

# Rules & Regulations



## The Pearson Standard

Our shared path toward achieving new standards of responsibility, performance and quality that benefit us all.

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## Revisions log

Summary of new and revised pages

Date (DD/MM/YY)	Type (New, Revision)	Section(s)	Description
05/06/23	New	All	First publication of the GTAA Rules and Regulations
24/07/24	Revision	2, 3, 6, 8, 10, 11, 12, 13, and Glossary	Annual Update to the GTAA Rules and Regulations (2024)

# Introduction



# 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”), 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.

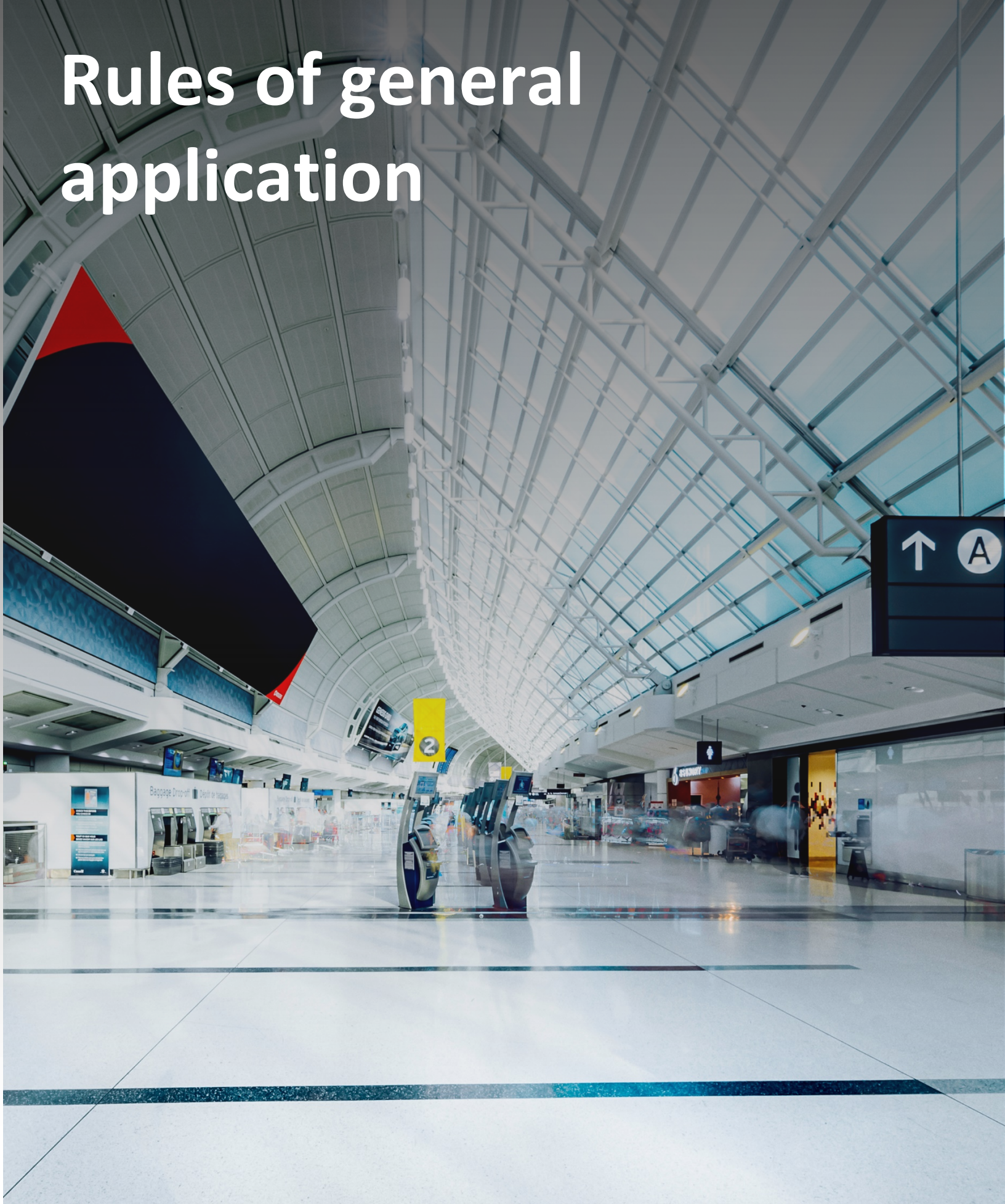
## Incorporation

- 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. |

# Rules of general application





# 2. Minimum standards and requirements

## Standard of conduct

- 2.1 Airport Users must carry out all their activities at the Airport:
  - 2.1.1 With safety and security as their highest priority.
  - 2.1.2 In compliance with relevant and applicable laws, regulations, and directives.
  - 2.1.3 With consideration to any guidance or circulars issued by government authorities in Canada and the International Civil Aviation Organization (ICAO).
  - 2.1.4 In compliance with existing contracts, agreements, licences, permits, and leases between the GTAA and Airport Users.
  - 2.1.5 In conformity with the GTAA Rules and any other document issued by the GTAA in relation to the use of Airport infrastructure, services, or facilities.
- 2.2 Airport Users must ensure that they achieve, within their area of activity, a standard of Airport customer service consistent with a first-class facility and major international airport, and in accordance with recognized industry standards and best practices.
- 2.3 Airport Users must provide all required training to their employees, sub-contractors, agents, and licensees on their responsibilities and obligations under the GTAA Rules.

## Airport safety and security

- 2.4 Safety and security are at the core of every decision at the GTAA and must remain the highest priority for Airport Users in all areas of activity at the Airport.
- 2.5 Airport Users must carry out their safety and security obligations in compliance with all policies, procedures, programs, directives, and regulations set forth by the GTAA and all applicable local, provincial, and federal laws and regulations.
- 2.6 Airport Users must ensure that their employees, agents, licensees, and sub-contractors, are aware of [GTAA's safety and security policies](#) and fully trained on their specific safety and security responsibilities while on Airport premises. Retraining must be conducted, as required, to ensure that all employees, agents, licensees, and subcontractors have current and up-to-date training.
- 2.7 Airport Users must report any safety concerns proactively and in a timely manner, with the view to prevent or mitigate injury to persons and damage to property.
- 2.8 Airport Users must immediately report any imminent risk or danger that could jeopardize the safety and security of Airport operations.
- 2.9 For emergencies, including potential injury, suspicious persons, vandalism, and life-threatening situations when on Airport property, call 416-776-3033. Do not call 911.
- 2.10 For urgent but non-emergency situations, call 416-776-3055.
- 2.11 For any security concerns such as unattended items, gates, or doors not closing/securing, piggy-backing, and suspicious activity, call 416-776-7381.

## Operational performance requirements and Service Level Standards

- 2.12 Airport Users must comply with GTAA's operational performance requirements and Service Level Standards contained in the GTAA Rules, the [GTAA Service Levels and Standards](#) and any applicable service levels contained in the [Ground Operations Manual](#) and individual contracts, agreements, licenses, permits and leases.
- 2.13 Airport Users must immediately notify the Airport Duty Manager (ADM) and the Integrated Operations Control Center (IOCC) when circumstances may prevent them from meeting any operational performance requirement or Service Level Standard.
- 2.14 The GTAA will communicate additional Service Level Standards from time to time as required to maintain operational performance outcomes consistent with a first-class facility and world class airport. Common industry indicators that will be considered in setting additional Service Level Standards include, but are not limited to:
  - 2.14.1 Check-in queue time for domestic, transborder and international flights.
  - 2.14.2 Baggage collection time for domestic, transborder and international flights.
  - 2.14.3 Waiting time for first Passenger deplanement (inbound flights).
  - 2.14.4 Waiting time for mobility assistance services (inbound and outbound flights).
  - 2.14.5 Security control processing times for outbound Passengers.
  - 2.14.6 Processing times for U.S. bound preclearance Passengers.
- 2.15 The GTAA reserves the right to update its operational performance requirements and Service Level Standards from time to time in order to ensure efficient operations at the Airport, delivery of adequate and equitable levels of customer service, and compliance with government laws and regulations. Notice of updates will be communicated to Airport Users with a reasonable time to make necessary adjustments to comply.
- 2.16 The GTAA may require Airport Users to enter into specific service level agreements (SLA) as may be necessary to adequately address individual requirements such as minimum staffing levels, cleanliness, wait times or other performance standards.
- 2.17 The GTAA will take all means necessary to monitor compliance with operational performance requirements and Service Level Standards fairly and using methods to ensure accuracy and transparency. This may include issuing performance report cards, quality assurance checks and formal audits.

- 2.18 Airport Users who fail to meet operational performance requirements and Service Level Standards, in addition to any other requirements contained in contracts, agreements, licenses, permits and leases with the GTAA, must take immediate steps to remedy such failures and meet any additional requirements of the GTAA.

## Employment standards

- 2.19 The GTAA is committed to adopting policies and practices that support Airport Users in their commitment to diversity, equity, and inclusion in the hiring and promotion of employees.
- 2.20 Airport Users are expected to:
- 2.20.1 Comply with employment and accessibility laws.
  - 2.20.2 Ensure that their employees have access to a safe working environment and earn a fair wage that allows them to afford adequate shelter, food, and other necessities.
  - 2.20.3 Support their employees through continuous investments in health and safety training as well as wellness and mental health programs and initiatives.
  - 2.20.4 Demonstrate their commitment to diversity, equity, and inclusion in their hiring and promotion practices.
  - 2.20.5 Adopt policies and practices that support worker retention, optimal resource allocation, and work-life balance.
  - 2.20.6 Provide customer service training to all Passenger-facing employees, including frontline staff, supervisors, and management. Such training should be completed within 60 days of hiring and occur at least once per year, as a minimum requirement, to ensure a consistent customer experience.

## Facilities alterations

- 2.21 All construction and contractor activity at the Airport requires a Facility Alteration Permit (“FAP”) issued in accordance with the [Airport Construction Code](#).
- 2.22 Requests for FAPs shall be addressed to the Construction Compliance and Permits Office (“CCPO”) at [constructioncompliance@gtaa.com](mailto:constructioncompliance@gtaa.com).
- 2.23 The CCPO has been designated as the Authority Having Jurisdiction pursuant to the [Airport Construction Code](#) for all construction at the Airport with a mandate to ensure compliance with applicable codes and construction safety laws.
- 2.24 Further information about the regulatory framework and compliance requirements for any construction or contractor activity at the Airport, including any updates or guidance, can be found at the CCPO’s [webpage](#).

