

# OUTSIDE, INSIDE, UPSIDE.

A three-dimensional look at Corporate Social Responsibility

# Corporate Mandate

Our mandate is to operate Toronto Pearson International Airport on a commercial basis. We develop and improve the airport facilities and services and set fees for their use. Our priorities are to operate a safe, secure and efficient airport, and to provide services, amenities and overall capacity to responsibly and effectively meet the region's current and future air travel requirements.

Our vision is to create and manage a globally competitive airport that provides an inviting gateway to the region. We will continue to build and operate Toronto Pearson with a broad and inclusive view of the air service needs of the communities we serve.

# Sustainable Approach

Our approach is to be considerate. To consider the business requirements of our mandate within the context of a variety of broader social and environmental concerns. We know the work we do can affect many people outside of the travelling public. Our future prosperity depends on the health of the communities we serve. We offer our region reliable access to the world, but we also have a responsibility to think broadly. About the environment and how our activities may affect it. About the social landscape. And about how our business model fits with the concerns of others. It's how we do business.

# WE TOUCH THE WORLD. IN MANY WAYS.

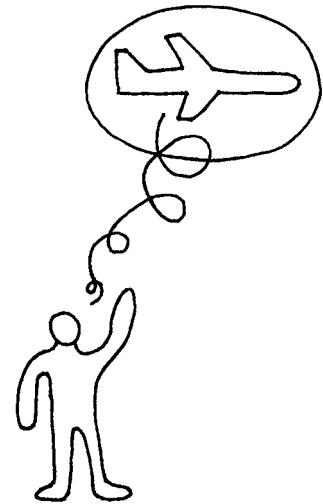
## **What corporate social responsibility means to the GTAA.**

Responsibility is a weighty word. It implies obligation. Duty. Here at the GTAA, we think of it a little differently. In our responsibilities, we see opportunities. To pay attention to what we do, how we work and how we manage the impact our operations create both at the airport and beyond. It's an outlook that leads us to the bright side of any number of issues. Such as the environment, our numerous business and community relationships and our long-term strategies. In short, every action or behaviour that we take, manage or affect falls within the purview of our responsibility policies. Because we ask ourselves, "What are the greater implications of this?"

**We are dedicated to being good while we do good work.**



GOOD  
RESULTS  
START  
WITH  
GOOD  
IDEAS.



We're invested in  
doing what's good.  
Good for the  
communities we  
serve. Good for  
the environment.  
Good for business.

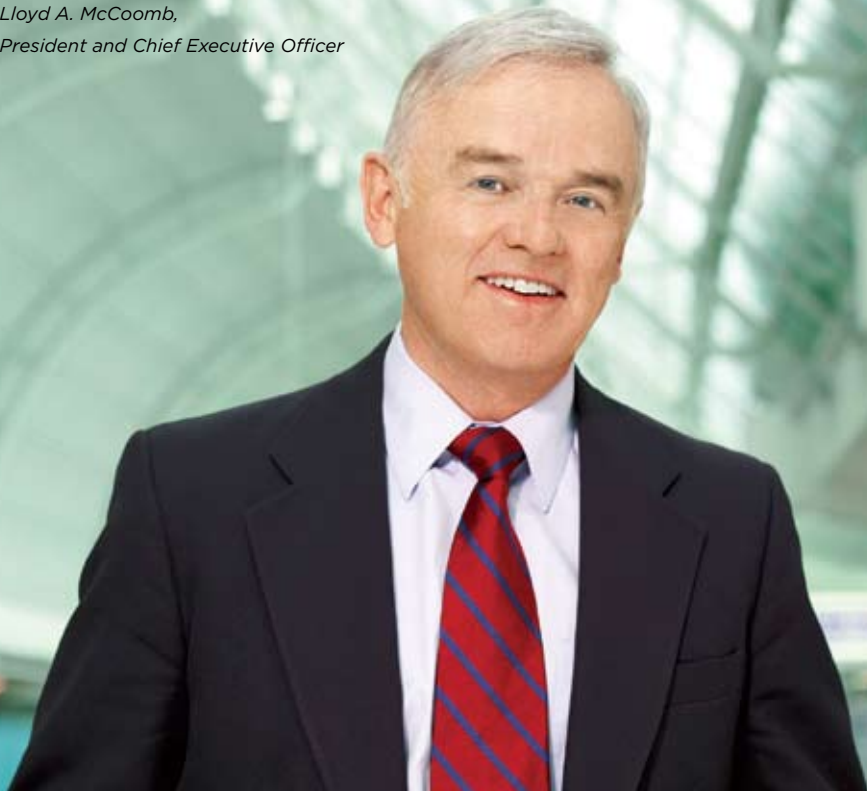
Warren C. Hurren, Chairman



# FROM THE TOP ON DOWN. AND THE BOTTOM UP.

## A message from the Chairman and President.

Lloyd A. McCoomb,  
President and Chief Executive Officer



In 2007, the Board of Directors of the Greater Toronto Airports Authority endorsed a new vision and strategic plan for our company. Corporate social responsibility (CSR) plays an integral role in each of these documents. The GTAA is for the first time embedding the concepts of corporate social responsibility into the fabric of the organization.

As with the implementation of any new strategic initiative, the GTAA's CSR policy will evolve over time and may take some years to fully flourish. The GTAA, however, is committed to taking the right steps, to implementing the right programs and creating the right culture to encourage CSR at all levels of the company.

The GTAA recognizes that CSR speaks to corporate values. It defines a corporation's consideration and respect for the interests and concerns of the communities in which it operates. For the GTAA, this community includes our customers, our employees,





**The GTAA plans, provides and operates the highest-quality aviation facilities, within a context that recognizes our relationships with our employees, our customers, our partners and the world.**

our neighbours and the larger world in which we all coexist. This consideration and respect now form an essential part of what defines the GTAA.

We take pride in the fact that the GTAA has always been a leader in environmental sustainability. As a direct result of the drive and vision of our employees, Toronto Pearson was the first North American airport to achieve ISO 14001 certification. We have built state-of-the-art stormwater management facilities which ensure that runoff can be properly managed prior to entering into neighbouring watercourses. We continue to work with our aviation partners to seek ways to reduce emissions from aircraft operations.

In the years to come, the GTAA will develop other aspects of our CSR agenda. These include building on our excellent record of operating a safe workplace, providing competitive wages and benefits to our employees, maintaining a relevant and vital donations and scholarships program and being open and accountable to our communities and all levels of government.

We must do all this while operating and developing a company that is fiscally sustainable over the long term.

We recognize that a comprehensive and vigorous CSR agenda represents a singular challenge for a company. We are, however, committed to realizing this goal because it is the right thing to do for our community and for our company.



Warren C. Hurren  
Chairman



Dr. Lloyd A. McCoomb  
President and Chief Executive Officer

# IT'S ALL THERE IN GREEN AND WHITE.

## **GTAA Environmental Policy.**

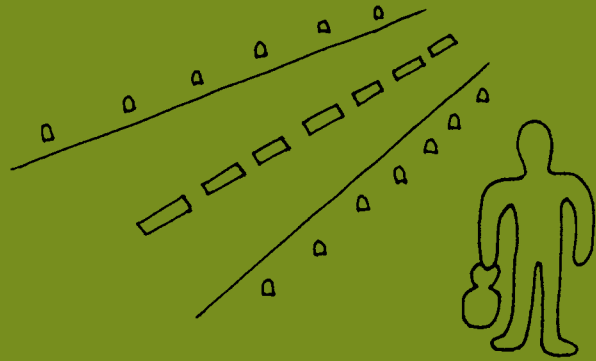
The GTAA is committed to developing and operating airports in an environmentally responsible manner, in compliance with relevant environmental legislation, and within an overall framework that is environmentally, economically and socially sustainable. Our commitment is reflected in the GTAA's day-to-day operations to minimize impacts on the natural environment and local community.

The GTAA is committed to continual improvement and the prevention of pollution. It is our policy to set environmental objectives and targets, and implement action plans for significant environmental aspects identified at the airport. It is also our policy to monitor progress, use best management practices and apply cost-effective technology to strive to improve environmental performance.

WE ARE DEDICATED TO  
BEING GOOD WHILE WE DO  
GOOD WORK.

