





## LAND ACKNOWLEDGEMENT

Billy Bishop Toronto City Airport operates under its mandate on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples. We respect that the Crown and the Mississaugas of the Credit signed Treaty 13, which covers the lands of the City of Toronto. Today, Toronto is still home to Indigenous people and we are grateful to have the opportunity to meet and work on this territory.



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# ABOUT THIS REPORT

As part of the vital service we provide in connecting Toronto to the rest of Canada and the eastern United States, we recognize the importance of transparent disclosures about our performance and in our value creation journey. We are building upon existing disclosures in the seventh annual report detailing the sustainability performance of Billy Bishop Toronto City Airport.

This report combines reporting from two key entities: PortsToronto, which owns Billy Bishop Toronto City Airport, in addition to the marine Port of Toronto, the Outer Harbour Marina, and real estate holdings in Toronto, and Nieuport Aviation, which owns and operates the passenger terminal at the airport. This report details performance on topics that key stakeholders have deemed as being of high and very high importance to Billy Bishop Toronto City Airport. It features qualitative and quantitative information relating to our performance between January 1, 2023, and December 31, 2023, and has been prepared with reference to the Global Reporting Initiative's GRI Standards, the world's most widely used sustainability reporting standards.

This report and the disclosures within have been prepared in collaboration with both organizations' key internal stakeholders. Reasonable assurance has been sought on the Green Electricity Certificates (GECs) acquired by Bullfrog Power, the renewable energy provider for the airport.

We welcome feedback and queries related to this report, which can be sent directly to [esg@portstoronto.com](mailto:esg@portstoronto.com).

*This report contains forward-looking statements that define our plans and expectations, based on reasonable assumptions and past performance. These statements are dependent on macroeconomic developments, geographical market conditions, and regulatory and legal updates. They must not be used as an assurance of the organization's future performance, as the underlying assumptions could significantly change.*

# HIGHLIGHTS

**\$6 million**

Infrastructure investment under the Billy Bishop Toronto City Airport banner in 2023.



**2 million**

Passengers served in 2023.



**\$2.1 billion**

Billy Bishop Toronto City Airport's total annual economic output.



Awarded an Airports Going Green Award Honorable Mention in 2023 in recognition of project to electrify access to the airport.

**4,450**

Jobs supported, 2,080 of which were directly associated with airport operations.



**82%**

Torontonians who agreed that Billy Bishop Toronto City Airport is a good use of land.

**20,231 tCO<sub>2</sub>e**

Emissions avoided due to the partnership with Bullfrog Power.



**505.59 tCO<sub>2</sub>e**

GHG emissions offset by converting the waste generated at Billy Bishop Toronto City Airport to energy.



**2,674**

Medevac flights operated in 2023 from Ornge's base at the airport.



**\$360,000+**

Charitable donations, sponsorships and community investment in 2023.



**30+**

Organizations supported in 2023.



**85%**

Torontonians who said it makes sense to have an airport downtown.



**86%**

PortsToronto staff that feel pride in working at the organization.



**93%**

Employees are satisfied with their employment at Nieuport Aviation.



**66,906**

Pieces of tiny trash removed from the Toronto Harbour in 2023 through the Trash Trapping Program.

**78%**

Torontonians who agreed that the airport plays a central role in business, health care and job creation for the city.



Investments in noise mitigation include the Ground Run-Up Enclosure, noise barriers, five noise monitoring terminals, as well as the electrification of the Marilyn Bell ferry, wildlife control vehicle and forthcoming shuttle buses.



First airport in North America to transition to PFAS-free foam in firefighting operations.

# MESSAGES FROM THE LEADERSHIP

## RJ STEENSTRA, PRESIDENT AND CHIEF EXECUTIVE OFFICER, PORTSTORONTO

Airports play a critical role in building cities that thrive. They connect people, ideas, goods and services, providing communities with vital links for their economic, physical and mental wellbeing.

PortsToronto has the privilege of owning and operating Billy Bishop Toronto City Airport. The 85 years since it opened have witnessed radical changes in the geopolitical landscape, technology, connectivity, global and local demographics, weather patterns, and nearly every aspect of life and business. One thing that has remained unchanged through these developments is PortsToronto's commitment to providing an exceptional customer experience and building up the individuals, communities and organizations that call Toronto's waterfront home.

Thanks to its unique location, Billy Bishop Toronto City Airport welcomes passengers just steps from the financial district and urban attractions, reducing travel time, pollution, and energy use, in line with municipal, federal and global sustainability goals. The airport also generates over \$2.1 billion in annual economic output, welcoming over two million passengers, who boost the local economy by spending on accommodation, transportation, entertainment, retail, and food and beverage each year. This is in addition to generating tax revenues and providing some 4,450 jobs, including 2,080 directly associated with the airport's operations.

Environmental stewardship, social responsibility and good governance lie at the heart of Billy Bishop Toronto City Airport's efforts to be a good neighbour and contribute to the local and national economy. The reporting year saw us take our commitment to our stakeholders one step further by developing an ESG strategy and roadmap that will allow the airport to create greater value for our planet and society. These initiatives – drawing from the input of our key stakeholders, industry best practice and guidance from sustainability standards – also align with PortsToronto's vision of **"Transportation Reimagined"**, which calls for bold solutions to enhance connectivity, economic opportunity and quality of life in the region.

Safety and security are of paramount importance in this endeavour, and we leave no stone unturned in ensuring the wellbeing of our passengers, visitors, employees and other workers. In addition to complying with regulatory requirements, we provide our teams with the training, equipment and support they need to keep themselves and others safe. We are also firm believers in the power of knowledge-sharing, and engage with other organizations to build our shared capacity on incident management.

Our regard for safety and security also includes preservation of the natural environment, which impacts the physical and mental wellbeing of communities.

Our location on Toronto's waterfront placed sustainability at the front and center of our organization long before we formalized our ESG efforts. Billy Bishop Toronto City Airport has been powered by clean, renewable electricity since 2010, and we continue to reduce our direct carbon footprint. In 2021, we electrified the Marilyn Bell, making it the first true zero-emission ferry in Canada and reducing annual GHG emissions by 530 tCO<sub>2</sub>. These achievements, combined with Nieuport Aviation's forthcoming electric shuttle buses, electric vehicle charging stations offered by Stolport, and our walkable, bikeable location have been instrumental in helping us reduce indirect emissions as well. As 2050 approaches and the need for climate action continues to increase, I especially value the work our partners have been doing to make Billy Bishop Toronto City Airport cleaner, greener and quieter.



# MESSAGES FROM THE LEADERSHIP

## RJ STEENSTRA, PRESIDENT AND CHIEF EXECUTIVE OFFICER, PORTSTORONTO

We also collaborate in community engagement efforts, contributing our time and resources to organizations that are working towards a more equitable, inclusive, sustainable and community-oriented future. PortsToronto has contributed over \$28 million to organizations facilitating access to food, recreational and community spaces, as well as to environmental initiatives, since 2009. We reduced marine litter and invested in our staff's skill development in 2023. Billy Bishop Toronto City Airport also used its reach to raise awareness about and celebrate legislation that supports human trafficking survivors through the Concord Adex Survivors Fund.

Our community engagement efforts include the mitigation of our organization's impacts on our neighbours as well. We formulated a Community Liaison Committee in 2010, through which we engage with the residents and businesses surrounding Billy Bishop Toronto City Airport on a quarterly basis.

The committee, which has a dedicated Noise Management Sub-Committee, serves as a forum to discuss developments, activities and operations that may impact community members, and enables us to better understand and address their concerns. We also frequently meet with First Nations groups, regulators, stakeholder advisory committees, industry coalitions, and local business improvement areas to ensure mutual welfare and good governance.

PortsToronto's airport staff is committed to ensuring fruitful collaboration and engagement efforts and consequently, a seamless customer experience at Billy Bishop Toronto City Airport. We work to provide our employees with the resources and support they need to succeed. This year, we commenced work on our pay equity plan and diversity, equity and inclusion strategy, aimed at enhancing a sense of belonging at the workplace.

We also offer an acclaimed benefits program, training and development opportunities, and a policy framework that ensures a safe and secure workplace where they can thrive.

As travel rebounds from the pandemic, one thing is clearer than ever – organizations focusing on a responsible recovery and resilience are poised for a successful future.

PortsToronto and its partners shall continue to work together to make Billy Bishop Toronto City Airport cleaner, greener and quieter in the years to come. I extend my gratitude to all the stakeholders that have placed their trust in us, contributing to the airport's sustainable and responsible growth. It gives me great pleasure to present this snapshot of our ESG efforts in 2023, and I welcome your suggestions and feedback on how we can continue to create value for the planet and our communities.

# MESSAGES FROM THE LEADERSHIP

## NEIL PAKEY, PRESIDENT AND CHIEF EXECUTIVE OFFICER, NIEUPOORT AVIATION

Billy Bishop Toronto City Airport is a vital piece of transportation infrastructure that today connects millions of business and leisure travellers from over 20 destinations in the U.S. and Canada to Toronto, the largest city in the country. It is also unique among Canadian airports given its proximity to the city centre and, as a result, offers some truly stunning views on arrival and departure. As the owner and operator of the passenger terminal at Billy Bishop Toronto City Airport, Nieuport Aviation's vision is to make it the airport of choice for customers and a central partner in a diversified and globally well-connected downtown Toronto, delivering sustainable long-term growth for the betterment of the city. To accomplish this, we work closely with our partner, PortsToronto, and a variety of other like-minded stakeholders.

