

Sustainable Master Planning

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Toronto Pearson

International Airport | Aéroport International

Overview

Toronto Pearson

Master Planning at Toronto Pearson

Corporate Responsibility Journey

Strategic Framework



Toronto Pearson By The Numbers in 2014



2nd In terms of inbound international traffic to North America

5 In the top 5 airports of entry into the U.S.

38+ Million Passengers per year

107,000+ Passengers per day

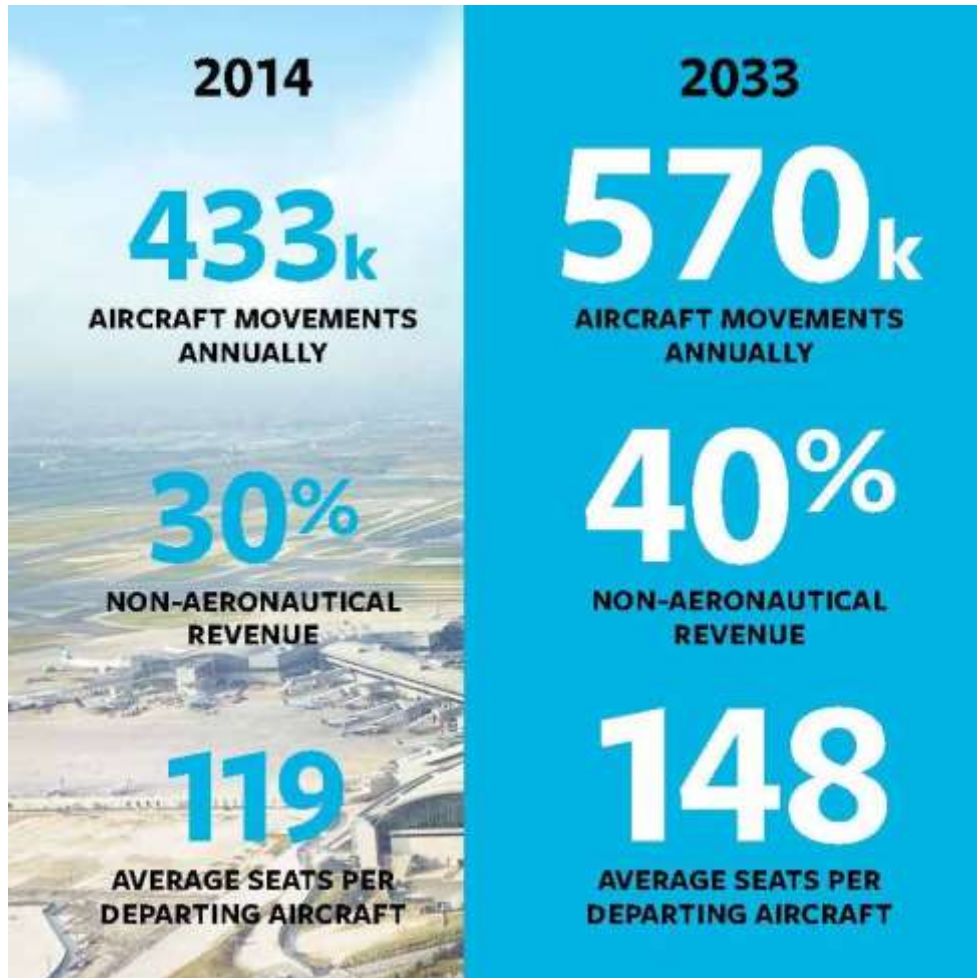
1,200 Daily flights

