

Supplement: Reporting in accordance with the GRI (G3) Guidelines

The GTAA followed the Global Reporting Initiatives G3 guideline to prepare their Corporate Responsibility (CR) Report. To avoid duplication of information, some requirements of the GRI are reported in the 2010 Annual Report or the Annual Information Form as indicated in the CR Report Index. Additional information, such as past CR Reports, is located on the GTAA's website at <http://www.torontoperson.com/>

The purpose of this document is to supplement the 2010 Corporate Responsibility Report by identifying where to find the required information for each section of the GRI and to provide comments on the reporting or absence of reporting where applicable.

Sources of the information are:

- 2010 Annual Report available at: http://www.torontoperson.com/uploadedFiles/GTAA/Content/Publications/GTAA_2010_AR.pdf
- 2010 Corporate Responsibility Report (CR) available at: www.torontoperson.com
- 2010 Annual Information Form (AIF) available at www.sedar.com

Beside each indicator is a symbol to quickly identify our level of reporting. The level of reporting is identified by the following:

- This indicator is reported on; the information provided is in alignment with the GRI Indicator protocol.
- ◐ This indicator is reported on; the information provided is partially in alignment with the GRI Indicator protocol.
- This indicator is not reported on; an explanation is provided as to if the data is currently not available or being collected, or if the company has decided that it does not disclose such information.

All of the performance indicators are included in this document. The type of indicator is identified by the following:

- (C) Core
- (A) Additional

1. Strategy and Analysis		Where to find the information?
● 1.1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy.	2010 CR Report pg 18-19
● 1.2	Description of key impacts, risks, and opportunities.	2010 CR Report pg 3, 8, 12, 16, 18-19, 21, 2010 AR pg 48 2010 AIF pg 45-56
2. Organizational Profile		
● 2.1	Name of the organization	2010 CR Report - IFC
● 2.2	Primary brands, products, and/or services	Annual Report 2010 pg 25
● 2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	Annual Report 2010 pg 20-23
● 2.4	Location of organization's headquarters	2010 CR Report pg 25, Back Cover
● 2.5	Number of countries where the organizations operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report. <i>Comments:</i> The GTAA only operates out of Canada at one location in Ontario.	
● 2.6	Nature of ownership and legal form	Annual Report 2010 pg 20-23
● 2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Annual Report 2010 pg 28-30
● 2.8	Scale of the reporting organization <i>Comments:</i> The Airport occupies approximately 1,882 hectares of land and includes the airside, terminal and groundside facilities. A link to our 2010 Annual Report is: <u>http://www.torontopearson.com/uploadedFiles/GTAA/Content/Publications/GTAA_2010_AR.pdf</u>	2010 CR Report pg 35-37 Annual Report 2010 pg 60, 62-63, 77-78 2010 AIF pg 27-32
● 2.9	Significant changes during the reporting period regarding size, structure or ownership. <i>Comments:</i>	

There were no significant changes in 2010

● 2.10 Awards received in the reporting year 2010 CR Report pg 40

3. Report Parameters

Where to find the information?

● 3.1 Reporting year (e.g. fiscal/calendar year) for information provided. 2010 CR Report pg 25

● 3.2 Date of most recent previous report. 2010 CR Report pg 25

● 3.3 Reporting cycle (annual, biennial, etc.) 2010 CR Report pg 25

● 3.4 Contact point for questions regarding the report or its contents. 2010 CR Report pg 25

● 3.5 Process for defining report content. 2010 CR Report pg 21
Comment:
 Stakeholders expected to use our report were identified by examining which groups have typically requested this type of report in the past; these stakeholder groups include the Community and our Guests, the groups least likely to have a specific contact to access the information they may want. Our Employees were also identified as an audience as the report provides them with insight into what we've gained on our journey to sustainability. A materiality assessment was completed based on the different surveys and communication that took place in 2010 to help identify the content for this report. The materiality assessment prioritized topics based on importance to the stakeholder and to the company. The 2010 report contains stories and information that focus on the topics located in the upper right quadrant of the matrix as they were identified as most material but does cover, in lesser detail, all identified topics.