**To successfully implement this policy, the GTAA uses an Environmental Management System (EMS) that meets the specifications of the ISO 14001 international standard and which includes:**

- Using environmental audits to ensure compliance with applicable laws, regulations, as well as policies, objectives and targets
- Conducting regular environmental monitoring of environmental aspects, such as water quality, air quality, noise, airside development, hazardous substances and spill incidents
- Continually developing and promoting environmental standards applicable to day-to-day operations that impact the environment
- Integrating environmental assessment and management practices into the decision-making process used to plan, design, construct and operate the airport
- Communicating environmental policy, roles, responsibilities, objectives and targets to GTAA staff
- Producing an annual environmental performance report to ensure regular reporting to the CEO, Board of Directors, GTAA employees and the public.



# GOING OUTSIDE THE LINES.

## ENVIRONMENTAL IMPACT

What does it mean to stretch the parameters of convention? For us it's a habit. Because doing things according to the dictates of mere compliance doesn't always allow for vision. And we believe that thinking ahead saves you the trouble of solving a problem later. Environmental initiatives should be seen as business investments. The way we see it, investing in the future of our physical space will ensure our future. And that drives our vision.

Today, the world seems smaller. Businesses compete internationally. People travel frequently. Families are more spread out. And aviation has become a critical means of bringing people together, enabling significant economic growth across borders. But aviation also has impacts on the environment.

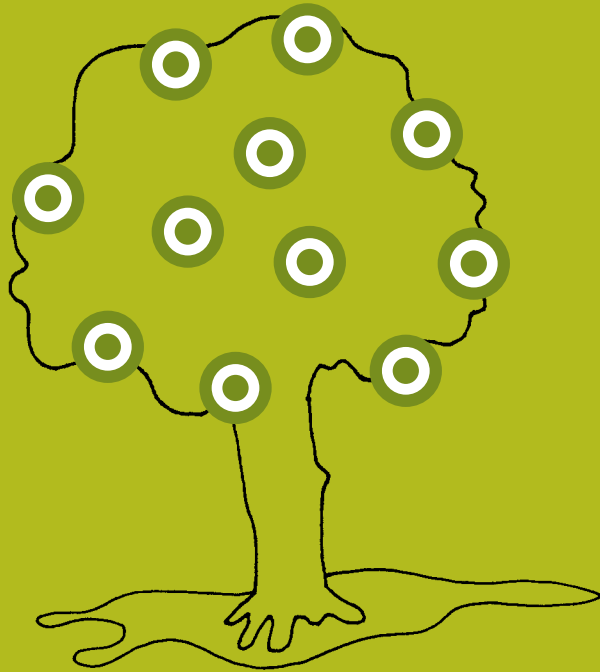
Since its inception, the GTAA has made environmental management at Toronto Pearson a cornerstone of its business approach. We plan for the long term to ensure sustainability, setting and exceeding environmental targets, and anticipating critical environmental issues. The GTAA's program evolved and, in 1999, moved to the ISO 14001 international standard, targeting continual improvement.

Conscious of the airport's impacts on our communities, the GTAA endeavours to be a good neighbour. Programs including stormwater and deicing management, creek restoration, green buildings, green purchasing policies and energy management and waste management, show our commitment to strive toward environmental excellence. We seek new ways to improve our environmental record and encourage others to join us.



# ON THE MARK

## ENVIRONMENTAL TARGETS



1.

### Reduce airport power consumption

**Target** To implement energy management initiatives that will collectively reduce electrical power consumption by 10 per cent over the next five years, using 2006 records as the base year

**Date Due** 2012



2.

### Implement an anti-idling program for vehicles

**Target** To develop and implement an anti-idling program for all groundside and airside vehicles at Toronto Pearson

**Date Due** 2008

## **CLIMATE CHANGE**

Human activities are changing the global climate, changes that may make the world a very different place. However, with strong global action, scientists believe the worst impacts of climate change can be avoided.

Climate change is caused by the accumulation of greenhouse gases in the atmosphere. In Canada, aviation contributes about 1.2 per cent of greenhouse gas emissions, while cars contribute about 5.5 per cent, based on Environment Canada's 2005 statistics. Regardless of our level of contribution, we must all work to lessen our impact on the environment. To this end, the GTAA has implemented many initiatives at Toronto Pearson.

In 2004, we instituted a clean air policy in the terminal buildings and associated service roadways requiring that, where possible, vehicles operating in those areas be electrically powered or low-emission. Today, there are 150 electric vehicles operated by the GTAA and airport tenants and 90 fast-charge stations on-site provided by the GTAA.

In 2007, the GTAA founded the Environmental Stewardship Initiatives group with Nav Canada and the Air Transport Association of Canada, representing the airlines, to reduce greenhouse gas emissions at Toronto Pearson. An early initiative of this group involves reducing the altitude for quiet regional jets to make early turns to flight destination after takeoff, reducing the amount of fuel required in their operation, as well as shortening the waiting time for queues of larger aircraft preparing for takeoff.

Looking at every opportunity to reduce resource consumption, we initiated an Energy Management Program. In 2007, we implemented initiatives that have culminated in avoided power consumption of 47,000 megawatt hours by optimizing lighting with fewer fluorescent bulbs, instituting a lighting management system that turns off lights in unoccupied areas and reusing steam from the Cogeneration Plant to power boilers and chillers for terminal heating and cooling.

## **AIRPORT ECOSYSTEM**

The GTAA has partnered with the Toronto and Region Conservation Authority and the City of Mississauga to complete a multi-purpose recreational trail on airport property. The 3.2-kilometre section of trail will form a portion of the Etobicoke Creek Trail, crossing a mature hardwood stand and open meadow reseeded with native plants and following Etobicoke and Spring creeks.

The 1,867 hectares of airport land is situated within the Etobicoke-Mimico watersheds. Etobicoke Creek and its tributary, Spring Creek, have been the focus of restorative work, including rebuilding eroding stream banks, removing fish migration barriers and creating in-stream habitat.

## **GREEN BUILDINGS**

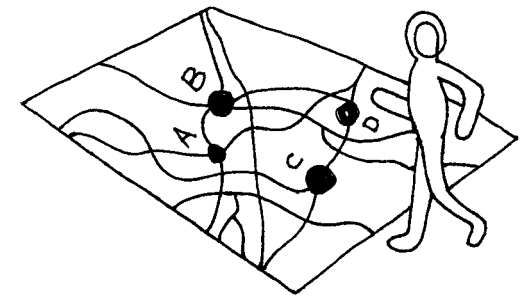
In 2000, the GTAA instituted a green building policy requiring that, where appropriate, the Canada Green Building Council Leadership in Energy and Environmental Design (LEED) silver standard should be applied to the design and construction of new buildings, major renovations, upgrades to existing buildings and tenant alterations.

In 2007, the GTAA opened its first green building, the LEED-silver-certified Fire and Emergency Services Training Institute (FESTI). This state-of-the-art facility includes many technologies to minimize its environmental footprint, such as a solar wall, green roof, recycled building materials and water-saving systems. The FESTI building is about 50 per cent more energy-efficient than required by the National Building Code.

Given the benefits of LEED facilities, the GTAA is planning future developments to the LEED silver standard, including Terminal 1, Pier G, expected by 2014.

THERE'S  
A PLAN  
FOR THIS  
PLACE.  
AND IT  
INCLUDES  
YOU.

Our path to a brighter future includes a conscious investment from every member of our team. One positive change, made by each person, will make the difference.

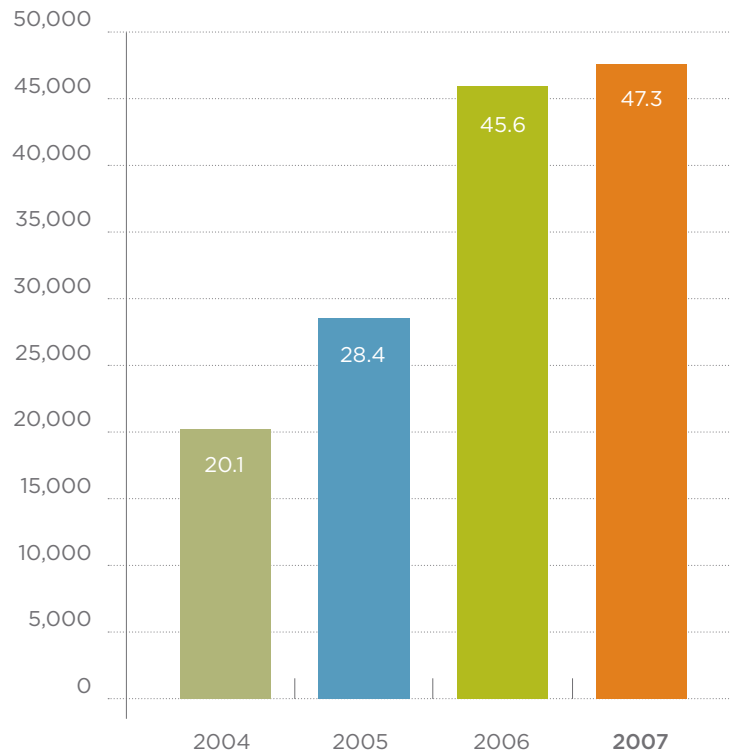


# CHARTING RESULTS

## ENVIRONMENTAL STATISTICS

### ENERGY SAVED

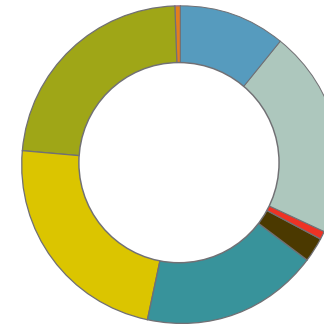
Due to Conservation and Efficiency Improvements (MWh)



Savings are measured per initiative for the duration of the payback period plus two years or for as long as the initiative requires continuous adjustment.

