

2005

SUSTAINABILITY REPORT

Toronto Pearson International Airport



NATIONAL AIRPORTS POLICY

In July 1994, the federal government announced its National Airports Policy whereby the management, operation and maintenance of 26 airports within the National Airport System was to be transferred through various ground lease arrangements to locally controlled Canadian Airport Authorities (CAAs). The National Airports Policy also prescribed the fundamental principles for the creation and operation of CAAs, including the public accountability principles to be adopted by each CAA.

CAAs are free to operate airports on a commercial basis and have the authority to set all fees and charges. The federal government retains regulatory control over aeronautics and as such will set safety and security standards for airports, licence airports and regulate the aviation industry as a whole.

CORPORATE PROFILE

The Greater Toronto Airports Authority (GTAA) was incorporated in March 1993 as a non-share, not-for-profit corporation and was recognized as a Canadian Airport Authority by the federal government in November 1994. The GTAA is authorized to manage, develop and operate airports in the south central region of Ontario (the Region) on a commercial basis, to set fees for their use and to develop and improve the facilities. In accordance with this mandate, the GTAA is currently managing, developing and operating Toronto Pearson International Airport (the "Airport" or "Toronto Pearson").

The responsibilities of the GTAA for the management, development and operation of Toronto Pearson are set out in the ground lease with the federal government which was executed in December 1996 (the "Ground Lease"). The Ground Lease has a term of 60 years, with one renewal term of 20 years. The GTAA's priorities are to operate a safe, secure and efficient Airport and to ensure that the facilities provide the necessary services, amenities and capacity for current and future air travel requirements for the Region.

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MESSAGE FROM THE PRESIDENT

The GTAA — Our Activities

Year 2005 has proven to be another extremely active time for the Greater Toronto Airports Authority (GTAA) with some noteworthy milestones. The GTAA is now in its 10th year operating and managing Toronto Pearson International Airport, and I am very pleased and privileged to lead the organization as President and CEO.

We had another successful year in 2005 and for this I express my thanks to the Board of Directors led by Warren Hurren, the senior management team, and all of the GTAA's employees. We have worked together consistently and positioned Toronto Pearson to deliver modern, first-class facilities to our stakeholders, today and for the future.

In 1996, the GTAA embarked on a 30-year vision for Toronto Pearson. Since that time, the GTAA's primary focus has been to replace aging and obsolete airport infrastructure to improve facilities and services for our customers. We reached a major milestone in April 2004 with the opening of the new Terminal 1.

In 2005, ten more gates became operational in Terminal 1, reducing the need to bus some international passengers to the Infield Terminal. In Terminal 3, eight more gates were commissioned, providing more capacity and enhanced services to our customers and air carriers.

The Airport Customer Assistance Program, an initiative introduced in Terminals 1 and 2 in 2004, was expanded in 2005 to include Terminal 3. Now our customers with disabilities or special needs can benefit from a seamless program offering assistance from curb to aircraft seat.

In December, we commissioned the new Cogeneration Facility that provides the Airport with a clean, efficient and dependable source of power, heating and cooling, and minimizes the need for the GTAA to purchase electricity. This facility assures self sufficiency and as an added benefit, during peak demand periods, is capable of providing between 70 and 80MW of surplus electricity to surrounding communities through the local power grid.

Literally beneath our feet a major redevelopment of the Airport's utility infrastructure (power, electronics, water, sewer and storm drainage) has been completed. These works will allow Pearson to grow and to remake itself, as required in order to reach its ultimate capacity and to adapt to the ever changing requirements of the travelling public and the aviation industry.

All these accomplishments combined provide an improved platform for the GTAA to go out to the international aviation community and develop new routes and more choices for travellers. To that end, it is critical that Toronto Pearson is able to effectively compete in the global market. We, therefore, continue to

encourage the federal government to liberalize air service agreements and reduce Airport ground rent.

Not only are we making every effort to generate new routes and traffic, we also carry on with our work to control fees and charges to the air carrier community. To this end, the GTAA continues to pursue new sources of non-aeronautical revenue, beyond current sources, that are better than or on par with other large Canadian airports, on a per passenger basis. Safety and security remain our top priority. World events over the last six years have shown that safety remains uppermost in many travellers' minds. In response, the GTAA continues to place significant emphasis on these areas. In fact, Toronto Pearson received praise from both the International Civil Aviation Organization and Transport Canada in security audits undertaken in 2005.

The GTAA's emergency preparedness was put to the test in August when Air France flight 358 crashed on Airport lands. The immediate response by our emergency services department and coordination of all other responders was exemplary, and we are proud to have been part of the team that averted a potential human disaster.

The GTAA — Our Strategy

With the completion of the second phase of Terminal 1 this past year and the anticipated opening of Pier F in early 2007, the Airport Development Program will be essentially complete. While there will always be continuing capital investment in an airport as large as Toronto Pearson, it is now time to set in place the appropriate strategy to move forward, to manage and operate the new Toronto Pearson, and to explore opportunities for the ultimate development of a regional airport system.

Recognizing this, the Board of Directors had implemented and expanded the strategic planning process, designed to identify risks and opportunities and chart the course for the GTAA going forward. The corporate strategy will be updated annually by Management for review and approval by the Board of Directors. The focus will be to capitalize on the new infrastructure and to deliver value to our customers in ways that balance a concern for cost control with a desire for optimal service delivery.



A handwritten signature in black ink, appearing to read 'John Kaldeway'. The signature is fluid and stylized, with a long horizontal stroke extending to the right.

John Kaldeway
GTAA President and CEO



The GTAA remains focused on providing quality aviation facilities at Toronto Pearson, while recognizing that the region's current and future demand for air travel is expected to continue to grow.

1 WHAT DOES SUSTAINABILITY MEAN TO THE GTAA?

The GTAA defines sustainable development by the three pillars of economical, environmental and social performance articulated in its Vision and Mission statements, and implemented through its Corporate Strategic Plan. Within the GTAA mandate "to develop and operate for the public benefit, an airport system," sustainable development means:

Economical Sustainability:

To provide, on a timely basis, facilities and services to our tenants and customers; to provide these facilities and services at a reasonable and stable cost, while maintaining financial returns to the GTAA; to meet all legal and ethical responsibilities as both landlord and tenant.

Environmental Sustainability:

To keep the Airport's environmental impact within the Airport's boundary, in the case of aircraft noise, within our designated operating area; to continuously shrink our environmental footprint.

Social Sustainability:

To be a good neighbour; to support the surrounding communities; to be an employer of choice; to provide a safe and healthful environment for all staff, tenants, and customers.

2 VISION AND MISSION STATEMENT

2.1 Vision

“To be the North American airport of choice.”

2.2 Mission Statement

The GTAA remains focused on providing quality aviation facilities at Toronto Pearson, while recognizing that the region's current and future demand for air travel is expected to continue to grow. To meet this anticipated demand, the GTAA has undertaken the Airport Development Program (ADP), the redevelopment of Terminal 3, and the improvement of operational efficiencies. The GTAA's mission statement is:

“To develop and operate for the public benefit, an airport system that supports the economic development and cultural diversity of south central Ontario and Canada, providing aviation facilities and services that achieve:

- The highest standards of safety and security
- Excellence in customer service
- Environmental stewardship and sustainability; and
- Cost effectiveness and efficiency.

This mission will be achieved through:

- Developing a skilled and dedicated work force
- Maximizing technology innovation; and
- Excelling in corporate governance.”

3 REPORT SCOPE

This report serves several purposes: demonstrating corporate responsibility, benchmarking and assessing the overall performance of the Corporation against a set of international standards, and comparing ourselves with other organizations.

The objective is to provide substantial information about our company with respect to the key areas of governance, environment, social and financial performance. Our performance can be measured against our Strategic Objectives.

These key areas of performance are used to fulfill the GTAA's Mission Statement. The Strategic Objectives, however, are not restricted to these key performance metrics, but overlap with a wide range of issues and as such are discussed throughout this report.

The reporting period is from January 1, 2005, through December 31, 2005.

3.1 Boundaries of Report

The contents of this report relate to the GTAA's operations at Toronto Pearson International Airport in Toronto, Ontario, Canada. Only where indicated does the information pertain to other existing or potential airports.

3.2 Report Profile

This is the GTAA's third sustainability report, and it is intended to build on last year's report and on feedback concerning that report. Through feedback from stakeholders, the Authority aims to gauge the effectiveness of the presentation of information and to improve upon its format and ease of access.

This report is intended to follow the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines; a comparative index is provided in Appendix A. Some information has come from the GTAA's 2005 Annual Report and other GTAA publications, all of which are available online at www.gtaa.com.

3.2.1 Internal Report Assurance

GTAA Management assumes overall responsibility for the content of this report. The GTAA has developed a number of systems to ensure effective verification of presented material. These include:

- ISO 14001 Environmental Management System—Certified Environment Management System.
- ISO 9000 Quality Management System—Terminal Operations. (Currently under development)
- Financial Disclosure Control Certification by the President and Chief Executive Officer and the Vice president of Financial and Chief Financial Officer as per Bill 198
- Security Management System—Airport Security. (Currently under development); and

- Safety Management System—Airport Safety. (Currently under development).

3.2.2 External Report Assurance

Deloitte and Touche; The GTAA's external auditor has provided a clean opinion on the Financial Statement. This opinion is captured in the GTAA's Annual Report which is located on our website.

The Natural Environment information has been derived from the 2005 ISO 14001 Environmental Management System targets and programs. The GTAA's environment management system was audited externally by SGS Systems and Certification Services, who have had no involvement in the preparation of this report.

The International Civil Aviation Organization, a branch of the United Nations, undertook a security audit of the GTAA, who also have had no involvement in the preparation of this report.

3.2.3 Additional Information

Detailed information and reports about economic, environmental, and social aspects of the GTAA's activities can be obtained on the Authority's web site at www.gtaa.com, by calling (416) 776-3580 or by faxing a request for information to (416) 776-7593.

4 CORPORATE FOCUS

In 2005 the GTAA recognized six key areas of importance. These areas of focus are set within the context of the Vision and Mission Statements and form the foundation for the GTAA's ongoing growth and success. They are to be found throughout the GTAA Annual Report. The six areas of focus are as follows:

- Operate a premier airport with a commitment to best business practices, good governance, excellence in service and continuous improvement.
- Provide industry leadership in practices to advance the highest standards of safety, security and environmental sustainability.

- Manage and develop infrastructure, and expand into a system of airports that reflects optimal aviation capacity management to meet the requirements of commerce and the travelling public.

- Exercise prudent fiscal management and maintain investor confidence by ensuring effective cost control and an aggressive non-aeronautical revenue program.

- Communicate and demonstrate a commitment to our community through active engagement, enabling economic development in South Central Ontario including attraction of aviation and other economic activity to Toronto Pearson.

- Employees are the foundation of every successful organization.

5 CORPORATE GOVERNANCE

The GTAA is governed by a 15-member Board of Directors. Five Directors are appointed from municipal candidates. Each of the Regional Municipalities of York, Halton, Peel and Durham, and the City of Toronto are entitled to provide, on a rotating basis, the names of three candidates, and the Board will appoint the most suitable or qualified candidate for each available position as a Director.

Three Directors are appointed by the Board on a cyclical basis from candidates solicited by the Board itself. Finally, the Government of Canada and the Province of Ontario are entitled to appoint two Directors and one Director, respectively. No current Director is a member of the management of the Corporation. According to the GTAA's bylaws, nominees are to be appointed by the Board for a three-year term. When the transition to the new nomination process is complete, no Director may serve for more than nine years.