Canada is at a critical juncture where questions around how to drive prosperity, increase opportunities, and ensure livability abound. We're addressing these issues through the connectivity that we provide. With the introduction of U.S. Customs and Border Protection preclearance in late 2025, passengers will have more choice when it comes to the U.S. destinations they visit, and visitors from these new destinations will also make their way to Toronto; the net result will be an increase in leisure and business travelers, a catalyst for economic growth and job creation.

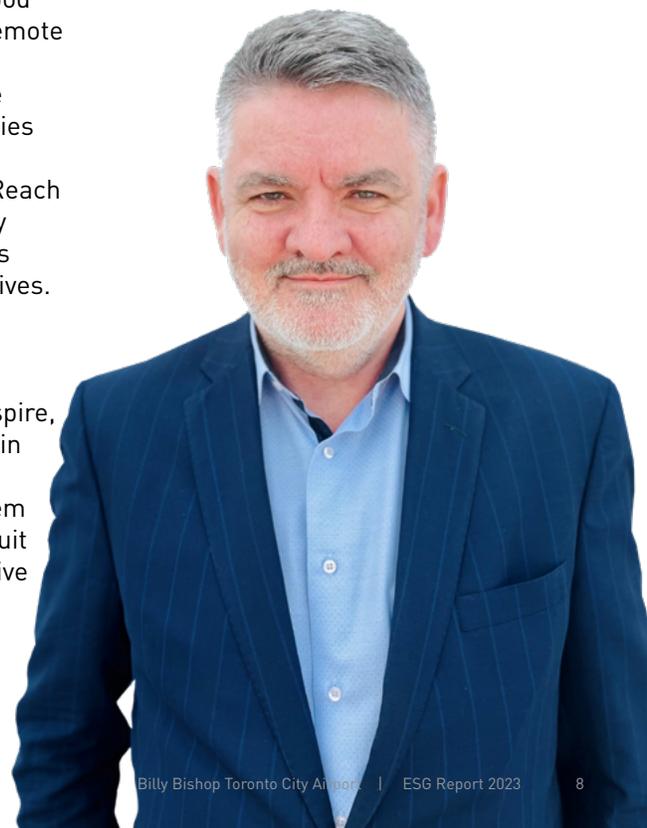
Celebrating our diverse and vibrant culture and uplifting our community is key to making Toronto a world-class city that travellers want to visit.

Billy Bishop Toronto City Airport is committed to supporting the Toronto community through involvement in more than 30 community initiatives and organizations. We partner with local artists to feature a host of art exhibits in the terminal. We support the Bentway's mission to provide Torontonians and visitors with much-needed recreational space. We feature live performances from local musicians in the terminal. We support a range of local organizations championing the arts, and we are passionate about reflecting our community in the passenger terminal and generating opportunities to come together to take part in conversations about who we are and where we're headed in a collective sense.

And this list just scratches the surface of our commitment to supporting our community. We're also fighting food insecurity with the Daily Bread Food Bank and helping Canadians in remote communities access world-class medical care with Hope Air. We're giving deserving youth opportunities to build transferrable skills and contribute to society with Broad Reach Sailing, and we're working closely with partners from the Indigenous community on a number of initiatives.

This includes sponsoring a post-secondary bursary for Indigenous students through Indspire, and supporting Connected North in providing some 25,000 youth in remote communities—among them many First Nations, Métis, and Inuit students—access to live, interactive virtual learning experiences and educational resources.

As we look ahead to the future of the airport and the community that surrounds it, environmental sustainability is a major area of focus. Billy Bishop Toronto City Airport understands that the only truly sustainable future is one that takes into account our operations' impact on the environment. Nieuport's forthcoming electric shuttle buses align well with the Toronto Transit Commission's ongoing electrification efforts and complements PortsToronto's considerable sustainability efforts. While we've come a long way towards being a leader in the aviation industry in environmental sustainability, Nieuport Aviation, PortsToronto and all partners at the airport recognize that we have more to do, and we're committed to continuous improvement to meet our sustainability goals.



# ABOUT BILLY BISHOP TORONTO CITY AIRPORT

Connecting leisure and business travellers directly into the heart of Canada's largest city, Billy Bishop Toronto City Airport (YTZ) is an important transportation gateway that helps drive tourism and trade for the region. A travel hub of choice and one of the most walkable, bikeable airports in North America, it has been recognized by industry bodies for its exceptional customer service, environmental sustainability and operations, and is known for its superb amenities and unbeatable convenience.

With 85 years on Toronto's waterfront, Billy Bishop Toronto City Airport is an important international gateway and a key driver of Toronto's economy, generating more than \$2.1 billion in total annual economic output and supporting 4,450 jobs, including 2,080 directly associated with the airport's operations. It connects leisure and business travellers directly into Toronto's downtown core, just steps from the financial district and attractions, and is accessible by foot, bike and public transport.

Billy Bishop Toronto City Airport also facilitates healthcare for Ontarians by providing a base for medevac services connected to local hospitals. The airport is also home to two Fixed Base operators, HeliTours, as well as a personal and general aviation community.

## ABOUT PORTSTORONTO

For more than 100 years, PortsToronto has played an essential role in building the waterfront and shaping Toronto into the vibrant city it is today, as a city builder, an innovator, a connector, a protector, a collaborator and an economic driver. Addressing the challenges and opportunities of the waterfront remains its guiding principle, as the owner and operator of Billy Bishop Toronto City Airport, the marine Port of Toronto, the Outer Harbour Marina, and real estate and property holdings on Toronto's waterfront.

## ABOUT NIEUPT AVIATION

Nieuport Aviation is the owner and operator of the passenger terminal at Billy Bishop Toronto City Airport. Supporting millions of Canadian and international pensioners' retirement security, we are committed to world-class customer service for customers using the airport. In addition to managing the passenger terminal, Nieuport Aviation offers passengers a free shuttle bus service between the airport and downtown Toronto, helping to provide a seamless travel experience. Since acquiring the airport terminal, Nieuport has invested \$60 million in upgrades, recently opening the Aspire Business Lounge for domestic travellers. Nieuport is further investing in the development of the U.S. Customs preclearance facility, to be opened in 2025.

## A SHARED COMMITMENT

As the two principal entities involved in the operation of Billy Bishop Toronto City Airport, PortsToronto and Nieuport Aviation collaborate closely with each other, and with a host of other entities that operate at the airport, to facilitate smooth operations, contribute to municipal, provincial and national economies, support our community and drive progress on sustainability goals.

**\$60 Million**

Nieuport's investment in terminal upgrades, including the recently opened Aspire Business Lounge for domestic travellers.



**\$6 Million**

PortsToronto invested \$6 million in infrastructure upgrades at Billy Bishop Toronto City Airport in 2023 alone.



**2025**

Expected opening of U.S. preclearance facility.



**4,450**

Jobs supported, 2,080 of which were directly associated with airport operations.



# 85 *years of flight*

**BILLY BISHOP**  
TORONTO CITY AIRPORT



# GOVERNANCE

At Billy Bishop Toronto City Airport, we recognize that airports have a responsibility to uphold the highest ethical standards, operate with integrity, and remain transparent with their stakeholders. Good governance at an airport is not only integral to its own success, but also to the safety, security and wellbeing of community members and all of those in the transportation ecosystem. PortsToronto and Nieuport Aviation place a strong emphasis on these principles within their organizations, and practice knowledge-sharing, transparent communication and alignment of our values and initiatives to ensure effective management of the airport.



# ESG STRATEGY

Both PortsToronto and Nieuport Aviation recognize that sound ESG performance benefits our communities and stakeholders, and is a business imperative for Billy Bishop Toronto City Airport’s success. It can help us drive operational efficiencies, identify and capitalize on new revenue streams, strengthen relationships with our stakeholders, and foster a greater sense of belonging amongst our workforce.

## PortsToronto

PortsToronto’s purpose, values and strategic priorities place great emphasis on the role of environmental stewardship and social responsibility in the achievement of our vision. In 2023, we initiated the process of formalizing our ESG strategy to better reflect our commitment and work towards achieving industry best practices.

Our sustainability roadmap is based on inputs provided by ESG standards and frameworks and our key stakeholders as well as research of peer practices. An in-depth stakeholder engagement and materiality assessment exercise further helped us zero in on the environmental, social and governance areas that we intend to direct our effort, funding and disclosures toward in the short, medium and long term.

## Nieuport Aviation

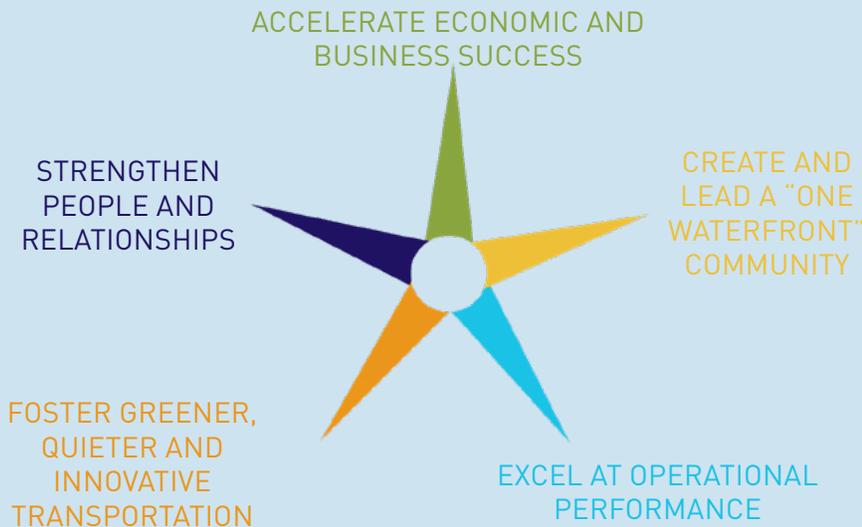
Nieuport Aviation’s mission is to promote economic growth by conveniently connecting travelers to Toronto by delivering an exceptional airport experience, while investing in our people, partnerships and community.