### 2007 TOTALS FOR WASTE DIVERSION (TONNES)

Total Waste Sent to Landfill	2,897
Total Recyclable Waste	2,421
<b>Total Non-Hazardous Waste (includes recyclables)</b>	<b>5,318</b>

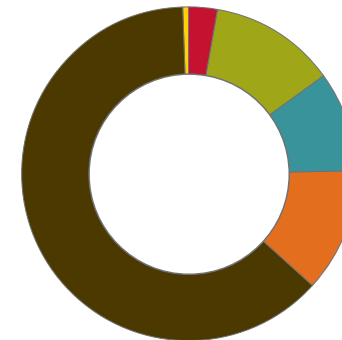


(% OF WEIGHT)

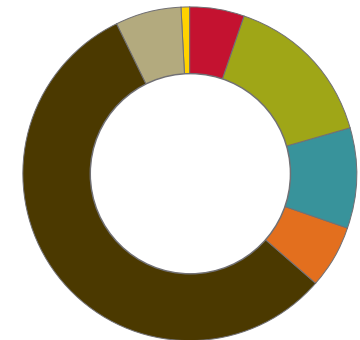
• Cans & Assorted Plastics	10.94%
• Cardboard	23.09%
• Glass	21.19%
• Metal	2.45%
• Office Paper/Newspaper	18.12%
• Organics	23.02%
• Sand	0.45%
• Wood	0.74%

### GTAA LOGISTICS CENTRE DIVERSION (TONNES)

2005

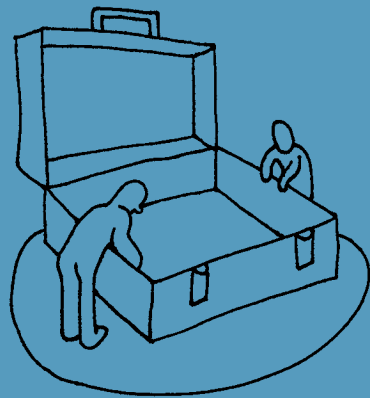


2007



	2005	2007
• Beer Cases	11.99%	6.28%
• Bread Trays	12.13%	15.20%
• Kegs	9.65%	9.68%
• Milk Crates	2.95%	5.47%
• ODR Cases	-	6.55%
• Pallets	62.77%	56.17%
• Shrink Wrap	0.51%	0.65%

# THE INSIDE VIEW.



## ECONOMIC IMPACT

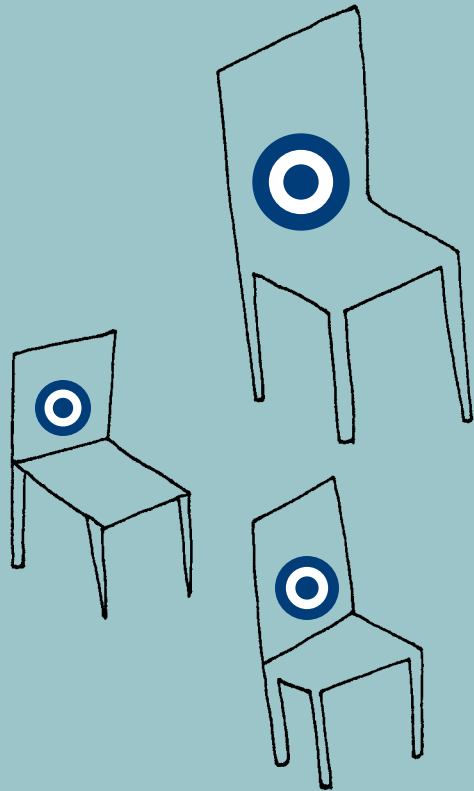
The GTAA operates Toronto Pearson on a commercial basis in the public interest. That means that the public benefits from our commercial success. Our commercial success is measured not only by the bottom line, but in terms of quality and sustainability. To that end, we must always be looking forward. And we must be able to rationalize our vision with the public interest. It's an unusual model, but for more than 10 years now we've shown that it meets the needs of the public.

In February 2007, the Board of Directors appointed Lloyd McCoomb as President and Chief Executive Officer of the GTAA. The Board charged Dr. McCoomb and the executive team with developing a new vision and strategic plan for the corporation. In October, the Board approved a new vision statement for the GTAA: "To be a leading airport company, championing sustainable global access for the Greater Toronto Area (GTA)."

The new strategic plan, endorsed by the Board, places a renewed focus on making the GTAA more globally competitive and financially sustainable as a business entity over the long term. It is incumbent on us to ensure that Toronto Pearson remains a primary gateway offering convenient and accessible air travel services that meet the GTA's needs now and into the future. The airport, and the industry it supports, is an integral part of the region's economy, and our new strategy assures the long-term economic and environmental sustainability of the company.

# ON THE MARK

## ECONOMIC TARGETS



# 1.

### Revenues under expenses

**Target** To reduce the cost of operations and maintenance and increase non-aeronautical revenues while preserving customer service, safety, and environmental programs

**Date Due** 2008 to 2012



# 2.

### Encourage new routes

**Target** To expand passenger and cargo services available at Toronto Pearson by working with new and existing air carriers to develop new route offerings

**Date Due** 2008 to 2010



## REBUILDING THE AIRPORT

The Airport Development Program was substantially completed in January 2007 with the opening of Pier F. This program, the largest construction project in the history of Canadian airports, completely reinvented Toronto Pearson, creating an airport that better serves passengers, airlines and shippers and supports continued economic growth in the GTA.

The program involved staged replacements of Terminals 1 and 2, the construction of an additional runway and the development of greatly expanded cargo and ancillary aviation facilities. The \$4.4 billion program was delivered on time and on budget.

The new facilities offer sufficient capacity to meet the demand for air travel for several years, allowing us time to shift our focus from development to operational efficiencies and customer service initiatives, with the ultimate objective to make Toronto Pearson more globally competitive.

## FINANCIAL PERFORMANCE EXCEEDS EXPECTATIONS

While 2007 saw slower growth in airport activity than anticipated, new initiatives to generate non-aeronautical revenue and control operating costs resulted in financial performance that exceeded our expectations.

Non-aeronautical revenue includes tenant rent, licensing fees, revenues generated by parking and ground transportation, and interest earned on investments.

Revenues under expenses surpassed our expectations by \$36 million. This resulted from continued strong growth in non-aeronautical revenue, up 9 per cent over 2006. Total revenue per passenger went up 8 per cent.

At the same time, operating expenses per passenger went down 3 per cent, based on realized operational efficiencies, such as Energy Management Program savings of approximately

\$3.2 million and savings of approximately \$730,000 in heating and cooling costs by reusing steam from the Cogeneration Plant to run boilers and chillers.

## ECONOMIC IMPACT

The GTA is the industrial and financial capital of Canada. Serving the GTA, Toronto Pearson is the second-busiest North American gateway to Europe and Canada's primary hub, handling the most Canadian/U.S. traffic on the continent. Domestically, the airport handles more than 30 per cent of Canada's air traffic.

Toronto Pearson's economic impact is measured by its contribution to direct, indirect and induced economic activity. Direct economic activity is generated on-site by airport operations. Indirect economic activity is generated off airport property by supporting industries, such as hotels, restaurants and travel agencies. Induced economic activity is generated when airport workers spend their wages.

According to a survey conducted by HRD/HLB Decision Economics in October 2006, Toronto Pearson generates \$26.4 billion of economic activity annually consisting of \$15.1, \$7.7 and \$3.7 billion for direct, indirect and induced activity respectively.