● 3.6 Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). 2010 CR Report pg 25
 Annual Report 2010 pg 25

● 3.7 State any limitations of the scope or boundary of the report.
Comments:
 There are no significant limitations on the scope or boundary of the report.

● 3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.
Comments:
 During 2010 there were no significant changes that would affect the comparability to the 2009 report.

		Where to find the information?
● 3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. <i>Comments:</i> Further information is provided under some Performance Indicators listed in this document.	2010 CR Report pg 25
● 3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g. mergers/acquisitions, changes of base years/periods, nature of business, measurement methods).	2010 CR Report pg 25
● 3.11	Significant changes from previous reporting periods in the scope, boundary or measurement method applied in the report. <i>Comments:</i> None	
● 3.12	Table identifying the location of the Standard Disclosure in the report	2010 CR Report pg 38-39
● 3.13	Policy and current practice with regard to seeking external assurance for the external report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance providers (s). <i>Comments:</i> The GTAA has decided not to have this report externally assured.	

4. Governance, Commitments, and Engagement

● 4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Annual Report 2010 pg 20-23
● 4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Annual Report 2010 pg 20-23
● 4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Annual Report 2010 pg 20-23

		Where to find the information?
● 4.4	<p>Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</p> <p><i>Comments:</i> The GTAA, as a not-for-profit corporation without share capital, has no shareholders. The GTAA's highest governance body is its Board of Directors, which during 2010 had a standing committee on the Environment, Safety, Security and Stakeholder Relation Committee and a Human Resources and Compensation Committee which received information about a smaller "pulse" employee survey.</p>	<p>Annual Report 2010 pg 20-21 2010 AIF pg 45-49</p>
● 4.5	<p>Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).</p> <p><i>Comments:</i> Executive compensation consists of three principal elements: (i) base salary, (ii) annual incentive compensation, and (iii) retirement, employee benefits and perquisite programs. They can earn an annual cash incentive payment based on the achievement of performance targets.</p>	<p>2010 AIF pg 67-75</p>
● 4.6	<p>Processes in place for the highest governance body to ensure conflicts of interest are avoided.</p> <p><i>Comments:</i> The GTAA has a Code of Business Conduct and Ethics (the "Code") which was approved by the Board of Directors. The Code complies with the requirements of the Canadian Securities Administrators' National Policy 58-201 and represents a comprehensive approach to addressing, among other matters, conflicts of interest and promoting fair, honest and ethical behaviour by all GTAA Directors, officers, employees and contracted staff. The Board monitors compliance with the Code. Each year, the Board requires that every Director and officer sign an Annual Declaration advising that the signator has read the Code and that either the signator is in compliance or not in compliance with the Code.</p>	
● 4.7	<p>Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.</p>	<p>Annual Report 2010 pg 20-23</p>

●	4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	2010 CR Report pg 20 Annual Report 2010 Inside Front Cover, pg 25
Where to find the information?			
●	4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Annual Report 2010 pg 20-23
●	4.10	Process for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	Annual report 2010 pg 21
●	4.11	Explanation of whether and how the precautionary approach or principle is addresses by the organization.	GTAA Environmental Policy
○	4.12	<p>Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.</p> <p><i>Comments:</i> As a requirement of the GTAA's EMS, we are required to develop and maintain a list of legal and other requirements related to our operations. We will be expanding this to include the social and financial aspects and will report on it in our 2012 report. Some of our existing externally developed environmental charters are:</p> <ul style="list-style-type: none"> Aviation Industry Commitment to Action on Climate Change, April 2008 CSA Z1600 Emergency Management and Business Continuity Programs CSA, Environmental Compliance Auditing Z773-03 (reaffirmed 2008) Ontario Salt Management Group Partners in Project Green Syntheses of Best Practices Road Salt Management, Transportation Association of Canada, 2003 <p>The information on social and financial currently does not exist as it has not been collected. Data collection will be expanded to include social and financial aspects and will be reported on in our 2012 report.</p>	
●	4.13	<p>Memberships in associations(such as industry associations) and/or national/international advocacy organizations in which the organization:</p> <ul style="list-style-type: none"> -has positions in governance bodies -participates in projects or committees -provides substantive funding beyond routine membership dues - views membership as strategic 	2010 CR Report pg 40