## Liability, insurance, and risk management

- 2.25 To the extent permitted by law, neither the GTAA nor its agents or employees shall have any liability or be obliged to indemnify Airport Users in respect of indirect losses, consequential losses, loss of profits, loss of revenue, loss of goodwill, loss of opportunity, loss of business, increased costs or expenses, wasted expenditure, crime, bodily injury, or any other injury, loss, damage, claim, cost, or expense caused by any act, omission, neglect, or fault of the GTAA or any of its employees or agents.
- 2.26 Airport Users must always hold current and adequate insurance, as determined, and approved by the GTAA, when using infrastructure, facilities, and services or conducting activities at the Airport.
- 2.27 His Majesty the King in Right of Canada and the GTAA and its members and their directors, officers, employees, agents, and those for whom in law they are responsible are to be named as additional insureds on any policies with respect to the liability arising out of the activities of the named insured.
- 2.28 The GTAA may refuse entry to the Airport to any Airport User who fails to hold the required insurance.
- 2.29 Air Operators must hold passenger, baggage, cargo, and third-party liability insurance in respect of any Aircraft used or operated at the Airport, in compliance with Canadian laws, regulatory requirements, and related jurisprudence. The liability limits must meet the current Aircraft fleet configuration and make-up and must:
- 2.29.1 Apply separately to each insured against whom a claim could be made.
  - 2.29.2 Be primary such that no other insurance or self-insured retention carried or held by the GTAA shall be called upon to contribute to a loss.
  - 2.29.3 Provide 30 days written notice in the event of cancellation or any limit reduction or material change.
- 2.30 Certificates of Insurance must be provided annually to: [insurance.services@gtaa.com](mailto:insurance.services@gtaa.com).
- 2.31 Airport Users must put in place risk management programs and policies to minimize any risks which may cause injury to persons or damage to property in the course of their activities at the Airport.
- 2.32 The GTAA reserves the right to conduct quality assurance inspections on Airport Users programs and policies from time to time or when the GTAA suspects there may be weaknesses that need to be addressed.
- 2.33 The GTAA has the right to charge the Airport User the cost of such quality assurance inspections or corrective action planning/performance management planning if it is determined that the programs and/or policies are not sufficient to address the reasonable risks.

## Aeronautical fees and charges

- 2.34 Air Operators must pay Aeronautical Fees and Charges, as set out in the [fee schedules](#).
- 2.35 Certain Air Carriers who have entered into an agreement with the GTAA will be billed in accordance with the charges and fees set out in that agreement.
- 2.36 The GTAA reserves the right to adjust Aeronautical Fees and Charges from time to time.
- 2.37 Air Carriers must enter into an Airport Improvement Fee (AIF) agreement with the GTAA and adjustments to AIF shall be governed by the terms of that agreement.
- 2.38 Air Carriers must submit a security deposit in a form and amount determined by the GTAA's Finance Controller and detailed in the GTAA's Air Carrier – Application for Entry prior to commencing operations. The GTAA may apply the security deposit towards overdue amounts of Aeronautical Fees and Charges or to cover costs associated with violations of the GTAA Rules or under any other agreements.
- 2.39 The GTAA will notify the Air Carrier of any overdue and unpaid amounts and give an opportunity to pay prior to applying the security deposit. The GTAA is not required to give notice to apply the security deposit if the Air Carrier has declared bankruptcy or commenced insolvency proceedings in any jurisdiction.

## Continuity plans

- 2.40 Airport Users must put into place continuity plans to address disruptions resulting from system outages, weather-related events, labour shortages, and any other incidents outside their control.
- 2.41 The GTAA reserves the right to request a copy of any continuity plan to support its own plans and to review from a quality assurance perspective to ensure its adequacy to address disruptions.
- 2.42 The GTAA has the right to charge the Airport User the cost associated with a quality assurance review and corrective action planning/performance management planning if it is determined that the plan is not sufficient.

# 3. Flight information sharing requirements

## General requirements

- 3.1 The GTAA reserves the right to issue data requests from time to time in order to:
  - 3.1.1 Plan Airport operations effectively and safely.
  - 3.1.2 Invoice rates, charges, and fees accurately.
  - 3.1.3 Measure and improve Airport operational performance.
- 3.2 Airport Users must comply with data requests issued by the GTAA in a timely manner, and fulfill any additional requirements related to IT systems and infrastructure, messaging formats, communication standards, and data verification, as applicable.
- 3.3 Airport Users are solely responsible for the accuracy and completeness of data transmitted to the GTAA.
- 3.4 Airport Users must take all reasonable measures to resolve data discrepancies, and these shall be timely reported to the GTAA.
- 3.5 Airport Users must ensure the data transmitted does not contain any personal or identifying information of any Passengers, including but not limited to names, addresses, phone numbers, personal identification numbers, information identifying personally owned property, employment information, medical information, education information, financial information, place of birth, race, and religion.
- 3.6 Airport Users where applicable and unless directed otherwise by the GTAA, must use the International Air Transport Association (IATA) messaging and communications standards when submitting data.

## Estimated passenger loads

- 3.7 The GTAA requires accurate inbound and outbound estimated passenger loads to support the assignment of check-in counters and the management of day-to-day operations based on actual operational requirements and resources made available by customs, immigration, and airport security agencies, including baggage and lateral capacity, post security gate flows, arrival flows, arrivals baggage hall and cleaning staff.
- 3.8 Air Carriers are required to report estimated passenger loads and estimated baggage/cargo loads for each flight that is scheduled to operate at least 4 weeks before the scheduled flight. Updates to the estimates are required at least weekly and in the week prior to operation of the flight, daily. All flight load information provided by an Air Carrier will be held in confidence by the GTAA for internal planning purposes and will not be shared with non-operations Airport Users.

## Inbound and outbound real-time flight data

- 3.9 The GTAA requires Air Operators to submit the following data as soon as an Aircraft is airborne from its originating outstation, on a flight-by-flight basis, for both inbound and outbound flights:
  - 3.9.1 The total number of Passengers, specifying the number of children and airline crew (flight and cabin), that terminate their journey or connect at the Airport.
  - 3.9.2 For connecting Passengers, the flight number and airline on which they are scheduled to connect at the Airport.
  - 3.9.3 The total number of Passengers with restricted mobility and requiring assistance upon arrival at the Airport.
  - 3.9.4 The number of registered baggage and the total weight of air cargo to be embarked and disembarked at the Airport.
  - 3.9.5 Estimated landing time at the Airport for inbound flights and estimated departure time for outbound flights, and reason of delay.
  - 3.9.6 For air cargo, both belly and full freighter, the weight and declared values of all items being carried at departure and arrival.
- 3.10 Real-time flight data must be transmitted to the GTAA using SITATEX or another messaging or communication standard, as mutually agreed between the GTAA and the Air Operator.

## Baggage-related data

- 3.11 Air Carriers must provide baggage source message (BSM) information and missed bags counts for the purposes of monitoring baggage transfers and delivery at the Airport.
- 3.12 Air Carriers are required to report to the GTAA on late and missed bags on a daily basis, during normal or irregular operations. In addition to the report, Air Carriers are required to provide a storage plan and mitigating measures that may be required to minimize disruption within the terminal.
- 3.13 When an Air Carrier elects not to use the Airport's Baggage Reconciliation System (BRS), they must provide a real-time baggage processing message for all inbound and outbound baggage movements:
  - 3.13.1 When an outbound bag is moved off the make-up position.
  - 3.13.2 When an outbound bag or Unit Load Device (ULD) is placed into the aircraft.
  - 3.13.3 When an inbound bag or Unit Load Device (ULD) is taken off the aircraft.
  - 3.13.4 When an inbound bag is placed onto the baggage claim/transfer conveyor.

# 4. Accessibility and official languages

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## General obligations

- 4.1 The Airport is committed to providing 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.
- 4.2 Airport Users must comply with the statutory obligations, technical requirements, and training program responsibilities set out in the [Accessible Transportation for Persons with Disabilities Regulations](#) (“Accessibility Regulations”) and all other legislation relating to accessibility applicable to them.
- 4.3 Airport Users subject to the Accessibility Regulations and any other accessibility legislation must not impair the Airport’s own compliance with the Accessibility Regulations or such legislation and must act with diligence in carrying out their activities in compliance with applicable accessibility legislation, including advising the Airport of any potential shortfalls and providing corrective measures as soon as practicable.
- 4.4 Airport Users who have been sub-contracted to provide services on behalf of the Airport and who interact with Passengers while carrying out their activities must comply with the obligations and training requirements in the Accessibility Regulations.
- 4.5 If Airport Users or any of their sub-contractors fail to comply with the provisions of the Accessibility Regulations or other accessibility legislation, such Airport Users or any of their sub-contractors shall indemnify the GTAA for any costs incurred as a result of such failure to comply.
- 4.6 Air Operators self-handling the provision of mobility assistance services for their Passengers must meet the minimum specified Service Level Standards set forth in the Air Carrier Mobility Assistance Services Agreement.

## Services in English and French

- 4.7 The GTAA is committed to providing services in both of Canada’s official languages. As such, Airport Users and Air Carriers are expected to comply with the [Official Languages Act](#) (“OLA”) and therefore must:
  - 4.7.1 Communicate with Passengers in both English and French.
  - 4.7.2 Ensure that Passengers receive services in both English and French.
  - 4.7.3 Ensure that all signage is presented in equal size and prominence in both official languages.
- 4.8 Airport Users and Air Carriers must collaborate with the GTAA to achieve the above objectives, and as otherwise determined by the GTAA in support of its OLA obligations at the Airport.
- 4.9 If Airport Users or Air Carriers fail to comply with the provisions of the OLA, they shall indemnify the GTAA for any costs incurred as a result of such failure to comply.

# 5. Health and safety

## General obligations

- 5.1 The GTAA is committed to maintaining a strong safety culture across the Airport, and to applying best industry practices in health and safety protection, aligned with international aviation standards and regulatory requirements.
- 5.2 Airport Users must protect the health and safety of every person at the Airport, including workers, visitors, and members of the public, in compliance with the [Canada Labour Code](#) or the [Ontario Occupational Health and Safety Act](#), as applicable.
- 5.3 Airport Users are responsible for providing their employees with training, safety materials, equipment, devices, and clothing as required by the [Canada Labour Code](#), the [Ontario Occupational Health and Safety Act](#), or any other health and safety laws, as applicable.
- 5.4 The GTAA reserves the right to issue guidance, plans, programs, policies, procedures, directives, advisories, notices, standards, protocols, and recommended practices related to the achievement of a healthy and safe Airport environment and workplace for Passengers and employees.
- 5.5 Airport Users must align their policies, procedures, and practices with the GTAA's health and safety standards, and safety reporting requirements, and provide the required level of awareness and training to their employees, agents, and sub-contractors.