Our vision is to be the airport of choice for customers and a central partner in a diversified and globally well-connected downtown Toronto, delivering sustainable long-term growth for the betterment of the city.

We recognize that environmental, social, and governance (ESG) issues can have a significant impact on long-term operational performance in terms of delivering critical infrastructure to our customers, access to capital, the growth and longevity of the business, the wellbeing of our employees, and strengthening our social license to operate.



## PORTSTORONTO STRATEGIC PRIORITIES 2024-2028



# GOVERNANCE STRUCTURE

## PortsToronto

Preceded by the Toronto Harbour Commissioners (THC), the Toronto Port Authority, operating as PortsToronto, was established in 1999 to operate the port, marina, airport and land holdings under its mandate, as part of the federal government's strategy to modernize the administration of ports.

Established under the *Canada Marine Act*, PortsToronto is a federal business enterprise that is mandated to be financially self-sufficient. PortsToronto operates in accordance with the *Canada Marine Act* and Letters Patent issued by the federal Minister of Transport, in addition to a series of specific policies and procedures. The Letters Patent includes requirements related to PortsToronto's board of directors and outlines the activities that can be undertaken by the organization.

PortsToronto is accountable to the federal government through Transport Canada, and is guided by a board of directors comprised of individuals appointed by all levels of government – federal, provincial and municipal. The federal Minister of Transport appoints seven members to the PortsToronto board (with six of these appointments coming through the recommendations of a variety of user groups affiliated with the business lines of PortsToronto, for example, Port-related users and Airport-related users). The City of Toronto and the Province of Ontario each have one appointee to the board of directors. The PortsToronto board comprises of directors with decades of executive-level experience in several fields. They bring to the table expertise in subjects including, but not limited to, transportation, logistics, public policy, investment portfolio management, business law, finance, accounting, communications and community relations.

Any critical concerns are communicated to the board during regularly scheduled meetings by the Senior Leadership Team. Conflicts of interest, if any, are monitored and disclosed to stakeholders through our Annual Report.

## Nieuport Aviation

Nieuport Aviation's board provides guidance and oversight on the company's strategy and operations. It features representation from four key stakeholder groups, namely employees, shareholders, the aviation industry and community. In order to maintain the highest standard of performance and ethics, annual board effectiveness surveys are administered to and filled out by members of the board. Furthermore, all members are obligated to self-identify potential conflicts of interest, to make sure they serve the organization and its stakeholders fairly.

This report has been reviewed by both organizations' boards, prior to publication.

## NIEUPOINT AVIATION BOARD IN 2023



3

Committees that guide the board's decision-making.



71%

Independent directors on the board.

86%

Non-executive representation on the board.



## PORTSTORONTO BOARD IN 2023



4

Standing committees of the board that guide its decisions.



94%

Average board meeting attendance.

4 years

Average board tenure.



67%

Female representation on our current board.

# GOVERNANCE STRUCTURE

## RISK MANAGEMENT

### PortsToronto

In 2023, PortsToronto conducted a formal risk assessment refresh to review, assess and prioritize the critical risks that have the potential to impact our ability to achieve our strategic goals. Our enterprise risk universe includes – but is not limited to – risks across categories ranging from the strategic, financial and operational to those related to environmental, social and governance factors. Interviews with key stakeholders across the organization were used to arrive upon planned risk management activities for top risks based on impact and likelihood.

We also conducted a preliminary assessment of climate risks and opportunities for our business units, including, but not limited to, Billy Bishop Toronto City Airport. A list of physical and transition risks was determined, which will be further refined to include impact, likelihood and mitigation measures through climate scenario analyses, in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

### Nieuport Aviation

Nieuport Aviation conducts enterprise risk assessments on an annual basis, with quarterly reviews, as needed.

## BUSINESS ETHICS & COMPLIANCE

### PortsToronto

At PortsToronto, we strive to ensure ethical behaviour at every business unit. Our corporate policy framework, which is applicable to our employees at Billy Bishop Toronto City Airport, defines our organizational commitments and expectations from them, in addition to consequences for non-compliance, and mechanisms to seek advice and support. It includes, but is not limited to, our Code of Business Conduct and Ethics, Purchasing Policy, Insider Trading Policy, Travel Policy, Hospitality Policy and Whistleblower Policy.

### Nieuport Aviation

Nieuport Aviation uses a robust policy framework that addresses the ethical and compliance-related issues most relevant to the organization. Employees are required to undergo annual refresher training on the company's code of conduct and anti-bribery and anti-corruption policies. Nieuport has fostered a strong ethical culture centred on open communication, which is also evident in its whistleblower policy, through which an independent third party assists us to address any concerns.

# STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT

Creating shared value requires collaboration, engagement and meaningful dialogue. Each stakeholder group brings a wealth of perspectives, opinions and experiences that are integral to our sustainability journey and overarching strategy and operations. We engage with our stakeholders through a variety of formal and informal mechanisms at varying frequencies, which are outlined below.

Key Stakeholders	Engagement Mechanisms	Engagement Frequencies	Key Areas of Interest
CUSTOMERS & END USERS	<ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>Media and digital communication</li> <li>Community Liaison Committee</li> </ul>	Annual Quarterly Ongoing	<ul style="list-style-type: none"> <li>Safety &amp; Security</li> <li>Innovation</li> <li>Accessibility</li> <li>Customer Satisfaction</li> <li>Climate Action</li> <li>Noise Management</li> <li>Water &amp; Effluents</li> <li>Business Ethics</li> </ul>
COMMUNITIES & NON-PROFIT ORGANIZATIONS	<ul style="list-style-type: none"> <li>Community Liaison Committee</li> <li>Consultation meetings</li> <li>Community engagement events</li> <li>Media and digital communication</li> </ul>	Quarterly Ongoing	<ul style="list-style-type: none"> <li>Local Communities</li> <li>Human Rights</li> <li>Rights of Indigenous Peoples</li> <li>Indirect Economic Impact</li> <li>Safety &amp; Security</li> <li>Business Ethics</li> <li>Accessibility</li> <li>Waste Management</li> <li>Regulatory Management &amp; Compliance</li> <li>Energy &amp; Emissions</li> <li>Climate Action</li> <li>Noise Management</li> <li>Water &amp; Effluents</li> </ul>
EMPLOYEES	<ul style="list-style-type: none"> <li>Employee engagement survey</li> <li>Employee engagement events</li> <li>Performance reviews</li> <li>Town halls and internal team meetings</li> <li>Media and digital communication</li> </ul>	Annual Ongoing	<ul style="list-style-type: none"> <li>Safety &amp; Security</li> <li>Occupational Health &amp; Safety</li> <li>Economic Performance</li> <li>Human Rights</li> <li>Risk Management</li> <li>Business Ethics</li> <li>Accessibility</li> <li>Regulatory Management &amp; Compliance</li> <li>Energy &amp; Emissions</li> <li>Employee Engagement &amp; Satisfaction</li> <li>Climate Action</li> <li>Diversity, Equity &amp; Inclusion</li> <li>Learning &amp; Development</li> <li>Local Communities</li> <li>Water &amp; Effluents</li> </ul>

# STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT

Key Stakeholders	Engagement Mechanisms	Engagement Frequencies	Key Areas of Interest
PARTNER ORGANIZATIONS	<ul style="list-style-type: none"> <li>Virtual and in-person meetings</li> <li>Media and digital communication</li> <li>Trade and industry events</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Innovation</li> <li>Indirect Economic Impact</li> <li>Economic Performance</li> <li>Risk Management</li> <li>Business Ethics</li> <li>Regulatory Management &amp; Compliance</li> <li>Customer Satisfaction</li> <li>Energy &amp; Emissions</li> <li>Climate Action</li> <li>Local Communities</li> <li>Waste Management</li> <li>Water &amp; Effluents</li> <li>Safety &amp; Security</li> </ul>
CONTRACTORS, CONSULTANTS & SUPPLIERS	<ul style="list-style-type: none"> <li>Virtual and in-person meetings</li> <li>Online and offline meetings</li> <li>Media and digital communication</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> <li>Risk Management</li> <li>Business Ethics</li> <li>Business Continuity</li> <li>Indirect Economic Impact</li> <li>Regulatory Management &amp; Compliance</li> <li>Energy &amp; Emissions</li> <li>Waste Management</li> <li>Water &amp; Effluents</li> </ul>
GOVERNMENT & REGULATORS	<ul style="list-style-type: none"> <li>Public policy advocacy</li> <li>Trade and industry events</li> </ul>	As needed	<ul style="list-style-type: none"> <li>Safety &amp; Security</li> <li>Noise Management</li> <li>Indirect Economic Impact</li> <li>Rights of Indigenous Peoples</li> <li>Human Rights</li> <li>Risk Management</li> <li>Business Ethics</li> <li>Waste Management</li> <li>Regulatory Management &amp; Compliance</li> <li>Energy &amp; Emissions</li> <li>Climate Action</li> </ul>

# STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT

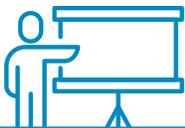


## COMMUNITY LIAISON COMMITTEE

A Community Liaison Committee (CLC) was established in 2010 to further expand engagement with the residents and businesses surrounding Billy Bishop Toronto City Airport. The CLC gives neighbours a forum to discuss issues and concerns related to airport development, activities and operations. The committee also enables airport management to communicate operational activities and information with stakeholders and the broader community.