●	4.14	List of stakeholder groups engaged by the organization.	2010 CR Report pg 22-24
●	4.15	Basis for identification and selection of stakeholders with whom to engage.	2010 CR Report pg 22-24
			Where to find the information?
●	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	2010 CR Report pg 22-24
●	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	2010 CR Report pg 22-24

5. Performance Indicators Environmental Performance Indicators

Where to find the information?

●	Disclosure on Management Approach		2010 CR Report pg 26 Annual report 2010 pg 48
Aspect: Material			
●	EN1-C	Materials used by weight or volume.	2010 CR Report pg 31
●	EN2-C	Percentage of materials used that are recycled input materials. <i>Comments:</i> We currently do not use any materials that could be replaced by recycled input materials.	
Aspect: Energy			
●	EN3-C	Direct energy consumption by primary energy source. <i>Comments:</i> Data for gasoline and diesel not converted to gigajoules therefore values of the different sources are not added together Quantity for gasoline and diesel are for both stationary and mobile sources. Our inability to separate stationary sources would unduly skew the reporting of total direct energy. We plan to have this information for the 2012 report.	2010 CR Report pg 31
●	EN4-C	Indirect energy consumption by primary source. <i>Comments:</i> Information not reported buy source in Joules. We have not done an investigation into the different sources that make up our electricity consumption from the province. We plan to have this information for the 2013 report.	2010 CR Report pg 31

● EN5-A	Energy saved due to conservation and efficiency improvements <i>Comments:</i> Using Association of Energy Engineers' methodology, 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).	2010 CR Report pg 28
		Where to find the information?
● EN6-A	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	2010 CR Report pg 28
● EN7-A	Initiatives to reduce indirect energy consumption and reductions achieved.	2010 CR Report pg 28
Aspect: Water		
● EN8-C	Total water withdrawal by source	2010 CR Report pg 31
● EN9-A	Water sources significantly affected by withdrawal of water. <i>Comments:</i> No water sources are significantly affected by the withdrawal of water. The GTAA's is provided with potable water from the Region of Peel municipal system which draws primarily from Lake Ontario. The GTAA's water usage is significantly less than 5% of the total volume of Lake Ontario.	
● EN10-A	Percentage and total volume of water recycled and reused. <i>Comments:</i> The GTAA currently does not recycle or reuse water. A target, due December 31, 2011 has been established to identify areas where alternatives to potable water can be possibly used.	
Aspect: Biodiversity		
● EN11-C	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. <i>Comments:</i> The airport property and adjacent areas are not considered protected areas or areas of high biodiversity value.	
● EN12-C	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. <i>Comments:</i> The airport property and adjacent areas are not considered protected areas or areas of high biodiversity	

value.

● EN13-A Habitats protected or restored. 2010 CR Report pg 30

Where to find the information?

○ EN14-A Strategies, current actions and future plans for managing impacts on biodiversity.
Comments:
With the launch of our CR Program in 2012, the GTAA will present our position in the 2012 report. 2010 CR Report pg 30

● EN15-A Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.
Comments:
There are no listed species on site.

● Other Wildlife strikes
Comments:
Data not required under GRI, but wildlife management including bird strikes is significant to airport operations. 2010 CR Report pg 31

Aspect: Emissions, Effluents, and Waste

● EN16-C Total direct and indirect greenhouse gas emissions by weight
Comments:
The values represented in the table below are for direct sources (those reportable under the mandatory Federal greenhouse gas emissions reporting regulation, and mobile equipment owned/operated by the airport) and emissions from the generation of energy used at GTAA. 2010 CR Report pg 31

● EN17-C Other relevant indirect greenhouse gas emissions by weight.
Comments:
The GTAA does not calculate indirect emissions on an annual basis at this time because we are unable to gather all the requisite data. As a transportation hub, Scope 3 emissions from our facility are expected to be very large and related to the operations of airlines, shipping companies and numerous partners, suppliers, concessions, etc. that have operations at this location. Reporting for this Performance Indicator will begin with the 2011 emissions, and more sources are expected to be added as information becomes manageable.

