toronto Pearson a Healthy Airport leader. Pearson’s Healthy Airport initiatives are some of the most innovative in the industry and have earned us ACI’s global Airport Health Accreditation.</p> <p>Our infrastructure and innovation plans for 2020 were heavily impacted by the pandemic. Despite the challenges COVID-19 presented, we introduced initiatives highlighting resilience and innovation, while focusing on fiscal responsibility and human health.</p> <p>Earlier this year, the first three work packages of the Reimagining Baggage Program – Baggage 2025 were implemented, including a centralized baggage operations control centre (a single brain) and an early bag storage facility in Terminal 1.</p> <p>In March, we opened our new Baggage Control Room, which has consolidated the operations between both terminals resulting in improvements in identification and resolution of baggage issues.</p> <p>In October 2020, the Computer Aided Dispatch (CAD) system was successfully implemented at Toronto Pearson. CAD is an industry-leading system that changes the way responder groups and our Integrated Operations Control Centre work together. With in-the-moment, location-based dispatching and live reporting, it will allow for faster responses to business units and passengers resulting in expediting resumption of normal operations.</p> <p>Supporting Information: Sustainability Index GRI 201-1 GRI 203-1 Annual Report – Innovation sections in each chapter Annual Information Form – Environmental Matters Annual Information Form – Operational Risks</p>
 <p>SDG 10 Reduced Inequalities</p>	<p>10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent 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>	<p>We continue to be a committed partner in empowering our community and reducing inequality. Through the Propeller Project, we made community investments totalling \$1 million, focused on underemployment.</p> <p>We also launched the Nest Fund, a program directed to organizations primarily run by and focused on people who identify as Black or Indigenous. The Nest Fund issued a call for proposals in 2020 and will review submissions in 2021.</p> <p>We proudly launched the Sunflower Lanyard Program, an initiative to give additional care for passengers with invisible disabilities, reinforcing our commitment to make every passenger’s experience smooth and enjoyable and raising the bar on accessible customer service for a world-class passenger experience. The Sunflower Lanyard Program allows adults and children who are travelling with invisible disabilities to wear, or carry, a lanyard that serves as signal they may require additional help or just a little more time completing a task.</p> <p>We also introduced our new assistive technology BlindSquare, a pilot project for Terminal 1 domestic passengers. This is a self-voicing GPS-based smartphone app for iOS (iPhone only) that provides passengers with information on their location and their surroundings, with messages in English and French. The technology enhances the passenger experience for those who are blind or have low vision by allowing them to navigate the airport environment with greater independence.</p> <p>Supporting Information: Sustainability Index GRI 102-8 GRI 401-1 GRI 404-1 GRI 404-3 GRI 405-2 Annual Report – Healthy Communities Annual Report – Sustainability Approach – Community Engagement and Investment Annual Information Form – Diversity of Directors and Executive Officers</p>

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SDG	Relevant Targets	Select Contributions
 <p>SDG 13 Climate Action</p>	<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> <p>13.2.2 Total greenhouse gas emissions per year</p>	<p>At the end of 2020, the GTAA published our updated environmental policy which outlines our commitment to operate our airport in an environmentally responsible way.</p> <p>With this new policy, we strive to administer the most effective management practices and cost-effective technology to improve environmental impact. We will also continuously monitor our progress to make sure we are meeting our objectives.</p> <p>An important component of GTAA's climate change risk mitigation strategy is the participation in the Airport Carbon Accreditation (ACA) program, which provides a common framework for active carbon management at airports around the world.</p> <p>Our sustainability plan, currently in development, sets out a broad range of actions by which we will address the potential impacts of aviation activities at Toronto Pearson – all framed by the global commitment to reduce carbon emissions.</p> <p>Our goal is to reduce greenhouse gas emissions from our operations to net-zero by 2050. (See Sustainability Approach.)</p> <p>With respect to the mitigation of physical risks associated with climate change, the GTAA also has a Climate Change Vulnerability Assessment for Selected Stormwater Infrastructure at the Airport.</p> <p>In partnership with the Globe Series and the City of Mississauga, we launched the Climate and Sports Initiative in February 2020. It is the first program of its kind in Canada that uses sport as a platform to educate, engage and empower Canadians to protect our planet for future generations.</p> <p>This initiative will span many years with the goal of harnessing the power of sports to raise awareness about the impacts of climate change and to equip us with concrete actions we can take to address it.</p> <p>Supporting Information:</p> <p>Sustainability Index GRI 102-15 GRI 305 TR-AL-110a.1 TR-AF-110a.1 TR-AF-430a.2 TCFD-S.a TCFD-M.b</p> <p>Annual Report – Sustainability Approach Annual Information Form – Environmental Matters</p>

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SDG	Relevant Targets	Select Contributions
 <p>SDG 17 Partnerships for the Goals</p>	<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>	<p>The GTAA is working with the Government of Canada, Government of Ontario, municipal governments, public health organizations and a range of community stakeholders in the fight against COVID-19.</p> <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.</p> <p>In summer 2020, we undertook a stakeholder and public engagement process to validate our updated Environmental Sustainability Strategy focus areas. 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. Moving forward, we can address opportunities to improve communication, build partnerships and collaborate with the community to achieve our environmental goals.</p> <p>Supporting Information: Sustainability Index GRI 102-12 GRI 102-13 Annual Report – Healthy Communities Annual Report – Sustainability Approach</p>

OUR PRIORITIES

Our priority topics and focus areas were identified through a 2019 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

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CORPORATE RESPONSIBILITY

As a major employer and the heart of the Airport Economic Zone, Toronto Pearson is committed to operating responsibly and to being a good neighbour. Our success is connected to the success of the communities that surround us, and we work throughout the year to connect and contribute; to respond to our neighbours’ concerns; and to advance shared priorities such as environmental conservation. In addition to engaging locally and regionally, we also work to respond to national and global concerns such as combatting climate change and building the resilience of our infrastructure to extreme weather events. This year, we’ve taken special measures to support our communities – and all Canadians – amid the health and economic impacts of the COVID-19 pandemic.

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 that are directly and indirectly affected 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 and communities and among local residents. This year, we made a notable change to the Propeller Project, introducing the Nest Fund described on page 41 to support capacity-building for organizations run by and focused on the needs of people who identify as Black or Indigenous. Although the financial impacts of the COVID-19 pandemic will force us to temporarily reduce our community investments in the near term, our commitment to the Nest Fund and the rest of the Propeller Project remains steadfast. Supporting the recovery of our community investment program is an important aspect of our broader efforts toward a sustainable recovery for our airport.

Community engagement takes many forms, as outlined in our Stakeholder Engagement section. Our approach includes:

- 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.
- Public consultations and engagement on issues such as noise, the environment, transit and more. This year, for example, we engaged the public in the development of our new Environmental Policy (see page 55).

This year, due to COVID-19, we had to pause some of the activities through which we typically engage beyond our airport in the wider community. Suspended activities included things like pop-up booths at sites such as libraries and community centres; the Toronto Pearson Street Team; community event sponsorships; and the annual Runway Run that raises funds for the Propeller Project. We’re committed to resuming our full program of community engagement and education activities as soon as it’s safe to do so.



Although the financial impacts of the COVID-19 pandemic will force us to temporarily reduce our community investments in the near term, our commitment to the Nest Fund and the rest of the Propeller Project remains steadfast. Supporting the recovery of our community investment program is an important aspect of our broader efforts toward a sustainable recovery for our airport.

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NOISE MANAGEMENT

Noise management is a key concern for our communities. We engage regularly with our neighbours and with local leaders, using their insights as well as diverse technical expertise to continually evolve our approach in this area. While aircraft noise can't be eliminated, we take active steps to seek out, evaluate and implement improvements – in both process and technology – with the aim of addressing local concerns while continuing to meet regional and national transportation needs.

- 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 daily. 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 have noise monitoring terminals strategically located near the airport to gather objective data and assess noise levels in neighbouring communities. In 2020, we also became the first airport in North America to adopt InsightFull, an interactive web portal that lets community members access location-based noise data (see page 42).
- 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. We continued to share information and seek input from our communities and industry partners through the Noise Management Forums in 2020, moving the program online in keeping with public health recommendations.

- We continually explore ways to balance Canada's transportation needs with the needs of our neighbours. A few examples of current initiatives:

Preferential Runway System Trial. Toronto Pearson uses a preferential runway system for night flights, concentrating operations on runways that affect the fewest residents. In February 2020, we initiated a one-year trial of an enhanced system designed to promote adherence to preferential runway guidance by better coordinating nighttime preferences with other variables (such as wind conditions, snow clearance and maintenance). Although overall traffic was down this year, the trial was a success: a greater share of flights adhered to the updated preferential runway system. Our next steps are to complete an assessment of the trial and determine next steps.

Night Flight Restriction Program. Toronto Pearson caps flight movements between 12:30 am and 6:30 am in order to limit noise impacts. In 2020, we postponed planned adjustments to our night flight budget approach since reduced demand due to COVID-19 pushed traffic far below our existing restrictions. From April 2020 onward, we generally used between a quarter and a third of allowable flights under the night flight budget.

Quieter Fleet Incentive Program. The Airbus A320 family of engines has a known design issue that causes a whining sound on approach. This year, we continued to advance a program encouraging airlines to retrofit these engines for reduced noise impacts. We also offered incentives for those who use quieter, retrofitted aircraft for operations at Toronto Pearson. We project that by 2022, 90 per cent of Airbus A320 aircraft movements at our airport will be made by retrofitted aircraft.

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ENVIRONMENTAL STEWARDSHIP

Although this year saw passenger traffic decline substantially due to the COVID-19 pandemic, demand for air travel in our region was on the rise before the pandemic and we expect it to rebound in the years to come. Given this context, we are as committed as ever to steadily reducing our environmental impact even as we manage the growing demand for air connectivity. Guided by our newly adopted Environmental Strategy, we continue to seek new ways to reduce our emissions, prepare for the future and do our part on local and global environmental issues.

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 has six focus areas: reducing emissions, building resilience to climate risks, improving our energy efficiency, improving water management, managing natural resources and reducing waste.

This year we launched a new Environmental Strategy. The strategy encompasses seven distinct action plans, aligned with the six focus areas of our EMS and our Noise Management Program. This new strategy was informed by consultations with diverse stakeholders, as well as a series of baselining exercises. Together, these efforts and

the Environmental Strategy itself have informed a new GTAA Environmental Policy, which was launched in March 2021.

