

GTAA commitment to The Pearson Standard

2025 REPORT ON PROGRESS

INTRODUCTION

The GTAA introduced the Pearson Standard to support operational excellence and promote shared accountability among all organizations at Toronto Pearson. The Pearson Standard outlines levels of responsibility, performance, and quality that benefit the entire airport community. Its [Rules & Regulations](#) set out expectations for airport partners, and the [GTAA Commitment](#) to the Pearson Standard embodies the GTAA's recognition that we must hold ourselves accountable for our contributions to realizing those standards. We have also pledged to provide annual updates on the GTAA's progress in living up to our commitment to the Pearson Standard. Below is a snapshot of the initiatives we have undertaken this past year and the results we have achieved.

Toronto Pearson



Baggage Systems

The GTAA commits to deliver: A system that performs to a high standard of operational efficiency, capable of meeting the demands of our airline stakeholders by achieving hourly baggage throughput targets and daily system uptime operational targets.

ACTIONS AND RESULTS TO DATE:

We recognize that the baggage system plays a central role at the airport, and the baggage team is taking a multifaceted approach to maintaining operational integrity in the near term. As part of [Pearson LIFT \(Long-term Investments in Facilities and Terminals\)](#), we have consulted with partners and defined the scope for long-term initiatives that will further enhance the resiliency and capacity of our system. We are now in the process of selecting vendors with the capacity and expertise to help us deliver our plans.

- Baggage Project Redline brought together specialists, engineers, maintenance, and operations representatives to drive targeted initiatives focused on enhancing system reliability and performance. Average daily throughput was increased by 6% while the total number of jams did not increase.
- Our contingency planning has been further strengthened through enhanced oversight at key operational points, enabling rapid issue

resolution and swift deployment of mitigation measures. Staff are strategically positioned across the operation to monitor baggage flow and hygiene, manually move bags when needed, and manage the Limited Recirculation Program to maintain system efficiency and minimize disruptions.

- We have improved our responsiveness to external factors such as inclement weather, delayed arrivals, and ground-handler staffing constraints. Dedicated Baggage System Operators maintain real-time communication with airlines and ground handlers, while Control Room Specialists dynamically allocate people resources to optimize performance and ensure timely baggage delivery.
- We are proceeding with procurement of Phase 1 of the Baggage Handling System Development Program, consisting of 23 initiatives that will enhance system reliability and resiliency.

Information Technology

The GTAA commits to deliver: Hardware that performs well for specific check-in, gate technology (such as self-service kiosks, check-in counters and e-Gates) and border processing to enable our partners to deliver quality service.

ACTIONS AND RESULTS TO DATE:

Technology plays a central role in a passenger's journey through the airport. By incorporating direct feedback from our airport partners and passengers, coupled with real-time monitoring systems, we are continuously upgrading our systems to ensure our airport operations, along with our partners, are positioned for success as passenger expectations continuously evolve.

- In winter 2024, we enhanced the Primary Inspection Kiosk process by introducing an 'Offline Mode' function. Previously, when the kiosks lost connection to CBSA's backend systems, manual processes and paper forms needed to be utilized and delays to deboarding implemented to prevent overcrowding in arrival areas. Now, in "Offline Mode", even if

communications systems are offline, digital declarations can still be completed which reduces the full impact of third-party outage. This ensures steady passenger flow, minimizes delays, improves operational resilience and efficiency, while enhancing the passenger experience.

- We are collaborating with carriers to appropriately scope, plan, and rigorously test new technology for check-in kiosks and

counters, while ensuring that any upgrades do not result in operational disruptions. In 2025, we successfully integrated five new carriers into the self-serve kiosk platform, resulting in a 2.2% increase in overall throughput.

- Quality assurance is also managed using AI-driven diagnostics and monitoring along with daily verifications of all technology deployments to quickly identify and address any potential issues.

People-Moving Devices

The GTAA commits to deliver: Elevators, escalators and moving sidewalks that operate according to up-time performance targets and enable safe movement across the airport.

ACTIONS AND RESULTS TO DATE:

The GTAA maintains approximately 360 people-moving devices across the airport network. These assets are critical to airport accessibility, passenger experience, and operational continuity.

- In 2025, the GTAA completed the deployment of MAX monitoring software across all people-moving devices. This system provides real-time condition monitoring and immediate fault alerts, enabling faster response times, quicker

restoration to service, and reduced operational disruption.