● EN18-A Initiatives to reduce greenhouse gas emissions and 2010 CR Report pg 28-29

	reductions achieved.	
● EN19-C	Emissions of ozone-depleting substances by weight. <i>Comments:</i> Reported ODS releases are from HVAC equipment	2010 CR Report pg 31
		Where to find the information?
● EN20-C	NOx, SOx, and other significant air emissions by type and weight. <i>Comments:</i> All the calculations are based on formulas from Environment Canada for NPRI reporting. Information on NPRI reporting can be found at http://www.ec.gc.ca/pdb/npri/ Does not include mobile sources.	2010 CR Report pg 31
● EN21-C	Total water discharge by quality and destination. <i>Comments:</i> The information provided was further divided by the different locations that can release to the sanitary system as the Central Deicing Facility and Terminal 3 are primarily releasing glycol contaminated water while the stormwater facilities may contain other types of contamination - fuel spill, foam spill, that require a sanitary discharge.	2010 CR Report pg 31
● EN22-C	Total weight of waste by type and disposal method. <i>Comments:</i> The information provided under type - hazardous and non-hazardous was further divided to highlight the different programs we have in place to reuse and recycle materials at the airport.	2010 CR Report pg 31
● EN23-C	Total number and volume of significant spills. <i>Comments:</i> Significant spills are defined as those that could expose the GTAA to liability.	2010 CR Report pg 31
● EN24-A	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 transported waste shipped internationally. <i>Comments:</i> The GTAA does not ship hazardous waste across federal borders.	
● EN25-A	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.	

Comments:
No waterbodies are significantly affected by the GTAA's discharge of water and run-off.

		Where to find the information?
Aspect: Products and Services		
● EN26-C	Initiatives to manage the environmental impacts of products and services, and extent of impact mitigation.	2010 CR Report pg 26-30
● EN27-C	Percentage of products sold and their packaging materials that are reclaimed by category. <i>Comments:</i> The GTAA does not produce packaging.	
Aspect: Compliance		
● EN28-C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. <i>Comments:</i> The GTAA has never been fined or sanctioned for non-compliance with environmental laws and regulations. To date, no charges have been laid as a result of 2010 operations.	
Aspect: Transport		
● EN29-A	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. <i>Comments:</i> At this time, the impacts are not quantified as scope 3 emissions are not calculated.	
Aspect: Compliance		
○ EN30-A	Total environmental protection expenditures and investments by type. <i>Comments:</i> The cost of environmental protection and enhancement is built into construction and operations of this airport and cannot be separated out.	

Economic Performance Indicators

●	Disclosure on Management Approach	2010 CR Report pg 36
Aspect: Economic Performance		
● EC1-C	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community	2010 CR Report pg 37

investments, retained earnings, and payment to capital providers and governments.

● EC2-C	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Annual Report 2010 pg 48-49
		Where to find the information?
● EC3-C	Coverage of the organization's defined benefit plan obligations.	Annual Report 2010 pg 43, 68, 81
● EC4-C	Significant financial assistance received from government. <i>Comments:</i> The GTAA does not receive any assistance from any levels of government.	

Aspect: Market Presence

● EC5-A	Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operations.	2010 CR Report pg 32
● EC6-C	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation. <i>Comments:</i> We do not report on the proportion of spending as we have thus far been unable to gather the data because of system limitations There is no short term plan to gather such data.	2010 CR Report pg 3, 36
● EC7-C	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. <i>Comments:</i> The GTAA is based at one single location in Ontario Canada. The GTAA does not have a procedure for local hiring for senior management. When hiring executive roles, the search is not limited to just those who live in the GTA. Individuals residing in the local community receive equal consideration to those outside (depending on the particular role, perhaps even preferential consideration where knowledge of the local community is beneficial). As there is no procedure, the proportion of senior management hired locally is not calculated. There are no plans for this to begin in the future.	