Key representatives from neighbourhood community groups, local businesses and stakeholders, as well as local city councillors and members of provincial and federal parliaments, make up the membership of the CLC. The Committee meets regularly to address matters such as airport noise management, air quality and transportation access. The CLC's quarterly meetings are open to the public and minutes taken by a third-party consultant are posted to the [PortsToronto website](#). In 2023, four meetings of the CLC were held.

**52**  
The Billy Bishop Toronto City Airport Community Liaison Committee has met 52 times since its inception in 2010.



## CLC NOISE MANAGEMENT SUB-COMMITTEE

A Noise Management Sub-Committee of the CLC was formed in late 2017 to further research, understand and address noise impacts from airport operations. The Noise Sub-Committee consists of three community members, two staff members from PortsToronto, one staff member from the City of Toronto and an independent facilitator. The Committee has two co-chairs, one from the community and one from PortsToronto. The Committee met twice in 2023.

## CONSULTATION AND ENGAGEMENT

Billy Bishop Toronto City Airport works with other organizations to drive progress on sustainability goals, working collaboratively to ensure a vibrant waterfront. This includes regular meetings with the City of Toronto, Transport Canada, Waterfront Toronto and the Mississaugas of the Credit First Nation. Airport operators are also members of several landowner and stakeholder advisory committees for projects including Aquatic Habitat Toronto, the Bathurst Quay Waterfront Revitalization Plan, Waterfront Transit Reset, the Waterfront School Playground Master Plan, Toronto Island Master Plan and the Port Lands Planning Framework.

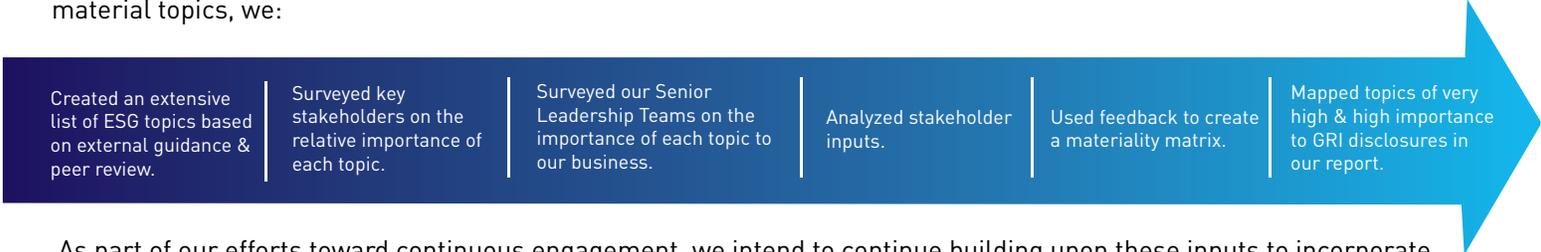
## INDIGENOUS CONSULTATION AND ENGAGEMENT

We take our duty to consult seriously and acknowledge the First Nation treaty holders and Indigenous people who are directly impacted by our operations. Through these meetings, we identify potential adverse impacts on established aboriginal or treaty rights. This is a key step in our development efforts, and is supplemented with regular two-way dialogue, incorporation of feedback and ongoing relationship-building efforts. Their consultation protocol agreement with the federal government guides our efforts to engage and consult with the Mississaugas of the Credit First Nation, to whom we formally present our capital program on an annual basis and provide subsequent quarterly updates. This year, PortsToronto also initiated engagement with the Six Nations of the Grand River, a relationship we hope to strengthen in the years to come.



# MATERIALITY ASSESSMENT

This year, in an effort to enhance our ESG reporting and performance, we conducted a materiality assessment to determine the ESG topics that stakeholders consider to be most significant for our business. Their inputs have also been integral in helping us prioritize areas of action in the development of our ESG strategy. To arrive upon these material topics, we:



As part of our efforts toward continuous engagement, we intend to continue building upon these inputs to incorporate more stakeholders' opinions in subsequent years.

MATERIALITY MATRIX



More details on how these material topics informed the content of this report can be found in [Appendix A](#).

## WE WANT TO HEAR FROM YOU

Continuous feedback and inputs from our stakeholders are essential to identify the sustainability topics on which we should centre our effort, funding and disclosures. We invite readers to provide their inputs in a short survey about the relative importance of various ESG topics to Billy Bishop Toronto City Airport [here](#).

# NATURAL CAPITAL MANAGEMENT

Aviation is of vital socioeconomic importance, facilitating economic activity, trade and tourism, and helping essential goods and services, including medical services, reach remote communities. However, aviation activities also impact the natural environment, with mitigation efforts requiring significant technological advancements, targeted investment, and collaboration between all stakeholders within the aviation ecosystem.

With Billy Bishop Toronto City Airport operating on the shores of Lake Ontario, environmental sustainability has long been a priority. At the core of our operations is a commitment to consume resources responsibly, and protect and restore the natural habitat.

## CLIMATE ACTION

Owing to the airport’s location on Toronto’s waterfront, we are acutely aware of the risks posed by the manifestation of climate impacts. As part of our constant efforts to build a cleaner, greener and quieter transportation network, we are aligning our mitigation and adaptation efforts with the aviation industry and federal government’s target of achieving net-zero emissions by 2050.

Beyond complying with the relevant environmental laws and regulations, Billy Bishop Toronto City Airport’s climate action efforts encompass measurement and reporting of our GHG emissions, identification of hotspots to drive reductions in our footprint, collaboration with industry partners, academia and government to raise awareness amongst our communities, and the provision of incentives and infrastructure to our stakeholders to reduce our indirect emissions.

We are looking to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to inform our climate action plans. As part of a periodic review, we intend to reassess and update our interim targets in 2024 based on climate scenario analyses.

## Energy & Emissions

Increasing energy efficiency and using renewable electricity have helped us offset Billy Bishop Toronto City Airport’s Scope 2 emissions since 2010, when we began working with Bullfrog Power. As part of this agreement, Bullfrog Power supplies clean electricity, which comes from a blend of EcoLogo-certified wind and low-impact hydro-power, equivalent to our electricity consumption, to the grid on our behalf.

This includes operations and facilities such as the airport’s Marilyn Bell electric ferry, pedestrian tunnel, passenger terminal, airfield lighting, signage and navigational aids and all other buildings located on the airport.

Transitioning to Bullfrog Power has helped us avoid nearly all our Scope 2 emissions since 2010. Our Scope 1 emissions, meanwhile, result from the fuel consumption by our fleet and ferry, natural gas used at our facilities, and our welding gas and refrigerant consumption. We strive to maximize our fuel efficiency, which is also impacted by business activities and the weather. We intend to expand our reporting to include Scope 3 or indirect GHG emissions, in line with our climate action commitment, in subsequent years.



# NATURAL CAPITAL MANAGEMENT

## EMISSIONS FROM TERMINAL OPERATIONS (IN tCO<sub>2</sub>e)

EMISSION CATEGORY	2021	2022	2023
Scope 1 (Direct Emissions)	294.4	311.3	314.4
Scope 2 Location-based (Energy Indirect Emissions)	72.7	102.0	106.1
Total Emissions	367.1	413.3	420.5

## EMISSIONS FROM OTHER AIRPORT OPERATIONS (IN tCO<sub>2</sub>e)

EMISSION CATEGORY	2021	2022	2023
Scope 1 (Direct Emissions)	790	668	531.16
Scope 2 Location-based (Energy Indirect Emissions)	163	162	191.84
Total Emissions	953	830	723

These include GHG and biogenic emissions from ferry operations, airport operations and maintenance vehicles, other airport facilities owned and operated by PortsToronto, and other maintenance-related activities at the airport.

In 2023, our combined market-based Scope 2 emissions and emissions intensity remained low at 30 tCO<sub>2</sub>e and 0.00056 tCO<sub>2</sub>e/passenger, respectively.



## BULLFROG POWERING OUR OPERATIONS

Since joining the Bullfrog-powered community in 2010, Billy Bishop Toronto City Airport has avoided 20,231 tCO<sub>2</sub>e Scope 2 emissions. That's equivalent to:

**4,511**  
Cars taken off the road for one year.



**766,747**  
Light bulbs switched to LEDs.



**9,825 hectares**  
Forests grown for a year.



# CASE STUDY: ELECTRIFYING ACCESS TO BILLY BISHOP TORONTO CITY AIRPORT



We strive to make Billy Bishop Toronto City Airport as accessible, convenient and sustainable as possible. Thanks to our location in the heart of Toronto, 41 per cent of passengers choose to walk, bike, or take our complimentary shuttle or public transit from the airport.

Noise from the diesel engines was also found to be the reason behind the lion's share of airport operations-related noise complaints. Our team saw an opportunity to switch to a zero-emission source of energy and drive progress toward cleaner, greener and quieter operations.

The Marilyn Bell airport ferry operates 19 hours per day, 365 days per year, and serves as an alternative to our 185-metre pedestrian tunnel, which has been powered by renewable electricity since 2010. However in 2015, diesel from the ferry was identified as the largest source of direct emissions at Billy Bishop Toronto City Airport.



CLEANER  
GREENER  
QUIETER



2023 Airport Going Green Awards Honorable Mention

Billy Bishop Toronto City Airport was awarded a 2023 Airports Going Green Honorable Mention in recognition of its project to make access to the airport electric.

2018



This transition started with converting both the Marilyn Bell and the David Hornell back-up ferry to biodiesel, which reduced annual GHG emissions.

2019



Billy Bishop Toronto City Airport initiated collaboration with a number of Canadian companies to begin the Marilyn Bell's transition to 100 per cent electric power and propulsion system, which included a bespoke automatic shore charging system.