The GTAA's Board meets on a monthly basis. Its principal responsibility is to oversee the conduct of GTAA business and supervise GTAA management. The Board ensures that long-term goals and strategies necessary to achieve them are established. Further, the Board is responsible for ensuring that management operates the Airport in a safe, efficient and cost-effective manner. The Board also ensures that the necessary systems are in place to manage the risks associated with the GTAA's business and to monitor and measure management's performance in carrying out the Authority's objectives.



GTAA Focus on Communications:

Communicate and demonstrate a commitment to our community through active engagement, enabling economic development in South Central Ontario including attraction of aviation and other economic activity to Toronto Pearson.

Corporate Governance is a matter of increasing interest to our stakeholders. In 2004, the Board adopted a Board Self Assessment process, which it expanded in 2005 to include an assessment of the effectiveness of its four committees, an assessment of the Board Chairperson, and the chairpersons of each such committee. Also in 2005, the Board reviewed and revised the charters of each of its four committees to align the responsibilities of those committees with suggested best governance practices.

5.1 Generating Jobs and Opportunities

One aspect of the GTAA mandate is to utilize the Airport as a tool for sustainable regional economic development. Significant economic activity—business revenue, employment, wages and taxes—is generated by operating and maintaining the Airport and by providing for the needs of the people who travel through its facilities. The economic benefits

extend well beyond the Airport to the supply chain and to firms providing goods and services to employees for personal consumption.

In satisfying the area's need for air transportation, thousands of jobs are generated at the Airport. Employment in many sectors of the economy, including the airline, aircraft maintenance, general aviation, hospitality and accommodation, and ground transportation industries originate, or depend heavily on the Airport. Through all of these the Airport generated more than 130,000 jobs in 2005, contributing to a viable and prosperous economy.

In 2005 the GTAA supported the business community by purchasing goods and services valued at \$262 million. The GTAA also helped support the tourism industry in the GTA with over 2,200 guests from airports around the world by hosting the Airports Council International—North America conference and the SWIFT conference in September.

5.1.1 Open Communication and Consultation

The diverse Airport community includes employees, local residents, businesses and many others. To tell the collective stories of this community, the GTAA introduced an expanded newsletter, Toronto Pearson Today, in November.

The GTAA fosters community consultation. The Noise Management Committee reviews matters related to noise and the environment, while regular workshops and public forums offer opportunities to educate and consult with local residents. The workshop offered in 2005 was "Managing the Skies at Toronto Pearson." Later in the year, at a public forum, local residents learned about aircraft noise issues and dialogued with representatives of the GTAA, NAV Canada, Transport Canada and the airline industry.

The Consultative Committee addresses interests and initiatives where Toronto Pearson and airport stakeholders can collaborate in support of the region's economic development. This committee launched an Economic Development Study in 2005.

The GTAA also established a new Consultative Committee on Taxicabs and Limousines. At this forum, members of the Airport taxi/limo community can share information, discuss issues of concern and act in an advisory capacity to the GTAA.

6 ECONOMIC SUSTAINABILITY

Under the direction of the Vice President and Chief Financial Officer, the GTAA establishes its operational priorities and guides its capital financial decision making. Cost effectiveness includes not only ensuring that the GTAA receives value for monies spent, but also includes an increasing focus on the generation of non-aeronautical revenue from various sources. The capital investment priorities of the GTAA include replacing aging infrastructure where required, designing and constructing facilities based on current and future travel demands, optimizing the utility of the Airport's infrastructure through common-use strategies, and ensuring effective life-cycle and capital project management.

The Airport Development Program (ADP) and other capital projects have required ongoing capital funding. The ADP, the largest capital program of its type in Canadian history, includes the construction of passenger terminal facilities, runways, taxiways, utilities, roadways and other facilities, and the redevelopment of Terminal 3. To fund these projects, the GTAA, a non-share capital corporation, has established a pro-

gram to access the debt capital markets on an ongoing basis. The criteria, covenants and restrictions for financing by the GTAA are set out in the Master Trust Indenture (the "Trust Indenture").

With the ADP and redevelopment of Terminal 3 nearing completion, the GTAA's annual debt capital requirements for these projects are expected to reduce over time.

6.1 2005 Operating Activity

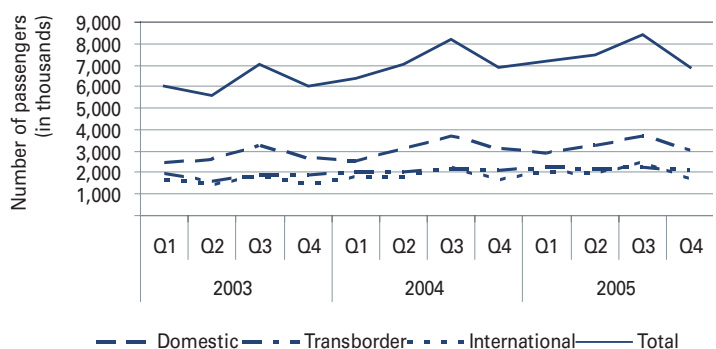
Passenger activity level is one of the most important performance measures for the GTAA as it directly impacts financial results. In 2004 and 2005, the Airport experienced a recovery from the significant negative impacts on activity level caused by the terrorist attacks of September 11, 2001, and the outbreak of Severe Acute Respiratory Syndrome (SARS) in Toronto in 2003.

Total passenger traffic at the Airport in 2005 was 29.9 million passengers, an increase of 4.5 per cent from the 2004 level of 28.6 million passengers. Each of the three traffic sectors at the Airport demonstrated different rates of passenger growth during 2005. The domestic sector (passengers travelling within Canada) shows slight year-over-year growth of 2.1 per cent in 2005. The transborder sector (passengers travelling between Canada and the United States) shows stronger growth at 4 per cent year-over-year. The greatest growth in 2005 was in the international sector (passengers travelling between Canada and destinations outside of Canada and the United States), up 7.9 per cent over 2004. Total passengers in each sector for 2004 and 2005 respectively were: domestic, 12.6 million and 12.9 million; transborder, 8.4 million and 8.8 million; and international, 7.6 million and 8.2 million.

The following Passenger Use Graph illustrates the passenger levels (in thousands), by sector, for the past three years, by quarter:

Figure 1

Passenger Volume



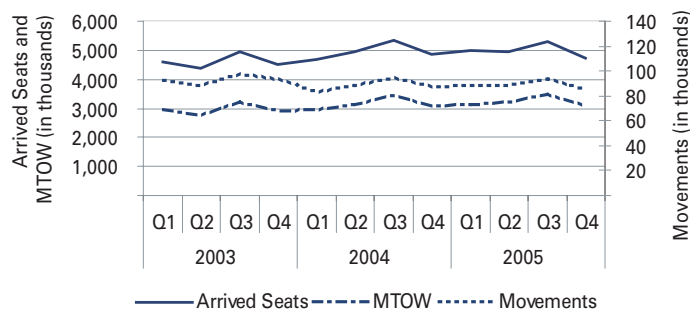
Flight activity is measured by aircraft movements, including the type and size of aircraft, determined by Maximum Takeoff Weight (MTOW) and number of seats. These values are used to calculate airline charges for each flight.

Load factors, reflecting the number of passengers on a plane, were higher in 2005 than in prior years. Consequently, MTOW did not increase as much as passenger traffic. In 2005, MTOW was 12.8 million tonnes, as compared to 12.6 million tonnes in 2004, an increase of 1.6 per cent. The combination of high load factors and changes in the type of aircraft operated resulted in a minimal 0.3 per cent decrease in total arrived seats in 2005, compared to 2004. Total movements increased 0.3 per cent in 2005 over 2004.

Figure 2 illustrates the arrived seats, MTOW and movements (in thousands) for the past three years, by quarter:

Figure 2

Arrived Seats, MTOW and Aircraft Movements



6.2 Operating Results

The GTAA's net operating results for the three years ending December 31, 2005, are summarized in Figure 3.

Figure 4 summarizes the GTAA's revenues for the three years ending December 31, 2005.

Figure 5 summarizes the GTAA's operating expenses for the three years ending December 31, 2005.

A full accounting of the GTAA's financial management is available in the GTAA Annual Report posted on the GTAA.com website.

6.3 Risks and Uncertainties

The past several years have emphasized the fluctuating nature of air travel and the additional volatility of demand due to external factors, such as economic conditions, geo-political unrest, government regulation, disease, financial uncertainty in the aviation industry and increased world fuel prices. The significant increase in passenger volumes in 2004 and 2005 confirms the strength of the demand for air travel in the GTA and has had a positive impact on the financial results of the GTAA.

As in the past, the GTAA has continued to respond to these challenges with cost control measures and adjustments to short-term development plans; however, given the long construction schedule for Airport facilities, the GTAA has remained committed to its long-term vision.

Figure 3

Net Operating Results

(in thousands)	2005	2004	2003
Revenues	\$ 953,674	\$ 832,014	\$ 646,863
Operating expenses	527,992	487,988	460,068
Revenues over expenses ¹	425,682	344,026	186,795
Interest and financing costs	334,400	267,973	157,086
Amortization	209,638	188,389	96,479
Revenues under expenses	\$(118,356)	\$(112,336)	\$(66,770)

Note 1: Revenues over expenses before interest and financing costs and amortization of capital assets

Figure 4

Revenue

(in thousands)	2005	2004	2003
Landing fees	\$ 405,874	\$ 338,008	\$ 246,771
General terminal charges	157,206	145,455	113,663
Airport improvement fees, net	175,425	142,235	105,957
Car parking and ground transportation	96,115	89,074	76,556
Concessions and rentals	110,775	107,738	98,812
Other	8,279	9,504	5,204
	\$ 953,674	\$ 832,014	\$ 646,863

Figure 5

Operating Expenses

(in thousands)	2005	2004	2003
Ground rent	\$ 144,423	\$ 130,394	\$ 125,211
Goods and services	262,281	237,943	223,426
Salaries, wages and benefits	98,701	95,553	85,504
Real property taxes and PILT	22,587	24,098	25,927
	527,992	487,988	460,068
Interest and financing costs	334,400	267,973	157,086
Amortization of capital costs	209,638	188,389	96,479
	\$1,072,030	\$ 944,350	\$ 713,633

GTAA Focus on Fiscal Management:

Exercise prudent fiscal management and maintain investor confidence by ensuring effective cost control and an aggressive non-aeronautical revenue (such as increased retail and parking revenues) program.



GTAA Focus on Best Business Practices: Operate a premier airport with a commitment to best business practices, good governance, excellence in service and continuous improvement.

The uncertainty and risk posed by long-term climate change may introduce even wider swings in air travel demand. The GTAA will continue to respond to these challenges and others by pursuing a number of internationally recognized management practices.

The GTAA has adopted a variety of internationally and nationally accepted management systems to ensure best management practices, service excellence and continual improvement. The following is a summary of these management practices:

- ISO 14001 Environmental Management System—Certified to the new ISO 14001:2004 standard

In 1999, the GTAA was the first airport in North America to become certified to the ISO 14001 standard. To maintain certification the GTAA is committed to continuous environmental improvement, prevention of pollution and compliance with legislation;

- ISO 9000 Quality Management System (QMS)—In progress

The QMS aims to enhance the quality of service provided by the Airport by better meeting the needs of our customers and by fulfilling applicable regulatory requirements to continually improve performance;

- Safety Management System (SMS)—Currently under development; requires that all airports and aviation companies establish safety management systems

The GTAA SMS Policy is designed to meet all legal obligations, which at this time are specifically targeted at airside operations. All employees will undertake awareness training, and those staff that play key roles will undergo additional skills and human factors training;

- Security Management System—Currently under development

This management system is designed to surpass the requirements of the Canadian Aerodrome Security Regulations

- **General Accounting Principles**—The GTAA's financial statements are prepared in accordance with Canadian Generally Accepted Accounting Principles;
- **Facility Asset Management System**—This system optimizes the life cycle capital and maintenance costs of each GTAA facility;
- **Airport Maintenance Management System**—A computerized maintenance management system, specific to airports, used to plan and schedule maintenance activities for increased safety, reliability and asset life
- **Annual Lease Compliance Review**—An annual lease performance review undertaken by Transport Canada to ensure that the GTAA is in legal compliance with all applicable regulations and provisions of the Ground Lease.
- **Information Technology and Telecommunications, Governance Committee (IT&T quality assurance and security) ; and**
- **Financial Disclosure Control Certification** by the President and Chief Executive Officer and the Vice President and Chief Financial Officer as per Bill 198

redevelop the facilities to meet current and future demand. The Airport Development Program (ADP) includes the construction of terminal facilities, roadways, cargo facilities, air-side improvement such as runways and taxiways, ancillary services, and utilities infrastructure.

