

December 2019

Holiday Greetings

As we near the end of 2019, I'd like to commend you on your continued commitment to Toronto Pearson's goal of zero injuries. This year has been an exciting one for Toronto Pearson Safety, including two Safety Summits, Airside Safety Week and Canadian Airports Safety Week. We've also worked with teams from around the airport on an improved safety focus for airside driving. There have been countless collaborative conversations, shared ideas and best practices in your crew rooms, your safety days and at the meetings of the Airport Operations Safety Committee as well as the Worker Safety Forum and Leadership Safety Forum. I know I speak for everyone on the Toronto Pearson Safety team when I say thank you for your ideas, your enthusiasm and your collaboration as we work together to ensure a safe airport for everyone who works at and travels through Pearson.

These events and conversations are all important steps towards building a safety culture at our airport – a goal I know you all share. A safety culture means that every decision we all make each day is made with safety at its heart. It means we take proactive steps to ensure all of our processes put safety first, that we lead by example, and that we communicate clearly about what safe work looks like at our airport. By now you may have seen big changes in communication this year, through the redesign of our Safety messages across YYZ. These bright and clear messages share how you can take safety into your own hands and make this a workplace where everyone feels empowered to make good safety decisions. They're just one step of many that every one of us will have to make every day, on the airfield, in the terminals and on the roads, runways and parking lots, towards building that culture and seeing real results towards our goals.

Again, thank you for your contributions this year. I look forward to your collaboration next year and wish you all an even safer 2020!

Sincerely,

Kath Hammond

VP, General Counsel, Corporate Safety and Security,
Greater Toronto Airports Authority



Staying safe in winter

Safe water refilling processes

Safe winter operations require special procedures by ground handlers, maintenance personnel and flight crew. Frost, ice, snow, slush and low temperatures can make servicing aircraft in cold weather conditions a challenge. Standard Operating Procedures (SOPs) exist to protect workers and the operation in cold conditions, especially when dealing with potable water, when a frozen water hose could significantly delay aircraft servicing and put unsafe pressure on ground crews.

Follow these procedures for safer potable water filling:

- Never allow overflow water to spill onto the apron. Ice can build up and become a hazard for ramp personnel.
- Always fully retract the hose into the cabinet, to keep it warm and usable for the next operation.
- Ensure cabinet doors are kept closed when not in use.
- Call 416-776-3055 to report any operational issues with the cabinet, hose or water delivery.
- The use of the dust cap is required when transporting the water hose to and from the cabinet to the aircraft.
- Make sure the Potable Water Cabinet (PWC) hose is properly stowed to the drain when stored in the cabinet.



Walk safely!

Slips and falls are on the rise at Toronto Pearson and are a heightened risk with the unseasonable precipitation we've been experiencing. We don't just want to be the best airport in the world, we also want to be the safest. But with over 4.3 million metres of airside concrete and asphalt, plus more than 90km of groundside roads and bridges, unpredictable Canadian winters mean that slippery patches are sometimes possible.

You can keep yourself safer this winter by preparing for slippery weather and dealing with it when it comes:

- To prepare, research safer footwear, and consider using traction cleats.
- When slippery weather occurs, use sandboxes, placed at every airside gate, to add some grip to work surfaces.
- Report snowy or slippery conditions by dialing 416-776-SNOW.
- Use safe walking practices: Bend knees slightly, keep your centre of gravity over your feet and take short, shuffle-like steps.
- Remember that in low light conditions, it can be difficult to see ice on the ground, so take extra care before sunrise or after sunset.
- Pay close attention when the temperature is close to freezing. Fluctuating temperatures can lead to freeze-thaw cycles and unexpected slippery spots.
- By taking extra care and paying attention when walking, all of our colleagues will have a good chance at a safer winter.

Selfie Contest Results

In celebration of the fresh new look for safety communications at Toronto Pearson, we held a fun safety selfie contest during the month of November. As new signs and materials rolled out, we asked employees from across the airport to snap a selfie with some of the new messages and visuals for a chance to win a prize.

We're pleased to announce the following winners:

\$100 Best Buy gift cards

Maria Ananthamoorthy
Danielle Ball
Swarnjeet Gill
Hannah-Marie Joseph
Sandra Oake

\$50 Subway gift cards

Marcantonio Giuseppe
Darryl John
Jessica Vasquez
Lisa Cooke
Susan Blundell

\$50 Booster Juice gift cards

Paula Drummond
Shakiru Ojulari
Diana Grigoli
Ann Schwartz
Maria Baccega

\$50 Tim Horton's gift cards

Lucy Masucci-Abdullahi
David Lai
Hilary Stedwill
Aida Reyes
Roy Nishizeki

Thank you to everyone who participated in introducing a fresh new look for safety at Toronto Pearson!

Safety Climate Survey extended to December 31

What does safety mean to you and to your employer. How are safety messages reaching and impacting you?

Toronto Pearson workers can provide their feedback about safety culture at the airport through our annual Safety Climate Survey. This survey identifies areas of improvement and provides an opportunity to connect, interact and communicate with employees to raise safety awareness. Your contribution helps us to continually improve safety and security at our airport.

Don't miss your chance to make a difference and have your say on safety!

[Take the survey](#)