## Airside requirements

- 5.6 Airport Users must provide and enforce the use of Personal Protective Equipment (PPE) to all their employees, regardless of their employment status (i.e., active, full-time, part-time, or on probation) as long as they are working Airside. Prescribed safety PPE must include a safety vest, safety shoes, and hearing protection.
- 5.7 Airport Users must also provide the necessary training to ensure that all employees are aware of potential hazards while working Airside, in line with GTAA codes, standards, manuals, and recommended practices.
- 5.8 Airport Users must comply with and enforce the PPE requirements. Violations will result in corrective actions required by the employee and employer and could result in the confiscation of the offending employee's Restricted Area Identity Card ("RAIC") or any other measure the GTAA deems fit. The GTAA may conduct an audit of any Airport User's compliance and enforcement of the PPE requirements, and Airport Users must comply with any mandatory actions resulting from such audit.

## Training and awareness

- 5.9 The GTAA requires new, existing, returning, or RAIC-holder Airport transfer employees to complete the Health & Safety Awareness mandatory course, which can be accessed through the [GTAA's Airport Security and Safety Awareness webpage](#).
- 5.10 The GTAA organizes safety forums such as the Toronto Pearson Leadership Safety Forum and the Toronto Pearson Workers Safety Forum where Airport Users can discuss safety issues with an aim to continuously improve safety for all Airport Users. While not required, participation is strongly recommended as the GTAA values the feedback received from these safety forums and considers all recommendations and improvements put forward with respect to GTAA's health and safety practices.

# 6. Environment

## General principles and obligations

- 6.1 The GTAA is committed to ensuring that activities at the Airport are carried out in an environmentally responsible manner, in compliance with relevant environmental laws and regulations, sound environmental management practices driving continual improvement, and with a sense of responsibility to the community.
- 6.2 The [GTAA's Environmental Policy](#) guides every aspect of Airport operations, including targets to achieve net zero greenhouse gas (GHG) emissions and net zero waste from Airport terminals by the year 2050. The policy focuses on seven areas:
- climate change resiliency
  - carbon neutrality and emissions
  - energy use, (iv) water management
  - natural environment
  - waste management, and
  - noise management
- 6.3 The GTAA's Environmental Emergency Contingency Program outlines the best practices to be implemented by Airport Users in the event of an environmental incident at the Airport and plays a key role in achieving and maintaining a state of readiness that will allow a prompt and orderly response.
- 6.4 Airport Users must take all reasonable steps to operate in an environmentally responsible manner by preventing pollution, conserving resources, recycling, and composting materials, reducing emissions from equipment, vehicles, and stationary sources to the maximum extent practicable, and exercising care in relation to the storage, transportation, and disposal of Hazardous Materials.

## Noise management

- 6.5 Air Operators must abide by Transport Canada's noise abatement procedures and the [GTAA's Night Flight Restriction Program](#), which limits the number of movements and requires Air Operators to receive approval during restricted hours.
- 6.6 The GTAA will investigate any potential violations of noise abatement procedures and the Night Flight Restrictions Program. Air Operators are required to cooperate if they become subject to an investigation.
- 6.7 Any suspected non-compliance with the noise abatement procedures or the Night Flight Restriction Program will be reported to Transport Canada for review and potential enforcement action.
- 6.8 Any questions related to the GTAA's Noise Management Program and/or Aircraft noise shall be directed to the Noise Management Office (NMO) at [community.engagement@gtaa.com](mailto:community.engagement@gtaa.com).

## Waste management (non-hazardous)

- 6.9 Airport Users must not place, discharge, or deposit in any manner, papers, trash, rubbish, waste materials, or other refuse anywhere at the Airport, except in acceptable receptacles and in pre-approved designated locations.
- 6.10 Airport Users must exercise care when handling waste materials within the Airport. Any spillage must be cleaned up immediately using effective methods to minimize environmental and property damage.
- 6.11 All trash, rubbish, and waste materials must be covered and secured when transported and all receptacles for said materials must have covers.
- 6.12 Any deposit of garbage, debris, or refuse in unauthorized locations must be collected and removed from the Airport by the responsible Airport User.
- 6.13 Burning of refuse, waste, or other materials without the prior consent of the GTAA Environmental Services Department is strictly prohibited.
- 6.14 The GTAA may arrange for collection and removal of waste and refuse at its own discretion and charge the Airport User for all costs incurred in doing so.
- 6.15 No Airport User shall access any waste room, chute room, or other associated waste storage location or leave items inside without the prior consent of the GTAA.

## Water quality

- 6.16 Airport operations involve the use of a variety of chemicals which, if not properly contained or collected when used, can have detrimental effects to the surrounding environment, including but not limited to groundwater, and nearby surface waters.
- 6.17 Airport Users must abide by the relevant GTAA guidelines, federal and provincial regulations and guidelines, municipal guidelines and by-laws, and bilateral discharge agreements that provide maximum acceptable limits for Effluent compounds.
- 6.18 All sewer Effluent leaving a building space or land parcel, depending on its destination, must meet the applicable current Effluent limits for the Region of Peel or City of Toronto sewer use bylaws, and the Canadian Water Quality Guidelines.
- 6.19 Stormwater leaving the Airport must comply with the [Fisheries Act](#) and may require such discharges to be treated by physical means. Chemical treatment is prohibited. Approval by GTAA Environmental Services is required for any type of physical treatment of stormwater to ensure that there are no detrimental environmental effects.
- 6.20 Oil/water separators must be installed in such a manner that they can be easily inspected and maintained on a regular basis. Once operational, records of maintenance must be made available by the Airport User to the GTAA upon request.

## Air quality

- 6.21 The GTAA encourages all Airport Users to use low emission vehicles, construction equipment and machinery, and low emission products to reduce air emissions and contaminants associated with their activities.
- 6.22 Airport Users must comply with laws and regulations regarding air quality protection such as the [Canadian Environmental Protection Act](#) and the Ontario Environmental Protection Act and must exercise caution in the handling of pollutants and other Hazardous Materials that can become airborne, both indoor and outdoor.
- 6.23 Airport Users must comply with all federal and provincial laws respecting ozone-depleting substances (ODS), including the most current [Federal Halocarbon Regulations](#) under the [Canadian Environmental Protection Act](#) that control the import, manufacture, and export of ODS, and controls the end use of halocarbons.

## Food service sewage

- 6.24 Fixtures in food and beverage locations at the Airport that discharge sewage that includes fats, oils, or grease must be discharged through a fully automatic grease interceptor also known as a grease recovery device. If directed by the GTAA through FAP review or other written means, dishwasher discharge must also be connected to a grease recovery device.
- 6.25 The installation, testing, maintenance, and performance of the grease interceptor must comply with the Standards Council of Canada's Grease Interceptor Standard CAN/CSA B481 and manufacturer requirements.

## Hazardous materials

- 6.26 Airport Users acknowledge that improper storage, use, handling and spills of Hazardous Materials can pose threats to human health and safety, introduce contaminants into previously uncontaminated soils, vegetated areas, emissions into the atmosphere, surface waters, and/or groundwater, cause changes to ecosystems, and pose threats to ecological receptors.
- 6.27 Airport Users are responsible for the appropriate storage, handling and disposal of their waste and Hazardous Materials, in accordance with applicable laws, regulations, codes, standards, the [Transportation of Dangerous Goods Act](#), the [Hazardous Products Act](#), and the [Ontario Regulation 347 General Waste Management](#) of the [Environmental Protection Act](#).
- 6.28 Airport Users must immediately report any release or threatened release of a Hazardous Material at the Airport by calling the Airport Emergency Line at 416-776-3033.

## Environmental emergency contingency plan

- 6.29 Airport Users must develop and maintain environmental emergency contingency plans and procedures, as detailed in the [Ground Operations Manual](#), lease or licence agreements, or by other applicable requirement by law or otherwise.
- 6.30 Plans and procedures must cover the potential hazards and risks associated with the Airport Users' operations and activities at the Airport and must be consistent with the GTAA's environmental emergency contingency plan.
- 6.31 Airport Users' environmental emergency contingency plans and procedures are reviewed and verified by GTAA Environmental Services during onboarding and environmental audits. Failure to provide or comply with an environmental emergency contingency plan will result in corrective actions, including but not limited to escalation via the relevant lease or licence agreement, the [Ground Operations Manual](#), or any other remedy at the sole discretion of the GTAA.



# 7. Data protection and cybersecurity

## Data collection

- 7.1 Subject to privacy and data protection laws, including the [Personal Information Protection and Electronic Documents Act](#) and the common law governing the transmission of confidential information in Canada, the GTAA reserves the right to collect, use, and disclose personal data and confidential information from the public and Airport Users, directly or via a third party, including but not limited to when the GTAA considers that such data and information are necessary for the following purposes:
  - 7.1.1 Ensuring the safety and security of Airport operations.
  - 7.1.2 Planning, operational, and other Airport performance management initiatives.
  - 7.1.3 Improving the Passenger experience and customer service at the Airport.
  - 7.1.4 Complying with national and international laws and regulations related but not limited to Airport safety and security, environmental protection, money laundering, sanctions, and export controls.
- 7.2 The GTAA is committed to taking all reasonable legal safeguards and deploying the necessary technical resources to protect and keep confidential any non-public data or information received from the public or Airport Users, unless expressly required by law or requested by a government authority, court, or law enforcement agency.
- 7.3 The [GTAA Privacy Policy](#) governs how personal data and confidential information is collected, processed, stored, used, managed, disclosed, transferred, and destroyed.

## Data privacy protection and cybersecurity

- 7.4 Airport Users must comply with applicable laws relating to data and privacy protection and must immediately notify the GTAA of any data breach, system breach or unauthorized access to data relating to the Airport upon detection, provide additional details about any such incident upon request by the GTAA, and, upon request, deliver an independent forensics report in a timely manner.
- 7.5 Airport Users who have been granted access to Airport systems and data must:
  - 7.5.1 Implement and maintain information privacy protection and security programs and practices to safeguard information from unauthorized access, including technical, administrative, operational, organizational, and physical safeguards.
  - 7.5.2 Comply and abide by the rules, protocols, and requirements of access and use of the Airport systems and data as established, and amended from time to time, by the GTAA.