Our environmental programs will remain closely aligned with our broader corporate responsibility initiatives. We continue to develop our monitoring and reporting practices with reference to specific frameworks such as the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) standards, the Task Force on Climate-related Financial Disclosures (TCFD) recommendations and the United Nations Sustainable Development Goals (SDGs) – all while maintaining our focus on the overall goals and principles of robust ESG reporting.

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.

We partner with municipalities and others to promote sustainable planning in our region. This year, the GTAA was a steering panel member on the development of the Etobicoke and Mimico Creek Watersheds, which bound the airport to the east and west (see page 43). Ontario’s planning framework emphasizes the importance of integrated and long-term watershed planning by municipalities, and the GTAA is proud to work with partners to support informed, sustainability-focused conversations on water, waste water and stormwater infrastructure as well as habitat and biodiversity.



This year, the GTAA was a steering panel member on the development of the Etobicoke and Mimico Creek Watersheds, which bound the airport to the east and west.



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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. This year, in addition to the many vital safety practices that support the operation of our airport, we adopted new rules and protocols to keep our passengers and employees safe during the COVID-19 pandemic. We also became the first airport in Canada to qualify as a Healthy Airport under the Airport Health Accreditation program launched by Airports Council International (ACI). Information about our Healthy Airport commitment and what it means for the Toronto Pearson community can be found throughout this report, especially on pages 76–81.

- While all companies operating at the airport are responsible for the safety of their 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.
- When the COVID-19 pandemic hit, we had a pandemic strategy in place. (A pandemic was one of many scenarios contemplated in our emergency preparedness planning.) As the situation progressed, we worked nimbly and collaboratively with stakeholders across the airport community, especially the Toronto Pearson Worker Safety Forum and the Toronto Pearson Safety Leadership Forum (see page 24) to refine and adapt our approach as new information became available. The Toronto Pearson COVID Log (see page 22) was one notable co-creation of worker and employer groups.
- 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. This year, we focused on COVID-related safety policies and messaging. We also conducted a survey of GTAA employees in May 2020, specifically aimed at gauging employees' perceptions of our efforts to support workplace health and safety during the pandemic (see page 78).
- Historically, the GTAA has tracked airport-wide safety performance through the Toronto Pearson Safety Index, which measures employee lost-time injuries per million passengers through participation by airport employers. Due to the focus of all employers on COVID prevention, as well as the layoffs and dramatic reductions in activity driven by the pandemic, it was not practical to collect this data for 2020. Instead, the GTAA focused its attention on the Toronto Pearson COVID Log, as well as logging and resolving specific COVID-driven concerns raised by the Toronto Pearson Worker Safety Forum. The GTAA is currently working to develop alternative metrics for safety performance.

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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. In recent years, we’ve had a strong focus on creating a workplace where people are engaged and supported in advancing their careers in aviation; we remain deeply committed to those priorities. This year, amid the pandemic’s dramatic effects on air travel, we had to make the difficult decision to reduce the GTAA’s workforce.

- In 2020, about 300 employees were let go or laid off, or departed voluntarily. An additional 200 vacant positions were eliminated. Together, these changes amounted to a 27 per cent reduction in our workforce. In addition to extended notice periods and severance packages, all departing staff were offered career transition services and employee assistance support. We also offered displaced staff access to Pearson Works Online, a support platform (see page 22).
- Most GTAA employees work in management, technical, administrative and 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. The restructuring that took place in 2020 was carried out in close consultation with union representatives to ensure that any changes affecting their members respected the letter and the spirit of our collective bargaining agreements.
- Despite the disruptions that resulted from the pandemic this year, we anticipate recovery and continued growth in the longer term, given the fundamentals of our airport and our region. To achieve our goals, we need to continue to build the skills and systems to attract, develop, engage and reward a high-performing workforce. Our people strategy includes focused initiatives in the areas of employee

health and wellness, performance, development, and recognition, as well as diversity and inclusion. The strategy focuses on:

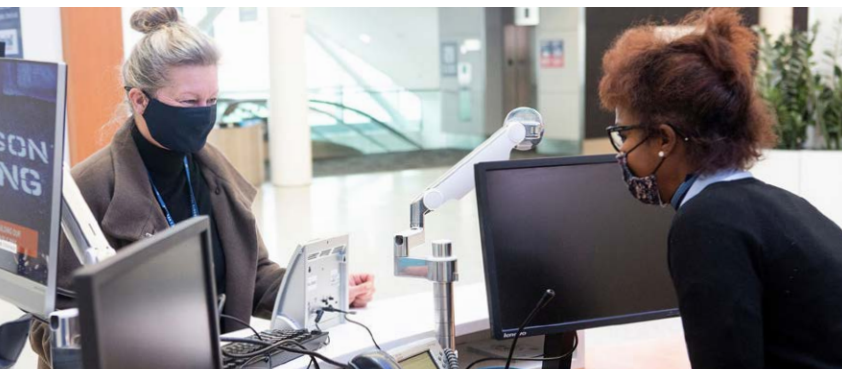
- Protecting our talent and our business to skillfully manage through a pandemic-led downturn in the aviation industry.
- Supporting our recovery by leveraging the talent necessary to quickly pivot the GTAA to thoughtfully rebuild our business in a profitable way.
- Inspiring and engaging GTAA talent to strategically envision and boldly build the airport of the future.
- Diversity and Inclusion is an important part of our approach to building the airport of the future. We have implemented a three-year Diversity and Inclusion Strategy to develop a diverse workforce and an inclusive culture. This new strategy focuses on four key areas to achieve our desired outcomes, including:
 - Leadership commitment and accountability
 - Fair and equitable people practices
 - Inclusive culture
 - Strong community partnerships and impact
- We conduct annual employee feedback surveys and pulses to measure employee engagement and identify ways to improve our employees’ work environment and experience.

SUSTAINABILITY APPROACH AND PERFORMANCE

PASSENGER AND CUSTOMER EXPERIENCE

As the four-time winner of the Airport Service Quality Index award for best large airport in North America, we know that the most successful global hubs have moved beyond simply providing the basics of safety and security, good infrastructure and efficient processes. The best airports provide exceptional passenger experiences that make them airports of choice. While health and safety were always vital imperatives, the COVID-19 pandemic has made it even more important to not only protect passengers’ health but to build passengers’ confidence in Toronto Pearson as a healthy environment.

- Keeping people, baggage, cargo and aircraft moving as quickly and smoothly as possible is essential for achieving consistently superior passenger experiences. It can also deliver public health benefits by keeping people apart and efficiently clearing spaces so they can be cleaned before the next group of passengers arrives. 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.
- We work to make Toronto Pearson an accessible and welcoming experience for everyone. In addition to following all relevant accessibility regulations, we seek to continually expand the supports we offer to all passengers, consulting with local advocacy groups for persons with disabilities and adopting best practices from organizations around the world. After external research conducted during the pandemic found that some persons with disabilities were being negatively affected by new procedures introduced for public health reasons, we rethought our approach to ensure that we were preventing the spread of the virus while ensuring a comfortable and accessible experience for everyone. In support of ongoing improvement, in 2020 we introduced new programs for passengers with disabilities (see page 42) that complement an existing suite of services.
- 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. Currently, for example, we’re preparing to reconfigure the arrivals and transfer facility in Terminal 3 so connecting passengers can stay within the secure area and not have to unnecessarily repeat processes – a change that will deliver greater convenience as well as public health benefits. 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.
- 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. This year, we’ve moved toward the adoption of several touchless and low-touch processes – as well as digital messaging services and video support kiosks – designed to support comfort, convenience and infection-control objectives.



As part of our commitment to delivering outstanding passenger experience, we offer audio translation for over 200 spoken languages.

SUSTAINABILITY APPROACH AND PERFORMANCE

AVIATION GROWTH

Toronto Pearson is Canada’s largest airport by several measures, most notably passenger traffic. The volume of air travellers fluctuates with changing global conditions; the coronavirus pandemic is a dramatic example. But over the medium and 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 international passengers who see Pearson as an ideal North American gateway. Supporting this growth responsibly requires significant planning and investment. As we’ve navigated the many disruptions associated with COVID-19, we have also continued to nurture the practices and relationships that will support our success in the years ahead. This year, we’ve communicated and collaborated actively with diverse partners and stakeholders, including all levels of government.

- Before the pandemic, Toronto Pearson was on the way to joining the top tier of international airports, providing direct connectivity to nearly 80 per cent of the global economy. Even with major adjustments by airlines in the face of low passenger demand through most of 2020, our airport continued to provide regular connectivity to more than half the world’s economy, albeit with less frequent service.
- 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. This year, even as passenger traffic fell dramatically, demand for the movement of cargo continued to grow. The loading centre at Toronto Pearson is one of the biggest and busiest in Canada, and we continue to improve our capabilities and processes.
- In 2017, we embarked on a partnership with 11 economically significant regional airports to form the Southern Ontario Airport Network (SOAN). 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. In 2019, a complementary organization, the Southern Ontario Municipal Aerospace Council (SOMAC), was created to help local elected mayors and regional chairs coordinate efforts to strengthen airport host municipalities’ support for the aerospace sector as a driver of employment, innovation and productivity. Although SOMAC and SOAN both paused much of their work this year as members focused on challenges associated with the pandemic, Toronto Pearson continued to communicate and collaborate with SOAN to support the delivery of essential services and supplies.



SUSTAINABILITY APPROACH AND PERFORMANCE

STAKEHOLDER ENGAGEMENT

PASSENGERS

We served 13.3 million passengers in 2020, a 73.6 per cent decline from 2019, driven by a dramatic reduction in demand for air travel due to the COVID-19 pandemic.