Aspect: Indirect Economic Impacts

● EC8-C	Description and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. <i>Comments:</i> The GTAA was not involved in any infrastructure investments or services for public benefit in 2009.	
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●	EC9-A	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Annual Report 2010 pg 6
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Social Performance Indicators Labour Practices and Decent Work

Where to find the information?

●		Disclosure on Management Approach	2010 CR Report pg 32
Aspect: Employment			
●	LA1-C	Total workforce by employment type, employment contract and region.	2010 CR Report pg 35
○	LA2-C	Total number and rate of employee turnover by age group, gender and region <i>Comments:</i> We currently do not have the means to report this data by age and gender as it would require significant effort to compile due to current system limitations. This will be re-evaluated if and when the system is replaced. We hope to report on this by 2020.	2010 CR Report pg 35
●	LA3-A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. <i>Comments:</i> Not applicable - The GTAA does not employ part-time employees, or have multiple operations. All employees are benefit eligible except for excluded term-employees.	
Aspect: Labour/Management Relations			
●	LA4-C	Percentage of employees covered by collective bargaining agreements.	2010 CR Report pgs 32, 35
●	LA5-C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	2010 CR Report pgs 32, 35
Aspect: Occupational Health and Safety			
●	LA6-A	Percentage or total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	2010 CR Report pg 33
●	LA7-C	Rate of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region.	2010 CR Report pg 35
●	LA8-C	Education, training, counselling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases.	2010 CR Report pg 33

Comments:

The GTAA operations are in Toronto, Ontario, Canada where there is no prevalence of serious diseases as contemplated by the indicator. Having said that, we provide group health benefits and employee assistance programs that provide employees support if required. The GTAA also has a Policy with respect to AIDS.

		Where to find the information?	
●	LA9-A	Health and safety topics covered in formal agreements with trade unions.	2010 CR Report pg 33
Aspect: Training and Education			
●	LA10-C	Average hours of training per year per employee by employee category. <i>Comments:</i> Due to system limitations the data can not be broken down into employee categories. This will be re-evaluated if and when the system is replaced. We hope to report on this by 2020.	2010 CR Report pg 35
●	LA11-A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	2010 CR Report pg 33, 35
●	LA12-A	Percentage of employees receiving regular performance and career development reviews.	2010 CR Report pg 33, 35
Aspect: Diversity and Opportunity			
●	LA13-C	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity. <i>Comments:</i> Employee information provided, but we cannot commit to reporting of the employee information by category due to current system limitations and time required to compile such data. We hope to report on this by 2020. Governance bodies are excluded from our reporting because the GTAA does not have direct control over the composition of our Board of Directors. Appointments to the Board are made by local municipalities and boards of trade.	2010 CR Report pg 35 Annual Report 2010 pg 22-23
●	LA14-C	Ratio of basic salary of men to women by employee category.	2010 CR Report pg 35

Social Performance Indicators

Human Rights

●	Disclosure on Management Approach		2010 CR Report pg 32
Aspect: Investment and Procurement Practices			
	HR1-C	Percentage and total number of significant investment	

agreements that include human rights clauses or that have undergone human rights screening.

Comments:

The GTAA has no significant investment in other entities.