- 7.5.3 Ensure that access credentials remain secure and are only used by those individuals to whom the credentials have been provided.
- 7.5.4 Monitor unauthorized access to technology systems, respond to access validation and audits of access accounts in a timely manner, and take responsibility for the removal of user accounts for employees who are terminated or change job functions, including temporary sub-contractors.
- 7.5.5 Comply with industry best practices, applicable terms of use, and contractual provisions related to cybersecurity.
- 7.5.6 Protect and retain system audit records to the extent needed to enable adequate monitoring, analysis, and investigation.
- 7.5.7 Report any unlawful, unauthorized, or inappropriate system activity or malicious codes such as viruses, worms, and Trojan horses.
- 7.5.8 Monitor for and patch security vulnerabilities on a regular basis by competent and fully trained personnel.
- 7.5.9 Plan for contingencies and inform the GTAA regarding their cybersecurity policies and protection initiatives.
- 7.5.10 Establish incident handling capabilities for technology systems that must include preparation, detection, analysis, containment, recovery, and user response activities.
- 7.5.11 Notify the GTAA of any critical vulnerabilities present in any technology systems used to support Airport operations or store Airport data and provide assurances that remediation will be performed against the identified critical vulnerabilities in a timely manner.
- 7.5.12 Notify the GTAA about any potential or actual cybersecurity breaches or unauthorized access to GTAA information or Airport data and take all reasonable measures to minimize damages to the GTAA.
- 7.5.13 Report privacy breaches of data protection safeguards intended to protect privacy to Canada's Privacy Commissioner and affected individuals in accordance with applicable laws including the [Personal Information Protection and Electronic Documents Act](#).

- 7.6 Airport Users who through their acts or omissions or who otherwise cause any cybersecurity incident, breach of applicable data protection safeguards, unauthorized access to GTAA information, or non-compliance with provisions of cybersecurity and data protection laws shall indemnify the GTAA for any costs incurred as a result of such failures.

# 8. Fire Protection and Prevention

## General framework

- 8.1 [Toronto Pearson Fire & Emergency Services](#) (“TPFES”) is authorized to routinely inspect buildings, structures, and facilities at the Airport for compliance with the [National Fire Code of Canada](#) (“NFCC”), relevant National Fire Protection Association (“NFPA”) codes and standards, the GTAA Rules, and any other relevant GTAA-issued document.

## Airport Fire Chief

- 8.2 The Airport Fire Chief is the authority having jurisdiction over fire-related incidents and accidents and is responsible for the enforcement of all applicable sections in the GTAA Rules which pertain to fire protection and prevention at the Airport.

## Fire safety compliance

- 8.3 Airport Users must comply with applicable laws, rules, regulations, and by-laws, including the NFCC, the [NFPA codes and standards](#), and GTAA-issued directives, standards, and procedures relating to fire protection and prevention at the Airport.
- 8.4 Upon inspection by the TPFES, Airport Users will be notified in writing of any NFCC, NFPA and/or GTAA Rules violations and provided with a compliance timeline in which all violations must be rectified to the satisfaction of the Airport Fire Chief. In the event an Airport User fails to rectify a noted violation within the allotted timeframe, a charge may be levied. In addition, the GTAA and its authorized agents or designees may rectify the noted violation at the Airport User’s expense.
- 8.5 Some violations, whether discovered as part of a formal inspection or in response to ad hoc complaints, may be subject to immediate orders and associated charges.
- 8.6 The use of lavi panels and hard stanchions is prohibited unless specifically authorized by the FAP process.

## Nuisance and false fire alarm activations

- 8.7 It is the obligation of the TPFES to respond to a fire alarm at the Airport.
- 8.8 If, upon conducting an investigation, the TPFES determines that an alarm is a nuisance or false alarm, the offending Airport User will be charged the fee stipulated in Schedule A of the Standard Operating Guidelines (SOG) #10 "Cost Recoveries for Responding to Nuisance/False Alarms" (“SOG #10”).
- 8.9 A copy of Schedule A of the SOG #10 can be obtained by emailing a request to: [fireprevent@gtaa.com](mailto:fireprevent@gtaa.com).

## Fire protection systems

- 8.10 Airport Users must not impede or impair the operation of any life safety system without explicit prior consent and permits from the GTAA.
- 8.11 Whenever a portion of a fire protection system is temporarily shut down, or otherwise impaired, Airport Users must ensure alternative measures are implemented in accordance with the building’s approved Fire Safety Plan.

## Fire extinguishers and related equipment

- 8.12 Airport Users must ensure they are trained in the use of portable fire extinguishers appropriate to their working environment.
- 8.13 Any Airport User who discovers defective or missing life safety equipment must report the matter immediately to the Integrated Operations Control Centre (IOCC) at 416-776-3055.

## Commercial cooking equipment

- 8.14 Maintenance and cleaning procedures for commercial cooking exhaust systems and related equipment must comply with the GTAA Fire & Emergency Services Kitchen Exhaust System Protocol (“FP-02”). A copy of FP-02 can be obtained by emailing a request to: [fireprevent@gtaa.com](mailto:fireprevent@gtaa.com).

## Hot work

- 8.15 No Airport User shall conduct any Hot Work at the Airport without engaging the appropriate Hot Work process. The process for obtaining authorization to conduct Hot Work varies depending on the nature of the project (FAP/non-FAP).
- 8.16 Hot Work conducted as part of a Facility Alteration Permit (“FAP”) must be conducted in accordance with the [Airport Construction Code](#).
- 8.17 Hot Work permits for non-FAP work must be obtained by contacting the AOC at 416-776-3055. AOC will dispatch the appropriate resource to issue a fire safety work permit.
- 8.18 Projects requiring Hot Work are subject to random audits by TPFES to ensure proper fire safety measures are in place.
- 8.19 In the event TPFES determines unsafe conditions, all Hot Work will be ordered to stop immediately, and an investigation will ensue. Questions on this process can be directed to 416-776-4515 or [fireprevent@gtaa.com](mailto:fireprevent@gtaa.com).

# 9. Security

## General provisions and compliance

- 9.1 The GTAA has the overall responsibility for the management, coordination, integration and implementation of the Airport's security program and related initiatives, as provided in the [GTAA Security Policy](#).
- 9.2 The provisions in this section aim to:
- prevent unlawful acts or attempted acts that could interfere with or cause to interfere with the operations of the Airport or of an Aircraft, and
  - provide guidance to Airport Users on the GTAA's security programs and controls.
- 9.3 Unlawful acts referred to in this section may include but are not limited to:
- unlawful seizure of Aircraft during flight
  - unlawful seizure of Aircraft on the ground
  - hostage-taking on-board an Aircraft or at the Airport
  - forcible intrusion on-board an Aircraft or at the Airport
  - introduction on-board an Aircraft or at the Airport of a weapon or hazardous device or material likely intended for criminal purposes
  - the communication of false information that could jeopardize the safety of an Aircraft during flight, on the ground, or at the Airport, including Passengers, crew, ground and terminal personnel, and the general public, and
  - unlawful access or disruption at or on the Airport or Aircraft.
- 9.4 Airport Users must comply with the provisions of this section at all times in accordance with the Airport security policies, programs, and terms and conditions of access, federal laws and regulations, and in line with international laws and standards and recommended practices and local requirements.
- 9.5 Airport Users who violate any of the provisions in this section:
- compromise the Airport's overall level of security
  - are deemed to participate in or facilitate an unsafe, unsecure, hazardous environment, and
  - may have all operational and commercial privileges, including entitlement to a RAIC, immediately revoked by the GTAA on a temporary or permanent basis.
- 9.6 Airport Users found responsible, in whole or in part, for any violation to the provisions under this section of the GTAA Rules will be fined and prosecuted according to relevant laws and regulations and shall indemnify the GTAA for any costs from property damage caused, personal injury suffered, or other damages incurred as a result of the violation.

## Security barriers

- 9.7 All buildings, obstacles, and fences that form a part of the Security Barrier (also referred to as the Primary Security Line) must comply with the GTAA standards and requirements and the [Canadian Aviation Security Regulations](#).
- 9.8 Security Barriers must remain secure while not in use and be kept clear of any obstacles.
- 9.9 Airport Users must not undertake any modifications or construction activities that could impact the Security Barrier or security posture without the GTAA's prior written consent. Any questions shall be directed in writing to the GTAA's Manager, Security Operational Support.
- 9.10 Any vehicles, material, or equipment that encroach on the clearance limits of the Security Barrier may be removed at the sole discretion of the GTAA and at the Airport User's expense.

## Restricted areas

- 9.11 Airport Users authorized to access or control access through the Security Barrier must prevent access by unauthorized persons or notify the GTAA of any trespassing by calling GTAA Security Operations Control (SOC) at 416-776-7381.

## Primary security line plan

- 9.12 Airport Users, whose facilities form part of the Primary Security Line, must provide a completed Primary Security Line Plan ("PSLP") based on the GTAA's template. They must also submit the PSLP to Transport Canada for approval and provide a copy of the PSLP as provided in the Canadian Aviation Security Regulations.
- 9.13 In accordance with the terms and conditions of the PSLP and RAICs, whenever an Airport User is found non-compliant, access privileges will be suspended, and temporary or permanent corrective measures may be imposed at the sole discretion of the GTAA and at the Airport User's expense.

## Prohibited items

- 9.14 Airport Users must comply with the [GTAA Logistics Program](#), which manages the flow of goods and materials within the Airport terminal buildings to ensure the security of the Airport and identifies the means and methods of moving items that are permitted within the secure area of the Airport.
- 9.15 Weapons, ammunition, and explosives are not permitted at the Airport unless they are in the care and control of officials of a government agency with legal authority or are otherwise authorized by the GTAA and in the care and control of a party who is fully licensed and trained.

## GTAA Pass Permit Control Office

- 9.16 The GTAA Pass Permit Control Office administers security clearances and issues RAICs to applicants who have demonstrated a right of entry and a frequent need to enter Airport restricted areas while in the performance of their duties.
- 9.17 Airport Users must designate a management representative with signing authority to coordinate requirements with the GTAA Pass Permit Control Office for the issuance of security items relevant to the duties assigned to their employees, subcontractors or agents and that are performed in restricted areas.
- 9.18 The designated management representative shall be the point of contact and assist, whenever needed or required, the GTAA Pass Permit Control Office in the administration and control of any security item issued to their employees, subcontractors, or agents.
- 9.19 Airport Operators must ensure that the employees or agents they have sponsored to hold a RAIC, only use that RAIC for the sponsored activity and otherwise in accordance with the terms and conditions. The wrongful use of RAICs for personal commercial activities or for another employer who has not sponsored the RAIC issuance will not be tolerated and will result in the cancellation of such RAIC.
- 9.20 The GTAA provides a [mandatory safety and security awareness program](#) for all RAIC holders, which can be accessed at: [Airport Security and Safety Awareness Training](#).