2021



The Marilyn Bell became the first zero-emission ferry in Canada, being powered entirely by renewable electricity through our partnership with Bullfrog Power, reducing annual GHG emissions by 530 tCO<sub>2</sub>e.

# CASE STUDY: ELECTRIFYING ACCESS TO BILLY BISHOP TORONTO CITY AIRPORT



In 2023, we also initiated the electrification of the complimentary shuttle bus fleet, which is used by 25 per cent of those accessing Billy Bishop Toronto City Airport. Electric buses were ordered to replace the diesel-powered shuttle bus fleet that connects passengers to Union Station. When the first of these buses hit the road, Billy Bishop Toronto City Airport will have effectively “greened” every mode of airport access under our control.

CLEANER  
GREENER  
QUIETER



# AIR QUALITY

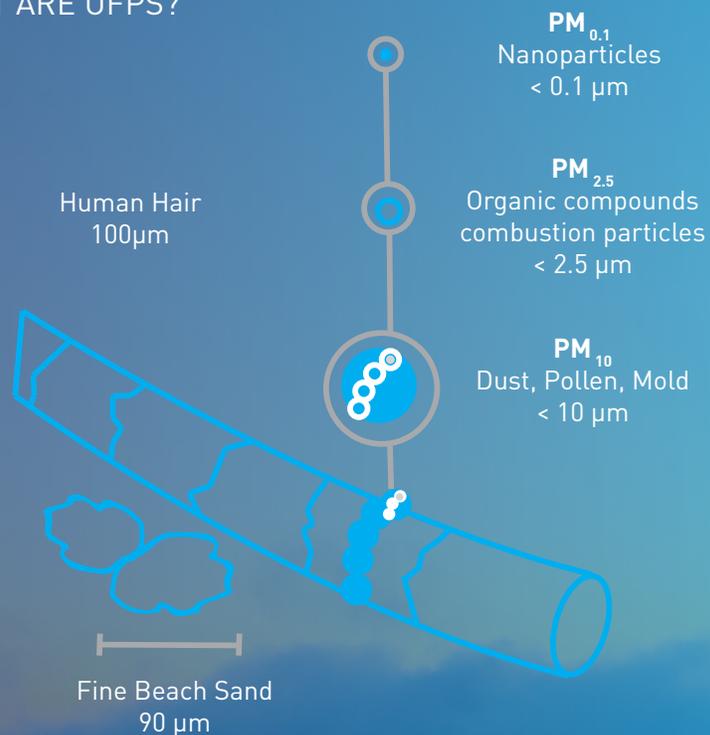
## Air Quality Study

In 2019, the Bathurst Quay Neighbourhood Association (BQNA) partnered with a research team at the University of Toronto, the City of Toronto's Planning and Public Health departments and PortsToronto to support to a campus-community partnership study that assessed air pollution exposure in the neighbourhood. While the relationship between ground-level aircraft operations and regulated air contaminants has been typically investigated, this study focused on ultrafine particles ( $PM_{0.1}$ ), which are not a regulated air contaminant.<sup>2</sup>

The study found that flight activities at Billy Bishop Toronto City Airport have a much smaller impact on ultrafine particle (UFP) emissions in residential areas at Bathurst Quay, compared to regional and background UFPs. The air in the neighbourhood was found to be 30 per cent cleaner than the Toronto average, with hourly residential UFP averaging 50 per cent lower than the World Health Organization's good practice standard.

The research found that capital programs like the electrification of the Marilyn Bell ferry and the construction of the noise barrier have helped reduce ultrafine particle impacts on the neighbourhood. Billy Bishop Toronto City Airport is proud to provide data, access and financial support to researchers studying these important issues, and shall use the findings to drive continuous improvement in air quality.

## WHAT ARE UFPS?



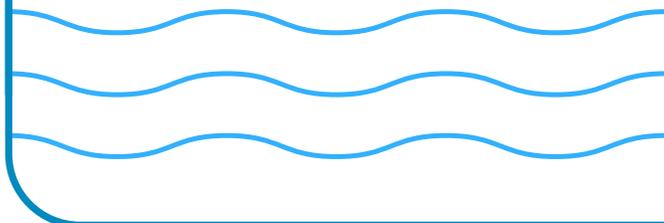
<sup>2</sup> References: Campus-Community Partnership for Reducing Air Pollution in the Bathurst Quay Neighborhood, University of Toronto, January 2024. Peer review of the study by Denis Corr – President at Corr Research, Chair at Clean Air Hamilton, the former air quality program lead for the Ontario Ministry of Environment, and a part of the team that won the United Nations Habitat Award for The Hamilton Air Quality Initiative and VISION 2020.

# WASTE, WATER AND EFFLUENTS

Water security and the effective management of waste and effluents are critical to ensuring peace, the protection of human rights and the reduction of methane emissions, which contribute to climate change. Understanding the importance of water as a shared resource, we prioritize the responsible consumption, treatment and discharge of it. Solid waste is also responsibly disposed and recycled wherever possible.

## GLYCOL MANAGEMENT SYSTEM AT BILLY BISHOP TORONTO CITY AIRPORT

We manage aircraft de-icing and anti-icing fluids at Billy Bishop Toronto City Airport with a dedicated glycol management system that traps system runoff and prevents the discharge of glycol into Lake Ontario. The system is equipped with a duplex pump, which offers further protection against runoff, and ensures effective management of the effluents.



## THIS YEAR, WE:

Did not withdraw any surface water, groundwater or seawater.



Used 38,367.50 m<sup>3</sup> of municipal water.



Responsibly discharged 8,951.98 m<sup>3</sup> of runoff from de-icing operations at Billy Bishop Toronto City Airport to the City of Toronto for treatment.



Worked together, along with Porter Airlines, to divert 100% of waste generated at the airport terminal, administrative offices, fire hall and Porter's facilities from the landfill.



Offset 505.59 tCO<sub>2</sub>e GHG emissions by converting the waste generated at Billy Bishop Toronto City Airport to energy.

# SPOTLIGHT: TORONTO INNER HARBOUR FLOATABLES STRATEGY



The Toronto Inner Harbour Floatables Strategy (Floatables Strategy) works to reduce plastic pollution and other floating litter in the harbour. It is a collaboration between the Toronto and Region Conservation Authority (TRCA), the Toronto Remedial Action Plan, University of Toronto (U of T) Trash Team, PortsToronto, City of Toronto, Swim Drink Fish, Waterfront Business Improvement Area (BIA), Harbourfront Centre, and Waterfront Toronto.

This year, the Floatables Strategy's outreach and public education included a cleanup of the Don River, a walking tour of the Toronto waterfront, a virtual and in-person stakeholder engagement workshop about tackling plastic pollution, and a trash trap dive, in which participants were invited to count and characterize the plastics and other materials collected by trash traps, contributing to research and data collection efforts.



Various trash trapping devices such as WasteSharks, Seabins, LittaTraps, Osprey Litter Booms, and skimming devices are used to monitor and remove floating litter, with the data collected through these activities being used to inform stakeholder engagement initiatives and policy advocacy.

### VISION:

*A City of Toronto Inner Harbour that is free of floatable debris with a thriving aquatic ecosystem and abundant recreational opportunities.*

#### OBJECTIVE 1: PRODUCTS AND MAINTENANCE

Implement novel products and maintenance regimes that will effectively remove existing floatables and mitigate new floatables from entering the Toronto Inner Harbour.

#### OBJECTIVE 2: MONITORING

Track the volume of floatables to measure success of implementation and identify potential additional actions.

#### OBJECTIVE 3: PUBLIC EDUCATION

Develop education and awareness programs to mitigate behaviours that result in floatables entering the Toronto Inner Harbour.

#### OBJECTIVE 4: POLICY

Coordinate this strategy with municipal partners and other stakeholders to support relevant policy.



# CASE STUDY: TRASH TRAPPING PROGRAM



Since 2019, PortsToronto and the University of Toronto Trash Team have led the Trash Trapping Program, in partnership with Nieuport Aviation, the Waterfront BIA and the City of Toronto BIA Office Innovation Grant, Harbourfront Centre and TRCA.

The program employs trash trapping technology and solutions-based research to tackle floating debris in the Toronto Harbour. As part of the Trash Trapping Program, researchers measure and analyse the debris and plastic pollution collected by trash traps in order to track trends in floating debris, determine the source of the material and use data to identify upstream solutions.

The Trash Trapping Program is part of the Toronto Inner Harbour Floatables Strategy, a partnership led by TRCA, and of the International Trash Trapping Network, an initiative led by the U of T Trash Team and Ocean Conservancy. The program has influenced the launch of similar trash trapping and data collection programs throughout the Great Lakes and beyond.

## 2023 SEASON AND WASTESHARK PILOT

This year saw the addition of two WasteShark aquadrones to our trash trapping fleet, marking a Canadian first for these innovative trash traps. The WasteSharks are remotely operated and skim the surface of the water to collect floating debris, and can be effective in reaching problem areas like the corners of slips where debris and other material tend to accumulate.

This year, using the same methodology, the research team has begun to see signs of a decrease in the amount of microplastics collected in the Seabins, which could suggest the benefits of additional outreach and education efforts toward waste reduction.