The airport has a strong record of job creation, generating 185,000 full-time jobs. As a result of airport operations, jobs have been created in many sectors of the economy, including airline, aircraft maintenance, general aviation, hospitality and accommodation, and transportation. Toronto Pearson directly accounts for 106,000 full-time jobs, while indirectly supporting 40,900 full-time jobs and inducing 38,100 full-time jobs. These jobs generate \$3.3 billion in direct employment income, \$2.1 billion indirect and \$1.4 billion induced, a significant contribution to the region's economy.

BEING  
RESPON-  
SIVE IS  
A VITAL  
PART  
OF OUR  
BUSINESS  
APPROACH.

How do we communicate our intent? By being plain and clear. And honest. We care about the communities we serve. And we act on our values. That's it.

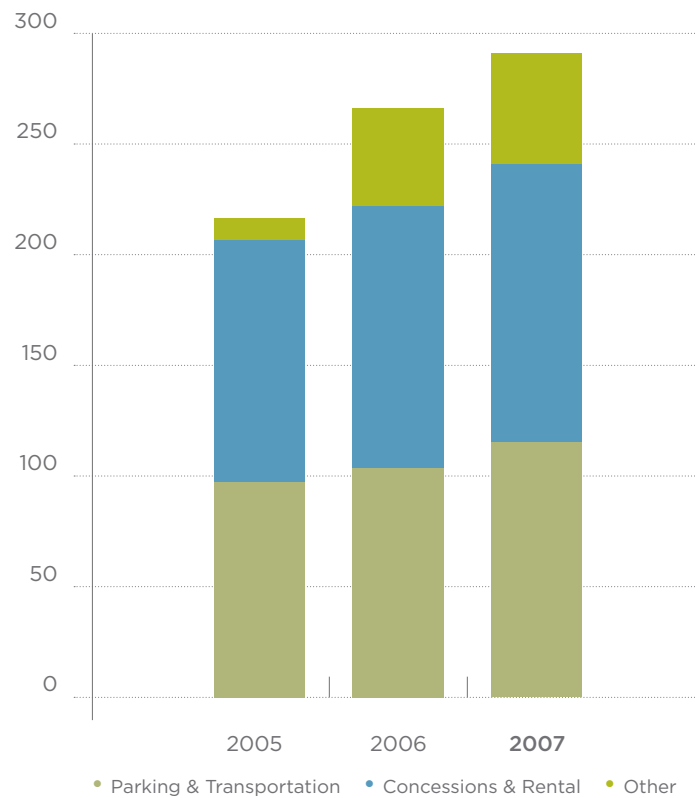


# CHARTING RESULTS

## ECONOMIC STATISTICS

### NON-AERONAUTICAL REVENUES

(IN THOUSANDS OF DOLLARS)



### RESULTS OF OPERATIONS

(IN THOUSANDS OF DOLLARS)

#### KEY METRICS

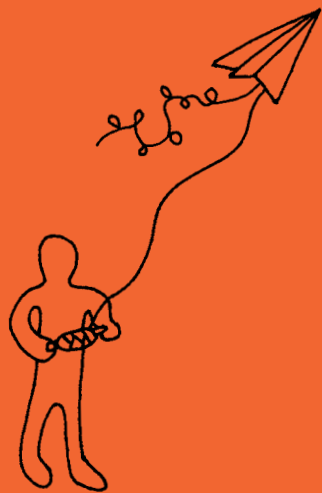
	2004	2005	2006	2007
Total Revenue per Passenger (PAX)	29.0	31.8	34.3	37.6
Concession Revenue per PAX	2.0	1.9	2.1	2.2
Total Operating Expenses per PAX	17.0	17.4	18.0	17.5
Debt per enplaned PAX (annualized)	436.3	457.4	430.1	471.1

### ECONOMIC IMPACTS

#### TOTAL IMPACTS

	OUTPUT (\$B)	JOBS (000)	INCOME (\$B)	TAXES (\$B)
Total Direct Activity	15.1	106.0	3.3	2.6
Total Indirect Activity	7.7	40.9	2.1	1.0
Total Induced Activity	3.7	38.1	1.4	0.9
<b>Total Economic Impact</b>	<b>26.4</b>	<b>185.0</b>	<b>6.8</b>	<b>4.5</b>

Source: HRD/HLB Decision Economics October 2006  
Numbers rounded



# AN UPSIDE FOR ALL.

## SOCIAL PERFORMANCE

There's more to an airport than planes and passengers. In our view, the people we affect are just as important as our customers or our customers' customers. The long and the short of the ups and the downs of the airport is that our employees matter and that people live around us. The community from whom we derive benefit has needs of its own. We do our best to recognize the human factor in all of these areas. And it shows in our actions as a corporation. It's a matter of responsibility.

The GTAA aspires to be a world leader in airport sustainability. We have an obligation to many to do good, not just do well. Our employees, our surrounding communities, our partners in the industry and the travellers who use our facilities have high expectations that we will respond to their needs safely, efficiently, ethically and successfully.

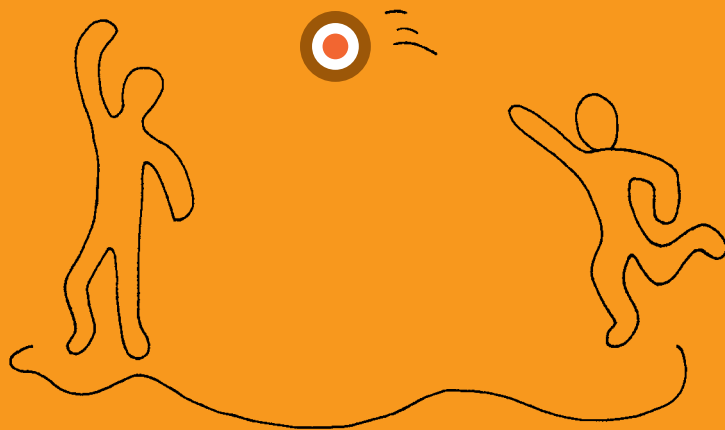
A motivated and prepared workforce leads to efficiency and satisfaction and we are developing new programs that will support our employees in their quest to be good corporate citizens. We have developed positive relationships with our neighbouring communities through consultative committees and community engagement initiatives.

We were the first airport to commit to Earth Hour 2008 and we participate in global discussions to share best practices and learn new ways of meeting our objectives. We work collaboratively and in consultation with industry partners to develop climate change initiatives.

We are committed to developing sustainable programs that serve all of our stakeholders.

# ON THE MARK

## SOCIAL TARGETS



1.

### Partners in Project Green

**Target** To develop communications and business strategies to raise awareness for the Pearson eco-industrial zone in order to engage the local business community stakeholders in an integrated, sustainable business area

**Date Due** 2008 to 2012



2.

### Deliver on the Employee Survey results to improve employee awareness of corporate objectives

**Target** To respond to employee survey concerns by increasing communications on the corporate strategic plan and new initiatives related to the airport's operational activity and introduce an employee feedback program to gauge awareness

**Date Due** 2008

## OUR EMPLOYEES

The GTAA employs 1,201 people engaged in management, technical, administrative and general labour activities, including seasonal employees. In 2006, the GTAA took over direct management of Terminal 3 staff, who had previously been managed by a third party.

In June 2007, we surveyed our employees to determine how to make the GTAA a more dynamic and rewarding place to work. The survey, completed by 63 per cent of our employees, revealed many things, especially that we have lots of work to do to engage our employees more fully in our strategic vision. We were pleased by the high number who responded and took comfort that our employees are proud to work for the GTAA and find Toronto Pearson a safe place to work. To respond to concerns raised, our next steps will include conducting assessments to advance career development opportunities in alignment with our strategic plan. We also plan to communicate more effectively and more regularly about the corporation's direction.

The GTAA has become a member of Smart Commute Mississauga, a transportation management association that develops customized transportation solutions for large employers. We assessed our employees' commuting patterns and will work with Smart Commute, as well as regional transportation systems, to develop programs and services that offer more sustainable transportation options for our employees and others using the airport's facilities.

## OUR COMMUNITIES

Our employees are committed to giving back to the communities in which they live. We raised \$80,000 for the United Way of Peel Region, more than double the target we set. The Pearson Airport Firefighters Charity Golf Tournament raised more than \$4,400 for the Children's Wish Foundation. Team GTAA walked

in memory of Connie Turner, our past Director of Marketing and Communications, raising \$1,400 for the Canadian Cancer Society. Yet another GTAA team raised \$2,300 to fight global poverty in the 23rd annual World Partnership Walk.