## Emergency preparedness

- 9.21 Airport Users must complete the Facility Control Measures and Evacuation Plan training course to ensure awareness of the established procedures and expectations to assist during an evacuation if safety is threatened.
- 9.22 This course has an annual recertification requirement and GTAA Employees are to access the training via the GTAA's Learning Management System (LMS), while Airport Users can either obtain a Shareable Content Object Reference Model (SCORM) file from the GTAA's Operational Continuity and Emergency Management Programs (OCEMP) Department (which allows them to upload the training into their LMS platform) or access the training course from the [Toronto Pearson.com/courses website](https://www.pearson.com/courses).
- 9.23 Airport Users are expected to support and participate, as needed, in emergency preparedness exercises organized by the GTAA. The emergency exercise program is a component of the GTAA's emergency training program. Emergency exercises are designed to increase the capability and competency of the GTAA and all external partner agencies to maintain the flow of critical functions during and following a disruptive event by testing and confirming the functionality and effectiveness of emergency plans, procedures, and protocols.

# Minimum standards of operation



# 10. Airside operations

## Permits and authorizations

- 10.1 Air Operators must not operate services to or from the Airport without the operational permits and commercial licences required by law or regulation as applicable and issued by the Canadian Transportation Agency.
- 10.2 In addition, Air Carriers must submit the information required in the GTAA's Air Carrier – Application for Entry.
- 10.3 Air Operators must conduct their operations in compliance with the GTAA Rules and any applicable agreements concluded with the GTAA.
- 10.4 Except for diplomatic, emergencies, diversion, and humanitarian flights, Business and General Aviation Aircraft can enter or use the gates at terminal buildings only with prior consent from the GTAA, via the [Airport Reservation Office](#).

## Permits and authorizations for airside vehicle operators

- 10.5 Airside Vehicle Operators' Permits ("AVOP") are issued by the GTAA to certify those that demonstrate a regular and ongoing operational need to drive in movement and maneuvering areas, subject to certain conditions.
- 10.6 AVOP holders must comply with the [Airport Traffic Directives](#), which includes important training requirements and enforcement through a demerit point system that can include suspension or termination of Airside driving privileges in certain cases.
- 10.7 The GTAA takes Airside safety seriously and Airside driving is a critical element. There is zero tolerance for infractions or lack of training. The GTAA reserves the right to apply corrective actions and pursue any remedies as may be applicable.
- 10.8 The application process, criteria and requirements to obtain and maintain an AVOP can be accessed via the [GTAA's AVOP webpage](#).

## Operation of aircraft

- 10.9 Airport Users who navigate, land, service, maintain, or repair Aircraft at the Airport must comply with all applicable laws, orders, rules, and regulations issued by Transport Canada, NAV Canada, and any applicable government sources including but not limited to the Aeronautical Information Publication and the GTAA's Airport Operations Manual and [Ground Operations Manual](#).
- 10.10 Adhering to the published Airport Collaborative Decision-Making ("A-CDM") procedures is mandatory. Further information on the management of A-CDM at the Airport can be found on the [A-CDM webpage](#) or by contacting the Manager Operations, Airport Flow at (416) 776-2236.
- 10.11 Airport Users who have care and control of an Aircraft must take all reasonable steps to ensure that no person enters the Aircraft without the consent of the owner or its delegated representative, no person starts the engine of the Aircraft without the consent of the owner or operator, and no person interferes or tampers with the Aircraft.

## Reports of aircraft accident and incidents

- 10.12 Any Air Operator involved in an aircraft accident that results in personal injury or property damage, and regardless of ownership or severity, must immediately call the GTAA's Airport Emergency Line at 416-776-3033. Do not call 911. Additionally, the accident scene must be frozen until released by emergency or responding federal or provincial agencies or the GTAA's Aviation Safety Officers.
- 10.13 All aircraft accident or incident reports required by federal or provincial agencies, pursuant to any federal or provincial statute or regulation, must also be submitted to the GTAA Director Aviation Safety, Regulations and Performance or their designate.

## Disabled aircraft

- 10.14 Any Airport User who owns, leases, operates, or has control over or right to control a Disabled Aircraft is responsible for its prompt removal and disposal, including all its parts as well as any associated clean-up, unless required to delay such actions by the Transportation Safety Board of Canada or any other government authority due to an ongoing or pending investigation.
- 10.15 Failure to remove the Disabled Aircraft expeditiously may create safety hazards within and around the Airport. Consequently, the GTAA reserves the right to recover or remove the Disabled Aircraft and all its parts at the expense of the applicable Airport User, in accordance with the measures for removal of Disabled Aircraft set out in the GTAA's Airport Operations Manual.
- 10.16 Airport Users shall indemnify the GTAA for any costs to recover, remove or dispose of the Disabled Aircraft, and such costs shall be paid in full and without delay.

## Taxiing or moving of aircraft

- 10.17 Aircraft must not be taxied, towed, or otherwise moved on any part of the Movement Areas until specifically cleared to do so by the GTAA Apron Management Unit (Aprons) and NAV Canada (Taxiway and Runway).
- 10.18 Except for the repositioning of Aircraft, whenever an Aircraft is being taxied, towed, or otherwise moved on any part of the Movement Areas, contact must be established with the GTAA Apron Management Unit prior to moving the Aircraft. Contact with the Apron Management Unit shall be established by established air to ground radio frequencies.
- 10.19 Aircraft must not be towed or otherwise moved except by a vehicle of a type previously approved by the Air Operator for such purpose.
- 10.20 Aircraft must not be taxied, towed, or otherwise moved in a careless or negligent manner or in disregard to the safety of others or in a manner which endangers persons or property, or at a speed that cannot always ensure full control.

## Parking of aircraft

- 10.21 Aircraft must be parked in areas designated by the GTAA only and must be chocked at all times to prevent inadvertent movement. The use of wooden chocks is prohibited.
- 10.22 When instructed by the GTAA, the Air Operator must remove the parked Aircraft. The GTAA reserves the right to order removal of the parked Aircraft at the expense of the Air Operator and shall not be liable for any damage sustained to the Aircraft during removal.
- 10.23 Aircraft must not be parked for more than 24 hours without the prior written consent of the GTAA. Consent to be obtained through [manageroperationsairportflow@gtaa.com](mailto:manageroperationsairportflow@gtaa.com).
- 10.24 The GTAA reserves the right to increase Aircraft parking charges in the Aeronautical Fees and Charges at any time to address those who may be exceeding parking limit allowances, and, in the case where the Aircraft parking causes property damage or other impacts to Airport operations, the Air Operator shall indemnify the GTAA for any costs related to such damage or impacts.

## Parking of vehicles and ground service equipment (GSE)

- 10.25 Vehicles, including GSE, must be parked within Apron safety lines or in designated parking areas, which are denoted by paint markings on the ground, as provided in the [Air Traffic Directives AVOP DA 2023](#) and any other applicable directives issued by the GTAA.
- 10.26 Operational GSE must be staged in GSE staging areas and always behind equipment restraint lines. Non-operational GSE that is not required imminently must be stored in designated GSE Parking Storage Areas.
- 10.27 Only vehicles and GSE needed to service the next Aircraft on a stand may be parked on the adjacent staging areas.
- 10.28 Vehicles involved in construction or maintenance projects must only be parked in the designated parking areas identified in the applicable FAP.
- 10.29 The GTAA reserves the right to implement enhanced enforcement measures where vehicles and GSE are improperly parked or staged, including the removal, or impounding of vehicles and GSE that have been abandoned or otherwise are presenting a safety hazard, all at the expense of the Airport User.

## Unit load devices (ULD)

- 10.30 Air Carriers that operate widebody Aircraft or otherwise have ULDs present at the Airport, including the ground handlers acting on their behalf, are required to submit within 5 business days of the end of each quarter, a summary report of their station allocation and actual physical counts of ULDs using the format prescribed in GTAA Directive 2022-D-003. The summary report shall be sent via email at: [groundhandlingprogram@gtaa.com](mailto:groundhandlingprogram@gtaa.com).

- 10.31 Air Carriers and ground handlers must proactively manage their inventory of operational ULDs at the Airport and ensure that ULDs are properly parked or staged, in accordance with the [Ground Operations Manual](#). They must arrange for the prompt removal from the Airport or the disposal of excess or unserviceable ULDs.
- 10.32 Improperly parked ULDs or ULDs that otherwise present a risk to the safe and efficient Airside operation will be subject to enforcement actions, in accordance with the provisions of the [Ground Operations Manual](#) and any applicable directives issued by the GTAA inclusive of Directive 2019-D-005 located in the [Ground Operations Manual](#).

## Aircraft Deicing

- 10.33 Airport Users must not engage in aircraft Deicing or Anti-icing activities without a Glycol Mitigation Plan previously approved by GTAA Environmental Services.
- 10.34 Failure to submit a Glycol Mitigation Plan to the GTAA is considered a safety and operational risk and could result in refusal to gate.
- 10.35 The GTAA permits Deicing/Anti-icing only in a defined area and only in areas where glycol recovery is possible and under conditions specified in the approved Glycol Mitigation Plan.
- 10.36 GTAA Environmental Services reserves the right to inspect Aircraft Deicing operations to ensure compliance with an approved Glycol Mitigation Plan. In the event that the approved Glycol Mitigation Plan does not ensure environmental and operational compliance, additional mitigation efforts will be required by Airport Users before engaging in Deicing and Anti-icing activities.
- 10.37 Deicing and Anti-icing must occur only at the Airport Central Deicing Facility or in specified locations designated and approved by the GTAA.
- 10.38 Deicing and Anti-icing products must be approved by GTAA Environmental Services prior to use.

## Fueling aircraft

- 10.39 Air Operators conducting Aircraft fueling operations – with or without Passengers onboard – must comply with all relevant codes and standards, including but not limited to the [National Fire Protection Association 407 \(Standard for Aircraft Fueling Servicing\)](#).
- 10.40 All Aircraft fueling operations must be conducted by GTAA-licensed providers and trained personnel, and no fuelling is permitted while engines are running unless authorized in writing by the GTAA.
- 10.41 If the Aircraft being fueled is operating as a medevac and contains a Passenger, GTAA Fire and Emergency Services must be present during fueling operations.