448,000 Tonnes of cargo per year

65 Airlines

180+ Destinations

Toronto Pearson By The Numbers in 2033



Toronto Pearson Economic Impact Today



\$35.4B

5.6% OF THE ONTARIO GDP

277,000

JOBS



Toronto Pearson Economic Impact in 2030



\$62.1B

6.6% OF THE ONTARIO GDP

478,000

JOBS



Master Plan 2008

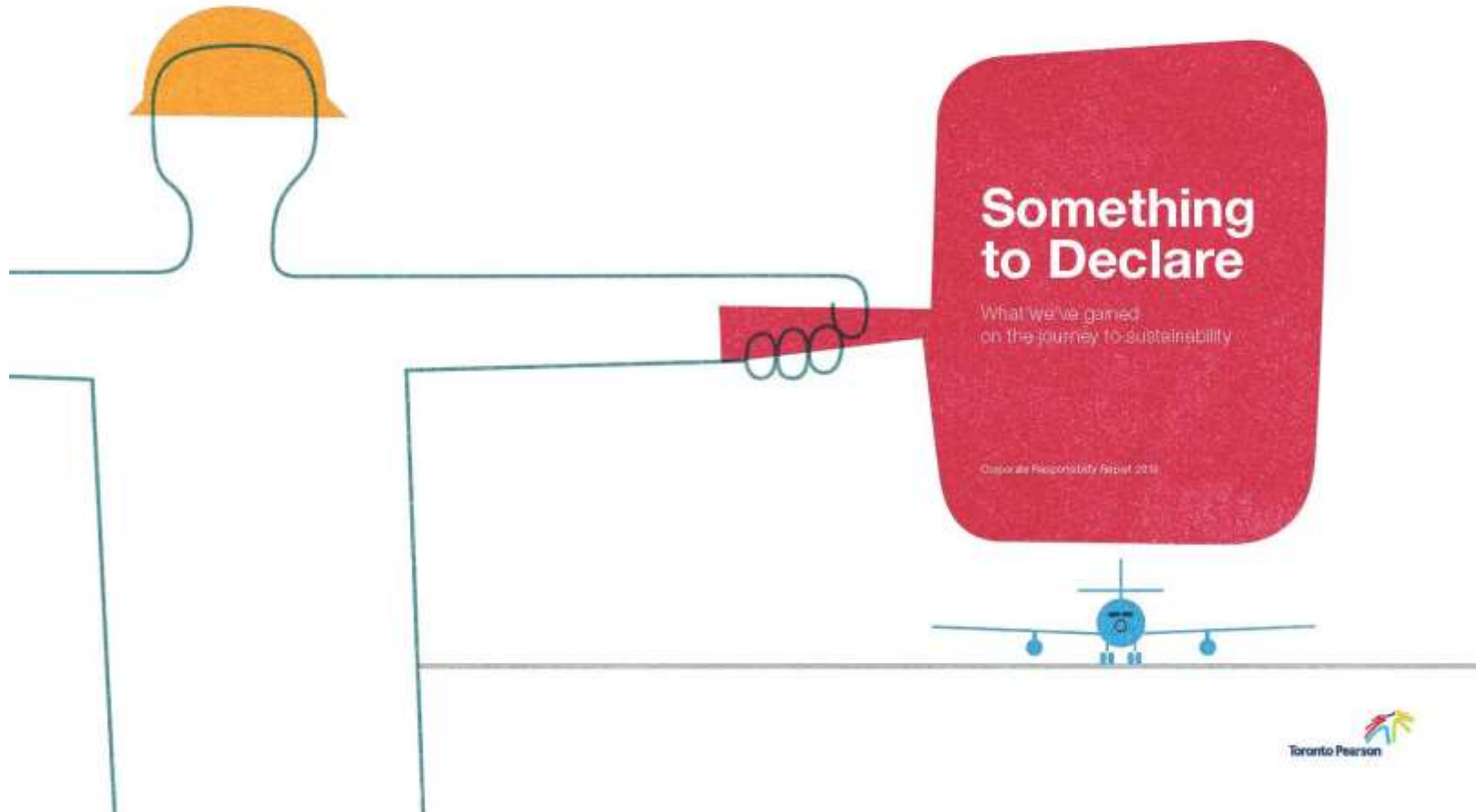


- **2008 – 2030 Planning Horizon**
- **Released after extensive consultation throughout 2007**
- **Under Ground Lease with the federal government Master Plan will be updated every 10 years**