### KEY FINDINGS 2023

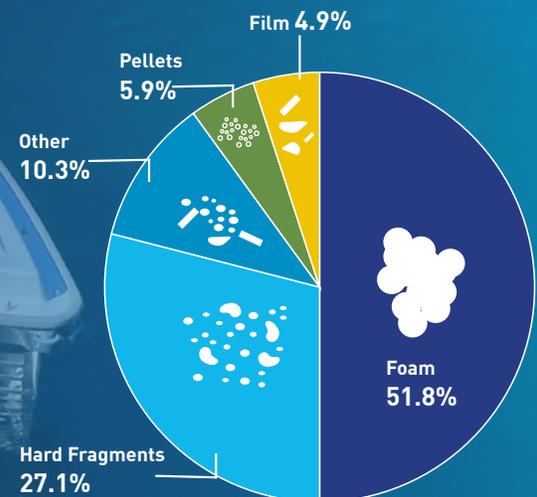


**66,906**  
pieces of tiny trash removed from the Toronto Harbour.



**235.7 kg**  
of anthropogenic debris removed.

## SMALL PLASTIC ITEMS COLLECTED FROM SEABINS, LITTATRAPS & WASTESHARKS



*Fig. 1 Top five categories of small plastic pieces collected from Seabins, WasteSharks and LittaTraps from May through October.*

# CASE STUDY: TRASH TRAPPING PROGRAM



## TOP 10 LARGE ITEMS COLLECTED FROM SEABINS AND WASTESHARKS

1. Large Plastic Fragments



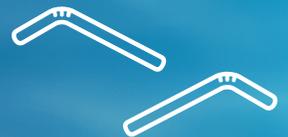
3. Large Plastic Film



5. Large Foam



9. Straws



2. Cigarette Butts



4. Plastic Bottle Caps



6. Food Wrappers



7. Cigar Tips



10. Plastic Bottles



8. Paper

## TOP 10 LARGE ITEMS COLLECTED USING WASTESHARKS (2023)

1. Large foam

2. Large plastic fragments

3. Plastic bottles

4. Food wrappers

5. Plastic bottle caps

6. Large plastic film

7. Straws

8. Plastic lids

9. Plastic cup and plates

10. Fatbergs\*



\*Rock-like masses formed by the combination of fat, grease and wastewater materials, including wet wipes and diapers.

# NATURAL CAPITAL MANAGEMENT

## SAFETY & SECURITY

Billy Bishop Toronto City Airport is committed to doing what it can to make the Toronto Harbour clean, safe and enjoyable for wildlife and humans alike. We employ dedicated wildlife officers and work with Falcon Environmental Services, a recognized leader in the field of wildlife management.

To ensure the safety of passengers and in accordance with Transport Canada requirements and Canadian Aviation Regulations, Billy Bishop Toronto City Airport, like all major airports across North America, runs a comprehensive Wildlife Management Program dedicated to keeping birds out of aircraft flight paths and ensuring runways are free of birds and other wildlife.

Wildlife officers deter birds and other wildlife by using natural deterrence methods, such as monitoring movements and behaviour, maintaining proper grass levels and landscaping, using falcon kites and installing physical barriers to ensure our runways are clear and safe.



## WILDLIFE PREVENTION INFRASTRUCTURE

Reducing bird strikes is not only important in line with our commitment to protection of flora and fauna, but is also integral to ensuring flight and passenger safety. This year, we installed new infrastructure to prevent wildlife-related hazards at Billy Bishop Toronto City Airport. The infrastructure is expected to significantly deter nesting behaviour at key locations, reducing harm to birds, and ensuring greater flight safety.

# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT



The strength of our relationships with our stakeholders has been a key driver of Billy Bishop Toronto City Airport's success. We believe that investments in engagement, collaboration and community welfare not only benefit our stakeholders, but also include the business benefit of strengthening our customer and talent pool. We proactively undertake efforts to address social and environmental issues, support academic and non-profit organizations and collaborate with waterfront businesses and stakeholders to provide a superior customer experience and build up our communities.

## COMMUNITY ENGAGEMENT

Billy Bishop Toronto City Airport is honoured to be a part of the Toronto waterfront community, and is committed to being a good neighbour by engaging with those who live, work and do business in the area. In doing so, we build and maintain positive relationships and a strong connection with our neighbours and stakeholders through open dialogue, transparency and public participation.

In addition to providing ongoing updates through public notices, email and social media, our formal community engagement initiatives include:

### Community Liaison Committee

We conduct quarterly meetings with community residents and stakeholders to understand and respond to the needs of our neighbours.

### Noise Management Sub-Committee

A Noise Management Sub-Committee of the CLC was formed in late 2017 to further research, understand and address noise impacts from airport operations. It features representation from the community, City of Toronto, and PortsToronto, and met twice in 2023.

### Waterfront Stakeholder Meetings

Through this platform, we engage with institutional, business and residential neighbours along the waterfront, including the Bathurst Quay Neighbourhood Association and York Quay Neighbourhood Association, the Harbourfront Community Centre, the Toronto District School Board, the Waterfront BIA, and City of Toronto service providers like the Parks, Forestry and Recreation department and the Toronto Transit Commission.



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

Uplifting our communities allows us to tap into a larger, more productive talent pool and cater to a more empowered customer base. We undertake community giving and engagement to support youth, families and a healthier environment through several initiatives.

### CHARITABLE DONATIONS, SPONSORSHIPS AND COMMUNITY INVESTMENT IN 2023

**\$360,000+**  
Community investment in 2023.



**\$23 Million**  
Investment in community and environmental initiatives since 2009.



**30+**  
Organizations supported in 2023.



## DOORS OPEN 2023 AT BILLY BISHOP TORONTO CITY AIRPORT

Each May, Doors Open Toronto invites the public to explore the city's most-loved buildings and sites, free of charge, allowing rare access to buildings not usually open to the public and free access to sites that would usually charge an admission fee.

In 2023, we welcomed 15,000 people to Billy Bishop Toronto City Airport as part of the city-wide event. Visitors had the unique opportunity to explore the airport's buildings and facilities, go behind-the-scenes of airport operations and learn more about our rich history and the important role the airport plays in making connections and creating a gateway for trade and tourism directly in the heart of Canada's largest city.

Activations included, but were not limited to, providing kids of all ages the opportunity to explore the airport's state-of-the-art safety vehicles, a viewing of PortsToronto's tugboat, the Iron Guppy, displays and showcases by the airport's partners and tenants, musical performances by emerging artists, rides onboard our electric ferry, and historical displays.



[CLICK HERE TO WATCH](#)



*Billy Bishop Toronto City Airport Doors Open 2023*

# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

In 2023, we funded and supported community initiatives and organizations including:

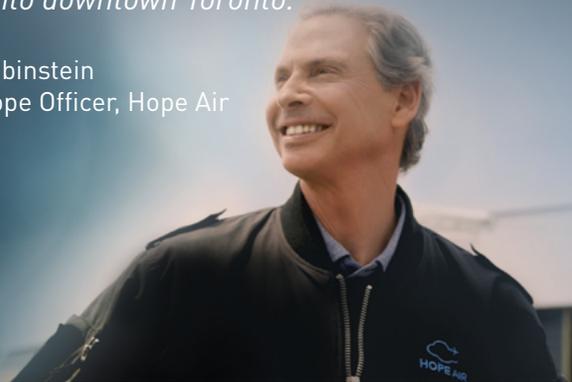
### Haul for Hope Plane Pull – Hope Air

While medical treatment in Canada is free, receiving medical care comes with a high cost for those who must travel a long distance to receive care. Hope Air flights serve as a vital alternative to patients who would otherwise have to travel four to 12 hours or more to their medical appointments. The first ever Haul for Hope plane pull at Billy Bishop Toronto City Airport raised \$61,125 in support of Hope Air's mission of providing families in need, from coast to coast, with the travel and accommodations needed to access medical care far from home.

*Haul for Hope Plane Pull – Hope Air*

*I want to thank our friends at Billy Bishop Toronto City Airport, longstanding partners of Hope Air, for their ongoing support of our mission to ensure that no patient is left behind in getting access to vital medical care. This year, we were proud to welcome participants to Billy Bishop Toronto City Airport for the inaugural Haul for Hope fundraising event. Hope Air provided 24,973 travel arrangements in 2023, an increase of 144% over the previous year. None of this travel for nearly 3,000 patients happens without our committed airport partners who support in so many ways, and who act as a gateway to care for people traveling into downtown Toronto.*

-Mark Rubinstein  
Chief Hope Officer, Hope Air



## FACILITATING HEALTHCARE THROUGH ORNGE

Billy Bishop Toronto City Airport is proud to serve as a base for Ornge, which is a vital part of Ontario's health care system, providing Ontarians with essential medevac services and access to the care they need. In 2023, Ornge's YTZ base operated 2,764 medevac flights.



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

### **Toronto Waterfront Festival**

The Toronto Waterfront Festival is a unique three-day event that positions and promotes Toronto locally, nationally and internationally as a waterfront destination by providing on-water, on-land, heritage and cultural programming. Billy Bishop Toronto City Airport has supported this important waterfront festival since 2014.

### **Sugar Shack TO**

Billy Bishop Toronto City Airport supports this unique two-day festival, which celebrates all things maple at Sugar Beach on the Toronto waterfront. The festival features maple delicacies, interactive activities and workshops, giveaways and much more.

### **Broad Reach Foundation**

Billy Bishop Toronto City Airport supports the Broad Reach Foundation in their mission to support disadvantaged youth in their development of knowledge, skills and social belonging through sailing.

*Broad Reach Foundation*



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

### **The Fabric of Our Being – Nadine Williams Pen Foundation**

This textile art project, supported by Billy Bishop Toronto City Airport, fuses art and poetry to tell stories and celebrate Black history. Bordered with African fabrics from many nations, and centred by the shape of the African continent, the quilt features 30 tiles designed by grade four students at the Toronto District School Board (TDSB) Waterfront School. The initiative began in 2023, with the final quilt being unveiled in early 2024.