How We Engage	Passenger Concerns in 2020	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 • Social media channels (e.g., Twitter, Facebook, LinkedIn, Instagram) • SMS and WhatsApp (pilot testing underway in 2020) • Virtual customer service agent in terminals 	<p>Passengers' travel concerns this year focused primarily on safety in the context of the pandemic.</p> <p>Top three potential COVID-19 transmission modes about which passengers expressed concern in passenger surveys:</p> <ol style="list-style-type: none"> 1. On the aircraft 2. From other passengers 3. Washrooms <p>Top five practices passengers wanted to see on their journey according to our surveys:</p> <ol style="list-style-type: none"> 1. Physical distancing 2. Increased cleaning 3. Enforcement 4. Distancing on flights 5. Disinfecting technology <p>In addition to safety (the #1 issue), the next four most common categories for queries this year were:</p> <ul style="list-style-type: none"> • connections (especially overnight logistics during the pandemic) • border services (whether planned travel is permitted) • airline, cargo and baggage services • airport services such as retail and restaurants 	<ul style="list-style-type: none"> • For the fourth consecutive year, Toronto Pearson ranked #1 in North America among airports serving more than 40 million passengers annually in the Airport Service Quality (ASQ) satisfaction survey, conducted by Airports Council International (ACI). We received an additional award this year for "Best hygiene measures in North America." The ASQ survey assesses passengers' satisfaction on the day of travel in areas such as check-in, security, food and beverage, and more. This year's criteria were modified to reflect the COVID-19 pandemic. Surveys of departing passengers gauged their level of comfort and perception of risks travelling through Toronto Pearson, and helped us to understand the effects of our Healthy Airport measures on creating confidence in the travel experience. • Toronto Pearson also earned notice through ACI's Voice of the Customer initiative. The airport was recognized for an ongoing commitment to engaging passengers, gathering feedback and prioritizing the voice of passengers during the COVID-19 pandemic, including through engagement activities associated with our Healthy Airport initiative. • Based on consultations last year with Canadian Hearing Services, Autism Ontario and other organizations that helped to inform our accessibility strategy, we introduced new programs in 2020 for passengers with hidden or invisible disabilities, for passengers with hearing loss (see page 42), and for passengers travelling with service animals. • We introduced a virtual customer service agent at key airport information counters, providing a live, touchless video interface to our Passenger Services representatives. Amid the pandemic, the virtual agent provides a safe and effective way of communicating with our team. • This year we pilot-tested new modes of engaging passengers through their mobile devices, offering support via text message and WhatsApp.

SUSTAINABILITY APPROACH AND PERFORMANCE

GTAA EMPLOYEES

GTAA directly employed 1,471 people as of December 31, 2020. 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 • Quarterly senior leaders' meetings • A CARE line where employees can share their concerns • Updates on our GTAA portal (corporate intranet) <p><i>Paused in 2020 due to COVID-19:</i></p> <ul style="list-style-type: none"> • Evening of Excellence employee recognition event • Managers' meetings 	<ul style="list-style-type: none"> • We conducted a special survey in April 2020 to learn how workers across Toronto Pearson felt we were doing in protecting workplace safety during the pandemic (see page 78). • We added a diversity and inclusion group to our Business Resilience and Innovation Team (BRIT) program. Among other activities, this team led a program of education and facilitated conversations on anti-Black racism, supported by team leaders across the GTAA (see page 21). • We encouraged employees to report any concerns they didn't feel comfortable raising with a manager to our independently monitored CARE (Confidential Anonymous Reporting for Employees) line. This line was in place before the pandemic and we reminded team members it was available as a support. • Because the volume of content on our internal GTAA portal was exceptionally high, we began issuing a recap email to help employees catch up with relevant workplace news they might have missed.



We've 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.

SUSTAINABILITY APPROACH AND PERFORMANCE

AIRPORT EMPLOYEES

Before the pandemic, nearly 50,000 people were directly employed at Toronto Pearson. Although that number fell in 2020 as COVID-19 led to layoffs and furloughs, the airport remains a major hub for jobs, and we expect employment levels to rebound as the aviation sector recovers. The GTAA and other airport employers share a commitment to operate in ways that make health, safety and employee engagement top priorities while providing high-quality service to passengers.

How We Engage	Select Highlights and Initiatives
<ul style="list-style-type: none"> • Airport Employee Communications Council • Toronto Pearson Safety Program events and activities • Toronto Airport Workers Council • Toronto Pearson Worker Safety Forum • Toronto Pearson Safety Leadership Forum • Employee updates on the Toronto Pearson website • <i>Inside Pearson</i> electronic newsletter • Digital screen network • Cross-functional airport working groups • <i>I am Toronto Pearson</i> movement and workshops • Eye on Safety newsletters • Take Our Kids to Work Day <p><i>Paused in 2020 due to COVID-19:</i></p> <ul style="list-style-type: none"> • Employee airport tours of airside and terminal • Annual safety climate survey 	<ul style="list-style-type: none"> • Although our usual Safety Summit activities were suspended due to COVID-19, we hosted an Airside Safety Week, making talks and resources available to participants. • We engaged regularly with the Toronto Airport Workers Council (TAWC) on the development of COVID-19 safety measures (see page 24). • With the Toronto Pearson Worker Safety Forum, we co-created the Toronto Pearson COVID Log, a voluntary online reporting system for COVID cases at the airport (see page 22). • We launched Pearson Works Online. Originally planned as a cross-stakeholder collaborative platform that promotes the benefits of airport careers and guides the airport to prepare for future workforce needs, the platform was adapted to support airport workers displaced due to reduced demand driven by the pandemic (see page 22).

SUSTAINABILITY APPROACH AND PERFORMANCE

AIRPORT SERVICE PROVIDERS

Airport service providers include ground transportation services, 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 • Technical Subcommittee • Commercial Affairs Subcommittee • Passenger Operations Subcommittee • Airside Operations Subcommittee • Irregular Operations Subcommittee • Toronto Airport Workers Council <p><i>Paused in 2020 due to COVID-19:</i></p> <ul style="list-style-type: none"> • Safety summits 	<ul style="list-style-type: none"> • We launched Pearson Works Online to support airport workers displaced by the pandemic (see page 22). • We worked closely with the Toronto Airport Workers Council (see page 24) and the Toronto Pearson Safety Leadership Forum (see page 24) to develop, refine and maintain our shared response to COVID-19 as well as the health and safety imperatives associated with regular airport operations. • In response to concerns expressed by airport taxi and limo drivers amid the pandemic, we took several steps to support the health and safety of these vital members of the airport community (see page 20). We also created a dedicated health and safety group that met regularly to address the unique concerns of drivers.

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 received by phone and online via WebTrak • Topic-specific phone surveys • InsightFull noise monitoring platform • Public opinion and key influence research • Noise Management Forums and monthly updates to Neighbourhood Table • Community Relations section of the Toronto Pearson website • <i>Checking In</i> monthly email newsletter • Community investment via Propeller Project • Partners in Project Green <p><i>Paused in 2020 due to COVID-19:</i></p> <ul style="list-style-type: none"> • Open houses • Toronto Pearson Volunteer Program • Toronto Pearson Street Team • Community tours 	<ul style="list-style-type: none"> • We maintained the Toronto Pearson Noise Management Forums, making a rapid pivot to online engagement (see page 41). • We became the first airport in North America to adopt InsightFull, a platform that allows community members to access location-specific noise data (see page 42). • Through the Propeller Project, we made community investments totalling \$1 million, focused on underemployment, especially in Mississauga, Brampton and Etobicoke. We also launched the Nest Fund, a \$300,000 investment program directed to organizations primarily run by and focused on people who identify as Black or Indigenous (see page 41). The Nest Fund issued a call for proposals in 2020 and will review submissions in 2021. • Unable to engage local schools and young people as we usually do, we launched the Airport Explorers’ Club online (see page 42). • We hosted Pearson Partners Week, which featured a series of virtual gatherings focused on the employment landscape during the pandemic (see page 24). The events drew more than 1,100 community participants.

SUSTAINABILITY APPROACH AND PERFORMANCE

FACILITATION AGENCIES

GTAA works closely with the Canadian Airport Transportation Security Authorities (CATSA), Canadian 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 • Email and other day-to-day operational interactions 	<ul style="list-style-type: none"> • The GTAA meets daily with CATSA, CBSA and USCBP to discuss and coordinate operational issues. • Due to the new demands of the pandemic, this year’s collaborative initiatives included enhanced cleaning, implementation of lower-touch/touchless technology integrations to support operations in CBSA and USCBP, and installation of Plexiglas and other health-related facility adaptations. Passenger processing changes included on-site testing and studies of/changes to passenger flow designed to support public health guidelines and the GTAA’s goals of a healthy and excellent passenger experience. • The GTAA also meets with each agency at the local and national level to plan and promote longer-term projects and initiatives to support changing aviation needs. These include the use of new technologies and processes, and planning to meet the resource requirements necessary to ensure 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 operational improvements over time.

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 • Letters to elected officials • Airport tours • Webinars and learning events <p><i>Paused in 2020 due to COVID-19:</i></p> <ul style="list-style-type: none"> • Work with the Southern Ontario Municipal Aerospace Council (SOMAC), a network created in 2019 to support employment, innovation and productivity in the regional aerospace sector 	<ul style="list-style-type: none"> • We participated with five neighbouring municipalities and other entities in a steering panel to develop a new plan for the Etobicoke and Mimico Creek Watersheds (see page 43). Ontario’s planning framework emphasizes the importance of integrated and long-term watershed planning by municipalities. • We hosted a special event in May featuring the Antonov 225 Mria. The world’s largest and heaviest aircraft touched down at Pearson bearing 25,000 boxes of personal protective equipment. On hand to welcome the vital cargo were Ontario Minister of Transportation Caroline Mulroney, Minister of Finance Rod Phillips, MPP for Mississauga-Malton Deepak Anand and staff from the Premier’s Office. • We hosted several events related to the launch of our Healthy Airport initiative, including a virtual Healthy Airport Innovation event with elected officials, as well as 17 Healthy Airport tours with 53 elected officials and staff, including provincial ministers of health and transportation and the Solicitor General. • Additional regional engagement activities included: direct messages from GTAA President and CEO Deborah Flint to elected officials; three noise webinars with elected officials; a sustainability webinar with elected officials.

SUSTAINABILITY APPROACH AND PERFORMANCE

MEDIA

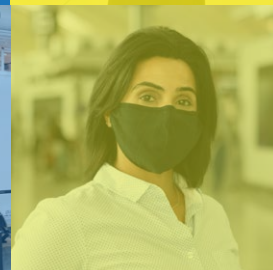
The media plays an important role in providing public updates on Toronto Pearson operations – including delays and cancellations – and in communicating broader airport initiatives.