With a budget totalling \$4.5 billion, the ADP was designed as a demand driven program that would be undertaken while the Airport continued to operate and would provide the GTAA with some flexibility on the timing of future stages. The GTAA has regularly reviewed the components of the ADP to respond to changes in the aviation industry. To the end of 2005, \$4.0 billion, excluding capitalized interest, had been spent on the program, which was approximately 90 per cent complete.

The program commenced with the installation of the utilities and buried infrastructure and the cleanup of contaminated soil. These initial steps support long term growth and sustainability at the least cost. The GTAA is particularly proud of being able to take an older outdated facility and replace it with a new facility capable of sustaining first-rate operations for the foreseeable future.

During 2005, apron reconstruction between Terminal 1 Piers E and F was completed, as were the exterior walls and roof of Pier F. Work continued on the mechanical and electrical components, and the installation of the baggage, elevator and escalator systems in the non-operational portions of Terminal 1, including Pier F. On November 1, 2005, ten gates on the east side of Pier E and on the liner between Piers E and F were brought into operation. Pier F remains on schedule to commence operations in the first quarter of 2007.

The Automated People Mover (APM), which connects the GTAA-operated off-airport parking area to Terminals 3 and 1, is scheduled to commence operation in the summer of 2006. During 2005, the exterior and interior architectural finishes, and mechanical and electrical systems were completed on the guideway and in the stations.

Pier F will mark the conclusion of the current phase of the ADP terminal project. The GTAA has indicated that after the completion of Pier F, it would examine its options and determine the timing of Terminal 2 demolition and the construction of Pier G or any other terminal facilities.

Further, the GTAA has authorized a budget of \$330 million for the demolition of Terminal 2 and its parking garage, the expansion of the Terminal 1 parking garage, the construction of a parking garage in Area 6B on the east side of Airport Road, some ancillary work and the design of Pier G. The final design and construction timing of Pier G is under review and will depend on the demand for air travel.

In addition to the ADP, the GTAA has undertaken plans to expand and upgrade certain areas and components of

GTAA Focus on Infrastructure Development:

Manage and develop infrastructure and expand into a system of airports that reflects optimal aviation capacity management to meet the requirements of commerce and the travelling public.

6.4 Airport Development Program and Capital Projects

After the GTAA assumed responsibility for the Airport, it initiated an extensive redevelopment program to improve and

Terminal 3. During 2005, \$70.3 million, excluding capitalized interest, was spent on the Terminal 3 Redevelopment Project, which funded the expansion of the central processing area and the expansion and improvement of the baggage systems. Certain redeveloped areas in Terminal 3 became operational during the past year, and it is expected that the significant expansion of the check-in areas and baggage systems will be operational in late 2006. December 2005 saw the completion of Hold Bag Screening in all terminals in compliance with Transport Canada's requirements.

At the end of 2005, the GTAA completed the construction of a natural-gas-powered Cogeneration Facility at an approximate cost of \$146.3 million, excluding capitalized interest. The facility has the capacity to provide all of the required electricity and thermal energy for the Airport. The GTAA may also purchase electricity from the Ontario power market, or sell excess electricity generated to the Provincial power grid. The GTAA has entered into management contracts for the day-to-day operation of the facility and for the management of natural gas and electricity purchases, and electricity sales to optimize the economic benefit of the plant.

In September 2004, the Ontario Ministry of Energy issued a Request for Proposals for 2,500 megawatts (MW) of new clean electricity generation. The GTAA submitted a proposal and has been awarded a contract pursuant to the program. As a result, the financial risk of operating the Cogeneration Facility has been reduced.

The GTAA has other ongoing capital projects for Toronto Pearson. In 2005, \$56.7 million, excluding capitalized interest, was spent on restoration and replacement programs such as runway and taxiway upgrades, information technology systems, and the replacement of certain fleet vehicles.

6.5 Pickering Airport Plan

The GTAA believes that Pearson Airport will eventually reach its practical capacity limits and other airports will be required to absorb demand growth. A system of airports will be required to serve the requirements of the Greater Toronto Area.

In 2001, the federal government asked the GTAA to undertake studies to determine the requirements for a future regional reliever airport on the Pickering lands, located to the east of Toronto. Between 2001 and 2004, the GTAA undertook certain feasibility studies, held various public workshops and meetings, and was preparing for the environmental assessment process in accordance with the federal government's request.

In 2005, the federal government announced that it would conduct a due diligence evaluation of the need for an airport on

the Pickering lands before an environmental assessment would commence. The GTAA views this evaluation as an important initiative and will continue to cooperate with the federal government to advance the planning for the future reliever airport on the Pickering lands. The federal government will make the final decision on whether the construction of the airport should commence.

7 ENVIRONMENTAL SUSTAINABILITY

**GTAA Focus on Environment:
Providing Industry
Leadership in Practices to
advance the highest
Standard of Safety, Security
and Environmental
Sustainability.**

The concept of environmental sustainability in airport operations remains a challenge, and this challenge exists in all areas of the transportation industry. The GTAA's aim is to minimize its environmental impact locally and globally.

Under the direction of the Vice President Operations and Chief Engineer, the GTAA ensures that the Airport's impact on the environment and neighbouring communities is as small as possible. The GTAA focuses on continual improvement in every aspect of its business and operation, including the environment.

The GTAA continually strives to reduce its impact on the environment, while meeting its international and domestic obligations. Over the past nine years managing Toronto Pearson, the GTAA is justifiably proud of its environmental accomplishments in reducing the Airport's environmental footprint.

Further information can be obtained online at www.GTAA.com.

7.1 ISO 14001 Environmental Management System

Since 1999, the GTAA's environmental management system has been certified to the ISO 14001 standard to ensure its comprehensiveness and compliance with international standards.

Through this management system, the GTAA sets objectives and targets and strives for continual improvement. The environmental management system has achieved significant environmental improvements over the years, but it has also ensured that the GTAA continues to take a hard look at its progress, update its strategy and determine how it can minimize the airport's footprint.

Figure 6

Short-Term Targets

Aspect	Target
<i>Air Quality</i>	Prepare an agreed upon Emission Reduction Program based on the Emissions Modeling Study and Human Health Risk Assessment Study. Implement components identified for 2005.
<i>Airport Development</i>	Construction and Demolition—reuse/recycle 85 per cent of waste (i.e. concrete, metals, wood, etc).
<i>Ecology</i>	Develop a baseline and management strategy for future reduction in sodium chloride usage. Plan for a Pedestrian Cycle trail along Etobicoke Creek from Highway 401 to Derry Road.
<i>Environmental Emergency Planning</i>	Conduct an Impact Analysis on identified risks and develop a sustainable model for hazard avoidance, reduction and control.
<i>Noise</i>	Improve the monitoring of aircraft noise and increase the effectiveness of aircraft noise analysis by installing 2 additional fixed Noise Monitoring Stations.
<i>Resource Use</i>	Through energy conservation and retrofitting, reduce existing electrical energy demand in each GTAA-managed facility by 1 per cent per year. Establish a reliable baseline for water consumption. Achieve a 10 per cent overall reduction of gasoline fuel use and a 5 per cent overall reduction of diesel fuel use compared to 2002 figures.
<i>Spills</i>	Ensure 10 per cent less spills during aircraft fuelling by fueller on a per flight basis, on the airport apron over 2002 baseline.
<i>Waste</i>	Monitor waste streams in Terminal 1 to set baseline for 2006 diversion rates. Develop a baseline for future recycling of shrink wrap associated with the Logistics Centre. Develop a baseline for future diversion of recyclable waste from landfill associated with the Logistics Centre.
<i>Water Quality</i>	Implement a new glycol processing system for high-concentrate spent deicing fluid from the Central Deicing Facility.
<i>Wildlife Control</i>	Reduce the annual number of wildlife strikes and bird weight per 1,000 flights by 10 per cent by end of 2005 based on last three years average data.

Figure 7

Long-Term Targets

Aspect	Target
<i>Ecology</i>	Complete aquatic and riparian habitat improvements on Etobicoke and Spring creeks.
<i>Noise</i>	Enhance public awareness of the GTAA's Noise Management Program, community issues, noise and complaint data, and future noise management initiatives by producing a public report addressing these items on an annual basis. Mitigate the noise impacts on communities by developing Visual Flight Rules departure routes over areas of least residential use.
<i>Property Management</i>	Audit 40 tenants annually and enforce the proper storage of Hazardous Materials by GTAA tenants.
<i>Water Quality</i>	Achieve 0 exceedences of federal guidelines for storm water quality.

Many of the needed physical environmental improvements have been constructed and now more emphasis is being placed on further educating employees and to encouraging their involvement in the day-to-day activities in a way that will minimize our overall impact.

7.1.1 Targets

In 2005, the majority of GTAA environmental targets were completed. Tables 1 and 2 on following pages give a list of targets.

Figure 6: Short-Term Targets – due December 2005.

Figure 7: Long-Term Targets – due over the next 5 years.



7.2 Compliance

The GTAA is in compliance with all applicable environmental statutes and regulations.

To ensure compliance, the GTAA conducts internal and external audits of its environmental management system and environmental compliance audits with respect to its facilities and its tenants' facilities and activities.

7.3 Energy Use

An uninterrupted energy supply is crucial to maintaining operations, safety and security at the airport.

Recognizing that the airport is a large consumer of electricity and highly sensitive to interruptions, the GTAA has taken steps to examine and implement measures to help reduce consumption. Toward this goal, two significant achievements in 2005 were the implementation of the Energy Management Committee that focusses on energy conservation and the opening of our Cogeneration Facility.

7.3.1 Energy Management Committee

The Energy Management Committee was established to examine and develop programs to reduce the amount of energy used in GTAA facilities.

Several energy-saving initiatives have been identified and

subsequently evaluated to determine their benefit, approximate payback period and timing. The majority of the efforts have taken place in the terminal buildings where motion sensors, lighting management programs and photo-cell controls have been used to ensure the most efficient use of energy.

Relamping projects have also taken place, changing 100 W and 200 W incandescent lamps to 15 W compact fluorescent light bulbs. In addition to lighting changes, temperatures on the passenger bridges have been lowered, and controllers have been placed on some escalators and elevators lowering energy consumption when they are not in use.

In 2005, just over 28,000 MW hours were saved through these initiatives.

7.3.2 Cogeneration Facility

On December 2, 2005, the GTAA opened its Cogeneration Facility, allowing the Airport to become more self-sufficient for its energy needs. The natural-gas-fuelled facility will supply power—up to 117 MW—to all Airport facilities, reducing the dependency on power from outside sources.

The Cogeneration Facility provides many operational benefits to Canada's busiest airport, including less variable energy costs, clean and dependable proprietary power, and heating and cooling for a large portion of Airport facilities as a byproduct.

