



Directive # 2023-D-009

Subject: Misuse of passenger baggage carts by airport staff and contractors

From: Terminal Operations

Contact: Abdur Syed, abdur.syed@qtaa.com, 416-776-5161

Date of Issue: 2023-05-08

Effective Date: Immediately

Purpose: The purpose of this Directive is to highlight that the baggage carts are provided for the use by passengers only. They are not to be used by airport staff or contractors, which is a growing malpractice and leads to an insufficient supply of carts for our passengers. It also leads to carts being damaged or abandoned in non-passenger areas of the airport.

As we prepare for a busy summer travel season, it is important that we have a full inventory of carts available to serve the passengers and to provide them with a good experience while travelling through Toronto Pearson.

Expected Action: Airport operators and contractors are asked to warn their staff that the misuse of passenger baggage carts will not be tolerated and may lead to enforcement action being taken against them. Airport operators and contractors should also 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 passenger baggage carts.

Toronto Pearson Directive

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As an airport community, we want to put the joy back into travel by making Toronto Pearson the chosen place to fly. We can all do our part to help create a good passenger experience by being considerate and by not misusing passenger baggage carts!

Should you require additional information, or clarification please contact Abdur Syed, Manager, Terminal Services & Standards, at abdur.syed@gtaa.com or 416-776-5161.

A handwritten signature in black ink, appearing to read 'Craig Bradbrook', written in a cursive style.

Craig Bradbrook

Chief Operating Officer