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"> • This year we created a guide to support the media in understanding Toronto Pearson’s safety measures and operational responses to COVID-19, as well as the roles and responsibilities of different agencies and organizations at the airport with respect to the pandemic. The media guide also included key statistics and contact information. • Through the media we also provided: <ul style="list-style-type: none"> • Information for Canadians returning home as travel restrictions intensified in early 2020. • Updates on severe weather affecting flight schedules. • Quarterly passenger traffic and financial information.

AVIATION INDUSTRY

How We Engage	Select Highlights and Initiatives
<ul style="list-style-type: none"> • Industry association meetings • Conferences • Working groups 	<ul style="list-style-type: none"> • We continued to communicate about the role of Southern Ontario Airport Network (SOAN) members in supporting essential services through the pandemic and laying foundations for economic recovery. • We reaffirmed our Level 3 certification in the Airport Carbon Accreditation Program of Airports Council International (ACI). We participated in ACI climate-related working groups. • We earned an ACI Environmental Award in the Environmental Management System category for our environmental strategy that concluded in 2020 (see page 36).

GRI, SASB AND TCFD INDEX



GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-1 Name of the organization			Greater Toronto Airports Authority
GRI 102-2 Activities, brands, products, and services			Toronto Pearson is a key North American gateway and one of the continent's largest airport in terms of international passenger traffic, reaching more than two-thirds of the global economy via regular direct flights in pre-pandemic times.
GRI 102-3 Location of headquarters			The GTAA operates out of Mississauga, Ontario, Canada.
GRI 102-4 Location of operations			The GTAA operates out of Mississauga, Ontario, Canada.
GRI 102-5 Ownership and legal form			<p>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 has 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.</p> <p>The Ground Lease is available here</p>
GRI 102-6 Markets served			<p>Global air travel has been significantly disrupted by the pandemic and has affected regularly scheduled routes. At December 31, 2020, Toronto Pearson had 45 air carriers providing flights to 79 international and 26 Canadian cities.</p> <p>Sectors for passenger travel are comprised as follows:</p> <p>Domestic: 56.5%</p> <p>International: 21.1%</p> <p>Transborder: 22.4%</p> <p>Types of customers include passenger flights, cargo and commercial. Airport activity is also reported in the Annual Information Form</p>
GRI 102-7 Scale of the organization			<p>13.3 million people travelled to, from and through our airport.</p> <p>1,471 employees</p> <p>174,400 aircraft movements</p> <p>Annual Information Form</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-8 Information on employees and other workers			<p>Gender: F 28%, M 72%</p> <p>Non-union: 25%</p> <p>Union: PAPFFA 5%, Unifor 70%</p> <p>Employment category: Permanent 90%, Seasonal 9%, Term 1%</p> <p>Age: <30 5%, 30–39 23%, 40–49 34%, 50–59 29%, 60–65 8%, >65 1%</p> <p>Employee category: Full Time 100%, Part Time 0%</p> <p>Annual Report – Healthy Workforce</p> <p>Annual Report – Healthy Business</p> <p>Annual Report – Sustainability Approach – Stakeholder Engagement</p>
GRI 102-9 Supply chain			<p>The GTAA facilitates the movement of people and goods by air; our supplies are purchased locally through an audited contracting process.</p> <p>Annual Report – Healthy Business</p> <p>Working Together</p> <p>Annual Information Form</p>
GRI 102-10 Significant changes to the organization and its supply chain			<p>There are no significant changes for the reporting period.</p>
GRI 102-11 Precautionary Principle or approach			<p>The GTAA is federally regulated and follows the Canadian Environmental Assessment Act.</p> <p>The GTAA also maintains an ISO 14001 environmental management system.</p> <p>Annual Report – Sustainability Approach – Environmental Stewardship</p> <p>GTAA Website – Our Environment</p> <p>Environmental Sustainability Strategy</p>
GRI 102-12 External initiatives			<p>United Nations Sustainable Development Goals</p> <p>Annual Report – Healthy Communities</p> <p>Annual Report – Sustainability Approach – Community Investment and Engagement</p> <p>Annual Report – Sustainability Approach – Environmental Stewardship</p> <p>Community</p>
GRI 102-13 Membership of associations			<p>Airports Council International</p> <p>Canadian Airports Council</p> <p>For a listing of other associations please refer to:</p> <p>Annual Report – Healthy Communities</p> <p>Annual Report – Sustainability Approach – Community Investment and Engagement</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-14 Statement from senior decision-maker			Annual Report – Message from the President and CEO Annual Report – Message from the Board Chair
GRI 102-15 Key impacts, risks, and opportunities		<p>TCFD-S.a Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material</p> <p>Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term</p>	<p>Annual Report – Message from the President and CEO Annual Report – Message from the Board Chair Annual Report – Healthy Communities Annual Report – Management’s Discussion and Analysis Annual Information Form – Risk Factors</p> <p>Through the implementation of the elements of the Environmental Management System, Management has identified the relevant physical and transition risks to the organization. ISO 14001 targets were set for 2020 and reported on under GTAA’s GRI reporting.</p> <p>Annual Information Form – Environmental Matters Annual Information Form – Operational Risks</p>
GRI 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>
GRI 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.</p> <p>GRI-102-16 C.A.R.E. Line</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-18 Governance structure		TCFD-G.a Governance Disclose the organization's governance around climate-related risks and opportunities	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. Annual Report – Governance and Leadership – Board of Directors Annual Report – Governance and Leadership – Corporate Governance Annual Information Form – Board Mandate The Board's oversight of risk includes environmental and climate related risk. The Board and Management assess climate-related risks and opportunities via the GTAA's Enterprise Risk Management ("ERM") program which provides a disciplined approach for identifying, assessing, treating and managing risks, and the integration of risk considerations into strategy and opportunity. This enterprise-wide approach enables business and external risks to be managed and aligned with the GTAA's strategic priorities and goals.
GRI 102-19 Delegating authority		TCFD-G.a Governance Describe the organization's governance around climate-related risks and opportunities	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. Annual Information Form – Board Mandate
GRI 102-20 Executive-level responsibility for economic, environmental, and social topics		TCFD-G.a Governance Disclose the organization's governance around climate-related risks and opportunities	Economic: Chief Financial Officer Environmental: Vice President, Airport Development and Technical Services Social: Vice President, Stakeholder Relations and Communications Annual Information Form
GRI 102-21 Consulting stakeholders on economic, environmental, and social topics			Annual Report – Healthy Communities Annual Report – Sustainability Approach – Community Investment and Engagement Annual Report – Sustainability Approach – Stakeholder Engagement
GRI 102-22 Composition of the highest governance body and its committees			The GTAA is governed by a Board consisting of 15 Directors Annual Report – Governance and Leadership – Board of Directors GTAA's website – Governance There are four standing committees of the Board: the Audit Committee; the Governance and Stakeholder Relations Committee; the Human Resources and Compensation Committee; and the Planning and Commercial Development Committee.
GRI 102-23 Chair of the highest governance body			Board Chair, Doug Allingham (Independent)
GRI 102-24 Nominating and selecting the highest governance body			Annual Information Form – Corporate Governance – Nomination of Members Annual Information Form – Diversity of Directors and Executive Officers

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-25 Conflicts of interest			There are no reported conflicts of interest.
GRI 102-26 Role of highest governance body in setting purpose, values, and strategy		TCFD-G.a Governance Disclose the organization's governance around climate-related risks and opportunities	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. Annual Information Form – Board Mandate
GRI 102-27 Collective knowledge of highest governance body		TCFD-G.a Governance Disclose the organization's governance around climate-related risks and opportunities	Annual Information Form – Orientation and Continuing Education Annual Information Form – Board Mandate
GRI 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. Annual Information Form – Corporate Governance – Board Committees
GRI 102-29 Identifying and managing economic, environmental, and social impacts		TCFD-G.a Governance Disclose the organization's governance around climate-related risks and opportunities TCFD-G.a Governance Describe management's role in assessing and managing climate-related risks and opportunities TCFD-M.b Metrics and Targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Annual Report – Healthy Business Annual Report – Healthy Economy Annual Report – Healthy Communities Annual Information Form