- Preventative maintenance practices have also been strengthened in collaboration with ThyssenKrupp Elevator (TKE). The enhanced maintenance program is aligned with GTAA strategic objectives and is focused on improving reliability, maximizing equipment availability, and sustaining high levels of uptime.

Deicing

The GTAA commits to deliver: A safe and effective program that meets stakeholder demand for a consistent aircraft throughput per hour during winter operations.

ACTIONS AND RESULTS TO DATE:

In 2025, approximately 95% of aircraft were deiced/anti-iced according to target times, based on aircraft size and weather conditions.

Given the specialized and seasonal nature of this work, maintaining an experienced staff is a significant challenge. We are taking steps to address this:

- In winter 2024-2025, the GTAA onboarded 20 new seasonal Deicing Specialists. These specialists achieved their certification and gained proficiency prior to the winter travel peak after having completed a mandatory 10-week training program.

- In 2024, we introduced a new innovative program in which 10 Seasonal Specialists work cross-functionally as Deicing Specialists during winter and as Baggage Specialists in summer. This will help retain qualified Deicing Specialists.
- During the 2024-2025 winter season, 15 deicing units that had reached the end of their useful lives were replaced with current technology.
- As part of [Pearson LIFT](#), we will expand Pad 6 to increase capacity at the Central Deicing Facility.

Runways and Taxiways

The GTAA commits to deliver: Surfaces that are safe and serviceable to meet or exceed planned configuration throughput based on weather conditions.

ACTIONS AND RESULTS TO DATE:

- As part of the Accelerator program of Pearson LIFT, the GTAA is supporting more resilient operations with a multi-year rehabilitation program for critical airfield infrastructure.
- Airfield Maintenance and Electrical teams coordinated more than 1,200 hours of routine maintenance into a single 54-hour closure of runway 05/23.
- To support the upcoming Accelerator Program, over 500 hours of overnight closures have been accommodated on the north end of the airfield for surveys ahead of future construction.
- In summer 2025, Airfield Operations undertook a focused initiative to support and maintain our critical Airfield infrastructure. To meet the demands of increased maintenance activity, we augmented our summer staffing levels by increasing our work areas and work performed in-house, ensuring we had the resources necessary to support operations across Toronto Pearson.
- Key routine programs such as crack sealing, ditch maintenance, surface repair, and navigation aid stabilization have been expanded, by adding staff and increasing investment, to enhance airfield reliability and safety.
- Additionally, we launched an innovative pilot project to introduce artificial intelligence-driven technology for Foreign Object Debris (FOD) and surface defect detection, further advancing our commitment to proactive and intelligent airfield management.

Terminal Conditions

The GTAA commits to deliver: Consistent standards of cleanliness and facilities that are in good working order and repair to make the airport experience pleasant.

ACTIONS AND RESULTS TO DATE:

We have launched a suite of continuous improvement initiatives around terminal cleanliness. These involve proactive planning, operational readiness, data analytics, continuous innovations, a culture of accountability, enforcing standards, and strengthening relationships with service providers. 2026 will aim to maintain and further improve our success.

- Washroom cleanliness scores in 2025, obtained from HoN (Happy or Not feedback kiosks) for Terminal 1 scored 10% better than in 2024, and 3% better for Terminal 3.
- 2025 Performance scores captured from the passenger experience survey indicated 2.5% improvement from record breaking scores in 2024.
- In the fall of 2025, the GTAA implemented two new contracts for custodial service providers for airport cleaning services that increased cleaning frequencies throughout the terminals, directed resources toward critical areas (e.g. washrooms, boarding lounges, bridges) and implemented advanced and autonomous cleaning technologies.

Accessibility

The GTAA commits to deliver: A barrier-free, safe, and enjoyable passenger experience, including a wide variety of accessible services and facilities designed to enable more choice, comfort, and autonomy for persons with disabilities throughout the travel journey.