## Fuel and other spills

- 10.42 In the event of a spill, the Air Operator or fuel provider must immediately call the Airport Emergency Line at 416-776-3033 and ensure that all necessary precautions are taken to contain and control the spill, and that directives by GTAA Fire and Emergency Services are followed. Immediate notification must occur to ensure alignment with regulatory reporting requirements, such as notification to government agencies regarding a spill.
- 10.43 If there is an apparent risk to human health steps must be taken to immediately address this risk, which includes moving the fuel delivery units, however, if there is no apparent risk to human health, fuel delivery units must not be moved until the spillage is cleaned up or remediated to the satisfaction of the GTAA.
- 10.44 Spilled materials must be cleaned up immediately and the area secured without delay. Every effort shall be made to contain the spill and keep it from entering the storm drains, contaminating the soil, or otherwise entering the natural environment.
- 10.45 If the party responsible for the spill is unknown and/or the cleanup needs to occur immediately, the GTAA reserves the right to conduct the cleanup and charge the responsible party for the cleanup and the ensuing investigation, including any other remedies as applicable. The GTAA shall not be liable for any damage sustained to property during the cleanup.
- 10.46 Any spill deemed by the GTAA to have an environmental impact must be followed by an environmental investigation that evaluates how the Incident has affected or may potentially impact the environment (air, water, soil, or other ecological receptors). The investigation must be conducted according to the directions provided by GTAA Environmental Services.

## Clean-up and containment of spills

- 10.47 Airport Users must not allow oil, hydraulic fluid, or any other contaminants of any kind, including Aqueous Film Forming Foams, diesel, glycol, pavement de-icers, or lavatory waste, to leak or spill at the Airport.
- 10.48 No oil, hydraulic fluid, or any other contaminants of any kind, including detergents used to wash Aircraft or other surfaces, and lavatory waste shall be allowed to flow into or be placed in any sewer system or open water areas.
- 10.49 All spills must be reported immediately to the Airport Emergency Line at 416-776-3033.
- 10.50 Whenever a hazardous spill or leak occurs, the owner, agent in control, or the generator of the hazardous material must immediately take all steps necessary to discover, notify appropriate parties, contain, clean-up, dispose of, and follow-up on the spill or leak to completion to address all impacts to air, soil or water.
- 10.51 The GTAA reserves the right to charge for the spill cleanup and any ensuing investigation, including the exercise of any other remedies as applicable. The GTAA shall not be liable for any damage sustained to property during the cleanup.

## Hazardous materials

- 10.52 Airport Users must strictly adhere to all applicable laws, directives, and regulations governing the transportation of Hazardous Materials.
- 10.53 Hazardous Materials must be stored, kept, handled, used, dispensed, and transported in compliance with all applicable regulations and standards.
- 10.54 Airport Users must collect, maintain, characterize, manage, label, store, and dispose of any Hazardous Materials generated and maintain chain of custody documentation and disposal manifests.
- 10.55 Buildings, rooms, and spaces containing Hazardous Materials must be identified by hazard warning signs. The GTAA reserves the right to conduct inspections from time to time to ensure adherence to the provisions related to Hazardous Materials and request corrective actions or exercise any remedies as may be applicable.

## Foreign object debris

- 10.56 The GTAA is committed to preventing Foreign Object Debris (“FOD”)-related damage to Aircraft and injury to persons. Accordingly, Airport Users must comply with the [GTAA's FOD Prevention and Control Policy](#).
- 10.57 Holders of a RAIC must not create or spread FOD. While this requirement applies throughout the Airport, particular care must be taken in areas adjacent to the Movement Area, including but not limited to baggage rooms, hold rooms, ready rooms, service areas, garages, and terminal service roads.
- 10.58 FOD must be removed immediately and deposited in an appropriate container or storage area. When FOD cannot be removed safely, the Integrated Operations Control Centre must be contacted immediately at 416-776-3055.
- 10.59 The GTAA may order removal of FOD at the expense of the responsible Airport User and shall not be liable for any damage sustained during removal. The GTAA reserves the right to be indemnified for any losses or damages incurred.

## Runway surface conditions

- 10.60 Air Carriers must provide the GTAA with their level of service expectations for Runway surface conditions at least 30 days before the beginning of each IATA winter season.



## Slot coordination and reservations

- 10.61 The Airport is designated as an IATA Level 3 Slot Coordinated Airport. As such, the GTAA adheres to [IATA's Worldwide Airport Slot Guidelines](#), as may be adapted by the GTAA from time to time to address local concerns.
- 10.62 Air Carriers must submit a slot clearance request to be allocated an arrival and departure slot for every operation. All clearance requests must be submitted in local time and according to the format established in the document GTAA Air Carrier – Application for Entry. Slot requests must be sent to [slots@gtaa.com](mailto:slots@gtaa.com).
- 10.63 Air Carriers must request slots in good faith on the basis of what they will actually use within one IATA season. Air Carriers must not engage or attempt to participate in anti-competitive behaviour such as holding or misusing slots.
- 10.64 Misuse of slots will not be tolerated by the GTAA and may result in corrective and/or remedial actions consistent with the requirements of the WASG, including reporting to relevant government agencies if applicable, and, in extreme cases, removal of slot privileges for misuse.
- 10.65 The Airport Reservation Office processes reservation requests for Business/General Aviation and allocates reservations on a first-come, first-served basis. Operators of Business/General Aviation must use the On-line Coordination Tool to make all reservations by going to [vzaro.com/ocs](http://vzaro.com/ocs).
- 10.66 The slot coordinator will track slot usage against approved requests, undertake pre-operation and post-operation analyses when required, and report on performance to Air Carriers, according to the relevant provisions set out in the IATA's Worldwide Airport Slot Guidelines or any guidelines or metrics issued by the GTAA.
- 10.67 The GTAA will track Business/General Aviation operations against approved reservations within the Airport Reservation Office (ARO), undertake pre-operation and post-operation analyses, and report on performance to Business/General Aviation operators according to the relevant guidelines or metrics issued by the GTAA.

## Night flight restriction program

- 10.68 Aircraft operations at the Airport are restricted between the hours of 00:30 and 06:29 local time. Air Operators planning to arrive or depart within the restricted hours must first obtain the consent of the GTAA, either by a pre-planned/scheduled exemption, an operating extension on the day of operation, or a General Aviation night flight approval slot.

- 10.69 Compliance with the GTAA's Night Flight Restriction Program is mandatory for all Air Operators and is strictly enforced by the GTAA. Aircraft arriving or departing during the restricted hours without prior approval of the GTAA will be investigated and reported to Transport Canada for further review and possible enforcement action, including monetary penalties.

## Aircraft noise certificates

- 10.70 Air Operators must provide the GTAA with valid Aircraft noise certificates for the portion of their fleet that may be operated at the Airport prior to operating at the Airport. For existing Air Operators, they must provide updates and communicate any changes to the GTAA at least 15 days before the start of every IATA season. For any new additions to the fleet after the start of the IATA season, the Air Operator must promptly provide the GTAA with valid noise certificates.
- 10.71 Air Operations must comply with noise operating restrictions and noise abatement procedures, which are published by NAV Canada in the [Canada Air Pilot](#) and the [Canada Flight Supplement](#). The GTAA reserves the right to refer cases of non-compliance to NAV Canada.

## Ground handling

- 10.72 Airport Users engaged in any activities, as defined in the most current version of Annex A of [IATA's Standard Ground Handling Agreement](#) must operate in accordance with the latest updates to the [Ground Operations Manual](#) and the GTAA Ground Handling Policy.
- 10.73 Air Carriers who perform self-handling will be held accountable to the Service Level Standards contained in the [Ground Operations Manual](#), as it may be revised from time to time, and will receive reports on performance and be subject to consequences contained in the [Ground Operations Manual](#).

## Remotely piloted aircraft systems

- 10.74 Airport Users, Air Operators or any other person operating Remotely Piloted Aircraft Systems (RPAS) must comply with all applicable laws, including restrictions on operating in the vicinity of the Airport, and obtain, in advance, applicable approvals from regulatory authorities. All RPAS flights operating within the boundaries of the Airport must be approved, in writing and in advance by Nav Canada and the GTAA.
- 10.75 Airport Users, Air Operators or other persons conducting unauthorized use of RPAS at or around the Airport may be subject to fines or imprisonment pursuant to the [Aeronautics Act](#) or the [Criminal Code](#). In addition, unauthorized RPAS flights that disrupt, interfere with, or hinder the Airport or its operation in any way, or of any Aircraft, or that jeopardize the safety of persons or property may result in legal action.
- 10.76 For enquiries regarding the use of RPAS at or around the Airport, information may be obtained at [rpas@gtaa.com](mailto:rpas@gtaa.com).

# 11. Terminals and Building Areas

## Commercial activities

- 11.1 Airport Users conducting commercial activities at the Airport must receive either a permit or authorization from the GTAA or enter into a lease, licence, contract, or commercial arrangement with the GTAA in respect to the operation of their business at the Airport.
- 11.2 The GTAA will take all necessary measures to preserve the safety and security of operations at the Airport's terminal buildings and Airside/landside areas. Any unauthorized commercial activity may be subject to the [Ontario Trespass to Property Act](#), the [Ontario Occupiers' Liability Act](#), and the [Traffic on the Land Side of Airport Regulations](#).
- 11.3 All retail, food and beverage tenants must comply with the Tenant Manual, which can be accessed on the GTAA Tenant Portal, which includes important information about operating at the Airport and expected Service Level Standards.
- 11.4 All requests for licences to operate, authorizations, and permits for commercial activity shall be sent to: [business.interest@gtaa.com](mailto:business.interest@gtaa.com).

## Sales data and billing

- 11.5 All retail, food and beverage tenants must charge their customers using an electronic point of sale (POS) system or cash register. Manual billing of customers is strictly prohibited.
- 11.6 The GTAA reserves the right to install its own POS system, at which point in time all retail, food and beverage tenants must allow sales data and information at each POS terminal to be transmitted to GTAA host systems.

## Safety requirements

- 11.7 Airport Users conducting commercial activities at the Airport must abide by the safety requirements and obligations set out in the Tenant Safety Evaluation Program, which can be accessed on the GTAA Tenant Portal, and includes giving GTAA the right to measure conformity with such measures.
- 11.8 Airport Users who are not meeting expected obligations in the Tenant Safety Evaluation Program will be required to prepare and implement a corrective action plan/performance management plan to be approved by the GTAA.

## Movement of goods and materials

- 11.9 To maintain the safety and security of the Airport, goods and materials transported through the Airport must first be verified and authorized by the GTAA by the issuance of a Material Movement Permit via the [Material Movements Form](#). For planning purposes, Airport Users must commence this process before starting transportation activities.
- 11.10 Once issued by the GTAA, the Material Movement Permit must be carried by an authorized person at all times. The Material Movement Permit cannot be used for the movement of liquid, gels and/or any goods meant for purchase or consumption by a passenger.
- 11.11 Airport Users must adhere to the GTAA Logistics Program, including the safety and security measures associated with it. A copy of the GTAA Logistics Program can be obtained from your business partner contact at the GTAA.