The GTAA has an extensive consultation program with our neighbours and stakeholders through multiple forums, primarily the Community Environment and Noise Advisory Committee and the Consultative Committee, but also the Consultative Committee for Taxicabs and Limousines and the Airline Consultative Committee. Through these forums, issues related to noise and environmental impacts, economic development, transit, commercial aviation and airport operations are openly discussed and studied to find positive opportunities and solutions.

The GTAA's Art and Exhibitions program forges community partnerships through our work with cultural and heritage organizations in the Greater Toronto Area and beyond, bringing a diverse range of exhibitions to the airport that reflect our communities and their cultural vitality.

## ECO-INDUSTRIAL ZONE

Looking toward the future, the GTAA has become a major sponsor of Partners in Project Green, an initiative to coordinate the largest eco-industrial zone in North America, involving 11,000 hectares of commercial/industrial space centred on Toronto Pearson. Spearheaded by the Toronto and Region Conservation Authority, this initiative brings businesses together to create an integrated, internationally competitive, sustainable business zone.

Currently, we are compiling a resource baseline of industries in the eco-industrial zone and are gathering information about their energy use, water consumption and waste. This data will support our work toward efficiencies, cost reductions and environmental improvements for the betterment of the region's economy.



# QUANTITATIVE RESULTS ARE BEST SEEN FROM A QUALITATIVE VANTAGE POINT.



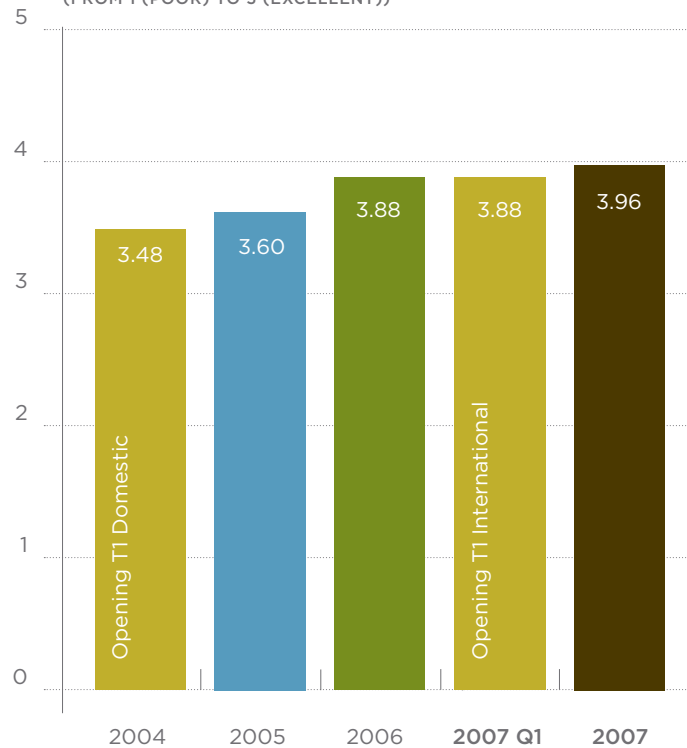
There is no reason to see a great divide between doing well and doing good. It's a matter of including responsibility as a defining measure of effectiveness.

# CHARTING RESULTS

## SOCIAL STATISTICS

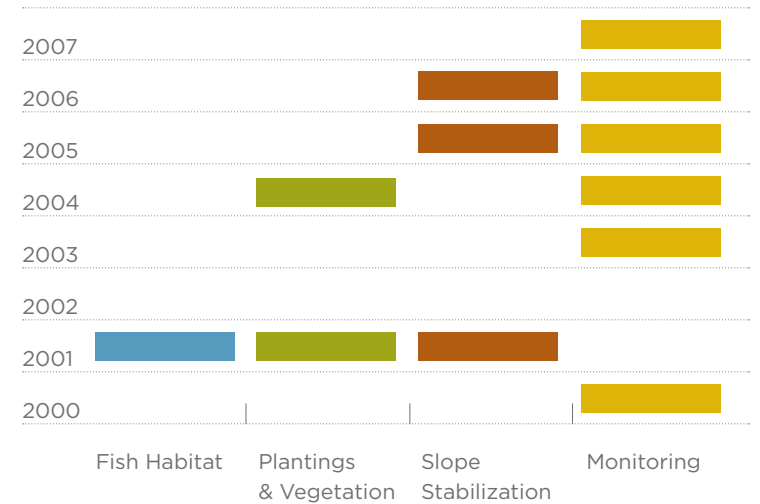
### PASSENGER OVERALL SATISFACTION OF TORONTO PEARSON

(FROM 1 (POOR) TO 5 (EXCELLENT))



The ACI Airport Service Quality is an international airport customer satisfaction survey based on 30 criteria of airport satisfaction.

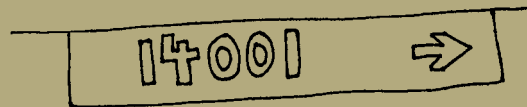
### GTAA CREEK REHABILITATION INITIATIVE



### DONATIONS & SPONSORSHIPS (2007)

(DOLLARS)

Political Donations	
Provincial	15,350.00
Municipal	28,419.10
Charitable Donations	45,233.34
United Way of Peel Region Fundraising	89,643.42
Community and Corporate Donations	38,635.44
Universities/Scholarships	6,000.00
GTAA Staff Community Donations	4,100.00
<b>Total</b>	<b>227,381.30</b>



# ENVIRONMENTAL PROGRAM TARGETS

ISO 14001 MANAGEMENT SYSTEM

It's one thing to claim good intentions. It's another to prove it. We're always open to public scrutiny.

ISO 14001 is an international environmental management standard that specifies:

- the requirement for an environmental policy
- environmental impact assessment of products, activities and services
- planning objectives and measurements
- the implementation and operation of an environmental management system that includes programs to meet objectives and targets.

The standard establishes an organized approach to systematically reduce any and all environmental impacts within an organization's control.

## ISO 14001

Since the transfer of Toronto Pearson from the federal government to the GTAA in 1996, the GTAA's environmental stewardship program has been a cornerstone of our business practices. It began with the adoption of the Stormwater Management Master Plan for Toronto Pearson, prepared by Transport Canada.

The GTAA was eager to carry on with the stormwater plan, as well as create an environmental management system following the ISO 14001 international standard. The airport achieved ISO 14001 certification on April 26, 1999, making it the first airport in North America to become certified. Through our all-encompassing ISO 14001 management system, the GTAA identifies significant environmental aspects, sets performance targets and strives for continual improvement, pollution prevention and regulatory compliance.

Targets for 2007 are identified on the tables on pages 24 and 25. We set both long- and short-term targets through a continual process that allows for new significant aspects to be included as they arise. In April 2007, we successfully passed our maintenance audit, performed by external auditor SGS.

We have made significant progress over the years, especially in five key areas.

## STORMWATER MANAGEMENT

- We have spent approximately \$150 million over the past 10 years building stormwater facilities, greatly improving the quality of stormwater leaving the airport.
- An extensive water sampling program allows us to investigate potential problems and continually improve performance.
- The Central Deicing Facility, in operation since 1999, allows for comprehensive collection of glycol-contaminated runoff.
- Glycol is recycled for sale to secondary markets.

## ENERGY MANAGEMENT

- The GTAA energy management program began in 2004 with the establishment of an energy management committee. An employee education program was started in 2005. Energy savings have been realized by extensive use of motion sensors, temperature adjustments, reduced lighting levels in specified areas and changing to compact fluorescent bulbs.

## WASTE MANAGEMENT

- We operate recycling programs throughout the airport, including an organics stream.
- Our logistics program manages reuse or recycling of retail packaging and waste from the terminals.
- Construction and demolition waste recycling and reuse targets are written into applicable contracts.
- Specialty items are disposed of in an environmentally friendly way, including batteries, computers and other materials.

## ECOLOGY

- We have completed major holistic restoration of Etobicoke Creek and its tributary, Spring Creek.
- Our employees participate in creek clean-up events annually.
- We have partnered with Toronto and Region Conservation Authority on many exciting projects, such as Partners in Project Green.

## GREEN BUILDINGS

- We added a sustainable design section to our Airport Construction Code in 2000 and have a green building policy.
- Our first Leadership in Energy and Environment Design (LEED)-silver-certified building came into operation in 2007.
- We are currently working on two more LEED projects, one at the design stage and one at the planning stage.