### **Room 13 & Community Connect Garden – Waterfront Neighbourhood Centre**

Billy Bishop Toronto City Airport funds a program that supports the Waterfront Neighbourhood Centre's arts programming, allowing the offering to be expanded to at-risk youth aged 13 to 17. Room 13 Toronto is the Canadian member of an internationally known visual arts program, which implements a resiliency-building strategy that encourages peer mentorship, studio management, entrepreneurial spirit and team-building.

We also support the Community Connect Garden, where residents can attend organic urban gardening workshops, share their own gardening tips or simply enjoy the outdoors at the Waterfront Neighbourhood Centre. Participants plant vegetables and herbs that are shared amongst them as part of this free-of-cost program.

*“Billy Bishop Toronto City Airport has been a long-time partner of Waterfront Neighbourhood Centre (WNC). Their contributions to our Community Connect Garden and our Youth Multimedia Studio Program have made a significant impact on our community programs and services. Our Community Connect Garden is able to provide access to fresh and diverse food options to those in our community that struggle with food security. Youth who participate in the Multimedia Studio Program receive the benefits that contribute to their personal, social and academic development while fostering creativity and self expression. Through Billy Bishop Toronto City Airport’s ongoing support, it has assisted WNC in addressing social issues, promote positive change and building a stronger, more resilient waterfront community.”*

–Natasha Francis, Executive Director,  
Waterfront Neighbourhood Centre

*The Fabric of Our Being  
– Nadine Williams Pen Foundation*



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

### The Bentway Conservancy Winter Season

Billy Bishop Toronto City Airport supports The Bentway Conservancy, a not-for-profit organization and registered charity, which provides much needed recreational space in an otherwise unusable area to the benefit of our neighbours and the larger Toronto community. The project includes an ice skating trail, an amphitheater, a large green lawn, landscape features, and various event spaces, all located under the Gardiner and sitting over 45 feet above ground.

### CP24 CHUM Christmas Wish Campaign

The Wish program is one of the largest distributors of toys to children in need in the Greater Toronto Area. In conjunction with Ornge, Billy Bishop Toronto City Airport raised more than \$10,000 for the campaign in 2023, and was able to help thousands of children and teenagers in our community this holiday season.

### Daily Bread Food Bank

To help fight food insecurity, a donation drive was held at Billy Bishop Toronto City Airport in November 2023. Passengers and employees donated to the Daily Bread Food Bank's efforts to support vital food programs across Toronto. With donations matched by the airport, the contribution exceeded \$25,000. Additionally, Billy Bishop Toronto City Airport staff also had the opportunity to assist the food bank's operations team at their Production Hall, sorting over 7,500 lbs of food.

### Trash Trapping Program University of Toronto Trash Team

As part of this collaborative initiative, researchers collect and analyze the anthropogenic debris including plastics and microplastics captured by PortsToronto trash traps to determine the origination of some of these materials. This process, in turn, better informs the Trash Team's solutions-based research and community outreach program, which ultimately seeks to increase waste literacy and prevent plastics and microplastics from entering waterways in the first place.

### Artists for Water Gala and Swim Guide Swim Drink Fish

Swim Drink Fish is a non-profit working to create a swimmable, drinkable, fishable future by connecting and empowering people to stop pollution, protect human health, and restore natural habitat. Musicians, artists and philanthropists gathered to support their cause at the annual Swim Drink Fish Gala, which raised over \$585,000, to which we were proud contributors.

In 2023, PortsToronto also supported the Swim Guide, which works to provide the public with up-to-date recreational water quality information.



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

### **Indie88 Toronto's Socks for the Streets**

Billy Bishop Toronto City Airport was proud to support Indie88 and Socks4Souls, Canada's initiative to provide socks and monetary donations to individuals experiencing homelessness across Southwestern Ontario. This initiative aims to help beneficiaries take better care of their feet, which allows them to access food, shelter and other social resources. Socks for the Streets donated over 300,000 pairs of socks in 2023.

### **Stargaze Gala – Black Aviation Professionals Network**

Billy Bishop Toronto City Airport partnered with Black Aviation Professionals Network (BAPN), a non-profit organization that aims to encourage and promote black talent in the field of aviation and aerospace within Canada. The Stargaze gala allows attendees to meet like-minded professionals and network with other students, graduates, and industry leaders, and celebrate the contributions of black aviation professionals to inspire the next generation of professionals.

### **Ontario Aerospace Council**

Established in 1993, the Ontario Aerospace Council (OAC) is a not-for-profit organization that works to enhance the recognition of the province's aerospace capabilities. The OAC fosters relationships between academia, industry, governments, researchers and associations to facilitate industry growth. Billy Bishop Toronto City Airport supported the OAC in 2023.

### **Indspire Indigenous Education Support**

Through the Nieuport Fund, developed in collaboration with Indspire, Indigenous students from all over Ontario have been able to apply for bursaries and scholarships, with nine students to date receiving bursaries to help fund their education.

*Stargaze Gala – Black Aviation Professionals Network*



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## COMMUNITY INVESTMENT

### **Anishnawbe Health Foundation**

Billy Bishop Toronto City Airport was pleased to provide financial support to the Anishnawbe Holiday Hamper Program in 2023, which helped 130 Indigenous families through the Winter Solstice. The families were provided a frozen turkey, a fresh food box with all the fixings for a turkey dinner, and toys for children. Funds were also provided for the foundation's medical units and proceeds from orange t-shirt sales in the terminal further supported their endeavours.

### **imagineNATIVE**

For the first time in 2023, Billy Bishop Toronto City Airport sponsored imagineNATIVE, the world's largest presenter of Indigenous screen content. The festival is the global hub for film enthusiasts, artists, Indigenous storytellers and industry professionals. The 24th annual Film + Media Arts Festival took place in Toronto in October 2023.

### **Connected North**

Connected North provides students and teachers in remote and Northern locations with equitable access to educational opportunities. The program supports 160 schools serving over 32,000 First Nations, Métis and Inuit youth across Canada. In 2023, Nieuport made a donation towards their Arts Learning Fund, which enabled 30 arts-based sessions to be delivered during the Spring and Fall. In September 2023, Nieuport President and CEO Neil Pakey joined the team from Connected North in Sioux Lookout to learn about the communities and the impact of our support.

*Anishnawbe Health Foundation*



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## HUMAN RIGHTS

Our core values reflect our deep-seated respect for people and their safety and security. We are committed to upholding human rights in our own operations and through our community engagement efforts.

### #NotInMyCity

Human trafficking is one of the fastest growing crimes in Canada. At Billy Bishop Toronto City Airport, we are committed to raising awareness and helping to disrupt human trafficking in our community. In January 2023, we allied with #NotInMyCity and Toronto Police Service to provide an education program for staff and partners at Billy Bishop Toronto City Airport to help disrupt human trafficking in Canadian airports.

### KNOW THE SIGNS OF HUMAN TRAFFICKING

If you or someone you know is a victim of human trafficking, help is available.



AÉROPORT DE TORONTO  
**BILLY BISHOP**  
TORONTO CITY AIRPORT

### The Concord Adex Survivors Fund Angel Tree

During the 2023 holiday season, we hosted three Angel Trees at Billy Bishop Toronto City Airport. Each of these was adorned with hundreds of acrylic angels symbolizing survivors of human trafficking.

Each tree was accompanied by a convenient QR for passengers who wished to donate to Seeds of Hope, an initiative dedicated to providing housing and post-secondary education grants to hundreds of survivors of human trafficking.

Concord Adex Survivor's Fund



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## NOISE MANAGEMENT

Noise management is a critical component of our community relationship efforts. Billy Bishop Toronto City Airport is one of the most noise-restricted airports in North America and must adhere to a strict curfew that closes the airport to commercial flight activity at 11:00 p.m. and ensures that noise from airport operations remains within a limited and closely monitored Noise Exposure Forecast.

Some of the noise management efforts in place at Billy Bishop Toronto City Airport include:

- The formation of a Noise Management Sub-Committee of the CLC.
- Electrification of the Marilyn Bell ferry, which reduced noise from the diesel engine, one of the airport's primary sources of noise-related complaints.
- The construction of a Ground Run-up Enclosure (GRE), which absorbs noise with specialized acoustic panels that line the interior of the three walls, reducing noise from engine run-ups.
- Replacing existing shuttle buses with forthcoming electric shuttles, which will operate far more quietly and reduce CO<sub>2</sub> emissions.
- Publication of monthly noise reports on our website, detailing the number of complaints, the activities they are attributed to, response rate and trends.
- Publication of an annual Noise Summary Report.

## NOISE MITIGATION INFRASTRUCTURE STUDY

2024 will mark the completion of a noise mitigation infrastructure study we resumed in 2022. The study, which commenced in 2019 but had to be put on hold due to the pandemic, is part of a broader noise management strategy to minimize disruptions to the airport's communities. The study will provide us a better understanding of ground noise sources and impacts, along with various mitigation measures and infrastructure. The study's findings will be used to inform our design decisions.



[CLICK HERE TO VIEW](#)



**2023**  
ANNUAL NOISE  
SUMMARY REPORT



PORTS  
TORONTO



**18%**  
Despite commercial activity at Billy Bishop Toronto City Airport increasing in 2023, overall noise complaints decreased by 18 per cent compared to 2022.

# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

## ACCESSIBILITY

Making our facilities and services accessible and inclusive to people with disabilities, including our employees, partners and members of the public, is an organizational priority. In 2023, the airport developed an accessibility plan for the years between 2024 and 2026. This exercise was undertaken in consultation with people with disabilities, who brought inputs from their lived experience to the process. The final plans define policy, process and training measures to enhance accessibility in employment, the built environment, information and communication technologies (ICT), non-ICT communication, procurement, transportation, and the design and delivery of programs and services.