In addition to supplying the Airport with power and heating and cooling (maintaining outstanding 84% energy efficiency),

the facility illustrates the GTAA's commitment to environmental sustainability by offering an additional supply of much needed electricity to the province's grid while reducing the need for the generation of electricity by coal-fired plants, which emit significant quantities of greenhouse gases.

7.3.3 Energy Consumption Data

Energy use at the Airport is complex as there are numerous buildings that are owned and occupied by the GTAA, airlines and other tenants. In addition, tracking energy consumption over the years has been difficult due to the ongoing Airport Development Program and its associated construction, buildings coming into and out of use, and some spaces being occupied by different tenants.

The Energy Consumption graph (Figure 8) compares the electricity consumption at the airport for 2004 and 2005. A 1.8 per cent overall reduction was achieved in 2005.

This reduction in electrical use contrasts with an increase of 4.7 per cent in passenger traffic and the duplication of facilities as the old terminal buildings are torn down and the new Terminal One is being constructed.

Looking forward, many new initiatives are on the horizon. The GTAA will continue to implement systems that help manage energy usage and reduce consumption.

7.4 Water Use

All of the domestic water used at the Airport is supplied from the Region of Peel's municipal water system. A few backup connections to the City of Toronto's municipal water system exist and would only be utilized during fire flow situations.

Similar to the Energy Management Committee programs, initiatives have been undertaken to reduce the amount of potable water used at the Airport. These initiatives include the collection of baseline data, individual metering of tenant usage and the installation of low-flow washroom fixtures. Further, baseline data has been analyzed and new ISO targets have been developed that will result in ongoing reductions in water consumption across the Airport. Over the past three years, there has been a steady decrease of more than 20 per cent per year in water consumption from 128,209 m³ in 2003 to 94,697 m³ in 2004, a 26 per cent decrease, to 75,132 m³ in 2005, a 21 per cent decrease from 2004 usage and a 41 per cent decrease from 2003 usage.

Figure 8

Energy Consumption (kWh)

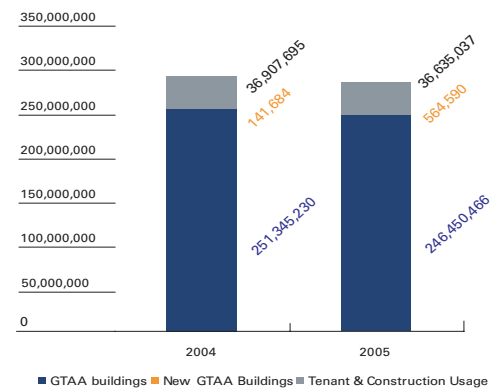
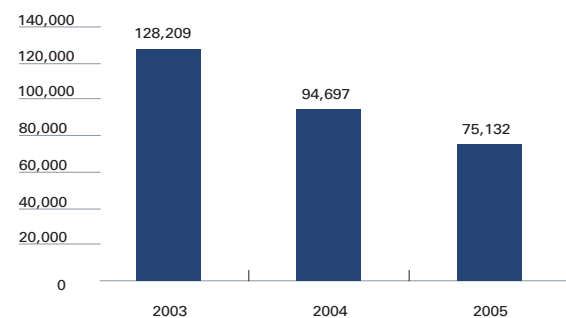


Figure 9

Total Water Consumption (m³)



7.5 Biodiversity

Maintaining a natural and biologically diverse landscape while operating a safe airport can often lead to diverging management objectives, with safety always being of paramount importance. However, a number of initiatives are underway to support the natural environment at the Airport.

7.5.1 Wildlife

The year 2004 saw a doubling of the bird population at the Airport with an increase to 300,000 birds from 150,000. Correspondingly, the number of bird strikes increased 69 per cent to 61 from the 36 strikes in 2003. Improvements to the GTAA Wildlife Management Program for 2005 have succeeded in reducing the 61 bird strikes in 2004 by 28 per cent to 44 strikes.



However, more importantly, the GTAA Wildlife Management Program has concentrated on reducing the force of bird strikes i.e. reducing the weight of strike (a 10% reduction has been achieved over the same period) – a small bird like a robin poses much less of a hazard to an aircraft than a goose or flock of geese.

There are several activities unique to the GTAA's fully integrated Wildlife Management Program:

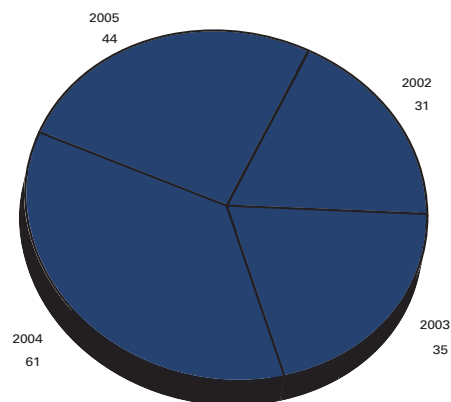
- The GTAA is the only airport operator in Canada to have a permit from the Canadian Wildlife Service to control birds up to 8 km from the airport, and is one of the few airports in the world to use a trained bald eagle as part of its falconry program.
- The GTAA is a founding member of the GTAC, a Canada goose steering committee whose membership includes Transport Canada, Environment Canada and the local municipalities in the GTA.
- Annual Gyrfalcon hack (rear and release) program. Up to 25-30 Gyrfalcons, are raised at the airport for release into the wild. These large falcons deter geese more readily than smaller falcons such as the Peregrine.
- During the day there are three professional wildlife officers on-duty. Each is equipped with a personal data assistant, used to enter all wildlife related data encountered while on-shift. This device, updated each shift, will automatically alarm if built-in pre-set risk management matrix parameters occur.
- The GTAA Wildlife Management Program presentation CD has been distributed by the US Government to all USAF bases to be used as a model in the formulation of their base wildlife control programs. The GTAA Wildlife Control Program is acknowledged by Transport Canada and the USDA as one of the foremost wildlife programs in North America.

The Airport uses habitat manipulation, spike devices on all

potential roosting surfaces, raptors, pyrotechnics and trapping to deter birds from aircraft flight areas. Special fencing is also used to restrict coyotes and deer from the same aircraft operating areas.

Figure 10

Bird Strikes Yearly Total Comparison



7.5.2 Creek Rehabilitation

The west side of the Airport property drains to the Etobicoke and Spring Creek valleys. The GTAA has been working extensively with the Toronto Region Conservation Authority for the last decade to improve both riparian and aquatic habitat within these watercourses. This ongoing partnership has culminated in the Master Plan for Creek Rehabilitation for both Etobicoke and Spring Creeks.

The implementation of this master plan has begun with the completion of several major realignments and a number of minor restorations. Through the use of bioengineering meth-



ods, the GTAA has both improved the stability of the creeks and the fish habitat. In 2005, a section of the Etobicoke Creek bank, near Highway 401, was stabilized and the slope benched to allow for a pedestrian cycle trail.

7.5.3 Pedestrian Cycle Trail

In a joint effort with the City of Mississauga, the GTAA has been developing a pedestrian cycle trail in the Etobicoke Creek Valley. Recent major capital works by the Region of Peel on the sanitary sewer system have been completed allowing the planning and implementation of the trail to begin in earnest. The trail will traverse approximately 3.7 kilometres of Airport property and allow access to the Lake Ontario Waterfront Trail.

7.5.4 Salt Management Program

The GTAA has prepared a draft Salt Management Plan for the Airport in accordance with the Code of Practice for the Environmental Management of Road Salts. Once Environment Canada approves the plan, anticipated by spring 2006, implementation will begin.

In addition to this plan, the GTAA continues to assess its use of sodium chloride, and other alternative deicing methods, such as the use of Geomelt, a non-salt based deicer, and the FAST automatic bridge deicing system.

7.5.5 Contaminated Sites

The GTAA continues to clean up low levels of fuel- and glycol-contaminated soils found under the aprons of old Terminal 1 and Terminal 2 as the Terminal Development Program proceeds. These areas of contamination were known and all contaminated soils were bio-remediated on-site.

The only other known contaminated soils on the Airport are lead shot from a skeet club adjacent to the airport, and a small fuel spill at the site of the Air France Crash, due to be cleaned up in 2006.

7.5.6 Glycol Recycling

The GTAA has opened a glycol recycling facility, designed to recycle the high-concentrate aircraft deicing fluids captured from the Central Deicing Facility. The glycol recycling facility, commissioned in 2005, will go into full production in 2006. Previously, glycol was sent to the Region of Peel's anaerobic reactor for destruction.

7.6 Emissions, Effluents and Waste

7.6.1 Air Emissions

With the number of smog days in the Greater Toronto Area on the rise and the recognition that improvements to our air quality need to be made, individuals and companies all need to commit to reduce emissions.

The GTAA has taken an extensive look at the impact on the local air quality in and around the Airport. Year 2004 marked the completion of the comprehensive Air Quality Modeling and Human Health Risk Assessment Study. Based on this study, the GTAA launched an Emissions Reduction Program.

Emission Reduction Program

In 2005, the GTAA launched an Emissions Reduction Program to improve the overall air quality at the Airport. The program considers 13 different objectives that can be implemented over the next several years.

Program objectives include:

- Eliminate use of fuel tanker trucks at all gates where feasible;
- Provide pre-conditioned air at all gates where feasible and encourage its use;
- Encourage retrofitting or replacing existing Ground Service Equipment (GSE) with electric powered or alternatively fuelled models where practicable;
- Provide 400 Hz power at all gates for aircraft use and continue to encourage its use;
- Incorporate energy-efficient features into the specifications for new and existing buildings;
- Limit vehicle idling time for contractors and delivery vehicles;
- Use cleaner, more fuel-efficient engines or best available retrofit technology during construction;
- Use low-sulfur diesel fuel for diesel equipment;
- Encourage the use of alternative fuel for internal bus/shuttle transport and GSE;
- Lower construction haul trips by utilizing on-site material;
- Encourage green building design with energy-efficient features, solar energy, and use of low-VOC-emitting paints and solvents during construction phase;
- Utilize energy management system to evaluate performance;
- Promote staff awareness of energy use.

In addition, the GTAA continues its existing fleet fuel reduction program.

Vehicle Emissions & Fuel Consumption

As GTAA vehicles are a source of air emissions at the Airport

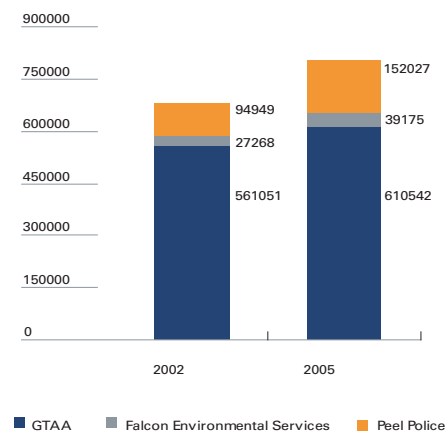
that can be controlled, the GTAA has implemented measures to ensure a reduction is realized. Vehicles owned and operated by the GTAA include passenger vehicles fuelled by gasoline and heavy maintenance equipment such as snow clearing vehicles and fire trucks, typically using diesel fuel.

Unleaded gasoline consumption by GTAA vehicles increased by 17 per cent in 2005 based on comparable usage in 2002, although the increase in GTAA vehicles was only 9 per cent. Increased consumption is attributable to the following:

- Increased GTAA use in August as a result of the Air France incident;
- Increased GTAA use of unleaded fuel during winter operations;
- 44 per cent increased use by wildlife management services;
- 60 per cent increased use by Peel Police.