# ENVIRONMENTAL PROGRAM 2007 TARGETS

## SIGNIFICANT ASPECTS & OBJECTIVES

(taken from 2007 Targets Table)

## TARGETS

## DUE DATE

(year-end, December 31)

### Air Quality

Improve air quality at the airport to meet federal/provincial air quality guidelines

Develop and implement an anti-idling program for all groundside and airside vehicles.

2008

### Airport Development

Ensure environmental factors are considered and implemented for all new development

Construction and demolition - Reuse/recycle 85% of waste (i.e., concrete, metals, wood, etc.).

2007

*Target achieved*

### Ecology

Improve the environment in and around the airport to provide a positive habitat for the interaction between all organisms

Reduce sodium chloride amounts by 3% each year on a per-event basis.

2009

Complete aquatic and riparian (water and creekbank) habitat improvements on Etobicoke and Spring creeks, as per the Master Plan.

2010

Implement the Plan (including designing, building and opening) for a pedestrian/cycle trail along Etobicoke Creek from Highway 401 to Derry Road.

2010

### Noise

Ensure continual monitoring of aircraft noise; service public concerns/inquiries regarding noise, and influence airlines and air traffic control to minimize noise

Mitigate aircraft noise by creating more predictable departure ground tracks over the surrounding communities through the development of RNAV departure routes for Toronto Pearson International Airport.

2008

Review noise abatement procedures with respect to achieving a balance between noise and air emissions.

2008

### Property Management

Ensure environmental considerations are incorporated into GTAA's management system

Audit 40 tenants annually and enforce the storage of hazardous materials by GTAA tenants.

2008

# ENVIRONMENTAL PROGRAM 2007 TARGETS

## SIGNIFICANT ASPECTS & OBJECTIVES

## TARGETS

## DUE DATE

(year-end, December 31)

### Resource Use

Improve energy and water efficiency

Implement energy management initiatives that will collectively reduce electrical power consumption by 10% over the next five years, using 2006 records as the base year.

2012

Maintain the 2005 water consumption baseline usage at the airport.

2009

Reduce overall gasoline fuel consumption over a two-year period by 10% based on 2005 annual consumption figures.

2007

*Target not achieved*

Reduce overall diesel fuel consumption over a two-year period by 2% based on 2005 annual consumption figures.

2007

*Target achieved*

Improve the average fuel economy rating (measured in litres/100 kilometres) for the GTAA light fleet (gasoline) by 5%, using 2006 as the fleet baseline.

2008

### Spills

Influence reduction of frequency and severity of spills

Develop next generation of Computerized Operational Data Entry System (Codes) used by Airport Operations Control Centre to allow for data extraction for spills information.

2009

### Waste

Reduce waste and promote the recycling program

Maintain a 50% diversion from solid waste for all GTAA facilities.

2009

Capture and recycle 100% of shrink wrap that is purchased by Logistics Centre.

2008

Develop a 2007 baseline of reusable waste diverted from landfill associated with the Logistics Centre.

2007

*Target achieved*

### Water Quality

Improve stormwater quality at the airport

Achieve zero annual exceedances of federal guidelines for stormwater quality.

2009

Recycle 100% of the high-concentrate (3% and greater) spent deicing fluids from the Central Deicing Facility for reuse in other markets.

2007

*Target achieved*

Reduce overall airport glycol usage by implementing and expanding upon deicing plans, programs and strategies.

2009

### Wildlife Control

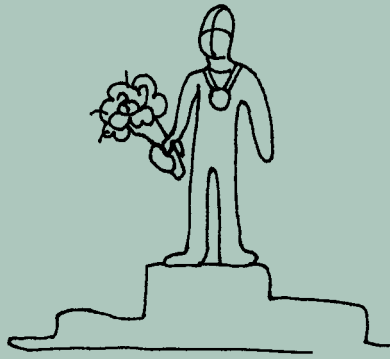
Reduce wildlife strikes and maintain the vegetation plan

Reduce the number of bird strikes by 5%, based on a five-year average, by comparing strike numbers, aircraft movements per 10,000 movements and number of birds per 10,000.

2007

*Target achieved*





# PERFORMANCE INDICATORS

GLOBAL REPORTING INDEX

Good actions, driven by good intentions, will result in excellence. By any measure.

The Global Reporting Initiative (GRI) framework for reporting results is recognized internationally for its transparency and accountability. We use the GRI Sustainability Reporting Guidelines because we want to be held accountable for our approach, our actions and our accomplishments. It's what keeps us connected to the communities we serve.

## GLOBAL REPORTING INDEX

Today, sustainability is an important focus as businesses and communities come to terms with the impact their development has on the environment. Many are working toward sustainable development that meets present needs in a lasting way while ensuring abundant resources remain for future generations.

Common sustainability principles include dealing transparently with risks; restoring and conserving nature; considering environmental, economical and social goals before acting; committing to best practices; aiming at continuous improvement; collaborating with stakeholders; and recognizing the interdependence of businesses and communities.

The GTAA's commitment to the ISO 14001 environmental standard encompasses many of these principles. To address the remainder, we began reporting our sustainable practices in 2003, choosing the GRI Sustainability Reporting Guidelines as the most widely recognized index at that time. This is the GTAA's fifth sustainability report using the GRI guidelines; the comparative index appears on the following pages.

We seek to communicate clearly and openly about our sustainability efforts using a globally accepted framework of concepts, consistent language and metrics provided by the GRI guidelines. However, we recognize that these guidelines are not specifically applicable to airport operations. We are currently engaged in a working group to develop a more appropriate reporting guideline that meets the needs of airport operators.

Through feedback from stakeholders, we gauge the effectiveness of the presentation of this information and seek to improve upon its format and accessibility. Some of the information in this report appears in detail in our 2007 Annual Report and in other GTAA publications, all of which are available online at [www.GTAA.com](http://www.GTAA.com).

The GRI index provides details on aspects of airport operations that fall under the responsibility of the GTAA. There are several indices that are not specifically applicable to airports in general and these will have the following statement: "does not apply." As the working group develops an airport-specific GRI, these unreported items will be addressed. As a general rule, the numbers reported under specific categories are consistent from 2003 through to 2007. However, there are some noticeable anomalies, particularly in the sections EN 1 and EN 16. Explanations for these anomalies follow.

### Section EN 1 - Glycol

The winter season of 2007-08 received more than three times the snowfall of the previous winter, more than 193 centimetres. To maintain ongoing operations, double the amount of glycol was used during the reporting period.

### Sections EN 16 & EN 20 - Natural Gas Consumption and Direct and Indirect Greenhouse Gas Emissions

In January 2006, the GTAA brought the Cogeneration Plant online. The plant operates as a "peaker merchant plant," meaning that the plant runs when economically viable and generally during peak electricity demand periods.

When operating, the Cogeneration Plant supplies steam to the Central Utilities Plant to offset electricity used for cooling and natural gas used for heating several airport buildings, including Terminal 1. On average, the Cogeneration Plant operates 22 times each month, generating about 20,300 megawatt hours of electricity. The Cogeneration Plant generates electricity cleanly, emitting about half the greenhouse gases that coal-fired plants do.

According to Ontario Power Generation, five fossil-fuel plants operated in 2007, generating about 19 per cent of the province's electricity, about 29 terawatt hours. Our Cogeneration Plant generated nearly 244 gigawatt hours in 2007.

