



**Directive # 2024-D-002**

**Subject: Enforcement Actions for Non-Compliance with the Pearson Standard**

**From:** Airport Operations

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**Date of Issue:** February 15, 2024

**Effective Date:** March 01, 2024

**Purpose:** The purpose of this Directive is to ensure that all Airport Stakeholders operate and work in an environment that is tidy, orderly, and clear of unnecessary debris and equipment. Effective March 1<sup>st</sup>, 2024, the GTAA will institute enforcement actions to the offending company for non-compliance according to the Pearson Standard: Rules and Regulations listed herein.

**Background:** The Pearson Standard was updated and issued in June 2023 and reflects the shared path toward achieving new standard of responsibility, performance and quality that benefits us all. It is Airport Stakeholders' responsibility to ensure that they operate their business in a way that reflects the [Pearson Standard : Rules and Regulations](#). The GTAA will commence auditing and addressing non-compliance with the following requirements:

- Pearson Standard, Article 11.12 to 11.19 - Common Areas and Equipment
- Pearson Standard, Article 6.9. to 6.15 - Waste Management (non-hazardous)
- Pearson Standard, Article 2.1.2 – Standard of Conduct

**Expected Action:**

In compliance to Pearson standards listed above, Airport Stakeholders are expected to take the following actions:

- **Common Use Areas:** Common Use Areas (e.g., Check-in Counters, Boarding Gates, Bridges) must be returned to a clean, tidy, and proper working condition for the next user.
- **Equipment Storage:** Airport Stakeholders must store all owned equipment in designated, GTAA approved storage areas, in a clean and orderly fashion, and must also properly dispose of any broken equipment.
- **Waste Handling:** Airport Stakeholders must not place, discharge, or deposit any waste (papers, trash, rubbish, waste materials, or other refuse) in any manner anywhere at the Airport, except in acceptable receptacles and in pre-approved designated locations. GTAA may arrange for collection and removal of waste and refuse at its own discretion and charge the company for all costs incurred in doing so.

**Misuse of GTAA Property:** Airport Stakeholders should ensure that their staff are properly equipped to perform their tasks (including the provision of carts and trolleys designed for that purpose) and should take prompt corrective action if they see their staff misusing GTAA Property. Misuse of GTAA Property (i.e., Use of passenger baggage carts and wheelchairs to transport goods) will not be tolerated.

The GTAA Services and Standard Officers (SSO) and/or designated GTAA employees, will commence auditing and addressing non-compliance with the Pearson Standard. It is expected that all stakeholders adhere to Pearson Standard: Rules and Regulations. The following steps will be taken where there is non-compliance:

1. A written warning will be issued to the company providing details of the non-compliance and any required corrective actions with timelines.
2. Failure to follow a corrective action plan within prescribed timeline and/or a second instances of non-compliance will result in a charge of **\$250.00** (invoiced to the company) payable to the GTAA.
3. Subsequent instances of non-compliance or failures to follow corrective actions will result in a charge of **\$500.00** per occurrence (invoiced to the company) payable to the GTAA.
4. Companies who fail to address notices of non-compliance or follow corrective action plans may be subjected to further actions by the GTAA, including but not limited to taking remedial actions on behalf of the company and collecting liquidated damages/charges/, applying security deposits against amounts owing or requiring additional security; terminating contracts or privileges; and any other actions permitted under contract or at law.

Should you require additional information, or clarification please contact Abdur Syed, Manager, Terminal Services & Standard, at [abdur.syed@gtaa.com](mailto:abdur.syed@gtaa.com) or 416-776-5161



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