## Common areas and equipment

- 11.12 Airport Users must keep all Common Areas orderly and without damage, and common use equipment such as counters must be returned in a clean, tidy, and proper working condition for the next user.
- 11.13 Smoking cigarettes or vaping is prohibited except in the ten designated outdoor smoking areas in Terminals 1 and 3 which are clearly marked with signage on the ground and columns. Cannabis smoking or vaping is strictly prohibited.
- 11.14 Common Areas must be kept free of litter, waste, and debris, including bag tags, boarding cards, and paper waste resulting from Passenger processing/check-in/boarding activities. All waste must be disposed in the appropriate waste receptacles.
- 11.15 Airport Users must inspect their assigned Common Area and/or equipment at the beginning and at the end of the assigned period. Any functionality issues or damage must be reported immediately to their internal supervisor. Any damage in Common Areas must be reported to the Integrated Operations Control Centre (IOCC) at 416-776-3055.
- 11.16 Air Operators must not use check-in/ticket counters or boarding gates for permanent storage. All drawers and cabinets must be emptied and left unlocked at the end of the assigned period.
- 11.17 Air Operators must store all owned equipment such as baggage sizers and signs in designated storage areas, in a clean and orderly fashion, and must also dispose of any broken equipment.
- 11.18 All common use equipment must remain in a state and configuration that will allow any future Airport User to perform the required check-in and boarding processes without having to remove signs, displays, and Airport User-specific stocks.
- 11.19 All common use stanchions used in the boarding lounges must be returned to their original location when boarding is completed.
- 11.20 The GTAA has the right to charge the Airport User the cost of cleaning or repairing Common Areas, as applicable.

## Signage and advertisements

- 11.21 In addition to the requirement that signage be in both English and French, Airport Users and Air Operators must not post, distribute, or display signs, advertisements or circulars exposed to public view without the prior written consent of the GTAA.
- 11.22 Requests for affixing, installing, posting, distributing, or displaying any type of public signage at the Airport shall be directed to the Airport User's assigned commercial account manager, with copy to [business.interest@gtaa.com](mailto:business.interest@gtaa.com).
- 11.23 Before affixing, installing, or placing anything at the Airport, Airport Users must obtain authorization from the GTAA, in accordance with the [Airport Construction Code](#). Airport Users must also submit drawings detailing all work to be produced according to the requirements in the [CADD Standard Guide](#).
- 11.24 The GTAA will request the immediate removal of any signage, advertisement or circular that are not previously approved, or which were not presented in a professional manner. Paper and hand-written signs are not acceptable.

## On-site filming and photography

- 11.25 Any commercial filming or photography conducted at the Airport must be approved by the GTAA in advance and may be subject to certain conditions such as location, insurance, and timing.
- 11.26 All commercial filming and photography conducted at the Airport, including a tenant facility, must have a valid Filming/Photography Permit issued by the GTAA and all applicable fees must be paid in full. Failure to hold a valid permit may provide grounds for enforcement actions.
- 11.27 Authorization to access any tenant facility must be obtained directly from the tenant at least 48 hours before the day of filming/photography.
- 11.28 Requests for a permit shall be submitted through the GTAA's [Commercial Filming permits webpage](#).
- 11.29 On-site filming by media requires a permit which can be obtained at the [Media Permit webpage](#), subject to certain conditions.

## Demonstrations and picketing

- 11.30 Demonstrations, picketing (including informational picketing) and any other protest activity must be conducted in a safe and lawful manner and requires prior coordination with the GTAA's security team in order to establish protocols for the orderly and safe conduct of such activity, including maintaining the safe flow of Passengers and vehicle traffic (including access by emergency responder vehicles) at the Airport.
- 11.31 Under no circumstances are the activities described in section 11.32 permitted within restricted areas of the Airport, inside passenger terminals or parking facilities, side roadways, or on the Terminal Link train.
- 11.32 Airport Users, Air Operators and unions must immediately notify the GTAA of any possible labour disruption or related activity, including picketing, and confirm that such actions are conducted in connection with a legal lockout or strike. Unions engaging in union organizing and related activities must coordinate such activities, in advance, with the GTAA's security team to ensure orderly and safe conduct of such activities without disrupting the Airport's operations.
- 11.33 Airport Users, Air Operators, and labour unions, as applicable, must establish in coordination with the GTAA a labour/picket protocol which covers safety and security considerations before engaging in any labour demonstration, picketing or protest activity.
- 11.34 The GTAA will work with local enforcement authorities to address any potential or imminent threats to the safety and security of the Airport, and will pursue other remedies available to it, including seeking injunctions, as the GTAA determines appropriate.

## Special events and activities

- 11.35 Airport Users may organize special events and activities that deviate from normal Airport operations, subject to issuance by the GTAA of an Activity Permit.
- 11.36 An application to obtain an Activity Permit must be submitted to the Customer and Terminal Services department at least 15 business days prior to the date of the activity.
- 11.37 Requests for an Activity Permit shall be submitted through the GTAA's [Activity Permits webpage](#).
- 11.38 A condition of the permit is to carry a minimum of \$2 million commercial general liability insurance and otherwise comply with insurance requirements contained in Section 2 of the GTAA Rules.
- 11.39 Any events or activities undertaken without an Activity Permit are subject to immediate cancellation. In addition, the GTAA may take any other actions that it deems appropriate, and the Airport User shall indemnify the GTAA for any costs incurred as a result of such failure to comply.

# 12. Commercial ground transportation

## General requirements

- 12.1 All Commercial Ground Transportation Operators, whether an individual or business entity of any type, must obtain the necessary permits and/or licences from the GTAA before promoting, offering, or providing commercial ground transportation services at the Airport.
- 12.2 Commercial Ground Transportation Operators must hold valid provincial/municipal licences where applicable. In addition, Commercial Ground Transportation Operators must successfully complete all training modules made available through the [Canadian Transportation Agency \(CTA\) website](#), and taxicabs, limousines, as well as peak period and irregular operation operators must successfully pass the GTAA's driver examination prior to receiving an Approved Drivers Certificate.
- 12.3 Ground transportation permits and/or licences issued by the GTAA are a privilege, not a right, and are issued at the discretion of the GTAA.
- 12.4 All requests for licences, authorizations, and permits for Commercial Ground Transportation Operators shall be sent to: [business.interest@gtaa.com](mailto:business.interest@gtaa.com).
- 12.5 All Commercial Ground Transportation Operators and their respective drivers will be held accountable where they are in non-compliance with the terms of the GTAA Rules, individual permits or licences, or the Taxicab and Limousine Conditions of Permit / Demerit Point System where applicable, which may include suspension and/or termination of a permit/licence, fines or penalties under the [Highway Traffic Act](#), parking or speeding tickets under the [Traffic on the Land Side of Airports Regulations](#), or contacting the applicable authorities to evict under the [Trespass to Property Act](#).
- 12.6 A copy of the Taxicab and Limousine Demerit Point System can be obtained by request at [business.interest@gtaa.com](mailto:business.interest@gtaa.com) and will be provided to taxicabs and limousines permit/licence holders and drivers who currently hold a permit or license.
- 12.7 The GTAA reserves the right to install signage inside and outside the terminal buildings, parking garages or any other public areas that will direct passengers to authorized pick-up and drop-off locations for services provided by Commercial Ground Transportation Operators or any other transportation services the GTAA authorizes to operate on the curbs at the Airport. Signage installed including type, size and location will be at the sole discretion of the GTAA and may include logos or symbols.

## Taxicab and limousine licences

- 12.8 New taxicab and limousine licences are issued through an open and competitive process. Seniority is not considered as a factor for licence issuance. Requests for taxicab and limousine licences shall be sent to: [business.interest@gtaa.com](mailto:business.interest@gtaa.com).
- 12.9 Individuals who wish to drive a GTAA licensed or permitted taxicab or limousine must be sponsored by a holder of a valid Airport Taxicab or Limousine Permit or Licence, as applicable, for such vehicle.
- 12.10 Airport Users, contractors, or subcontractors who notice unauthorized persons soliciting Passengers for taxicabs or limousines at the Airport must immediately call the Integrated Operations Control Centre (IOCC) at 416-776-3055.

## Peak period and irregular operations

- 12.11 Peak period and irregular operations are the second and third tier of taxicab and limousine services that support the GTAA in providing Passengers with transportation during peak hours or irregular operations, i.e., when the main fleet of taxicab and/or limousine services are insufficient to meet Passenger demand.
- 12.12 These services are issued through an open and competitive process in which seniority is not considered as a factor.

## Pre-arranged services

- 12.13 The GTAA permits municipally licensed taxicabs, limousines, or charter buses to pick up Passengers at the Airport on a pre-arranged basis, provided that they hold a valid per trip Service Permit issued by the GTAA and abide by the GTAA's protocols and pricing specified in the per trip Service Permit. Per trip Service Permits can be obtained through [torontopearson.com/en/operators-at-pearson/drivers-prearranged](http://torontopearson.com/en/operators-at-pearson/drivers-prearranged).
- 12.14 Operators of pre-arranged services will be notified by the Airport Pre-Arranged Dispatcher when the Passenger has arrived and is ready for pick-up. The Airport Pre-Arranged Dispatcher will notify the operator of pre-arranged services via phone or SMS to proceed to the designated pick-up area upon arrival.

## Other commercial ground transportation services

- 12.15 Hotel shuttles, out-of-town shuttles, off-Airport parking shuttles, and Transportation Network Company (TNC) services are permitted to pick-up and drop-off Passengers at a designated location at the Airport, provided they hold a valid licence issued by the GTAA and comply with all applicable municipal/provincial requirements and conditions, including in the case of off-Airport parking shuttles a Zone Permit issued by the applicable municipality allowing the operator to provide off-Airport parking services.
- 12.16 Hotel shuttles, out-of-town shuttles, off-Airport parking shuttles and crew shuttles are required to register their vehicle at the Commercial Vehicle Holding Area and obtain an On-Board Diagnostic 2nd Generation device and install the device in the diagnostics port of the vehicle. If the OBDII Device is removed from the diagnostic port, an alert will be sent to the GTAA.

## Crew shuttle service

- 12.17 In addition to the requirements outlined above for other shuttle services, an endorsement letter is required from the Air Operator who has requested contracted service from the shuttle provider.