●	HR2-C	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	2010 CR Report pg 36
			Where to find the information?
●	HR3-A	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.	2010 CR Report pg 35
●	HR4-C	Total number of incidents of discrimination and actions taken.	2010 CR Report pg 35
Aspect: Freedom of Association and Collective Bargaining			
●	HR5-C	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.	2010 CR Report pg 32
Aspect: Child Labour			
●	HR6-C	Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour. <i>Comments:</i> The GTAA does not use or employ child labour in its operations.	
Aspect: Forced and Compulsory Labour			
●	HR7-C	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>Comments:</i> The GTAA does not use or employ forced or compulsory labour in its operations.	
●	HR8-A	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. <i>Comments:</i> The GTAA does not employ security personnel in the capacity envisioned by this indicator protocol. However, all full-time employees within our Safety & Security department are required to have a full understanding of the GTAA's human rights policies, procedures and obligations.	
●	HR9-A	Total number of incidents of violations involving rights of indigenous people and actions taken.	2010 CR Report pg 35

Social Performance Indicators

Society

		2010 CR Report pg 33-34
●	Disclosure on Management Approach	
Aspect: Community		
●	SO1-C Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	2010 CR Report pg 24
Where to find the information?		
Aspect: Corruption		
●	SO2-C Percentage and total number of business units analyzed for risks related to corruption. <i>Comments:</i> The GTAA realizes the importance of reporting on this information, but at this time is unable to do so. During 2011, the GTAA will complete a review of this indicator and its impact on the GTAA and will present our position in the 2011 report.	2010 CR Report pg 34
●	SO3-C Percentage of employees trained in the organization's anti-corruption policies and procedures.	2010 CR Report pg 34
●	SO4-C Actions taken in response to instances of corruption. <i>Comments:</i> The GTAA realizes the importance of reporting on this information, but at this time is unable to do so in complete alignment with the indicator protocol. During 2011, the GTAA will complete a review of this indicator and its impact on the GTAA and will present our position in the 2011 report.	2010 CR Report pg 34
Aspect: Public Policy		
●	SO5-C Public policy positions and participation in public policy development and lobbying. <i>Comments:</i> The specific information on policy position and lobbying is currently on the different government websites and has not been put together with the focus identified as it pertains to sustainability. The required information will be gathered and presented in alignment with the GRI protocol for this indicator in our 2011 CR Report which will be published in 2012	2009 CR Report pg 34
●	SO6-A Total value of financial and in-kind contributions to political parties, politicians and related institutions by country. <i>Comments:</i> All contributions are made in the country of Canada	2009 CR Report pg 35
Aspect: Anti-competitive Behaviour		
●	SO7-A Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes. <i>Comments:</i>	

None

Aspect: Compliance

- SO8-C Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.
Comments:
To the best of our knowledge, there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measure. With the launch of our official Corporate Responsibility Program in 2011 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.

Social Performance Indicators
Product Responsibility

- **Disclosure on Management Approach** Annual Report 2010
pg 25

Aspect: Customer Health & Safety

- PR1-C Lifecycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.
Comments:
The GTAA does not assess the health and safety impacts of products and services. With the launch of our official Corporate Responsibility Program in 2011 we will assess the applicability of this indicator to the GTAA and this will be reported on in the 2012 report.

- PR2-A 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.
Comments:
To the best of our knowledge, there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measure. With the launch of our official Corporate Responsibility Program in 2011 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.

Aspect: Product and Service Labelling

- PR3-C Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.
Comments:
The GTAA does not label any products and services.

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- PR4-A Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service and information and labelling, by type of outcome.
 Comments:
 To the best of our knowledge, there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measure. With the launch of our official Corporate Responsibility Program in 2011 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and this will be reported on in the 2012 report.
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Where to find the information?

- PR5-A Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. 2010 CR Report pg 23, 24, 34
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Aspect: Marketing Communications

- PR6-C Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.
 Comments:
 The GTAA adheres to the Code of Advertising Standards, administered by Advertising Standards Canada.
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- PR7-A Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes and services.
 Comments:
 There have been no incidents of non-compliance.
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Aspect: Customer Privacy

2010 CR Report pg 25

- PR8-A Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.
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Aspect: Compliance

- PR9-C Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.
 Comments:
 To the best of our knowledge, there have been no violations. However, we currently have no methodology or single internal process or record-keeping system in place for tracking violations that result in monetary fine or other punitive measure. With the launch of our official Corporate Responsibility Program in 2011 we will develop a centralized process that reports on all areas where the GTAA would be subjected to monetary fine or other punitive measure and
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this will be reported on in the 2012 report.