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
<p>GRI 102-30 Effectiveness of risk management processes</p>		<p>TCFD-M.a Metrics and Targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process</p> <p>TCFD-M.b Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks</p>	<p>The Board and its Committees oversee risk management and take steps to ensure that Management has an effective risk management structure in place. Management is responsible for ensuring that policies and practices are effective and meet legislative and regulatory requirements and take into account best practices. The GTAA has developed and implemented an Enterprise Risk Management (“ERM”) program that provides a disciplined approach for identifying, assessing, treating, and managing risks, and the integration of risk considerations into its strategic planning. An enterprise-wide approach enables business and external risks to be managed and aligned with the GTAA’s strategic priorities, including Environmental, Social and Governance (“ESG”) related risk factors. ISO 14001 system requires the GTAA to set annual targets, with climate change being included in the approach.</p> <p>Annual Report – Sustainability Approach Annual Information Form – Environmental Matters</p>
<p>GRI 102-31 Review of economic, environmental, and social topics</p>		<p>TCFD-G.a Governance Disclose the organization’s governance around climate-related risks and opportunities</p> <p>TCFD-G.b Governance Describe management’s role in assessing and managing climate-related risks and opportunities</p>	<p>Annual Report - Corporate Governance</p> <p>Topics are reviewed at regularly held Board meetings. The Board typically meets quarterly; however, in 2020, the Board met more frequently. During 2020, there were ten meetings of the Board, six meetings of the Governance and Stakeholder Relations Committee, five meetings of the Audit Committee, five meetings of the Human Resources and Compensation Committee, and four meetings of the Planning and Commercial Development Committee.</p> <p>Annual Information Form – Board Committees Annual Information Form – Compensation of Directors</p>
<p>GRI 102-32 Highest governance body’s role in sustainability reporting</p>		<p>TCFD-G.a Governance Disclose the organization’s governance around climate-related risks and opportunities</p> <p>TCFD-G.b Governance Describe management’s role in assessing and managing climate-related risks and opportunities</p>	<p>The Annual Report is reviewed in draft by the Board of Directors; the Board provides the Board Chair, together with the President and CEO, the authority to approve the final Report.</p> <p>Annual Information Form – Board Mandate</p>
<p>GRI 102-33 Communicating critical concerns</p>			<p>Critical concerns are communicated through regularly held Board meetings, strategy updates and meeting minutes.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-34 Nature and total number of critical concerns			<p>The day-to-day operation of the airport is the responsibility of Management. The response to the interruption of airport operations lay with Management through well-developed emergency plans.</p> <p>The Board typically meets quarterly; however, in 2020, the Board met more frequently. During 2020, there were ten meetings of the Board, six meetings of the Governance and Stakeholder Relations Committee, five meetings of the Audit Committee, five meetings of the Human Resources and Compensation Committee, and four meetings of the Planning and Commercial Development Committee.</p> <p>Annual Information Form – Compensation of Directors</p> <p>Annual Information Form – Environmental and Climate Related Risks</p>
GRI 102-35 Remuneration policies			<p>Annual Report – Disclosure Requirements of the Ground Lease</p> <p>Annual Information Form – Compensation Discussion and Analysis</p>
GRI 102-36 Process for determining remuneration			<p>Annual Information Form – Compensation Discussion and Analysis</p>
GRI 102-37 Stakeholders' involvement in remuneration			<p>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 the gender and background of employees. 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.</p> <p>Annual Information Form – Compensation Discussion and Analysis</p>
GRI 102-38 Annual total compensation ratio			<p>Top-paid employee total compensation (excluding benefits): \$1,610,990</p> <p>Median total compensation for employees: \$85,527</p> <p>Total compensation ratio: 19:1</p> <p>Annual Information Form – Compensation Discussion and Analysis</p>
GRI 102-40 List of stakeholder groups			<p>Annual Report – Sustainability Approach – Stakeholder Engagement</p>
GRI 102-41 Collective bargaining agreements	<p>TR-AL-310a.1 Percentage of active workforce covered under collective bargaining agreements</p>		<p>PAPFFA: 5%</p> <p>UNIFOR: 70%</p> <p>Annual Report – Healthy Workforce</p> <p>Annual Information Form</p>
GRI 102-42 Identifying and selecting stakeholders			<p>Annual Report – Healthy Communities</p> <p>Annual Report – Sustainability Approach – Stakeholder Engagement</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-43 Approach to stakeholder engagement			Annual Report – Healthy Economy Annual Report – Healthy Communities Annual Report – Sustainability Approach – Stakeholder Engagement
GRI 102-44 Key topics and concerns raised			Annual Report – Sustainability Approach – Stakeholder Engagement
GRI 102-45 Entities included in the consolidated financial statements			Annual Report – Management’s Discussion and Analysis
GRI 102-46 Defining report content and topic boundaries			Annual Report – Sustainability Approach – Reporting on Our Performance Annual Information Form
GRI 102-47 List of material topics			Annual Report – Sustainability Approach – Reporting on Our Performance Annual Information Form
GRI 102-48 Restatements of information			Change to GRI Standard: To ensure compliance with the disclosure requirements, particularly following the introduction of new GRI disclosures in 2020, we have shifted to GRI’s Core reporting. To complement our sustainability reporting, we are introducing a selection of SASB and TCFD metrics in 2020.
GRI 102-49 Changes in reporting			There have not been any significant changes to the GTAA’s reporting activities.
GRI 102-50 Reporting period			January 1, 2020 – December 31, 2020 Published May 2021
GRI 102-51 Date of most recent report			January 1, 2019 – December 31, 2019 Published May 2020
GRI 102-52 Reporting cycle			Annual
GRI 102-53 Contact point for questions regarding the report			Contact Us
GRI 102-54 Claims of reporting in accordance with the GRI Standards			This report has been prepared in accordance with the GRI Standards: Core option.

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
General Disclosures			
GRI 102-55 GRI content index			This table is the GTAA 2020 GRI Content Index, and is referred to as “Sustainability Index” in the GTAA’s 2020 Annual Report – Sustainability Approach.
GRI 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 2020 Annual Report. The GTAA does not have a policy pertaining to external assurance for its sustainability performance.

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Management Approach			
<p>GRI 103-1 Explanation of the material topic and its Boundary</p> <p>GRI 103-2 The management approach and its components</p> <p>GRI 103-3 Evaluation of the management approach</p>	<p>TR-AL-110a.2/ TR-AF-110a.2</p> <p>Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets</p>		<p>Annual Report – Healthy Airport</p> <p>Annual Report – Healthy Business</p> <p>Annual Report – Healthy Workforce</p> <p>Annual Report – Healthy Communities</p> <p>Annual Report – Sustainability Approach – Community Investment and Engagement</p> <p>Annual Report – Sustainability Approach – Safety</p> <p>Annual Report – Sustainability Approach – Environmental Stewardship</p> <p>Annual Report – Sustainability Approach – People</p> <p>Annual Report – Sustainability Approach – Passenger and Customer Experience</p> <p>Annual Report – Sustainability Approach – Aviation Growth</p> <p>Annual Report – Management’s Discussion and Analysis</p> <p>Code of Business Conduct and Ethics</p> <p>Partnering with Us</p> <p>Noise Management</p> <p>Climate Change</p> <p>Waste Management</p> <p>Healthy Environment Initiatives</p> <p>Our Environment</p> <p>Environmental Policy</p> <p>Safety</p> <p>Safety and Security Policy</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Economic Performance			
GRI 201-1 Direct economic value generated and distributed			<p><i>In thousands of CAD:</i></p> <p>Direct economic value generated (total revenue): 833,483</p> <p>Economic value distributed: 900,464</p> <p>Economic value retained: (66,981)</p> <p>Annual Report – Management’s Discussion and Analysis</p>
GRI 201-2 Financial implications and other risks and opportunities due to climate change		<p>TCFD-S.b Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material</p> <p>Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning</p> <p>TCFD-R.a Risk Management Disclose how the organization identifies, assesses, and manages climate-related risks</p> <p>Describe the organization’s processes for identifying and assessing climate-related risks</p>	<p>The GTAA has implemented the ISO 14001, which includes Climate Change. The Environmental Management System informs part of our business plans to achieving the system targets.</p> <p>The GTAA’s Environmental Services division provides quarterly reports on environmental targets, risks and mitigation plan monitoring to senior management. Such risks include impacts on physical and transitional risks from climate change, and changes to environmental regulation.</p> <p>With the GTAA’s ERM and EMS programs both having adopted ISO approaches, the process for identifying and assessing climate-related risks are very similar.</p> <p>Annual Report - Management’s Discussion and Analysis</p> <p>United Nations Sustainable Development Goals</p> <p>Annual Information Form – Environmental Matters</p> <p>Annual Information Form – Operational Risks</p>
GRI 201-3 Defined benefit plan obligations and other retirement plans			<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> <p>Annual Report</p> <p>Annual Report – Healthy Workforce</p>
GRI 201-4 Financial assistance received from government			<p>The GTAA claimed \$48.8 million during 2020 under the Canada Emergency Wage Subsidy program.</p> <p>The GTAA saved \$472.7million in 2020 Ground Rent under amendments to the Ground Lease.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Market Presence			
GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage			Not applicable: This indicator is not relevant as all starting salaries exceed the local minimum wage rate specified under the relevant labour legislation.
GRI 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.
GRI AO1 Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin, destination and transfer, including transit passengers			Total passengers: 13,312,715 Domestic: 5,467,000 International: 4,813,000 Transborder: 3,033,000 Annual Information Form – Air Passenger Traffic
GRI AO2 Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights			Air Terminal Building (ATB) movements: 149,077 Non-ATB movements: 25,368 Total movements: 174,445 <i>Non-ATB total (arrival and departure) movements:</i> Cargo: 14,254 Military/government: 92 Helicopter: 66 GA: 10,956 Annual Information Form – Flight Activity
GRI AO3 Total amount of cargo tonnage			Total cargo: 388,631.643 tonnes Belly cargo: 201,742.602 tonnes Freight: 186,889.041 tonnes Annual Information Form – Air cargo

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Indirect Economic Impacts			
GRI 203-1 Infrastructure investments and services supported			Annual Report – Management’s Discussion and Analysis Annual Report – Healthy Economy Annual Report – Healthy Communities GTAA’s website: Building Better Transit
GRI 203-2 Significant indirect economic impacts			Annual Report – Management’s Discussion and Analysis Annual Report – Healthy Economy Annual Report – Healthy Communities GTAA’s website: Propeller Project
Procurement Practices			
GRI 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. Our overall spend with all our suppliers in 2020 was \$594M (excluding Ground Lease), of which 85% was spent in Ontario. 99% of the Ontario spend was in the GTHA.
Anti-corruption			
GRI 205-1 Operations assessed for risks related to corruption	SV-PS-510a.1 Description of approach to ensuring professional integrity		Both internal and external auditors have conducted a risk assessment to determine the risk of internal corruption. The GTAA maintains a whistleblower policy.
GRI 205-2 Communication and training about anti-corruption policies and procedures	SV-PS-510a.1 Description of approach to ensuring professional integrity		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 to proactively disclose any potential conflicts of interest.
GRI 205-3 Confirmed incidents of corruption and actions taken	SV-PS-510a.1 Description of approach to ensuring professional integrity		In 2020 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.
Anti-competitive Behavior			
GRI 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	SV-PS-510a.1 Description of approach to ensuring professional integrity		No legal actions against the GTAA for anti-competitive behaviour or 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.