ACTIONS AND RESULTS TO DATE:

We are committed to meeting or exceeding all applicable standards in the Accessible Canada Act along with its principles and regulations, the Canada Transportation Act, and the Accessible Transportation for Persons with Disabilities Regulations. In 2023, we launched our [Accessibility Plan](#). The following are key achievements over the last year:

- Established the Toronto Pearson Accessibility Advisory Council to foster ongoing collaboration with community partners and advocacy groups.
- Introduced real-time travel notifications through QR codes, enabling passengers to receive live flight updates directly on their phones. This is especially valuable for passengers who are deaf or hard of hearing, as they no longer need to remain near gate screens to monitor announcements for changes such as boarding, delays, or gate moves. By scanning a QR code once and entering their

flight number, passengers can confidently access gate monitor information from anywhere in the terminal, allowing them to wait in quieter or more comfortable spaces without missing critical updates.

- In collaboration with Air Transat and Autism Ontario, we hosted our third annual “Ready, Set, Fly” airport familiarization event for families with neurodivergent needs. This helps to reduce anxiety, increase predictability, and build confidence for families with neurodivergent needs by giving them a chance to experience the airport environment before they travel. Around 150 people attended, and the feedback was positive. We plan to hold a similar event this fall and expand to work with Air Canada in the near future.

For more detail on these and other accessibility improvements we have made, see our latest [Progress Report](#).

Scan this QR code for live view
of your flight status



Scannez ce code QR pour voir
le statut de votre vol en direct

Official Languages

The GTAA commits to deliver: Equal service, communication, and signage to serve the travelling public in both of Canada’s official languages.

ACTIONS AND RESULTS TO DATE:

We understand the importance of providing equal service in French and English and are working with our partners to meet our collective obligations under the *Official Languages Act*, including:

- **Regular audits:** In 2025, we conducted 1,905 comprehensive audits of language use across all public-facing terminal and parking facilities.
- **Official Languages Plan:** We published our [Official Languages Plan](#) in June 2025 showcasing our commitment to bilingual service and our official languages obligations.
- **Refresher training:** We work with our tenants to ensure that they have sufficient staff on duty to provide service in French and English and meet their obligations under the *Official Languages Act*. We also ensure they are conducting refresher training on the importance of greeting customers with “Hello, Bonjour” to actively offer service in either language.
- **Signage and communications:** We are updating bilingual signage across the terminal, including sliding doors and outdated phrasing, with all changes targeted for completion by Q42025/early Q12026. In parallel, we’re collaborating with airport partners to strengthen translation tools, advertising, and accountability for bilingual announcements and signage.

Operational Support

The GTAA commits to deliver: A level of service to all airport stakeholders to enable operations, efficient onboarding of staff (such as the Pass Office), and navigation of safety and security programs (such as the Logistics Program), and to respond promptly to issues reported to the Integrated Operations Control Centre (IOCC).

Integrated Operations Control Centre (IOCC)

ACTIONS AND RESULTS TO DATE:

The Integrated Operations Control Centre (IOCC) provides oversight and control of the airport operation on a daily basis.

- The Airport Duty Managers (ADM) began daily updates via the local news network, CP24. Shot live from the IOCC, the ADM provides insights into the daily operation at Toronto Pearson speaking broadly of weather, any closures or other topical information relative to the airport and how it could impact travel for the day.
- IOCC has introduced new functions into the room including Baggage Operations and Groundside Operations. These positions provide the IOCC and ADM specific information on these systems that enable better decision making and quicker responses when issues arise.

Pass Office

ACTIONS AND RESULTS TO DATE:

The Pass Office is a core GTAA service and a universal touchpoint for employees requiring Restricted Area access at Toronto Pearson. Reliable, timely services are essential to workforce readiness and airport-wide operational continuity. While feedback from airport partners reflects a high level of satisfaction with current service delivery, we continue to review and improve our operations in order to provide reliable support services.

- **Support Transport Canada platform updates:** Throughout 2025 the Pass Office successfully supported upgrades to Transport Canada’s new Transportation Security Service (TSS) platform. The platform provides real-time visibility into application status for both signing authorities and employees, and includes automated renewal reminders to promote earlier submissions and reduce last-minute processing pressures.

Conclusion

Over the past year we have continued to make noticeable progress as an airport community on our operational performance and reliability. As we move toward active construction on Pearson LIFT, we know that operational complexity will increase. We are committed to refining the way we gather feedback from our airport partners and to developing an even greater understanding of their needs. This will guide us in the future as we deliver further improvements to support operational excellence across the airport.

Questions and contact: thepearsonstandard@gtaa.com

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