TORONTO PEARSON MEDIA GUIDE
REPORTING ON AIR TRAVEL DURING COVID-19

GTAA Media Relations | E-mail: media.relations@gtaa.com | 24/7 Emergency Media On-Call Phone: 905-405-1352

Due to the COVID-19 pandemic, there have been many changes to the passenger and employee experience at Toronto Pearson.

To help you report accurately and effectively, this guide has been designed to provide you with key information, such as background details, statistics and contact info for various agencies and organizations that have roles and responsibilities at the airport.

It will also outline the changes implemented by the Greater Toronto Airports Authority (GTAA) to support a safe and healthy airport experience for our passengers and employees.

NOTE: Due to COVID-19, terminal access is restricted to travellers and employees. Media wishing to access the airport must first email media.relations@gtaa.com and provide name(s), date, time and location. Media will also be required to attest to their COVID-19 vaccination status in writing before visiting the airport.

VACCINATION REQUIREMENTS FOR TRAVEL FROM CANADA

All passengers 12 years and four months of age or older will need to be fully vaccinated to board a domestic or international flight departing from an airport in Canada. Airlines are responsible for confirming the vaccination status of travellers.

PROCESS FOR ARRIVING INTERNATIONAL PASSENGERS

The Government of Canada has established a process for passengers arriving from international locations.

We're working closely with government, public health and airport partners to support the arrival of international passengers:

- As of April 1, 2022, fully vaccinated travellers no longer need to provide a pre-entry COVID-19 test result to enter Canada.

- Passengers must provide proof of vaccination (must be a vaccine approved by Health Canada) and other COVID-19-related information electronically through the ArriveCAN app prior to arrival in Canada. Passengers requiring an arrivals test can pre-register for their arrivals test with Switch Health before returning to Canada.

- Upon arrival into Canada, fully vaccinated travellers may be subject to the Government of Canada's mandatory randomized arrival testing. Fully vaccinated travellers selected will not be required to quarantine while awaiting their test result.

- Unvaccinated or partially vaccinated passengers are required to complete a pre-departure, on-arrival and day eight test, and complete a mandatory 14-day quarantine (with limited exceptions).

- All passengers must submit a quarantine plan and other information through the ArriveCAN app.

- Passengers can also use ArriveCAN online to take advantage of a feature that allows them to prepare their customs and immigration declaration before landing. This can be done up to 72 hours in advance of flying to save time when arriving at the airport.

How is the Toronto Pearson airport community supporting the federal government's response to COVID-19?

HEALTHY AIRPORT

Toronto Pearson

TORONTO PEARSON MEDIA GUIDE
REPORTING ON AIR TRAVEL DURING COVID-19

There are several organizations responsible for specific parts of the passenger journey, including Transport Canada, the Canada Border Services Agency (CBSA), and Public Health Agency of Canada (PHAC). Toronto Pearson's responsibility lies in safely moving passengers through the airport once they've arrived. The GTAA will continue to support the Government of Canada's arrivals testing program at Toronto Pearson, working with the Federal testing partner, Switch Health, to facilitate the flow of travellers to the testing areas in Terminals 1 and 3. We continue to commit to make passenger health our top priority.

MEDIA GUIDELINES FOR ACCESSING TESTING AREA

- The GTAA asks that media check-in with GTAA Media Relations prior to arrival at Toronto Pearson. If you want to access the testing area, please copy Switch Health, as well at media@switchhealth.ca.
- When you arrive at the testing area, communicate with Switch Health operations manager on the ground.
- Subject to Switch Health's approval, media are allowed in the testing area temporarily to capture images, but they aren't able to stay there indefinitely, because it restricts passenger flow.
- No live broadcasting from the testing area.
- Any footage of patients requires verbal consent from the patient to be photographed by media.

HEALTH MEASURES IMPLEMENTED BY THE GTAA

The GTAA's responsibility lies in safely moving passengers through the airport. We work in collaboration with the more than 400 organizations operating at the airport to develop and maintain a safe and healthy airport for passengers and employees.

Working with airlines, government agencies, innovators, and public health agencies, we've worked to deploy the latest cleaning and hygiene practices for a Healthy Airport.

Face coverings and terminal access restrictions:

Face coverings are required for passengers and employees in all public areas of the airport, including the pre- and post-security screening areas of the terminals, parking facilities and the inter-terminal train.

NOTE: Transport Canada has specific rules for the types of face coverings that are not acceptable on aircraft based on evidence of their ineffectiveness.

These include:

- Masks with exhalation valves, also known as "vented masks;"
    - Bandanas and neck gaiters;
    - Militaristic masks such as gas masks; and
    - Face coverings that cover the entire face.

Clear face shields are also not sufficient as a face covering if worn on their own. Clear face shields must be combined with an approved face covering that covers the nose and mouth.

Terminal access is also restricted to passengers who are travelling on the same day and airport employees on duty. Those picking up or dropping off friends and loved ones at the airport are not permitted to enter the terminals, with some exceptions.