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Materials			
GRI 301-1 Materials used by weight or volume			<p>This is a list of some of the key materials used by the GTAA in our operations:</p> <p>Potassium acetate (KA) – quantity purchased from January 1, 2020 to December 31, 2020 (kg): 442,786</p> <p>Sodium formate (SF) – quantity purchased from January 1, 2020 to December 31, 2020 (kg): 767,320</p> <p>Aircraft deicing/anti-icing fluid used – total glycol dispensed (litres): 8,871,633</p>
GRI 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>
Energy			
GRI 302-1 Energy consumption within the organization	<p>IF-RE-130a.1 Energy consumption data coverage as a percentage of total floor area, by property subsector</p>		<p>Direct Energy Consumption Natural gas consumption for 2020: 20,809,585 m³ (includes Co-Gen facility)</p> <p>Unleaded fuel consumption: 492,966.45 litres</p> <p>Diesel fuel consumption: 1,519, 021.64</p> <p>Indirect Energy Consumption Total electricity consumption (kWh): 200,729.492 (excludes tenant recovery and cogeneration supply to airport)</p> <p>Unleaded fuel consumption: 492,966.45 litres</p> <p>Diesel fuel consumption: 1,519, 021.64</p>
GRI 302-3 Energy intensity ratio			<p>This is currently not calculated. The GTAA is focused on achieving an absolute energy reduction.</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Energy			
<p>GRI 302-4 Reduction of energy consumption</p>			<p>Reduction in energy consumption from conservation projects: 5,552,000 ekWh</p> <p><i>Some of the initiatives in 2020 include:</i></p> <ul style="list-style-type: none"> Cup efficiency improvements AMF maintenance bay LED high bay Exterior lighting wall packs at AMF AMF dry storage facility interior high bay Recommissioning of T1 daylight harvesting lighting program Runway and apron lighting upgrade to LED Solar panel installation near 410 for advertising signage Installation of 2 electric boilers in T1 <p>Reduction is based on total calculated savings from all initiatives completed in a year.</p> <p>We have estimated the impact of COVID-19 on our overall GHG reduction. Compared to the 2006 base year, COVID-related shuts and slowdown of activity reduce GHG by about 10%.</p>
Environment and Climate Change			
		<p>TCFD-R.b Risk Management Disclose how the organization identifies, assesses, and manages climate-related risks</p> <p>Describe the organization's processes for managing climate-related risks</p>	<p>As a requirement of the ISO 14001:2015 certification, the GTAA developed and implemented an Environmental Policy for the airport that is reviewed annually. The purposes of the GTAA's Environmental Policy are to provide high-level direction to the GTAA's environmental goals and initiatives including to reduce and control environmental risks and to promote continuous improvement and regulatory compliance.</p> <p>The GTAA's Environmental Policy addresses corporate commitments to combat climate change concerns as follows:</p> <p>Climate Change Resiliency: Taking the appropriate steps to be resilient to the risks of climate change, by assessing how climate change will create new, or alter current, climate-related risks; and mitigating those risks.</p> <p>Carbon Neutrality and Emissions: Reducing GTAA's emissions footprint by making improvements in operational efficiency and investment in projects for the direct reduction and/or offset of energy consumption and GHG emissions to achieve net-zero GHG by 2050.</p> <p>In addition to the work under the EMS, the GTAA has conducted stakeholder engagement and industry scans to better understand the different dimensions of transition risks to allow the GTAA to monitor and assess emerging or new risks, especially the speed of the risk exposure materializing.</p> <p>Annual Information Form – Environmental Matters and Operational Risks</p> <p>Annual Report – Management's Discussion and Analysis</p> <p>United Nations Sustainable Development Goals</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Environment and Climate Change			
		<p>TCFD-R.c Risk Management Disclose how the organization identifies, assesses, and manages climate-related risks</p> <p>Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management</p>	<p>The GTAA has developed and implemented an Enterprise Risk Management ("ERM") program that provides a disciplined approach for identifying, assessing, treating and managing risks, and the integration of risk considerations into strategy and opportunity. This enterprise-wide approach enables business and external risks to be managed and aligned with the GTAA's strategic priorities and goals.</p> <p>TCFD-R.b (above) Annual Information Form – Environmental Matters</p>
		<p>TCFD-S.c Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material</p> <p>Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario</p>	<p>Annual Information Form - Environmental Matters Annual Information Form - Operational Risks</p>
		<p>TCFD-M.c Metrics and Targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</p>	<p>Annual Report – Sustainability Approach Annual Information Form – Environmental Matters GTAA Website – Climate Change Our Environment</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Water			
<p>GRI 303-1 Interactions with water as a shared resource</p>			<p>The GTAA is provided with potable water from the Region of Peel municipal system which draws primarily from Lake Ontario. Potable water is consumed in the terminals and other GTAA owned and operated facilities. Residual water is released to the municipal water system for downstream treatment.</p> <p>The GTAA also collects surface runoff in stormwater retention ponds or facilities that can be released to the local stormwater system when compliant with water quality regulations and guidelines or diverted to the sanitary system for treatment. Activities at Toronto Pearson that may impact surface water may include but are not limited to: deicing, fuelling, and aqueous fire fighting foam (AFFF).</p> <p>The GTAA has established a water monitoring program to identify the impacts of airport operations on water quality. The water monitoring program consists of a seasonal sampling schedule, divided between fall/winter and spring/summer. During the fall/winter sampling schedule, additional grab sample locations are included to closely monitor the effects of deicing operations on the water quality from airport property. If compliant with water quality regulations and guidelines, fluid captured within the stormwater facilities will be discharged to the stormwater system. Alternatively, fluid may be diverted to the municipal sanitary system for downstream treatment in accordance with municipal agreements for discharge.</p> <p>The GTAA also has a groundwater monitoring program, which is enacted on a multi-year rotational basis.</p> <p>The 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.</p> <p>The GTAA has classified water-related impacts into a number of categories, including but not limited to: natural hazard assessments (i.e., flooding and erosion), water quality and quantity characterization (and sampling and assessment programs), climate change considerations, and restoration and best management practices.</p> <p>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.</p> <p>The GTAA has invested in, and maintains, robust stormwater infrastructure capable of capturing the first 25 mm of precipitation on our property, ensuring downstream flooding considerations are accounted for. Additional treatment technologies (i.e., oil/grit separators, underground containment facilities, etc.) are also utilized in order to ensure water quality levels are met appropriately.</p> <p>The GTAA participates as a steering group member, with the Toronto and Region Conservation Authority on the Etobicoke Creek and Mimico Creek watersheds, where the final discharge of stormwater from the airport property discharges. This provincial planning framework emphasizes the importance of watershed planning for integrated and long-term planning by municipalities. Policy direction in the Provincial Policy Statement encourages a coordinated approach to planning to protect, improve or restore the quality and quantity of water by using the watershed as the ecologically meaningful scale for integrated and long-term planning. The Growth Plan for the Greater Golden Horseshoe and the Greenbelt Plan require municipalities, partnering with conservation authorities as appropriate, to undertake watershed planning to inform the identification of water resource systems, the protection, enhancement or restoration of the quality and quantity of water, and decisions on allocation of growth and planning for water, waste water and stormwater infrastructure.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Water			
GRI 303-1 Interactions with water as a shared resource (continued)			<p>The GTAA currently does not recycle or reuse water. The 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, the GTAA was subjected to water audits by the Region of Peel in 2011 and no significant opportunities were identified.</p> <p>The GTAA is certified to the ISO 14001 standard; the process for setting targets is documented in the GTAA's ISO manual. Environmental aspects at the GTAA are identified by examining airport operations within the defined scope and determining which products, services and/or activities have or can have impacts on environmental receptors. New or planned development is taken into account when identifying new aspects.</p> <p>An aspect review is completed each year. If there are any new or changed activities, products or services at the airport that may affect water quality, they are evaluated to determine if they are significant. If the activity, product or service is determined to have a significant impact, a new target will be developed to mitigate or manage the environmental impact.</p>
GRI 303-2 Management of water discharge-related impacts			<p>The GTAA follows all federal and provincial guidelines for effluent exiting airport property, including but not limited to the Canadian Environmental Protection Act (CEPA) and Canadian Council of Ministers of the Environment (CCME). The GTAA also sends contaminated fluid to the municipal sanitary system, as per individual agreements with the governing municipal authority.</p>
GRI 303-3 Water withdrawal	<p>IF-RE-140a.1 Water withdrawal data coverage as a percentage of (1) total floor area and (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector</p> <p>IF-RE-140a.2 (1) Total water withdrawn by portfolio area with data coverage and (2) percentage in regions with High or Extremely High Baseline Water Stress, by property subsector</p> <p>IF-RE-140a.3 Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector</p>		<p>Total water withdrawal from all areas in megalitres, and a breakdown of this total by the following sources:</p> <p>Surface water: 0 Groundwater: 0 Seawater: 0 Produced water: 0</p> <p>Third-party water: 742.6 (includes Toronto Pearson Airport: 543.919, Co-Gen facility: 51.680, and tenants: 147.033)</p> <p>Total water withdrawal from all areas with water stress in megalitres, and a breakdown of this total by the following sources, if applicable:</p> <p>Surface water: 0 Groundwater: 0 Seawater: 0 Produced water: 0</p> <p>Third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv.-0</p> <p>A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megalitres by the following categories:</p> <p>Freshwater ($\leq 1,000$ mg/L total dissolved solids): N/A Other water ($> 1,000$ mg/L total dissolved solids): N/A</p> <p>The GTAA is provided with potable water from the Region of Peel municipal system which draws primarily from Lake Ontario. Potable water is consumed in the terminals and other GTAA owned and operated facilities. Residual water is released to the municipal water system for downstream treatment.</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Water			
<p>GRI 303-4 Water discharge</p>			<p>Total water discharge to all areas in megalitres, and a breakdown of this total by the following types of destination: Surface water: 1071.29 megalitres Groundwater: N/A Seawater: N/A</p> <p>Third-party water, and the volume of this total sent for use to other organizations: 198.713 (Co-Gen facility: 51.680, and tenants: 147.033)</p> <p>A breakdown of total water discharge to all areas in megalitres by the following categories: Freshwater ($\leq 1,000$ mg/L total dissolved solids): 1071.29 megalitres Other water ($> 1,000$ mg/L total dissolved solids): 38.3 megalitres</p> <p>Total water discharge to all areas with water stress in megalitres, and a breakdown of this total by the following categories: Freshwater ($\leq 1,000$ mg/L total dissolved solids): N/A Other water ($> 1,000$ mg/L total dissolved solids): N/A</p> <p>The GTAA uses an Environmental Management System (EMS) that is certified to ISO 14001:2015. Through the EMS, the GTAA identifies all aspects of the business' products, activities and services that could potentially have an environmental impact. Once identified, these aspects are vetted through a risk analysis process to recognize if mitigation factors are required. Also as part of the EMS, an annual legal review is conducted to ensure that all applicable legislation is identified and being adhered to.</p> <p>All discharges of effluent are conducted using federal and provincial regulations and guidelines.</p> <p>In 2020, there was one incident of non-compliance, where water exiting airport property was above the discharge limit of 100 ppm for glycol. Investigation took place of the area and no direct link to the glycol exceedance was found. Subsequent sampling had no high levels of glycol.</p> <p>An exceedance is recorded when sampling for given parameters indicates a concentration greater than federal and/or provincial water quality regulations and guidelines and the ability to contain the fluid has reached capacity, therefore bypassing containment into the stormwater system.</p>
<p>GRI 303-5 Water consumption</p>			<p>Total water consumption from all areas in megalitres: 742.6 (includes Toronto Pearson Airport: 543.919, Co-Gen facility: 51.680, and tenants: 147.033)</p> <p>Total water consumption from all areas with water stress in megalitres: N/A</p> <p>Change in water storage in megalitres, if water storage has been identified as having a significant water-related impact: N/A</p> <p>Total water consumption is calculated using water bills from municipality based on water metering.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Biodiversity			
GRI 304-1 Operational sites 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.
GRI 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.
GRI 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.
GRI 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.
AO9 Total annual number of wildlife strikes per 10,000 aircraft movements			<p>Total number of confirmed wildlife strikes reported at Toronto Pearson: 54</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): 43</p> <p>Cumulative confirmed strike rate: 3.34 strikes/10,000 movements</p> <p>The majority of strikes occur on the east/west runways, reflecting the majority of aircraft traffic.</p> <p>The overall number of strikes is much lower reflecting the considerable drop in traffic.</p> <p>The rate itself has risen slightly as the comparison of events against traffic remains similarly matched to 2019.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Emissions			
GRI 305-1 Direct (Scope 1) GHG emissions and explanation of the methodology used	<p>TR-AL-110a.1 / TR-AF-110a.1 Gross global Scope 1 emissions</p> <p>TR-AF-430a.2 Total greenhouse gas (GHG) footprint across transport modes</p>	<p>TCFD-M.b Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks</p>	<p>43,736 tonnes CO₂e</p> <p>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.</p> <p>GHG emissions are third-party verified on an annual basis as part of the federal Output-Based Pricing System (OBPS) regulations and as part of the ACA certification process.</p> <p>This scope does include natural gas boilers, fleet vehicles, generators and the 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.</p>
GRI 305-2 Energy indirect (Scope 2) GHG emissions	<p>TR-AF-430a.2 Total greenhouse gas (GHG) footprint across transport modes</p>	<p>TCFD-M.b Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks</p>	<p>3,566 tonnes CO₂e</p>
GRI 305-3 Other indirect (Scope 3) GHG emissions	<p>TR-AF-430a.2 Total greenhouse gas (GHG) footprint across transport modes</p>	<p>TCFD-M.b Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks</p>	<p>As part of its commitment to reducing environmental impacts, the GTAA has aligned reporting standards to include ISO 14064, the Output Based Pricing System (OBPS) regulations, and the internationally recognized Airport Carbon Accreditation program (GTAA is currently level 3 – optimization). In order to align standards, the GTAA has expanded the reporting boundary beyond the core airport operations to include emissions from the sale and production of electricity in this year’s report. The GTAA currently reports on Scope 1 and Scope 2 emissions.</p>
GRI 305-4 GHG emissions intensity			<p>3.85 kg CO₂e/passenger (Scope 1 and 2 emissions)</p> <p>Annual Report – Healthy Economy</p>
GRI 305-5 Reduction of GHG emissions			<p>71% reduction in GHG emissions since 2006</p>
GRI 305-6 Emissions of ozone-depleting substances (ODS)			<p>Data is not available until June 2021.</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Emissions			
<p>GRI 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</p>	<p>TR-AF-120a.1 Air emissions of the following pollutants: (1) NOx (excluding N₂O), (2) SOx, and (3) particulate matter (PM10)</p>		<p>Data is not available until June 2021.</p>
<p>AO5 Ambient air quality levels according to pollutant concentrations in micrograms per cubic meter (µg/m³) or parts per million (ppm) by regulatory regime</p>	<p>TR-AF-120a.1 Air emissions of the following pollutants: (1) NOx (excluding N₂O), (2) SOx, and (3) particulate matter (PM10)</p>		<p>Ambient air quality levels according to pollutant concentrations in micrograms per cubic metre (µg/m³), parts per million (ppm) or parts per billion (ppb) by regulatory regime. The GTAA has committed to update and improve air quality monitoring at Toronto Pearson International Airport. As a result, in 2020 the GTAA has installed an updated ambient air quality monitoring network at Toronto Pearson. All air quality reporting for the GTAA follows requirements in "Operations manual for air quality monitoring in Ontario" published online by the Ontario Ministry of the Environment, Conservation and Parks (MECP).</p> <p>PM10 24-hour (AAQC – 50 µg/m³): Measured maximum 39 µg/m³ SO₂ 1-hour (AAQC 40 ppb – Standard 250 ppb): Measured maximum 56 ppb SO₂ 24-hour (Standard 100 ppb): Measured maximum 4 ppb SO₂ annual (AAQC 4 ppb): Measured maximum 4 ppb NO₂ 1-hour (AAQC 200 ppb – Standard 200 ppb): Measured maximum 63 ppb NO₂ 24-hour (AAQC 100 ppb – Standard 200 ppb): Measured maximum 47 ppb CO 1-hour (AAQC 30 ppm): Measured maximum 1.88 ppm CO 8-hour (AAQC 13 ppm): Measured maximum .75 ppm Ozone 1-hour (O3) (AAQC 80 ppb – Standard 80 ppb): Measured maximum 79 ppb PM2.5 24-hour (Target 27 µg/m³): Measured maximum 28 µg/m³ PM2.5 24-hour (Target 27 µg/m³): Measured maximum 28 µg/m³</p>