## ENVIRONMENTAL PERFORMANCE INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Materials</b>							
EN1	Pesticides - Selective and non-selective	litres	0	20	0	0	0
	Larvicide - West Nile	kg	4.94	10.20	12.66	41.26	0.67
	Total glycol used - Data reported is seasonal (October to April)	cubic metres	4,078	7,240	4,800	5,878	10,065
	Total road salt used	tonnes	5,500	4,500	5,157	2,200	4,960
	Total paper purchased	sheets	7,005,000	7,515,000	6,038,000	6,547,500	5,850,000
		sheets per employee	7,844	8,012	6,277	5,456	4,875
EN2	Percentage of materials used that are recycled input materials		<i>Does not apply</i>				
<b>Energy</b>							
EN3	Direct energy consumption by primary energy source						
	Electrical consumption	kWh	274,046,030	288,394,609	283,650,093	290,457,935	289,199,404
	Natural gas consumption	cubic metres	10,900,895	14,702,814	13,687,659	56,350,779	60,355,526
	Total unleaded fuel consumption	litres	759,412	724,627	801,744	782,022	750,687
	Total diesel fuel consumption	litres	1,463,411	1,707,391	1,591,460	863,433	1,135,295
EN4	Indirect energy consumption by primary source		<i>No data available</i>				
EN5	Energy saved due to conservation and efficiency improvements	MWh	-	20,104.0	28,458.4	45,638.9	47,318.6
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives		The majority of the energy-saving initiatives have taken place in the Terminals, where motion sensors, lighting programs and increased employee awareness have been used to help ensure the most efficient use of energy.				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved		<i>No data available</i>				
<b>Water</b>							
EN8	Total water withdrawal by source	cubic metres	128,209	94,697	75,132	108,592	83,844
EN9	Water sources significantly affected by withdrawal of water		<i>Does not apply</i>				
EN10	Percentage and total volume of water recycled and reused		<i>Does not apply</i>				

# ENVIRONMENTAL PERFORMANCE INDICATORS

dnc - did not calculate  
n/a - not applicable (product was not used)

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Biodiversity</b>							
EN11	Location and size of land owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas	Toronto Pearson International Airport International Symbol: YYZ Longitude: 79 degrees, 38 minutes west Latitude: 43 degrees, 41 minutes north Elevation: 173.4 metres above sea level Area: 1,867 hectares 27 km from Toronto City Centre					
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	The significant activities that impact protected areas around the airport are summarized within the GTAA's ISO Significant Aspects: air quality, airport development, ecology, environmental emergency planning, noise, property management, resource use, spills, waste, water quality and wildlife control.					
EN13	Habitats protected or restored	The west side of the Toronto Pearson property drains to the Etobicoke Creek and Spring Creek valleys. The GTAA has been working extensively with the Toronto and Region Conservation Authority for the last decade. This ongoing partnership has culminated in the master plan for creek rehabilitation for both Etobicoke and Spring creeks.					
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	Creek rehabilitation Pedestrian/cycle trail Salt management program Contaminated soil remediation Glycol recycling					
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk		0	0	0	0	0
Other	Wildlife strikes	number	35	61	44	80	48
<b>Emissions, Effluents and Waste</b>							
EN16	Total direct and indirect greenhouse gas emissions by weight	The values represented in the table below are for direct sources only and were calculated and reported as required under the mandatory Greenhouse Gas Emissions reporting agreement.					
	Carbon dioxide	tonnes	dnc	29,492.32	39,762.77	114,887.56	124,848.74
	Methane	tonnes	dnc	0.55	1.85	7.36	8.66
	Nitrous oxide	tonnes	dnc	0.52	0.89	2.88	3.23
	Sulphur hexafluoride	tonnes	dnc	n/a	n/a	n/a	n/a
	HFC	tonnes	dnc	n/a	n/a	n/a	n/a
	PFC	tonnes	dnc	n/a	n/a	n/a	n/a
	Total CO equivalent	tonnes	dnc	29,665.81	40,077.52	115,935.50	126,031.01
EN17	Other relevant indirect greenhouse gas emissions by weight						<i>Data not available</i>

# ENVIRONMENTAL PERFORMANCE INDICATORS

dnc - did not calculate  
n/a - not applicable (product was not used)

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved		Although our GHG data is not available for GTAA's direct sources for 2007, through energy conservation efforts listed in EN6, the GTAA implemented initiatives that have culminated in avoided power consumption of 47,000 MWh in its buildings in 2007. This equates to approximately 36,540 tonnes CO <sub>2</sub> equivalent. (This savings has come from indirect energy sources and therefore might not be evident in the 2007 GHG numbers that will be reported.)				
EN19	Emissions of ozone-depleting substances by weight Total ODS Released (CFC-11 equivalent)	tonnes	0.002	0.008	0.00264	0	0.00032
The values represented in E20 were calculated and reported under mandatory NPRI reporting. Further information on NPRI reporting can be found at <a href="http://www.ec.gc.ca/pdb/npri/">http://www.ec.gc.ca/pdb/npri/</a> .							
EN20	NOx, SOx and other significant air emissions by type and weight						
	VOC Emissions	tonnes	1.19	6.53	2.98	3.62	3.76
	NOx Emissions	tonnes	20.41	16.36	45.31	61.99	64.15
	SO <sub>2</sub> Emissions	tonnes	3.71	1.74	1.22	2.94	3.63
	CO Emissions	tonnes	14.28	18.18	33.33	65.48	156.55
	Total particulate matter	tonnes	0.72	2.13	17.96	17.5	19.55
	PM10	tonnes	0.6	2.07	15.16	17.49	19.53
	PM2.5	tonnes	0.51	0.59	1.74	7.47	7.45
EN21	Total water discharge by quality and destination		<i>Does not apply</i>				
EN22	Total weight of waste by type and disposal method.						
	Total of non-hazardous waste (includes recyclables)	tonnes	3,214.40	4,705.46	5,115.47	4,610.64	5,318.09
	Amount of waste sent to landfill	tonnes	2,121.83	2,677.17	2,381.4	2,577.32	2,896.84
	Total of recyclable waste	tonnes	1,092.57	2,011.45	2,394.77	2,033.32	2,421.25
		%	34%	43%	47%	44%	46%
	Cans and assorted plastics	tonnes	107.63	142.39	149.99	215.7	264.97
	Glass	tonnes	186.26	241.51	313.97	382.26	513.00
	Wood	tonnes	41.13	54.88	16.93	10.84	17.85
	Metal	tonnes	67.82	75.58	59.57	51.92	59.35
	Office paper/newspaper	tonnes	327.74	536.71	455.86	474.15	438.83
	Cardboard	tonnes	361.98	580.6	523.12	526.05	559.00
	Organics	tonnes	n/a	16.84	339.3	351.13	557.45
	Sand	tonnes	dnc	dnc	25.75	21.27	10.81
	Logistics program recyclables	tonnes	n/a	379.78	847.18	1,262.81	1,395.95
	Computers/batteries recycled	tonnes	dnc	dnc	2.4	18.79	6.78
	Total amount of hazardous waste	litres	73,500	178,442	169,245	163,319	136,551
		kg			69,358	5,714	9,967
	Total amount of demolition waste	tonnes	42,203	408,588	77,288	53,578	250,478
	Amount of demolition waste recycled	tonnes	30,211	399,920	69,721	52,692	248,718
		% recycled	71.60%	97.80%	90.21%	98.35%	99.30%
	Total contaminated soil encountered	tonnes	540	247	14,620	1,881	1,620
	Total contaminated soil remediated	tonnes	540	247	14,510	1,881	1,620
		% remediated	100%	100%	99.20%	100%	100%

# ENVIRONMENTAL PERFORMANCE INDICATORS

\*data reported on seasonal basis Oct 1 to April 30.

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
EN23	Total number and volume of significant spills						
	Total spills	number	1,197	957	829	906	664
	Total fuel spills	number	375	313	284	387	198
	Aircraft fuelling spills by fueler	number	27	37	40	35	28
	Hazardous cargo	number	5	5	1	1	6
	Glycol*	number	2	2	3	5	7
	Hydraulic spills	number	226	182	122	133	131
	Lavatory spills from aircraft (may be contaminated)	number	135	99	81	88	62
	Oil	number	319	248	219	199	125
	Asbestos	number	1	1	0	0	0
	Other - Diesel, unknown, transmission fluid, antifreeze sediment, etc.	number	134	107	119	93	135
	Total stormwater guideline exceedances	number	215	165	217	100	196
	Ammonia	number	9	0	1	2	1
	BOD	number	43	41	63	21	42
	Nitrite	number	48	28	43	27	53
	Oil and grease	number	0	0	0	0	0
	Phenol	number	67	54	63	39	60
	Phosphorous	number	1	2	0	0	0
	TSS	number	44	39	39	13	33
	Glycol	number	3	1	7	1	7
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII and percentage of waste shipped internationally			<i>Does not apply</i>			
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff		The airport property is surrounded by Spring Creek, Etobicoke Creek and Mimico Creek. All these water sources eventually drain into Lake Ontario.				
<b>Products and Services</b>							
EN26	Initiatives to manage the environmental impacts of products and services, and extent of impact mitigation		Since 1999, in an endeavour to ensure the comprehensiveness of environmental management at the airport, the GTAA's environmental management system has been certified to the ISO 14001 standard.				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category		<i>Does not apply</i>				
<b>Compliance</b>							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		<i>Does not apply</i>				
<b>Transport</b>							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of workforce		<i>Does not apply</i>				
<b>Overall</b>							
EN30	Total environmental protection expenditures and investments by type.		<i>Does not apply</i>				