Figure 11

Unleaded Fuel Consumption (L)

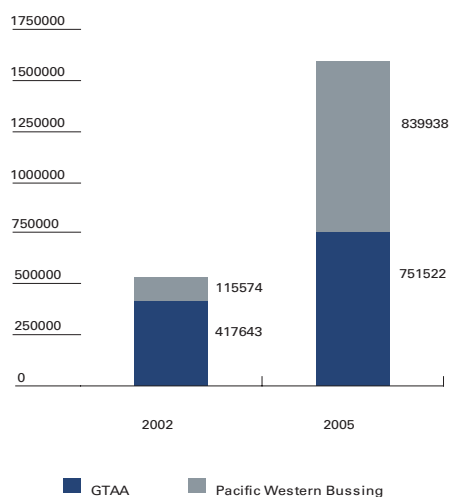


Diesel fuel provided by the GTAA increased by almost 200 per cent in 2005 based on comparable usage in 2002. The increase for GTAA vehicles alone was 80 per cent. This increase is attributable to the following factors:

- In 2002, there was a total fallen snow accumulation of 114.9 cm compared to a total accumulation of 162.6 cm in 2005, a 42 per cent increase.
- Bussing operations increased significantly between 2002 and 2005.

Figure 12

Diesel Fuel Consumption (L)

**National Pollutant Release Inventory (NPRI)**

The National Pollutant Release Inventory (NPRI) is an electronic database established and maintained by Environment Canada, which provides Canadians with access to information on the releases and transfers of key pollutants in their communities. The NPRI, established in 1992, is legislated under the Canadian Environmental Protection Act, 1999 (CEPA 1999). The GTAA facilities meet the established reporting criteria and are, therefore, required to report information of releases and transfers of pollutants to the Government of Canada on an annual basis.

For the 2005 reporting year, the GTAA reported the following parameters to the NPRI concerning Asbestos, Oxides of Nitrogen (NO₂), Carbon Monoxide, particulate matter less than or equal to 10 microns (PM₁₀), and particulate matter less than or equal to 2.5 microns (PM_{2.5}).

For more information, refer to Environment Canada's website at http://www.ec.gc.ca/pdb/npri/npri_home_e.cfm.

Figure 13

Parameters reported to the NPRI

Substance	Release (tonnes)	Disposal (tonnes)	Recycling
Asbestos	N/A	102.00	N/A
Oxides of Nitrogen (NO ₂)	45.309	N/A	N/A
Carbon Monoxide	33.332	N/A	N/A
PM ₁₀	15.157	N/A	N/A
PM _{2.5}	1.736	N/A	N/A

7.6.2 Effluents**Waste Water Sanitary Sewage**

The majority of sanitary effluents are discharged to the Region of Peel sanitary system, while a minor amount is discharged to the City of Toronto sanitary system in compliance with the sewer use bylaws of these municipalities. In addition, the GTAA maintains surcharge agreements, with these municipalities for the disposal of low-concentrate spent aircraft deicing fluids via the sanitary trunk system.

A reduction in domestic sewage effluent is directly tied to GTAA efforts to reduce total water use; the amount of glycol based deicing fluid discharged to the sanitary sewer is dependent on the winter snowfall and deicing activities, down 35 % from 2004.

Stormwater

The GTAA has spent in excess of \$100 million for the construction of stormwater management facilities since assuming operations of Toronto Pearson in 1996. Year 2005 saw the substantial completion of Stormwater Management Facility 4, the final major facility required to complete the airport's storm water management system. All facilities were developed in harmony with the watershed management objective of the Toronto Region Conservation Authority.

In addition, the GTAA has a rigorous stormwater sampling program that monitors the quality of storm water leaving Airport property. Over the winter months, extra measures are taken to monitor the impact of deicing activities at the Airport on storm water quality. The results of both the general chemistry and deicing monitoring are reported separately to Transport Canada as required under the terms of the Ground Lease. The quality of the stormwater leaving the Airport continues to improve. A summary of the data can be found in Appendix A.

7.6.3 Waste

As landfills reach capacity and the cost of disposal rises, waste management becomes an increasingly important issue. The GTAA waste management program stresses the 3 R's—Reduce, Reuse and Recycle.

Many different waste streams make up the overall waste produced at the airport and managed by the GTAA. In addition to common solid waste, including organics found in the terminals and other buildings, the GTAA also manages waste from construction and demolition, hazardous materials, and electronic equipment waste.

The Province of Ontario has a waste diversion goal of 60 per cent by the end of 2008. The GTAA plans to ensure it contributes to reaching this goal; currently, the GTAA's diversion rate is 47 per cent.

Recognizing that the Airport has the potential to become a large producer of waste, the GTAA has put forth many programs to maximize use of the 3 R's—Reduce, Reuse, and Recycle.

Reduce! The less you use, the less waste you have.

Since 1998, the GTAA has focused its efforts on reducing the amount of paper it consumes. Despite an increase in the number of employees, the GTAA has seen a reduction of more than 14 per cent in annual paper usage, or 1 million less pages! This represents a decrease of 34 per cent per employee since 1998.

Reuse! The more we reuse the less that needs to be made.

Reusing products not only reduces what is sent to the landfill, but also reduces the need for replacement products. To enable reuse, the GTAA operates a Logistics Centre where all shipments destined for tenants are processed. The Logistics Program ensures the collection and reuse of kegs, beer bottles, milk crates, bread trays and pallets, where as many of these items were previously disposed of as solid waste. Aside from increased reuse, other environmental improvements have been achieved, such as a decrease in truck traffic in and around the terminal buildings, which reduces both fuel consumption and emissions.

Recycle! The more we recycle, the less goes to landfill.

Recycling has always been a prime focus of the GTAA in all its Airport buildings. Items collected in the recycling program include office paper, newspaper, container cans and assorted plastics, container glass, wood, and metal. In addition to these items, organic collection programs were established in the terminal buildings at the end of 2004 and in the beginning of 2005 to capture the waste from the food and beverage retailers.

In the meantime, more specialized programs have been developed to recycle more waste. The Logistics Centre collects and recycles both shrink wrap and cardboard from goods delivered to the terminals. All fluorescent lamps are recycled to ensure that hazardous materials are recovered. Electronic equipment, such as surplus computers, is sold to commercial entities for re-use, donated to charity or recycled, minimizing the impact on landfills.

In addition to these programs, the GTAA has an extensive construction and demolition recycling plan that was instituted as part of the Airport Development Program. An 85 per cent recycling commitment was written into the various construction/demolition contracts to ensure that the GTAA did everything it could to recycle material.

For 2006, the GTAA has set an overall target to divert 50 per cent of waste from its managed facilities. Further, the construction and demolition reuse/recycle target has remained at 85 per cent.

Figure 14

Logistics Program Recycling Figures

	Unit	2003	2004	2005
Logistics Program Recyclables	tonnes	n/a	379.78	847.18

Figure 15

Totals of Recyclable Waste

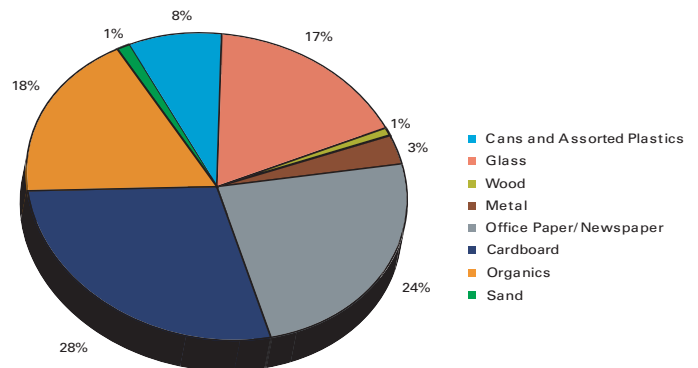
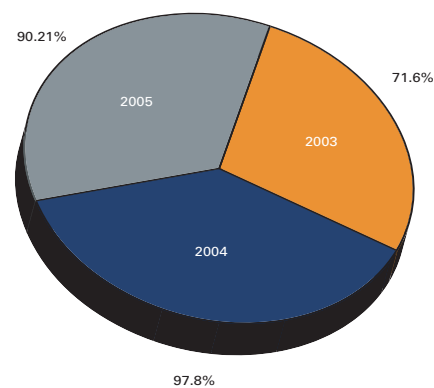


Figure 16

Percentage Of Recycled Demolition Waste



In 2005, 13,224 Fluorescent Lamps were recycled, yielding a total of 3,810 kg of glass, 50.18 kg of aluminums, 51.56 kg of phosphor powder and 0.7 kg mercury.



GTAA Focus on Employees:

To be the “Employer of Choice” —encouraging a work environment of commitment, creativity and contribution and developing a workforce skilled and motivated to meet future needs.

8 SOCIAL SUSTAINABILITY

The GTAA is not only committed to being a responsible corporate citizen and a good neighbour in the Greater Toronto Area, but also to being an Employer of Choice within the community. Under the direction of the Vice President of Human Resources (HR), the GTAA continues to refine and shape its HR programs and policies to maintain a highly skilled, diverse workforce that is committed to the principles of continuous learning and professional development.

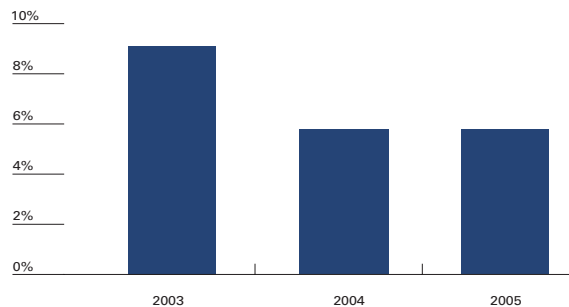
8.1 Employees

The GTAA recognizes that any organization is only as strong as its employees. From front-line workers dealing with the

public and passengers everyday, to support staff and behind-the-scenes workers, the GTAA remains tremendously proud of its employees and their exemplary work.

Figure 17

Annual Employee Turnover Ratio



8.1.1 Union Representation

Roughly three-quarters of GTAA employees are unionized in one of two bargaining units represented by separate bargaining agents. The first group, which is the largest, encompasses staff from administration, skilled trades, and technical and operations functions, among others. This group is represented by the Public Service Alliance of Canada (PSAC). The other group is represented by the Pearson Airport Professional Fire Fighters Association (PAPFFA).

The GTAA is committed to providing a useful and constructive method for promoting understanding and problem solving between management and the unions. For this purpose, the GTAA supports regular and ongoing union/management consultation where issues such as policies, working conditions, problems and programs are discussed.

8.1.2 Student Employment Programs

The GTAA is committed to providing valuable, hands-on work experience to talented university and college students through its Co-operative Education and Summer Student Employment programs. To this end, the GTAA has established relationships with several universities and colleges throughout Southern Ontario.

Students from various academic disciplines are given work opportunities in such diverse fields as Engineering, Aviation, Information Technology and Telecommunications, Business and Administration, Architecture, and Firefighting, to name a few. During their work terms, students receive a competitive salary, but more importantly, they gain valuable work experience that benefits them throughout their careers. In fact, numerous students employed through these programs go on to become permanent employees of the GTAA.

8.2 Employee Benefits

Permanent, full time GTAA employees are provided with a comprehensive suite of benefits, including extended health care, emergency travel assistance, dental care, life insurance coverage, accident insurance and long-term disability. The GTAA also provides employees with generous paid leave for vacation, education or personal needs, among other paid and unpaid types of leave. For employees going on maternity and parental leave, the GTAA provides an allowance that tops them up to 93 per cent of their weekly salaries for up to 30 weeks.

In addition, employees can participate in one of the GTAA's pension plans. Eligible employees who joined the GTAA since its incorporation on December 2, 1996, participate in the

Defined Contribution (DC) Pension Plan. Employees who transferred to the GTAA from Transport Canada and participated in the Defined Benefit (DB) Pension Plan were given the option of maintaining their DB Pension or of participating in the GTAA's DC plan.