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Waste			
<p>GRI 306-1 Waste generation and significant waste-related impacts</p>			<p>Activities that generate highest volume of waste are retail/food and beverage. Second would be materials that are required for facility maintenance.</p> <p>Retail/food and beverage are highest waste generators from packaging to food waste. As well as airlines generating paper product waste from bag tags, etc. Organization generated waste is predominantly facility maintenance materials as well as paper products.</p> <p>The GTAA receives a monthly report which certifies the metric tonnes collected from each building.</p>
<p>GRI 306-2 Management of significant waste-related impacts</p>			<p>All waste is managed by third-party contracts. Waste collected within the facility is collected by a contractor and disposed of in appropriate compactors and in accordance with coloured bags. White for domestic waste, blue for recycling and orange in line with CFIA for international waste.</p> <p>There is no waste sortation facility on site; however, the contractor that collects the waste from the receptacles and restaurants completes a visual to seek for contaminated recycling waste and will dispose of the waste in the appropriate composter.</p> <p>The receptacles across the organization are labelled with specific labels to direct waste into the correct stream.</p> <p>The waste hauler that collects the compacted waste takes it to the contractor's facility and places it on a conveyor for sortation. Any waste that is not recyclable is taken to the incineration facility for energy from waste recovery.</p> <p>No waste generated at this organization, whether upstream or downstream, goes to a landfill. All waste that is not recoverable is incinerated.</p>
<p>GRI 306-3 Waste generated</p>			<p>Total amount of waste in metric tonnes: 3,014.24</p> <p>Waste for energy recovery: 915.89 metric tonnes</p> <p>Waste for recycling: 2,098.35 metric tonnes</p> <p>Waste is generation energy recovery/recycling: cans, assorted plastic and glass; wood; metal; office paper/newspaper/ cardboard/organics</p>
<p>GRI 306-4 Waste diverted from disposal</p>			<p>Total weight of waste diverted from disposal: 2,098.35 metric tonnes</p> <p>Composition of waste: cans, assorted plastic and glass; wood; metal; office paper/newspaper/cardboard/organics</p> <p>Hazardous waste: N/A</p> <p>Total weight of non-hazardous waste diverted from disposal in metric tonnes is 2,098.35, and a breakdown of this total diverted is by recycling.</p> <p>The total weight in metric tonnes of non-hazardous waste diverted from disposal is calculated all offsite and equals 2,098.35 metric tonnes.</p> <p><i>Items recycled are:</i></p> <p>Cans and assorted plastics: 623.196 metric tonnes</p> <p>Wood: 10.89 metric tonnes</p> <p>Metal: 53.875 metric tonnes</p> <p>Office paper/newspaper: 108.586 metric tonnes</p> <p>Cardboard: 601.159 metric tonnes</p> <p>Organics: 700.644 metric tonnes</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Waste			
GRI 306-5 Waste directed to disposal			<p>Total weight of waste directed to disposal in metric tonnes is 3,014.24</p> <p>Total weight of hazardous waste is N/A</p> <p>Total weight of non-hazardous waste directed to disposal in metric tonnes, and a breakdown of this total by the following disposal operations:</p> <p>Incineration (with energy recovery): 3,014.24</p> <p>Incineration (without energy recovery): 0 (All waste is incinerated with energy recovery.)</p> <p>Landfilling: 0</p> <p>The breakdown of the total weight in metric tonnes of non-hazardous waste directed to disposal:</p> <p>On-site: 0 (No sorting facility on site.)</p> <p>Off-site: 3,014.24</p> <p>On-site waste is directed to various streams with signage on the waste receptacles indicating in which stream it is to be deposited. This is not weighed on site as there is no physical sortation facility.</p>
Noise			
AO7 Number and percentage change of people residing in areas affected by noise			<p>The GTAA has a robust Noise Management Program which is updated every 5 years through a new Noise Management Action Plan. The Corporation's Noise Management Program is based on the International Civil Aviation Authority's balanced approach to noise management: reduction of noise at source (engine and airframe), land use planning and management, noise abatement, and operational procedures and operating restrictions.</p> <p>As part of this, to mitigate the number of residents impacted by operational noise, the GTAA has worked with the neighbouring municipalities to create an Airport Operating Area ("AOA") surrounding the airport. The AOA, which is based on noise contours, delineates an area within which certain land uses that are incompatible with airport operations, including residential development and schools, are opposed by the GTAA. The AOA has been incorporated into the official plans of the cities of Toronto, Mississauga and Brampton, and the Region of Peel.</p> <p>Annual Report – Healthy Communities</p> <p>Annual Report – Sustainability Approach – Community Investment and Engagement</p> <p>Annual Information Form – Ground Lease</p> <p>Noise Management</p>
Environmental Compliance			
GRI 307-1 Non-compliance with environmental laws and regulations			<p>The GTAA has not received any fines or non-monetary sanctions for non-compliance with environmental laws and regulations for 2019–2020 operations at the time of releasing of this report.</p>
Supplier Environmental Assessment			
GRI 308-1 New suppliers that were screened using environmental criteria			<p>Our Environmental Policy is provided in all contracts awarded through an RFP/Tender process, and environmental criteria are included in the RFP/Tender evaluation process. Therefore, 100% of our large contracts are aware of our Environmental Policy.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Employment			
GRI 401-1 New employee hires and employee turnover			As of December 31, 2020, the GTAA employed approximately 1,471 persons who were engaged in management, technical, administrative and general labour activities. This number includes 131 seasonal employees, who were employed in general labour activities in the deicing and airfield maintenance departments. The majority of the GTAA's employees are unionized, represented by either Unifor Local 2002 or the Pearson Airport Professional Fire Fighters Association ("PAPFFA").
GRI 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.
GRI 401-3 Parental leave			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 that 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. 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. A total of 10 women and 23 men took Parental Leave in 2020. The GTAA's retention rate in relation to Parental Leave for 2020 was 97%.
Labor/Management Relations			
GRI 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, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Occupational Health and Safety			
GRI 403-1 Occupational health and safety management system	TR-AL-540a.1 TR-AF-540a.1 Description of implementation and outcomes of a Safety Management System		The GTAA has implemented an Occupational Health and Safety Management System. This system has been implemented based on the ISO standard as a method of risk mitigation. The system covers all of the GTAA workers, including contract workers.
GRI 403-2 Hazard identification, risk assessment, and incident investigation			<p>The GTAA uses a Hazard Identification, Assessment and Control process to determine how to minimize risk to workers. This includes Job Safety Analysis, field-level hazard assessments, risk assessments and concern reviews.</p> <p>The GTAA uses systems of quality control and quality assurance to monitor compliance and effectiveness.</p> <p>The OHS committee and system owners use this information to develop annual improvement goals.</p> <p>An online all-incident reporting form is used to capture any incidents. Workers have the right to refuse as per the Canada Labour Code (CLC).</p> <p>The GTAA has a comprehensive concern review process used to investigate incidents and create corrective action plans.</p>
GRI 403-3 Occupational health services			The GTAA is located in Ontario, Canada, and access to occupational medical services is not impeded in our community. Access is easy and government-funded. The GTAA also has access to occupational health nurse services, an industrial hygienist service and a Chief Medical Officer to help make medically appropriate decisions.
GRI 403-4 Worker participation, consultation, and communication on occupational health and safety	TR-AL-540a.1 TR-AF-540a.1 Description of implementation and outcomes of a Safety Management System		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 recommendations to improve health and safety in the workplace, ensuring that the underlying principles of the internal responsibility system are followed at all times.
GRI 403-5 Worker training on occupational health and safety			The GTAA has a wide array of Health and Safety training courses – both general and task specific. These are based on legislation and the information that feeds out of the management system and its concern reviews.
GRI 403-6 Promotion of worker health			The GTAA is located in Ontario, Canada, and access to non-occupational medical services is not impeded in our community. Access is easy and government-funded.
GRI 403-7 Prevention and mitigation of occupational health and safety impacts			The GTAA has a comprehensive pre-qualification process and only uses contractors that have their own Health and Safety Management systems.
GRI 403-8 Workers covered by an occupational health and safety management system	TR-AL-540a.1 TR-AF-540a.1 Description of implementation and outcomes of a Safety Management System		The GTAA has implemented an Occupational Health and Safety Management System. This system has been implemented based on the ISO standard as a method of risk mitigation. The system covers all of the GTAA workers who are employed in the Airport Management field.