## ECONOMIC PERFORMANCE INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Economic Performance</b>							
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.						
	Total revenues	(in thousands)	\$646,863	\$832,014	\$953,674	\$1,062,303	\$1,183,357
	Operating costs	(in thousands)	\$713,633	\$944,350	\$1,072,030	\$1,141,081	\$1,227,307
	Salaries, wages & benefits	(in thousands)	\$85,504	\$95,553	\$98,701	\$105,090	\$107,139
	Donations (charitable, scholarships, staff donations)		\$33,000	-	\$56,761	\$35,692	\$55,543
	Political contributions		\$46,250	-	\$50,471	\$46,666	\$43,769
	Ground rent	(in thousands)	\$125,211	\$130,394	\$144,423	\$147,635	\$149,474
	Property taxes	(in thousands)	\$25,927	\$24,098	\$22,587	\$21,501	\$22,691
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change		The GTAA considers the risks and opportunities on an ongoing basis as part of the business planning cycle.				
EC3	Coverage of the organization's defined benefit plan obligations		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.				
EC4	Significant financial assistance received from government		0	0	0	0	0
<b>Market Presence</b>							
EC5	Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operation		<i>Does not apply</i>				
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation		<i>Does not apply</i>				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation		<i>Does not apply</i>				
<b>Indirect Economic Impacts</b>							
EC8	Description and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement		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. Work on the Airport Development Plan was completed in early 2007.				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts						



## SOCIAL PERFORMANCE

### LABOUR INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Employment</b>							
LA1	Total workforce by employment type, employment contract and region Permanent, full-time employees (including seasonal, excluding term)	# of employees	952	996	998	1,212	1,201
LA2	Total number and rate of employee turnover by age group, gender and region	%	9.1	5.8	5.8	5.8	8.3
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Permanent, full-time GTAA employees are provided a comprehensive compensation package that is inclusive of group health benefits, paid and unpaid leave, and participation in one of our pension plans.					
<b>Labour/Management Relations</b>							
LA4	Percentage of employees covered by collective bargaining agreements	%	75.0	74.6	75.1	76.3	77.4
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	<i>Does not apply</i>					
<b>Occupational Health and Safety</b>							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	All GTAA employees are represented by both a Joint Occupational Safety and Health (JOSH) and a Policy Occupational Safety and Health (POSH) committee. The purpose of these committees is to support, monitor and provide recommendations regarding a sound and meaningful healthy and safe workplace and to provide an advisory role to management on these issues by ensuring the underlying principles of the internal responsibility system are followed at all times.					
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region						
	No lost-time injuries	cases	48	44	43	57	88
	Lost-time injuries	cases	19	14	25	20	23
	Lost-time injury frequency	injuries/ 200,000 hours worked	2.2	1.5	2.6	1.8	1.8
	Lost-time injury severity	hours lost/ 200,000 hours worked	54.0	6.0	15.6	7.1	9.8
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases	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 is fully funded by the GTAA, is administered by an external vendor and is available to employees 24 hours a day, 365 days per year, via a toll-free number. The GTAA also ensures that no employee is subject to discrimination on the grounds of having AIDS or being HIV-positive.					
LA9	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 the responsibility to take appropriate and effective measures, both preventative and corrective, to protect the health and safety of employees.					



## SOCIAL PERFORMANCE LABOUR INDICATORS

dnc - did not calculate

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Training and Education</b>							
LA10	Average hours of training per year per employee	hours	dnc	dnc	18.6	21.8	19.7
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings		A new training plan is created for each employee annually. This process facilitates the training and development process by identifying training needs specific to each employee, as well as assisting management to make sound financial decisions regarding training and development at all levels of the organization.				
LA12	Percentage of employees receiving regular performance and career development reviews	%	25.0	25.4	24.9	23.7	22.6
<b>Diversity and Equal Opportunity</b>							
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity						
	Women	% of employees	27.3	26.3	27.2	26.7	26.2
	Aboriginal peoples	% of employees	1.2	0.9	1.0	1.2	1.4
	Persons with disabilities	% of employees	1.7	1.7	1.6	1.3	1.2
	Visible minorities	% of employees	16.0	15.4	14.7	16.4	16.2
LA14	Ratio of basic salary of men to women by employee category		All GTAA jobs are evaluated on the basis of the skill, effort (intellectual and physical) and responsibility required in the performance of work, and the conditions under which work is performed. Wages are then determined on the basis of a job's slotting within our Excluded Employee Compensation Program for non-unionized jobs, or its slotting within the salary structure prescribed by the collective bargaining agreement for unionized jobs.				

## SOCIAL PERFORMANCE HUMAN RIGHTS INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Investment and Procurement Practices</b>							
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening		<i>Does not apply</i>				
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken		<i>Does not apply</i>				

## SOCIAL PERFORMANCE

### HUMAN RIGHTS INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Investment and Procurement Practices</b>							
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained						
	Training course participation by number of attending employees						
	Employment equity awareness for managers	# of employees	0	0	109	0	0
	Accessibility and sensitivity	# of employees	29	0	42	0	206
	Harassment awareness	# of employees	30	0	136	168	396
	Violence in the workplace	# of employees	110	0	344	84	49
<b>Non-Discrimination</b>							
HR4	Total number of incidents of discrimination and actions taken		The GTAA decrees that it is corporate policy to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination that is contrary to law.				
<b>Freedom of Association and Collective Bargaining</b>							
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights		<i>Does not apply</i>				
<b>Child Labour</b>							
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour		<i>Does not apply</i>				
<b>Forced and Compulsory Labour</b>							
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.		<i>Does not apply</i>				
<b>Security Practices</b>							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations		GTAA Security Response Officers receive training in some areas, including violence in the workplace and harassment. Additionally, all management staff receive employee equity training and front-line staff receive sensitivity training.				
<b>Indigenous Rights</b>							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken		0	0	0	0	0

# SOCIAL PERFORMANCE

## SOCIETY INDICATORS

dnc - did not calculate

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Community</b>							
SO1	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting		A comprehensive Corporate Social Responsibility (CSR) Program is currently under development. Individual actions are reported throughout this document.				
<b>Corruption</b>							
SO2	Percentage and total number of business units analyzed for risks related to corruption		The GTAA has designated internal controls to provide assurance regarding the reliability of financial reporting and is filing certifications as required by Multilateral Instrument 52-109.				
SO3	Percentage of employees trained in the organization's anti-corruption policies and procedures		Upon commencing employment, all employees must sign a statement indicating that they have read, understand and will comply with the GTAA Code of Conduct & Business Ethics.				
SO4	Actions taken in response to instances of corruption		The GTAA instituted an ethics hotline for employees who wish to file a confidential, anonymous report to an independent third party concerning perceived workplace-related incidents of unethical or illegal business practices - confidential, anonymous, reporting employees (CARE) program.				
<b>Public Policy</b>							
SO5	Public policy positions and participation in public policy development and lobbying		<i>Does not apply</i>				
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country						
		(federal)	dnc	dnc	\$1,325	0	0
		(provincial)	dnc	dnc	\$22,240	\$14,380	\$15,350
		(municipal)	dnc	dnc	\$26,907	\$32,286	\$28,419
		(total)	dnc	dnc	\$50,471	\$46,666	\$43,769
<b>Anti-Competitive Behaviour</b>							
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes		<i>Does not apply</i>				
<b>Compliance</b>							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations		0	0	0	0	0

## SOCIAL PERFORMANCE

### PRODUCT RESPONSIBILITY INDICATORS

GRI INDEX	INDICATORS	UNIT	2003	2004	2005	2006	2007
<b>Customer Health and Safety</b>							
PR1	Life cycle stages in which health and safety impacts of products and services and services categories subject to such procedures	The GTAA has adopted ISO 9001, and assessed for improvement, a percentage of significant products to enhance customer safety and security within the terminal buildings. The GTAA has also adopted an Airside Safety Management System, meeting both the International Civil Aviation Organization and Transport Canada standards to meet Airside safety concerns.					
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes				<i>Does not apply</i>		
<b>Product and Service Labelling</b>							
PR3	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	To gauge an understanding of the effectiveness of its operations, the GTAA regularly conducts passenger satisfaction surveys.					
PR4	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements				<i>Does not apply</i>		
PR5	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service and information and labelling, by type of outcomes				<i>Does not apply</i>		
<b>Marketing Communications</b>							
PR6	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.					
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes				<i>Does not apply</i>		
<b>Customer Privacy</b>							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		0	0	0	0	0
<b>Compliance</b>							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services		0	0	0	0	0



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