8.2.1 Employee Assistance Program

To foster and maintain employee wellness and productivity, the GTAA provides a confidential counselling and referral service to all employees and their families. The program is designed to help employees and their family members deal with personal problems or family issues before their health, family life or job performance is affected.

Such problems can include any of a broad range of personal or work-related concerns, including personal or job-related stress, relationship issues, eldercare or childcare issues, addictions, harassment, separation or loss, parenting issues, balancing work and family life, financial or legal concerns. The program—available to employees 24 hours a day, 365 days per year, via a toll-free 1-800 number—is fully funded by the GTAA, and administered by an external vendor. If long-term or specialized counselling is required, employees can be referred to other resources within their community.

8.3 Material Use

The GTAA's purchases of goods and services for the airport are guided by the GTAA Contracting Policies Manual, which includes an Environmental Procurement Policy. This policy requires GTAA staff to purchase goods and services that minimizing the impacts of the GTAA's activities on the local and global environment.

For example, the GTAA Request for Proposals process for the design and construction of new facilities requires such buildings to be constructed to LEED Silver status (Canadian Green Building Council), thereby significantly reducing future energy requirements.

The GTAA also maintains an Ethical Practices Policy, which states that GTAA employees shall:

- Maintain an unimpeachable standard of integrity in all business relationships, both inside and outside the GTAA;
- Comply with all relevant federal, provincial and municipal laws and regulations;
- Reject and denounce any business practice that is improper; and
- Foster the highest standards of professional competence.

8.4 Ethics

In order to enhance public confidence in the integrity of the GTAA, the Authority has established a Code of Conduct and Conflict of Interest policies that clearly define the high standard of conduct all employees are expected to follow. These policies are intended to minimize the possibility of conflicts arising between the private interests of employees and the performance of their duties and responsibilities.

In support of these policies, the GTAA introduced an ethics hotline. Under the CARE (Confidential, Anonymous, Reporting Employees) program, employees can file a confidential, anonymous report concerning possible workplace-related incidents of unethical or illegal business practices. Issues could include fraud or theft, financial or contracting concerns, harassment, health and safety concerns, security issues, or environmental issues.

Further detail on the GTAA's ethical business practices is provided in the GTAA Annual Report, located online at www.GTAA.com.

8.5 Public Donations Guidelines

In recognition of its desire to be a good corporate citizen the GTAA makes a number of community contributions throughout the year in addition to contributing to scholarships in accordance to its policy on such matters.

On an annual basis, funds permitting, the GTAA contributes to charitable organizations where there is a direct link to the activities of the Authority. This includes organizations where there is participation by a significant number of GTAA employees and where the GTAA receives promotional exposure for its contribution. A recent example of this type of contribution includes the annual United Way campaign. A summary of GTAA charitable donations is found in the following graph.

8.6 Political Contributions

On an annual basis, the GTAA responds favourably to requests for contributions from elected officials in the federal, provincial and municipal arenas. Priority is accorded to elected officials as follows:

- To those who share an issue/view in common with the GTAA;
- To those who are elected in a riding/ward that is geographically related to the Airport;
- To those who will work with the GTAA towards generating business at the airport for the benefit of the surrounding communities.

Figure 18

Charitable Donations

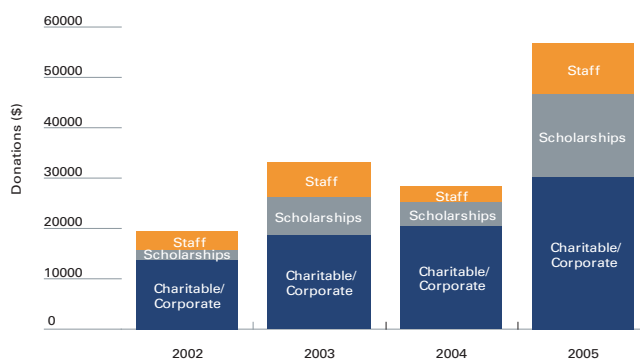
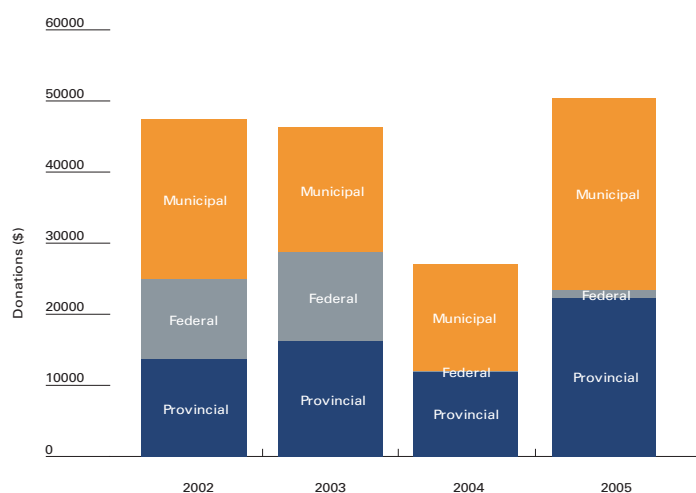


Figure 19

Political Donations



In election years, the GTAA considers strategic contributions to candidates from all major parties. The GTAA does not contribute to political parties directly.

Further, the GTAA gives preference to requests for donations to fundraising events through which the airports role in the community may be enhanced.

8.7 Privacy

The GTAA has established a corporate Privacy Policy to ensure that all personal information collected or under GTAA control is protected. The policy provides guidelines on the collection, use, disclosure, and disposal of such information.

Personal information can relate to employees, the public or other individuals. The GTAA respects the rights of all individuals to have their personal information treated with care and respect. For this reason, the GTAA implemented its Privacy Policy, which ensures that information about all individuals is afforded appropriate protection in accordance with legislation, regulations and best business practices.

8.8 Diversity

The GTAA is committed to maintaining a diverse workforce reflective of the communities it serves providing equal access to employment and advancement opportunities for all. In order to achieve these objectives, the GTAA continually evaluates its employment systems and practices to ensure that there are no systemic barriers to employment or advancement for women, aboriginals, persons with disabilities, or visible minorities. Within its growing workforce, participation of these four designated groups has grown in absolute numbers, with participation rates at or near the same levels as previous years.

The GTAA's commitment to diversity is reflected in many GTAA policies, including Employment Equity, Accommodation, and Anti-Discrimination/Harassment. These policies, and the employee's individual responsibility under them, are reinforced through ongoing training.

8.8.1 Employment Equity

Under our Employment Equity Policy, the GTAA has made a commitment to:

- Identify and remove employment and advancement barriers, if any, for all four designated groups (women, aboriginals, persons with disabilities and visible minorities);
- Take positive steps, where reasonable, to facilitate the hiring, accommodation, promotion and participation of qualified individuals from designated groups in the company's workforce;
- Ensure that Employment Equity is a joint responsibility of management and employees through processes such as workforce surveys and ongoing reviews of employment policies and practices; and,
- Communicate the policy and Employment Equity Plan to all employees to ensure full understanding and participation in business initiatives.

The GTAA views Employment Equity as a joint responsibility with employees and their unions. As such, regular and ongoing consultation with employees and their unions has been,

and will continue to be, an important consideration in the GTAA Employment Equity Plan and initiatives.

Figure 20

Workforce Representation Statistics

Group	2005	2004	2003
Employees	998	996	952
Women %	27.2	26.3	27.3
Aboriginal Peoples %	1	0.9	1.2
Persons with Disabilities %	1.6	1.7	1.7
Visible Minorities %	14.7	15.4	16

8.8.2 Accommodation

The GTAA has gone to great length to ensure that Toronto Pearson International Airport is accessible and barrier free for employees, tenants, and the travelling public. As an example of this commitment, during the planning and construction of the new Terminal 1, consultation took place with organizations representing the interests of persons with disabilities. Activation trials took place before the opening of the terminal to ensure that the new facility was accessible and barrier free.

Another example of our commitment to providing exemplary service to the traveling public is the Airport Customer Assistance Program, ACAP; fulfilling more than 650,000 requests for passengers in need of assistance with travelling through the airport. Our terminal and ACAP staff has the ability to communicate in over 60 languages.

The GTAA policy with respect to accommodation ensures that no barriers to employment and advancement exist within the organization, based on the protected grounds set out in the Canadian Human Rights Act. Once the requirement for accommodation has been established, the GTAA will make every reasonable effort to provide appropriate accommodation, up to the point that providing the accommodation represents an undue hardship.

8.8.3 Prevention of Discrimination and Harassment

The GTAA is committed to ensuring that every employee is provided a work environment that respects their dignity and worth, providing for equal rights and opportunities without discrimination. This is in keeping with obligations under the Canadian Human Rights Act that recognizes that every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of ori



gin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, family status, or disability. The GTAA further recognizes that all employees have a right to freedom from harassment in the workplace.

To ensure that this commitment is fulfilled, mandatory anti-harassment training is provided to all GTAA employees. This training defines discrimination and harassment, helps employees recognize inappropriate behaviour and provides them with the skills necessary to intervene. In addition, a group of managers has received specialized harassment investigation training. Should a complaint of harassment be received, a two-person team from this group, with the support of Human Resources, will investigate, report and make recommendations with respect to the complaint.

Figure 21

Human Rights
Training Participation

Course	Participants
Employment Equity Awareness for Managers	109
Accessibility and Sensitivity	42
Harassment Awareness	136
Violence in the Workplace	344

8.8.4 Policy with Respect to AIDS

The GTAA ensures that no employee is subject to discrimination on the grounds of having AIDS or being HIV-positive. As long as affected employees are able to meet acceptable performance standards and medical evidence indicates that their conditions are not a health or safety hazard to themselves or others, they will continue their employment with the GTAA.

Medical evidence indicates that AIDS cannot be transmitted through casual contact.

The GTAA considers an employee's refusal to work with a person with AIDS or HIV as unacceptable. Should such a situation arise, the GTAA will work with both parties to solve the issue immediately.

8.9 Training and Development

The GTAA continues to support training for employees to enhance their abilities and to develop their skill sets for future career opportunities. Consequently, the GTAA considers staff training essential to maintaining a workforce of the highest quality, developing individuals who have the knowledge and skills required to effectively implement corporate policies and programs in support of the GTAA's strategic goals and objectives.

A new training plan is created for each employee annually. This process facilitates the training and development process by identifying training needs and by assisting management in making sound financial decisions regarding training and development at all levels of the organization. For employees, the average amount of time spent training during 2005 was 18.6 hours, which was down slightly from the average of 22.6 hours recorded in 2004.

8.10 Health and Safety

In partnership with employees, the GTAA has made safe work environments a top priority. The GTAA's health and safety program was designed to prevent on-duty accidents and occupa-

tional injuries, and to promote the physical, mental and social well being of all employees. This is accomplished through policies, safe work practices, training, and employee events, in addition to strict legislative compliance. The GTAA also ensures that all employees are provided with appropriate Personal Protective Equipment (PPE), such as clothing, footwear, equipment and devices needed to safely perform their jobs. In addition, the Authority ensures that all PPE is properly used and maintained.

The GTAA was recently publicly recognized and received an achievement award from the Transportation Health and Safety Association of Ontario (THSAO) for operating with an injury frequency and cost rate factor below the rate group average for three consecutive years (2002–05). The referenced statistics were provided to THSAO by the Workplace Safety and Insurance Board (WSIB), as THSAO is a safety association that is mandated and funded by the WSIB.

8.10.1 Shared Responsibility

Active participation by employees, unions, and management is the cornerstone of GTAA's health and safety policies and practices. This is also a fundamental concept under applicable labour legislation such the Canada Labour Code. Managers and employees share an equal responsibility in maintaining a safe and healthy workplace, and ensuring that safe work practices are practised.