CLEANING AND PHYSICAL DISTANCING

TORONTO PEARSON MEDIA GUIDE
REPORTING ON AIR TRAVEL DURING COVID-19

Increased cleaning has been implemented in all areas. Baggage carts and wheelchairs are being disinfected at the curbside in between use and high touch areas are continuously cleaned. Ultra-violet (UV) light is being used to disinfect high-touch escalator and moving sidewalk handrails and autonomous floor cleaners are in operation throughout the airport to clean and disinfect floor surfaces.

We've also worked with an industrial hygienist to find the right location for approximately 500 no-touch hand sanitizer stations, including high touchpoint areas such as check-in or after security screening.

To promote physical distancing whenever possible, many shops and restaurants are limiting access based on passenger volumes. Passengers can also order ahead of time with Uber Eats, available in select restaurants.

INNOVATIVE SOLUTIONS & NEW TECHNOLOGY

Plexiglass barriers: Approximately three kilometres of plexiglass barriers have been installed at check-in counters and screening areas to help provide separation between passengers and staff. Plexiglass barriers have also been installed at point-of-sale locations in shops and restaurants in the terminals.

Touchless / Low-touch processing: We've worked with our airline partners to make the check-in and boarding process as touchless as possible; that includes touchless self-service check-in kiosks and contactless bag drops in several areas, with more being added.

Taxi barriers: The GTAA has funded the installation of plexiglass barriers separating the front and back seats have been installed in 600+ licensed taxis and limos operating at Toronto Pearson.

Air quality: We've made enhancements to the heating, ventilation and air conditioning systems in our terminals, as well as to our monitoring procedures, to help ensure a safe airport environment:

- Industry-approved air filters have been installed throughout both terminals. UV lighting has also now been installed in our HVAC system.
- We have optimized airflow patterns in our terminals to improve flow and ventilation.

PPE vending machines: Personal Protective Equipment (PPE) vending machines have been introduced in both terminals to provide easy access to items such as face masks, hand sanitizer and wipes. The machines are cashless and can be found in six convenient locations pre-security (four in Terminal 1 and two in Terminal 3).

Touchless elevators: Touchless Bluetooth technology is being used for selected high-traffic elevators; the technology allows elevators to be controlled using a smartphone.

UV Light: Four different applications of UV light are in place for sanitization throughout the airport, cleaning circulated air, high touch surfaces and personal devices. This includes CleanSlate, which can sanitize phones, tablets and other small electronics. It's easy to use, and only takes 20 seconds. Once it's done, the lid automatically opens for retrieval of the device. It's been shown to remove 99.99% of the coronavirus on smartphones in just 20 seconds without the use of any chemicals.

BlueDot: We have a strategic partnership with BlueDot, a leader in advanced data analytics and technologies to predict and monitor infectious disease risks.

Chief Medical Officer: Dr. Edward Wasser joined Toronto Pearson as Chief Medical Officer (CMO) in February 2021. The CMO provides guidance and advice to the GTAA and ensures we are providing science-based solutions for the health and safety of employees and passengers.

AGENCIES AND ORGANIZATIONS AT TORONTO PEARSON

HEALTHY AIRPORT

Toronto Pearson

TORONTO PEARSON MEDIA GUIDE
## REPORTING ON AIR TRAVEL DURING COVID-19

There are many agencies and organizations with specific roles and responsibilities operating at the airport. Each have a part to play in the passenger journey.

Canada Border Services Agency (CBSA)

CBSA is the agency responsible for facilitating the flow of legitimate travellers and trade into and out of Canada. For questions specific to the screening of inbound international passengers at Canada's airports, you can contact them at media@cbsa-asfc.gc.ca or 1-877-764-5945.

Public Health Agency of Canada (PHAC)
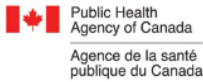
The Public Health Agency of Canada is the lead agency responsible for determining the public health response to COVID-19, including determining new health screening measures at Canada's airports, such as temperature checks for arriving passengers.

Canadian Air Transport Security Authority (CATSA)

CATSA is responsible for screening departing passengers and their baggage. Contact CATSA at media@catsa.gc.ca or at 613-998-4527.

Airlines

Airlines operating at Pearson may at times develop airline-specific policies and protocols, whether proactively or as mandated by government, such as temperature checks of departing passengers. Airlines are also the best source of information regarding medical events on-board planes or mechanical issues involving aircraft. Air Canada and WestJet are the two main airlines operating at Pearson. To contact WestJet, email media@westjet.com or call 1-888-954-6397. For Air Canada, email media@aircanada.ca.

Switch Health

Switch Health is the company that conducts COVID-19 testing at Toronto Pearson, under government contract. For questions specific to the science of testing, the process and access to the testing area for media reporting, please contact them at media@switchhealth.ca.

USEFUL LINKS

- Torontopearson.com/travelhub
- Canada.ca/coronavirus
- https://www.tc.gc.ca/