# Non-compliance and dispute resolution



# 13. User accountability and dispute settlement

## Notice of non-compliance

- 13.1 Potential non-compliance with the GTAA Rules will be assessed and investigated by the GTAA before a Notice of Non-Compliance is issued to the Airport User.
- 13.2 A Notice of Non-Compliance will be delivered by the relevant Issuing Department through electronic communication to the Airport User or such person designated by the Airport User's organization to receive such notices.
- 13.3 The GTAA is authorized to issue a copy of the Notice of Non-Compliance, in their discretion, to other Airport Users who have contracts, agreements, or licences with the recipient that are related to the Notice of Non-Compliance.
- 13.4 The GTAA is under no obligation to issue a formal Notice of Non-Compliance for offences where in the GTAA's sole discretion require immediate action, such as, but not limited to those related to safety and security, operational efficiency or customer experience.
- 13.5 Airport Users shall note that non-compliance with the GTAA Rules may also cause non-compliance with or default of an existing contract, agreement, licence, permit, or lease between the Airport User and the GTAA.
- 13.6 Where non-compliance with the GTAA Rules cannot be immediately remedied, the GTAA may require an Airport User to submit a performance plan that includes steps for remedying the Notice of Non-Compliance, to be approved by the GTAA in its sole discretion. The Airport User shall exercise good faith efforts to implement any performance plan.

## Failure to address notice of non-compliance

- 13.7 Failure by the Airport User to address a Notice of Non-Compliance may result in:
  - 13.7.1 Corrective and/or enforcement actions by the GTAA, including but not limited to charging for damages, taking remedial actions, recouping the costs for such actions, terminating contracts, agreements, and leases, revoking permits, licences, and authorizations, and holding security as provided in the contract, agreement, licence, permit or lease.
  - 13.7.2 Reporting non-compliance to governmental authorities for further legal or regulatory action, as applicable.
  - 13.7.3 Applying existing systems of compliance or performance at the Airport, including but not limited to slot-based remedies, demerit points, suspension of RAIC privileges, or suspension/cancellation of applicable licenses, permits, or certificates.
  - 13.7.4 Any other actions that are appropriate and necessary in the circumstances and at the sole discretion of the GTAA.

## Dispute settlement process

- 13.8 If the Airport Users object to the assessment provided in a Notice of Non-Compliance, they may submit additional written information with reasons to the Issuing Department within 30 calendar days of receipt of such assessment.
- 13.9 In the absence of a pre-existing appeal mechanism applicable to the disagreement, Airport Users are encouraged to contact the Issuing Department to schedule an informal meeting within 30 calendar days of receipt of an assessment if they wish to provide additional information by way of cooperative discussion.
- 13.10 The GTAA will consider all such additional information and make good-faith efforts to resolve disagreements regarding the Notice of Non-Compliance.
- 13.11 If the disagreement remains unresolved, Airport Users have the right to a formal appeal of the assessment and resulting remedies no later than 30 calendar days after the date of the meeting with the Issuing Department, the submission of additional written evidence, or the receipt of the assessment, whichever is latest. The notice of appeal must be sent in writing to the Issuing Department and GTAA's Legal Department and must include any supportive evidence or information that is deemed relevant to the resolution of the disagreement.
- 13.12 The appeal will be reviewed by a Director within the Issuing Department in light of the provisions set out in the GTAA Rules and based on the standard of strict liability.
- 13.13 The decision reached by the Director is final and without further appeal.
- 13.14 The GTAA reserves the right to take immediate action to remedy dangerous, harmful, disruptive, or otherwise non-compliant situations without waiting for the outcome of the dispute resolution process.





# Glossary of terms

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<b>Accessibility Regulations</b>	Refer to the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (SOR/2019-244), which cover all modes of transport under the Canadian Transportation Agency's jurisdiction (i.e., air and interprovincial and international passenger rail, bus, and ferry), including security and border screening. The Accessibility Regulations are enforceable by administrative monetary penalties.
<b>Aeronautical Fees and Charges</b>	These include but are not limited to the following categories: (i) general terminal charges, (ii) landing fees, (iii) Aircraft fees for commercial, business, and General Aviation, (iv) Apron fees, (v) Deicing facility fees, (vi) Airport improvement fees, (vii) Aircraft parking charges, and (viii) slot administration fees.
<b>Air Carrier</b>	An Air Operator that, for remuneration, provides scheduled or non-scheduled air transport services to the public for the carriage of Passengers, freight, or mail. Excludes General Aviation and Business Aviation.  Source: ICAO, Manual on the Regulation of International Air Transport (Doc. 9626). ICAO, Annex 6, Operation of Aircraft.
<b>Air Operator</b>	Refers to any person or entity which engages in the provision of air transportation services for remuneration or hire, sells those services to the general public or private individuals, based on a lease or any other arrangement. Includes General Aviation and Business Aviation services.  Source: ICAO, Annex 6, Operation of Aircraft.
<b>Aircraft</b>	Any machine that can derive support in the atmosphere from the reactions of the air against the earth's surface.  Source: ICAO, Annex 6, Operation of Aircraft.
<b>Airport</b>	Refers to Toronto-Lester B. Pearson International Airport.
<b>Approved Drivers Certificate</b>	Refers to a certificate issued by the GTAA regarding permits and licences for commercial ground service operators.
<b>Airport Operations Manual</b>	The manual referred to in section 302.08 of the Canadian Aeronautic Regulations.
<b>Airport User</b>	Refers to the GTAA's commercial partners and tenants, including their agents, licensees and sub-contractors and any other person that uses infrastructure, facilities or services or conducts activities at the Airport, whether temporarily or on a permanent basis.
<b>Airside</b>	Refers to areas within the Airport where Aircraft movements take place (i.e., Taxiway, Runway) and where Aircraft used for air operations are serviced (i.e., gating, loading/unloading, maintenance, fueling, etc.). These areas are not accessible to the general public.
<b>Anti-Icing</b>	The proactive application of ice-control products to Aircraft prior to snow and ice accumulation.
<b>Apron</b>	A defined area, on a land aerodrome, intended to accommodate Aircraft for purposes of loading or unloading Passengers, mail or cargo, fuelling, parking or maintenance.  Source: ICAO, Annex 14, Aerodromes.

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<b>Business Aviation</b>	That sector of aviation which concerns the operation or use of aircraft by companies for the carriage of passengers or goods as an aid to the conduct of their business, flown for purposes generally considered not for public hire and piloted by individuals having, at the minimum, a valid commercial pilot license with an instrument rating.
<b>Commercial Ground Transportation Operators</b>	Refers to companies or individuals operating any of the following ground transportation services at the Airport: taxicab, limousine, bus, shuttle, TNC or car rental.
<b>Commercial Vehicle Permit Demerit Point System</b>	A document which outlines how points are assessed against Commercial Ground Transportation Operators for infractions of the GTAA Rules or their own licenses and permits.
<b>Common Areas</b>	Those areas of the Airport designated by the GTAA for use in common by the GTAA and Airport Users, whether or not those areas are open to the general public or to all Airport Users.
<b>Deicing</b>	The reactive application of ice-control products to melt existing snow and ice.
<b>Disabled Aircraft</b>	An Aircraft that requires assistance to move from any position on a Runway, Taxiway, or Apron areas area of the Airport.
<b>Effluent</b>	Wastewater that is deposited from a wastewater system, as defined in the Wastewater Systems Effluent Regulations.
<b>Facility Alteration Permit (FAP)</b>	A permit required for any construction, demolition or alteration carried out at the Airport.
<b>Foreign Object Debris (FOD)</b>	Includes any object found in a location that can result in damage to equipment or Aircraft or injure persons.
<b>General Aviation</b>	That portion of civil aviation that encompasses all facets of aviation except air carriers holding a certificate of convenience and necessity and large aircraft commercial operators.
<b>Ground Lease</b>	The lease between His Majesty the King in Right of Canada, as landlord, as represented by the Minister of Transport, and the GTAA, as tenant, made as of the 2nd day of December 1996, as may be amended, restated, or supplemented from time to time.
<b>Ground Operations Manual (GOM)</b>	A manual that defines the objectives, policies, rules, and procedures governing ground handling at the Airport.
<b>GTAA</b>	Greater Toronto Airports Authority
<b>GTAA Rules</b>	Refers to the GTAA Rules and Regulations, as may be updated and amended from time to time.

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<b>Hazardous Materials</b>	Any product, mixture, material, or substance that is classified in accordance with the regulations made under subsection 15(1) in a category or subcategory of a hazard class listed in Schedule 2 of the Hazardous Products Act.
<b>Hot Work</b>	Work that could produce a source of ignition, such as heat, sparks, or open flame. Examples of hot work include welding, brazing, cutting, grinding, soldering, torch-applied roofing or the use of an open flame of any type within the limits of the Airport lands.
<b>Issuing Department</b>	The department within the GTAA that issues a Notice of Non-Compliance to an Airport User.
<b>Movement Areas</b>	Apron, Taxiway, and Runways.
<b>Notice of Non-Compliance</b>	A document issued by the GTAA that explains the nature and scope of non-compliance with the GTAA Rules, including any required steps to address or remedy the non-compliance, as well as the timeframe for those steps and remedies to be undertaken.
<b>Passenger</b>	Any person, excluding on-duty members of the flight and cabin crews, who makes a travel journey by air.  Source: ICAO, Manual on the Regulation of International Air Transport (Doc. 9626). Eurostat, Reference Manual on Air Transport Statistics (2015). Term commonly used in Canadian law and international air transportation law (U.S. and Europe).
<b>Remotely Piloted Aircraft Systems (RPAS)</b>	A remotely piloted Aircraft, its associated remote pilot station(s), the required command and control links and any other components as specified in the type design.  Source: ICAO, RPAS Concept of Operations for International IFR Operations (Handbook).
<b>RAIC</b>	A Restricted Area Identity Card issued by the GTAA's Pass Permit Control Office.
<b>Runway</b>	A defined rectangular area on a land aerodrome prepared for the landing and taking off of Aircraft along its length.  Source: ICAO, Annex 14, Aerodromes.
<b>Security Barrier</b>	A physical structure or natural feature used to prevent or deter access by unauthorized persons to a restricted area.
<b>Service Level Standards</b>	Refers to the standards developed by the GTAA for tow-off, gate arrivals and baggage handling, with the objective to help ensure efficient and effective levels of service for operators at the Airport, Air Carrier clients and the Passengers who travel through the Airport.
<b>Taxiway</b>	A defined path on a land aerodrome established for the taxiing of Aircraft and intended to provide a link between one part of the aerodrome and another, for example between the aircraft stand taxi lane, the apron taxiway, and the rapid exit taxiway.  Source: ICAO, Annex 14, Aerodromes.
<b>Transportation Network Company (TNC)</b>	A company that offers prearranged rides or car rentals for a fee, utilizing an online application (app) via a mobile device to connect Passengers or automobile renters with drivers and car owners. Well-known examples of ride-share applications include Uber, Lyft, and Zipcar.