Employees are also encouraged to immediately report any injury on duty or accident regardless of severity, and to be vigilant in identifying and reporting potential or actual health and safety hazards according to the GTAA Employee Health and Safety Concerns policy.

8.10.2 Health and Safety Recognition Program

The GTAA has implemented a recognition program that actively promotes occupational health and safety and fosters a spirit of teamwork and cooperation among employees. Employees are encouraged not just to think about their own safety, but also to be vigilant and actively interested in the safety of their co-workers. Under the program, the Authority is broken down into "teams." Composition of these teams is based on a number of elements such as department size, accident/injury history, and identified risks based on the type of work performed. As each team meets established health and safety targets, team members are rewarded with a token of appreciation from the Authority.

8.10.3 Health and Safety Committees

The GTAA has established Joint Occupational Safety and Health (JOSH) committees with both the PSAC and PAPFFA bargaining units, which are comprised of employee representatives elected by their peers and management representatives appointed from throughout the organization. As stakeholders in occupational health and safety issues, all members are responsible for promoting safe work practices and ensuring all workers apply these practices.

The primary function of these committees is to support, monitor and make recommendations with respect to maintaining a safe workplace, providing an advisory role to management. Another mandate of the committees is to ensure that all GTAA workplaces are inspected annually, ensuring that health and safety standards and procedures are consistently met, and that serious hazards are identified for immediate correction.

Certification training is provided by the GTAA for members of the committees as part of the Authority's commitment to ensure that committee members have the necessary skills, resources, information and authority to carry out its functions.

In addition to the JOSH committees, the GTAA has also established a Policy Occupational Safety and Health (POSH) committee, the mandate of which is to act as an elevated forum for joint labour and management consultation on health and safety issues at the policy level. While the primary function of the POSH committee is to provide oversight on health and safety issues and ongoing review of policies at the corporate level, it is also available to act in an advisory capacity for the JOSH committees, providing resolution to long-standing issues should the need arise.

Figure 22

Health and Safety
Performance Indicators

Year	No Lost Time Injuries	Lost Time Injuries	Lost Time Injury Frequency (Injuries per 200,000 hours worked)	Lost Time Injury Severity (Hours lost per 200,000 hours worked)
2005	43	25	2.59	15.56
2004	44	14	1.54	6.0
2003	48	19	2.24	54.0

8.10.4 North American Occupational Safety and Health Week

A number of our health-and-safety-themed employee events take place in conjunction with North American Occupational Safety and Health (NAOSH) week, which takes place in early



May each year. During NAOSH week, informational “Lunch and Learn” sessions are made available to all employees on topics ranging from nutrition, to smoking cessation, to stress management. Also in conjunction with NAOSH week, employees are given access to such health-related services as hearing testing, orthotic analysis, blood pressure and cholesterol testing, and vaccinations, all of which are available at any time throughout the year.

8.11 Community

Community initiatives include Corporate Social Responsibility programs, customer satisfaction surveys, and marketing and communications plans.

8.11.1 Corporate Social Responsibility (currently under development)

The Greater Toronto Airports Authority is committed to becoming a leader in Corporate Social Responsibility (CSR) by nurturing a synergy between community needs and corporate strategy.

The CSR program will draw on the GTAA’s mission statement and strategic plan to establish criteria for supporting local community, national and international agencies through sponsorships, contributions and involvement.

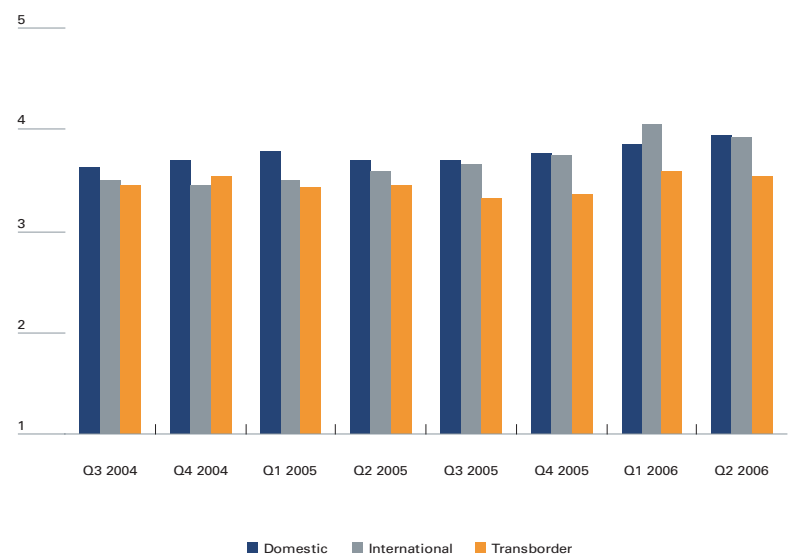
Corporate sponsorship follows the GTAA sponsorship protocol, which recognizes charitable organizations where there is a direct link to the activities of the Authority. See section 8.5 for further information on corporate sponsorship and section 8.6 for further information on political contributions.

8.11.2 Customer Satisfaction

To understand the effectiveness of its operations, the GTAA regularly conducts passenger satisfaction surveys. In 2005, surveys were conducted on both the ground transportation and terminal retail facilities. Further, quarterly benchmarking surveys on approximately 40 customer service areas were also

Figure 23

AETRA/ASQ Airport Benchmarking Surveys
Overall Satisfaction



jointly undertaken by the International Air Transport Association (IATA) and the Airports Council International—North America (ACI-NA).

The data from the global airport benchmarking program is used to continuously improve the GTAA’s quality management system and customer service offerings.

Note: This project uses a 5 point scale for rating satisfaction. World airport rankings have to be kept confidential as per a contractual agreement.

The results of the survey show a steadily rising and sustained level of satisfaction. It is anticipated that as the Terminal Development project is completed, customer satisfaction will rise.

8.11.3 Marketing and Communication

The GTAA adheres to the Code of Advertising Standards, the principal instrument of advertising self regulation in Canada. Administered by Advertising Standards Canada, the code sets out the criteria for acceptable advertising and is used to evaluate consumer or trade complaints.

A PERFORMANCE INDICATORS

Click an indicator to view connected information in report

The following tables quantify GTAA performance through accepted economic, environmental and social indicators.

A.1 Economic Performance Indicators

GRI Index	Economic Indicators	Unit	2003	2004	2005	Page #
Economic Performance						
EC1	Total Revenues	thousands \$	646,863	832,014	953,674	9
	Operating Costs	thousands \$	713,633	944,350	1,072,030	9
	Salaries, wages & benefits	thousands \$	85,504	95,553	98,701	9
	Donations (charitable, scholarships, staff donations)	\$	33,000	-	56,761	23
	Political Contributions	\$	46,250	-	50,471	23
	Ground Rent	thousands \$	125,211	130,394	144,423	9
	Payments in Lieu of Taxes	thousands \$	25,927	24,098	22,587	9
EC2	Financial implications of climate change	The cyclic nature of the airline industry requires that a sensitivity analysis is conducted before major financial decisions are made (Terminal Development Project).				22
EC3	Coverage of the organization's defined benefit pension plan obligation	The GTAA maintains both defined benefit pension plans and a defined contribution pension plan for its employees. The pension costs of the defined benefit plans are actuarially determined using the projected benefits method, pro-rated on service and best estimate assumptions. (GTAA 2005 Annual Report)				22
EC4	Financial assistance received from government	<i>None</i>				
Market Presence						
EC5	Entry level wage	Unionized workforce—negotiated contract				22
EC6	Practices and proportion of spending on locally based suppliers at significant locations of operation	Materials and services are purchased locally (95 per cent), with the exception of some specialized equipment and expertise.				22
EC7	Procedures for hiring from the local community and proportion of senior management in locations of significant operation	<i>Does not apply</i>				
Indirect Economic Impacts						
EC8	Description of infrastructure investments and services that provide public benefit	After the GTAA assumed responsibility for the Airport, it initiated an extensive redevelopment program to improve and redevelop the facilities to meet current and future demand. In December 2005, the GTAA opened the Cogeneration Facility, which provides many operational benefits, including defined energy cost, self sustainability from proprietary power, as well as a clean and dependable source of power.				14
EC9	Indirect economic impacts	millions	-	-	\$262	

A.2 Environmental Performance Indicators

GRI Index	Environmental Indicators	Unit	2003	2004	2005	Page #
Materials						
EN1	Pesticides—Selective and non-selective	L	0	20	0	
	Larvicide—West Nile	kg	4.94	10.2	12.66	
	Total Glycol Used	m ³	4,078*	7,240*	4,975*	17
	Total Road Salt Used	T	5,500	4,500	5,157	17
	Total Paper Purchased	sheets	7,005,000	7,515,000	6,038,000	20
		sheets per employee	7,844	8,012	6,277	
EN2	Percentage of materials used that are recycled	<i>Does not apply</i>				
*—Water monitoring season runs from April to March.						
Energy						
EN3	Direct energy consumption broken down by primary energy source					15
	Electricity	kWh	274,046,030	288,394,609	283,650,093	
	Natural Gas	m ³	10,900,895	14,702,814	13,687,659	
	Unleaded Fuel	L	759,412	724,627	801,744	18
	Diesel Fuel	L	1,463,411	1,707,391	1,591,460	18
EN4	Indirect energy consumption broken down by primary source	<i>No data available</i>				
EN5	Percentage of total energy consumption met by renewable resources	<i>No data available</i>				
EN6	Total energy saved due to conservation efficiency improvements	In 2005, just over 28,000 MWh were saved through electricity, lighting, heating and cooling initiatives.				14
EN7	Initiatives to provide energy-efficient products and services	The majority of energy-saving initiatives have taken place in the terminal buildings where motion sensors, lighting programs and photo-cell controls have been used to ensure the most efficient use of energy.				14
EN8	Initiatives to reduce indirect energy consumption	New buildings are designed to LEED Silver standard; fly ash used in concrete.				
Water						
EN9	Total Water Consumption	m ³	128,209	94,697	75,132	15
EN10	Water sources and related habitats significantly affected by withdrawal of water	Lake Ontario—no significant impact				

GRI Index	Environmental Indicators	Unit	2003	2004	2005	Page #
EN11	Percentage of total volume of water recycled and reused	<i>Does not apply</i>				
Biodiversity						
EN12	Location and size of land owned, leased, or managed in, or adjacent to protected areas	Toronto Pearson International Airport International Symbol: YYZ Longitude: 79 degrees, 38 minutes west Latitude: 43 degrees, 41 minutes north Elevation: 173.4 m above sea level Area: 1,792 hectares 27 km from Toronto City Centre				
EN13	Description of significant impacts of activities on protected areas	No federal, provincial protected areas on-site. No off-site impacts expected.				
EN14	Area of habitats protected or restored	The west side of the Airport property drains to the Etobicoke Creek and Spring Creek valleys. The GTAA has been working extensively with the Toronto Region Conservation Authority for the last decade. This ongoing partnership has culminated in the Master Plan for Creek Rehabilitation for both Etobicoke and Spring Creek.				16,19
EN15	Programs for managing impacts on biodiversity	Creek Rehabilitation Pedestrian Cycle Trail Salt Management Program Contaminated Soil Remediation Glycol Recycling				15,16 17
EN16	Number of IUCN(the international Union for the Conservation of Nature and Natural Resources) Red List species with habitats in areas affected by operations, broken down by level of extinction risk	<i>Does not apply</i>				
Other	Wildlife Strikes	incidents	35	61	44	15
Emissions, Effluents and Waste						
All the calculations for GRI Index EN17–EN19 are based on formulas from Environment Canada for NPRI reporting. Further information on NPRI reporting can be found at http://www.ec.gc.ca/pdb/npri/npri_home_e.cfm .						
EN17	Total direct CO2 emissions from fossil fuel combustion	tonnes	No data collected	35,983	46,670	18
EN18	Total Ozone Depleting Substances used on site (CFC-11 equivalent)	tonnes	4.843	4.973	4.935	
	Total ODS Released (CFC-11 equivalent)	tonnes	0.002	0.008	0.048	
EN19	VOC Emissions	tonnes	1.19	6.53	2.98	18
	NOx Emissions	tonnes	20.41	16.36	16.42	19
	SO2 Emissions	tonnes	3.71	1.74	0.32	19
	CO Emissions	tonnes	14.28	18.18	16.68	19
	Total Particulate Matter	tonnes	0.72	2.13	14.7	19