Billy Bishop Toronto City Airport



Corporate Responsibility Journey



**Something
to Declare**

What we've gained
on the journey to sustainability

Corporate Responsibility Report 2018



Sustainability Models

3-Legged Sustainability Stool

3-Overlapping-Circles Model

3-Nested-Dependencies Model

The Big / Real-World Picture



GTAA Strategy and Corporate Responsibility

1996-2004

Cornerstones

- Safety and Security
- Customer Service
- Environmental Sensitivity
- Financial Responsibility



2005-2013

- Environmental Stewardship and sustainability
- Cost Effectiveness and efficiency
- Ensuring the long-term sustainability of the Corporation
- Achieving Long-term sustainability



2013

Strategic Framework

Key Pillars

- Corporate Sustainability
- Aviation Growth
- Customer Service
- Stakeholder Engagement



2014

Strategic Goals

- Passenger & Customer Service
- Safety
- People
- Financial Sustainability
- Aviation Growth
- Corporate Responsibility

New 20-Year Strategic Framework

“Our Connection”



VISION

The best airport in the world:
Making a difference, connecting the world.

STRATEGIC GOALS

Passenger & Customer Service
Safety
People
Financial Sustainability
Aviation Growth
Corporate Responsibility



RULES OF THE RUNWAY

Results First - Safety Always
Act Now - Be Transparent -
Be Accountable
Win As A Team
Relationships Matter

VALUES

Respect ♦ Integrity

BEHAVIOURS

Execute Flawlessly ♦ Lead People ♦ Improve and Innovate ♦ Influence

Strategic Goal: Corporate Responsibility

Build trust through open, transparent engagement with all of our stakeholders, working together to preserve the environment and cultivate a thriving community

BROADER RESPONSIBILITY

At the GTAA, we embrace our obligation to **manage growth sustainably**. In pursuing our future strategy for Toronto Pearson, we respect the needs and **values of all our stakeholders** while balancing the vital dimensions of social, economic and environmental responsibility.



VOLUNTARY SERVICE

In 2014 we launched the Toronto Pearson Welcome Team program, where over 130 volunteers help greet passengers in our terminals, answer their questions and help them quickly get where they want to go. In the program's first year, these loving ambassadors from diverse backgrounds, age groups and walks of life brought an added human touch to the airport experience of some 25.000 travellers.

"Toronto Pearson is Mississauga's largest employer and a substantial economic generator. I look forward to strengthening our relationship as we pursue new opportunities together."

ROSEVICZKO, Mayor, City of Mississauga



For a more detailed discussion of the GTAA's approach to stakeholder engagement and other aspects of our social, economic, and environmental commitments, please see the Corporate Sustainability Supplement beginning on page 52.

Strategic Goal: Corporate Responsibility



- **Traffic growth increases the potential for noise, environmental and community impacts**
- **Effective environmental management program in place to mitigate the impacts of Airport growth**
- **Effective stakeholder engagement plan that addresses:**
 1. **Growth:** Demonstrate the positive economic benefits of the Toronto Pearson global hub strategy; engage key stakeholders in support of policies and programs that enable future growth;
 2. **Best-in-Class Hub:** Promote focus on the passenger experience while advancing policy focus on airport experience tied to hassle-free flow;
 3. **Good Neighbour:** Focus on environmental sustainability, community investment programming, engage with community most impacted by Airport's operations
 4. **Great Place to Work:** Engaging with GTAA employees & the 40,000 employees working at the Airport

Thank you

"We are the stewards of a precious, pale-blue dot..."

United Kingdom's Astronomer Royal
Martin Rees

'Shoulders' by Shane Koyczan
and The Short Story Long

<https://youtu.be/An4a-Nj1Y>

Questions?



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