

# 1. Authority, objectives and binding obligations

## Authority

- 1.1 The Greater Toronto Airports Authority (“GTAA”), as the operator of Toronto – Lester B. Pearson International Airport (“Airport” or “Toronto Pearson”), derives its authority to operate the Airport and establishes its rules and directives through federal laws and the Ground Lease.

## Objectives

- 1.2 The objectives of the GTAA Rules and Regulations (“GTAA Rules”) are to:
  - 1.2.1 Ensure that Airport operations are carried out in a safe, secure, efficient, and sustainable manner by Airport Users.
  - 1.2.2 Promote accountability among Airport Users to deliver high standards of operational efficiency and innovation, safety, customer service, stakeholder collaboration, and employee well-being.
  - 1.2.3 Ensure the lawful and orderly use of Airport infrastructure, facilities, and services at all times by Airport Users.
  - 1.2.4 Foster compliance with GTAA internal guidance, plans, programs, policies, procedures, directives, advisories, notices, manuals, codes, standards, protocols, recommended practices, and according to the provisions of contracts, agreements, licences, permits, and leases.
  - 1.2.5 Ensure that Airport operations are conducted in compliance with applicable national and international laws, regulations, and recommended practices, particularly in the areas of safety, security, environmental protection, health protection, accessibility, privacy, and confidentiality.

## Binding obligations

- 1.3 Airport Users agree to be bound by the obligations set out in the GTAA Rules and commit to ensuring that all their agents, licensees, and sub-contractors are familiar and fully comply with the sections that apply to them.
- 1.4 Airport Users are expected to comply with all government laws and regulations that apply to their activities.
- 1.5 The GTAA commits to administering the GTAA Rules consistently, fairly, and transparently, and conducting any monitoring and auditing activities objectively and rigorously.
- 1.6 The GTAA is committed to achieving world class performance and has documented the GTAA Commitment to the Pearson Standard to outline standards for operational excellence in the areas of its direct control.

## Effective date

- 1.7 The GTAA Rules take effect as of the date inserted in the first line of the Revisions Log and supersedes the Toronto Pearson Handbook for Business Partners published on November 15, 2011, and last amended on April 22, 2013.

## Amendments

- 1.8 The GTAA reserves the right to make amendments to the GTAA Rules from time to time and at its sole discretion in order to:
  - 1.8.1 Address safety, security, health, and environmental obligations, incorporate sustainability practices, and close gaps related to operational performance, customer service and passenger experience.
  - 1.8.2 Comply with government laws and regulations, new international legal frameworks and standards, and global recommended best practices.
  - 1.8.3 Maintain the financial viability, competitiveness, and reputation of the Airport.
- 1.9 The GTAA will provide reasonable written notice to Airport Users in relation to any future amendments to the GTAA Rules via accessible means of communication and, where change is necessary, reasonable time to adjust their operations to comply with the amendment.

## Conflicts with government laws and regulations

- 1.10 In the event of a conflict or inconsistency between the GTAA Rules and government laws or regulations, the applicable government law or regulation shall prevail to the extent of the inconsistency or conflict.

## Incorporation

- 1.11 The GTAA Rules will be incorporated by reference into all GTAA contracts, agreements, licences, permits, and leases.

## Compliance and accountability

- 1.12 Non-compliance with the GTAA Rules may result in:
  - 1.12.1 The exercise of available remedies as deemed appropriate by the GTAA, up to the termination of existing contracts, agreements, licences, permits, and leases, in accordance with their terms and conditions.
  - 1.12.2 The pursuit of corrective and remedial actions, as set out in Section 13 (User Accountability and Dispute Settlement) of the GTAA Rules.
  - 1.12.3 The reporting of non-compliance to governmental authorities and any independent agency with appropriate jurisdiction, including but not limited to Transport Canada, the Canadian Transportation Agency, and the Transportation Safety Board of Canada.