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Occupational Health and Safety			
GRI 403-9 Work-related injuries	TR-AF-320a.1 (1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees		<p><i>For all employees:</i></p> <p>The number and rate of fatalities as a result of work-related injury: 0</p> <p>The number and rate of high-consequence work-related injuries (excluding fatalities): 21 (called Lost Time: rate 1.47)</p> <p>The number and rate of recordable work-related injuries: 53 (rate 3.99)</p> <p>The main types of work-related injury: Slip & Fall and Musculoskeletal</p> <p>The number of hours worked: 192,000</p> <p>Data for all workers who are not employees but whose work and/or workplace is controlled by the organization is not tracked internally. External to GTAA are contractors which control their own hazards.</p> <p>Incidents are captured, investigated and corrective action built for all hazards; the GTAA does not categorize incidents as high-hazard.</p> <p>All hazards are assessed as they are identified. System goal is to eliminate and/or mitigate.</p> <p>Incident rates have been calculated based on 200,000 hours worked.</p> <p>No workers have been excluded from this disclosure.</p> <p>High-hazard is interpreted as Lost Time.</p>
GRI 403-10 Work-related ill health	TR-AF-320a.1 (1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees		The GTAA had no fatalities or work-related ill health incidents in 2020.
Training and Education			
GRI 404-1 Average hours of training per year per employee			This data is unavailable due to our training system technology and varying methods of training delivery.
GRI 404-2 Programs for upgrading employee skills and transition assistance programs			<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.</p> <p>The GTAA also regularly provides information sessions to employees on a range of topics, including retirement planning.</p> <p>Annual Report – Sustainability Approach – People</p>
GRI 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, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Diversity and Equal Opportunity			
GRI 405-1 Diversity of governance bodies and employees	<p>SV-PS-330a.1 Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees</p> <p>SV-PS-330a.2 (1) Voluntary and (2) involuntary turnover rate for employees</p>		<p>Governance bodies are excluded from our reporting because the GTAA does not have direct control over the composition of our Board of Directors.</p> <p>Annual Information Form – Corporate Governance - Nomination of Members</p> <p>As of December 31, 2020: 28% of our current workforce is female. 5% are under the age of 30 (1% female and 4% male); 57% are 30–49 years old (17% female and 40% male); and 38% are over the age of 50 (10% female and 28% male)</p>
GRI 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 obligation under federal employment equity and human rights legislation.</p> <p>Employee salaries are determined based on the scope of work performed, irrespective of the gender of employees.</p> <p>Women (Average Salary) Manager: \$123,970 Non-manager: \$82,114</p> <p>Men (Average Salary) Manager: \$134,152 Non-manager: \$86,638</p>
Non-discrimination			
GRI 406-1 Incidents of discrimination and corrective actions taken			<p>In 2020, there were two reports of alleged discrimination. The related investigations are ongoing.</p>
Freedom of Association and Collective Bargaining			
GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			<p>The Canadian legislative environment protects our workers' rights. Our employees have already exercised the right to representation by a union.</p>
Child Labor			
GRI 408-1 Operations and suppliers at significant risk for incidents of child labor			<p>The GTAA does not use or employ child labour in its operations. The contractors or suppliers we deal with directly are not considered a risk for incidents of child labour or exposing young workers to hazardous work.</p> <p>The GTAA does not undertake types operations of significant risk for incidents of child labour, and does not operate in a country or geographic area with operations and suppliers considered at high risk.</p> <p>As companies operating in Canada, the GTAA and its contractors are obligated to comply with applicable laws including, but not limited to, the Canadian Labour Legislation.</p>

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Forced or Compulsory Labor			
GRI 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 labour in its operations. Virtually all our suppliers are located in Canada and the United States, where forced or compulsory 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, the Canadian Labour Legislation.
Security Practices			
GRI 410-1 Security personnel trained in human rights policies or procedures			All full-time employees within our Safety and Security department are required to have a full understanding of the GTAA's human rights policies, procedures and obligations.
Rights of Indigenous Peoples			
GRI 411-1 Incidents of violations involving rights of indigenous peoples			There have been no incidents during the reporting period.
Human Rights Assessment			
GRI 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.
GRI 412-2 Employee training on human rights policies or procedures			Accessible Customer Experience: 91.8% Creating a Respectful Workplace: 92% The total number of hours of training devoted to human rights policies or procedures concerning aspects of human rights is unavailable due to the training technology used.
GRI 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.

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Local Communities			
GRI 413-1 Operations with local community engagement, impact assessments, and development programs			Annual Report – Healthy Communities Annual Report – Sustainability Approach – Stakeholder Engagement Community Programs
GRI 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. At Toronto Pearson, this program is reviewed every five years, and a new Noise Management Action Plan is issued to introduce new initiatives. For example, the 2018–2022 Action Plan has resulted in a new interactive noise information web portal and the A320 family retrofit reporting program. Noise Management
Supplier Social Assessment			
GRI 414-1 New suppliers that were screened using social criteria			The GTAA is in the process of gathering information to understand our suppliers’ current practices. Suppliers are not currently screened using social criteria.
Public Policy			
GRI 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. GTAA is prohibited from making political contributions.
Customer Health and Safety			
GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services			Toronto Pearson launched its “Healthy Airport” commitment with partners, government agencies and stakeholders which is designed to set strong, consistent, reliable standards for passenger and airport worker health protection. The Healthy Airport commitment is a comprehensive program that outlines the steps that the airport and its partners are implementing to restore confidence in the safety of air travel given the new realities. No reports of non-compliance regarding products or services rendered Annual Report - Healthy Airport Annual Information Form – General Development of the Business Healthy Airport

GRI, SASB AND TCFD INDEX

GRI Standard	Alignment with SASB	Alignment with TCFD	Disclosure Response (figures reported are as at December 31, 2020)
Marketing and Labelling			
GRI 417-3 Incidents of non-compliance concerning marketing communications			There have been no incidents of non-compliance in 2020.
Customer Privacy			
GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SV-PS-230a.3 (1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected		The organization has not identified any substantiated complaints from outside parties or regulatory bodies in 2020.
Socioeconomic Compliance			
GRI 419-1 Non-compliance with laws and regulations in the social and economic area	SV-PS-510a.1 Description of approach to ensuring professional integrity		To the best of our knowledge, there have been no violations.

We welcome your feedback

If you have any questions or comments regarding this report, or suggestions for topics you'd like to see covered in future reports, please write to us at:

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Toronto Pearson International Airport
P.O. Box 6031
3111 Convair Drive
Toronto AMF, Ontario, Canada L5P 1B2

or send an email to Publication@GTAA.com.

Thank you for your interest

The Greater Toronto Airports Authority (GTAA) was incorporated in 1993 and manages Toronto Pearson International Airport under terms set out in our December 1996 lease with the Canadian federal government.

Writing

Doug Dolan Communications and Amy Langstaff

Design and Sustainability Consulting

The Works Design Communications

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