GRI Index	Environmental Indicators	Unit	2003	2004	2005	Page #
	PM10	tonnes	0.6	2.07	14.71	19
	PM2.5	tonnes	0.51	0.59	0.61	19
EN20	Total of Non-Hazardous Waste (includes recyclables)	tonnes	3,214.40	4,705.46	5,115.47	19
	Amount of Waste sent to Landfill	tonnes	2,121.83	2,677.17	2,381.4	20
	Total of Recyclable Waste	tonnes	1,092.57	2,011.45	2,394.77	20
		%	34	43	47	20
	- Cans and Assorted Plastics	tonnes	107.63	142.39	149.99	20
	- Glass	tonnes	186.26	241.51	313.97	20
	- Wood	tonnes	41.13	54.88	16.93	20
	- Metal	tonnes	67.82	75.58	59.57	20
	- Office	tonnes	327.74	536.71	455.86	20
	- Cardboard	tonnes	361.98	580.6	523.12	20
	- Organics	tonnes	n/a	16.84 [#]	339.3	20
	- Sand	tonnes	No data collected	No data collected	25.75	20
	Logistics Program Recyclables	tonnes	n/a	379.78	847.18	20
	Computers/batteries recycled	tonnes	No data collected	No data collected	2.4	20
	Total Amount of Hazardous Waste	L	73,500	178,442	169,245	
		kg			69,358	
	Total Amount of Demolition Waste	tonnes	42,203	408,588	77,288	20
	Amount of Demolition Waste Recycled	tonnes	30,211	399,920	69,721	20
		%	71.60	97.80	90.21	
	Total Contaminated Soil Encountered	tonnes	540	247	14,620	17
	Total Contaminated Soil	tonnes	540	247	14,510	17
		%	100	100	99.2	
EN21	Total Water Discharge and Quality	<i>No data available</i>				
EN22	Total Spills	incidents	1,197	957	829	
	Total Fuel Spills	incidents	375	313	284	
	- Aircraft Fuelling Spills by fueller	incidents	27	37	40	
	Hazardous Cargo	incidents	5	5	1	
	Glycol	incidents	2	2	3	
	Hydraulic Spills	incidents	226	182	122	
	Lavatory spills from aircraft (may be contaminated)	incidents	135	99	81	

GRI Index	Environmental Indicators	Unit	2003	2004	2005	Page #
	Oil	incidents	319	248	219	
	Asbestos	incidents	1	1	0	
	Other - diesel, unknown, transmission fluid, antifreeze sediment, etc.	incidents	134	107	119	
	Total Stormwater Guideline		215	165	217	19
	- Ammonia		9	0	1	
	- Biological Oxygen		43	41	63	
	- Nitrite		48	28	43	
	- Oil and Grease		0	0	0	
	- Phenol		67	54	64	
	- Phosphorous		1	2	0	
	- Total Suspended Solids		44	39	39	
	- Glycol		3	1	7	
EN23	Other relevant indirect greenhouse gas emissions	All relevant greenhouse gas emissions are reported in EN1.				15, 16 17
EN24	Weight of transported, imported or exported waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII	None				
EN25	Water sources and related habitats significantly affected by discharges of water and run off	The Airport property is surrounded by Spring Creek, Etobicoke Creek and Mimico Creek. Impacts not significant.				
Products and Services						
EN26	Initiatives to manage the environmental impacts of products and services, and extent of impact reduction	Since 1999, the GTAA's environmental management system has been certified to the ISO 14001 Standard to ensure the comprehensiveness of environmental management at the Airport.				13
EN27	Percentage of products sold that are reclaimed at the end of useful life by product category	<i>Does not apply</i>				
EN28	Incidents of, and fines or non-monetary sanctions for, non-compliance with applicable environmental regulations	<i>Does not apply</i>				
EN29	Significant environmental impacts of transportation used for logistical purposes	<i>Does not apply</i>				

GRI Index	Environmental Indicators	Unit	2003	2004	2005	Page #
EN30	Total environmental expenditures by type	<i>Not calculated</i>				

- new program, effective December 2004

A.3 Social Performance Indicators

GRI Index	Social Indicators	Unit	2003	2004	2005	Page #
Employment						
LA1	Breakdown of total workforce by employment type and by region	<i>Single facility—see LA4</i>				
LA2	Total number and rate of employee turnover	%	9.1	5.8	5.8	21
LA3	Minimum benefits provided to full-time employees, which are not provided to temporary or part-time employees	Permanent, full-time GTAA employees receive a comprehensive health and pension benefits plan.				22
Labour/Management Relations						
LA4	Percentage of employees represented by independent trade union organizations or covered by collective bargaining agreements	Approximate%	75	75	75	22
LA5	Minimum notice period(s) and consultation and negotiation practices with employees and/or their representatives regarding operational changes					
Occupational Health and Safety						
LA6	JOSH committee employee representation	The GTAA has established Joint Occupational Safety and Health (JOSH) committees with both the Public Service Alliance of Canada (PSAC) and the Pearson Airport Professional Fire Fighters Association (PAPFFA) bargaining units. The JOSH committees are comprised of employee representatives elected by their peers and management representatives appointed from throughout the organization. The GTAA has also established a Policy Occupational Safety and Health (POSH) committee, mandated to act as an elevated forum on joint labour-management consultation on health and safety issues at the policy level.				26
LA7	Lost time injuries	cases	48	44	43	26
	Disabling injuries	cases	18	-	-	
	Lost time injury frequency	injuries per 200,000 hours	2.24	1.54	2.59	
	Lost time injury severity	hours lost per 200,000	54.0	6.0	15.56	
LA8	Programs assisting workforce member, their families or community	The GTAA provides a confidential counselling and referral service to all employees and their families in order to foster and maintain wellness and productivity. The program—available to				22

GRI Index	Social Indicators	Unit	2003	2004	2005	Page #
	members affected by serious communicable diseases	employees 24 hours a day, 365 days per year, via a toll-free 1-800 number—is fully funded by the GTAA, and administered by an external vendor. The GTAA also ensures that no employee is subject to discrimination on the grounds of having AIDS or being HIV-positive.				
LA9	Elements of occupational health and safety management approach	The GTAA has implemented a recognition program that actively promotes occupational health and safety. During North American Occupational Safety and Health week, which takes place in early May each year, a number of health-and-safety-themed employee events take place.				25
LA10	Health and safety topics covered in formal agreements with trade unions	The GTAA has a formal agreement with PSAC Local 0004, with respect to health and safety. Article 30 of the Collective Agreement states that the employer (GTAA) is vested with the primary responsibility for ensuring that safe conditions prevail within the workplace, and for taking appropriate and effective measures, both preventative and corrective, to protect the health and safety of employees.				25
Training and Education						
LA11	Health and Safety Training					25/26
	- Asbestos	hours	10	12	-	
	- Confined Space Entry	hours	115	70	49	
	- Environmental Awareness	hours	85	75	163	
	- First Aid/CPR	hours	90	89	131	
	- HAZMAT	hours	22	66	56	
	- Transportation of Dangerous Goods	hours	35	122	44	
	- WHMIS	hours	70	35	50	
	- Heartsave Defibrillator	hours	-	18	118	
	Fire Extinguisher Handling	hours	-	79	40	
LA12	Programs for skills management and lifelong learning that support continued employability of employees and assist them in managing career endings					
LA13	Percentage of employees receiving regular performance and career development review	N/A to unionized staff				
Diversity and Opportunity						
LA14	Total number of employees	Employees	952	996	962	24
	Women	%	27.3	26.3	27.2	
	Aboriginal Peoples	%	1.2	0.9	1.0	
	Persons with Disabilities	%	1.7	1.7	1.6	
	Visible Minorities	%	16.0	15.4	14.7	
LA15	Ratio of men and women employees		2.5 to 1	2.8 to 1	2.7 to 1	

A.3.1 Human Rights Indicators

GRI Index	Social Indicators	Unit	2003	2004	2005	Page #
Management Practices						
HR1, 2, 4, 5, 6, 7, 8, 9 & 10		Are not applicable in a highly regulated airport setting				
HR3	Training participation	Attendees				25
	- Employment Equity Awareness		-	-	109	
	- Accessibility & Sensitivity		29	-	42	
	- Harassment Awareness		30	-	136	
	- Violence in the Workplace		110	-	344	

A.3.2 Society Indicators

GRI Index	Social Indicators	Unit	2003	2004	2005	Page #
Community						
S01	Programs and practices for assessing and managing the impacts of operations on communities, including entering, operating and exiting	A comprehensive Corporate Social Responsibility Program, CSR, is currently under development. Individual actions are reported throughout this document				
Corruption						
S02	Extent of training and risk analysis to prevent corruption	<i>Does not apply</i>				
S03	Actions taken in response to instances of corruption	<i>Does not apply</i>				
Public Policy						
S04	Participation in public policy development and lobbying	<i>Does not apply</i>				
S05	Total value of contributions to political parties or related institutions broken down by country	In 2005 the GTAA contributed \$50,471 to political parties from all three levels of government.				23
Anti-Competitive Behaviour						
SC6	Instances of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	<i>None</i>				

A.3.3 Product Responsibility Indicators

GRI Index	Social Indicators	Unit	2003	2004	2005	Page #
Customer Health and Safety						
PR1	Procedures for improving health and safety across the life cycle of products and services	The GTAA has adopted ISO 9001 to enhance customer safety and security within the Terminal buildings and an Airside Safety Management System, meeting both the International Civil Aviation Organization and Transport Canada standards to meet Airside safety concerns				10
PR2	Number and type of instances of non-compliance with regulations concerning health and safety effects of products and services		<i>Does not apply</i>			
Products and Services						
PR3	Procedures for product and		<i>Does not apply</i>			
PR4	Number and type of instances of non-compliance with regulations concerning product and service information and labelling		<i>Does not apply</i>			
PR5	Procedures related to customer satisfaction, including results of surveys measuring customer satisfaction	To understand the effectiveness of its operations, the GTAA regularly conducts passenger satisfaction surveys. In 2005 surveys were conducted on both the ground transportation and terminal retail facilities.				27
Marketing Communications						
PR6	Procedures and programs for adherence to laws, standards, and voluntary codes related to marketing communications including advertising, promotion and sponsorship	The GTAA adheres to the Code of Advertising Standards, administered by Advertising Standards, Canada.				27
PR7	Number and type of instances of non-compliance with regulations concerning marketing communications, including advertising, promotion and sponsorship		<i>None</i>			
Customer Privacy						
PR8	Percentage of customer data covered by the data protection procedures	The GTAA has established a corporate Privacy Policy to ensure that all personal information collected or under GTAA control is protected. The policy provides guidelines on the collection, use, disclosure, and disposal of such information. Personal information can relate to employees, the public or other individuals.				23
PR9	Number of sustained complaints regarding breaches of customer privacy		<i>None</i>			



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