## CUSTOMER ENGAGEMENT & SATISFACTION

Billy Bishop Toronto City Airport is loved by travellers because it offers a unique travel experience that is based on convenience, accessibility, friendly service, and incredible views. Passengers often share their stories and experiences about the advantages of flying in and out of Billy Bishop Toronto City Airport to our staff in-person or online on social media. These stories inspired the It's My Airport campaign. Themes that emerged from candid interviews with the passengers, staff, and partners included the airport's proximity to downtown, the ability to walk or bike to the airport, friendly customer service, the airport's sustainability practices and the breath-taking views. It is these themes, and many more, that you will see, hear and read through elements of this exciting [campaign](#).

*it's my  
Airport*

**BILLY  
BISHOP**  
TORONTO CITY AIRPORT

“It doesn't get any more convenient for me than flying out of Billy Bishop Toronto City Airport. As someone who lives in the city, it's nice to know Billy Bishop is nearby.”

- Amrita Siva, passenger

# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT



## BILLY BISHOP TORONTO CITY AIRPORT NAMED ONE OF WORLD'S BEST BY SKYTRAX WORLD AIRPORT AWARDS

In 2023, Billy Bishop Toronto City Airport was again ranked among the world's best by the Skytrax World Airport Awards, a global benchmark of airport excellence voted on by nearly 14 million passengers worldwide.

Ranking eighth in the World's Best Airports (under five million passengers) category and ninth in the Best Regional Airports (North America) category – this represents the eighth year that we have won a prestigious Skytrax award. Passengers continued to rank Billy Bishop Toronto City Airport highly across 39 key performance indicators, including fast check-in times, ease of access to the terminal, and the courtesy and efficiency of airport staff.

“I never have to worry about how I am getting to the airport. You can walk, take the free shuttle or even bike, like I do. It's just the easiest, most efficient and sustainable way in my opinion to get to and from the airport.”

- Ryan Sullivan, passenger

*it's my  
Airport*

**BILLY  
BISHOP**   
TORONTO CITY AIRPORT



# SOCIAL AND RELATIONSHIP CAPITAL MANAGEMENT

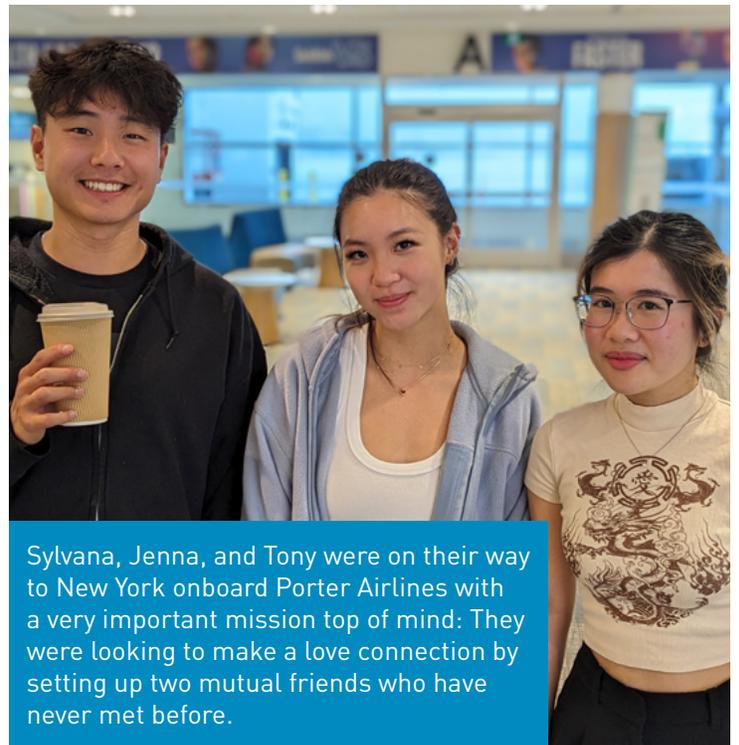
## #TOTakesFlight

The reasons people love Billy Bishop Toronto City Airport are as varied as the passengers who pass through the airport. In mid-2023, we began speaking to travellers in the terminal to capture their stories, sharing these moments on social media as part of our #TOTakesFlight series.



Bruce, Janet and their daughter Julie live in Toronto but are travelling back to Sault Ste. Marie for a wedding and to reunite with Bruce's family members, some of whom he hasn't seen in nearly a decade.

We caught up with Louise and her daughter Stella in our domestic lounge between belly rubs for our resident St. John Ambulance therapy dog, Mr. Darcy. The pair were headed to Moncton to visit a family friend.



Sylvana, Jenna, and Tony were on their way to New York onboard Porter Airlines with a very important mission top of mind: They were looking to make a love connection by setting up two mutual friends who have never met before.

# HUMAN CAPITAL MANAGEMENT

We understand that the real drivers of a business' value creation journey are the people behind it. Our commitment to doing right by our stakeholders begins at home, as we strive to foster a work environment that helps our people thrive. The skills, competencies, hard work and loyalty of our staff, in turn, enables us to deliver on our commitment to our customers, communities and the planet, making it a key priority for us.

## Occupational Health and Safety

The wellbeing of our employees is directly related to the success of Billy Bishop Toronto City Airport. Ensuring the health and safety of our workforce is, therefore, an integral management concern. Our robust health and safety framework outlines various measures to minimize workplace hazards, prevent injuries, record and investigate incidents, and educate employees on health and safety best practices. Billy Bishop Toronto City Airport has developed a comprehensive health and safety policy, along with Standard Operating Procedures (SOPs) that provide a thorough guide to compliance with all required regulations on site.

Policies and procedures are made available to employees and are reviewed on a regular basis to ensure continuous improvement.

We track all known hazards, associated risks and Corrective Action Plans (CAPs). Employee concerns, near-miss incidents, and the number and nature of workplace injuries and total lost days are also monitored.

We did not record any cases of work-related ill health during the year. A root cause analysis was conducted following each of the incidents mentioned above, and remediation measures were taken where necessary. Incidents at the airport were also discussed with the Workplace Health and Safety Committee Members, which include representation from management and non-management employees. This committee meets on a monthly basis, which exceeds the regulatory requirement.

Metrics in 2023	Female	Male
Hours worked	36,936	108,776
Number of work-related injuries	0	6
Rate of work-related injuries	0	11.03
Number of fatalities as a result of work-related injury	0	0
Rate of fatalities as a result of work-related injury	0	0
Number of lost time injuries (excluding fatalities)	0	2
Rate of lost time injuries (excluding fatalities)	0	0



# HUMAN CAPITAL MANAGEMENT

## SAFETY & SECURITY TRAINING AT BILLY BISHOP TORONTO CITY AIRPORT

All new employees, receive mandatory training on the organizations' workplace violence and harassment policies, instituted in line with our commitment to ensuring a safe workplace for all. Crews are also trained in the relevant health and safety procedures upon onboarding. This year, the certified facilitators on our workforce also started offering first aid courses internally.

Additionally, personnel at the airport are trained on emergency response and incident management on a monthly basis. A tabletop safety exercise was conducted in 2023 in addition to a full-scale security exercise. Both were conducted in accordance with Transport Canada regulations and helped us identify areas of further improvement.

Meanwhile, all security personnel at Nieuport Aviation received training in human rights policies and procedures in 2023.



## COLLABORATING FOR SAFETY & SECURITY

We work closely with our business partners and associates to learn and share knowledge towards ensuring safety and security of all our stakeholders. PortsToronto's Fire and Emergency Services department conducted fire extinguisher courses for staff members at Porter Airlines and Canada Border Services Agency (CBSA) in 2023. With the help of our training partner, we delivered Incident Management System (IMS) 200 to our internal staff and 300 courses to participants from Toronto Police Service's Marine Unit, Toronto Emergency Management, Metrolinx, Molson Coors and the William Osler Health System - Etobicoke General Hospital.



# HUMAN CAPITAL MANAGEMENT

At Billy Bishop Toronto City Airport, we recognize that employee wellbeing goes beyond occupational health and safety. Consistent with the commitment to overall wellbeing, PortsToronto offers a wellness program that was amongst the finalists at the Canada Workplace Benefits Awards in 2023. Built on the three pillars of mental, heart and financial health, it is overseen by the Wellness Advisory Committee, which includes representation from leadership and various departments. In 2023, this program expanded to include additional communication on wellness and webinars. We were able to incorporate work walks, salsa classes, meditation classes, yoga and stretching sessions, many of which were requested in employee feedback. New in 2023, employees had access to discounted gym memberships and Bike Share Toronto. Through our Employee and Family Assistance Program (EFAP), employees can access the Telus Health One platform which has a library of resources, and counseling, health coaching and work life services to assist them in their health journey.

Nieuport Aviation also offered an Employee & Family Assistance Program and regular wellness-related communication, and hosted an in-person mental health workshop for employees in the reporting period.

## SUPPORTING THE NEXT GENERATION OF WELLNESS LEADERS

Recognizing the increasing importance of ensuring wellness in the workplace, PortsToronto partners with various local colleges to offer student internships for our wellness program.



# HUMAN CAPITAL MANAGEMENT

## DIVERSITY, EQUITY AND INCLUSION (DEI)

We are fortunate to serve a diverse customer and stakeholder base that is reflective of the City of Toronto. We recognize that employing a diverse workforce can help us better cater to the needs of our customers and help us serve our communities to the fullest extent. We strive to create a culture where differences are valued, and everyone feels empowered to bring their full, authentic selves to work.

Nieuport Aviation's DEI strategy includes clear roles and accountabilities along with specific pillars based on our organizational values that serve as a framework for initiatives aimed at various stakeholders.

Some of the highlights of this program in 2023 include:

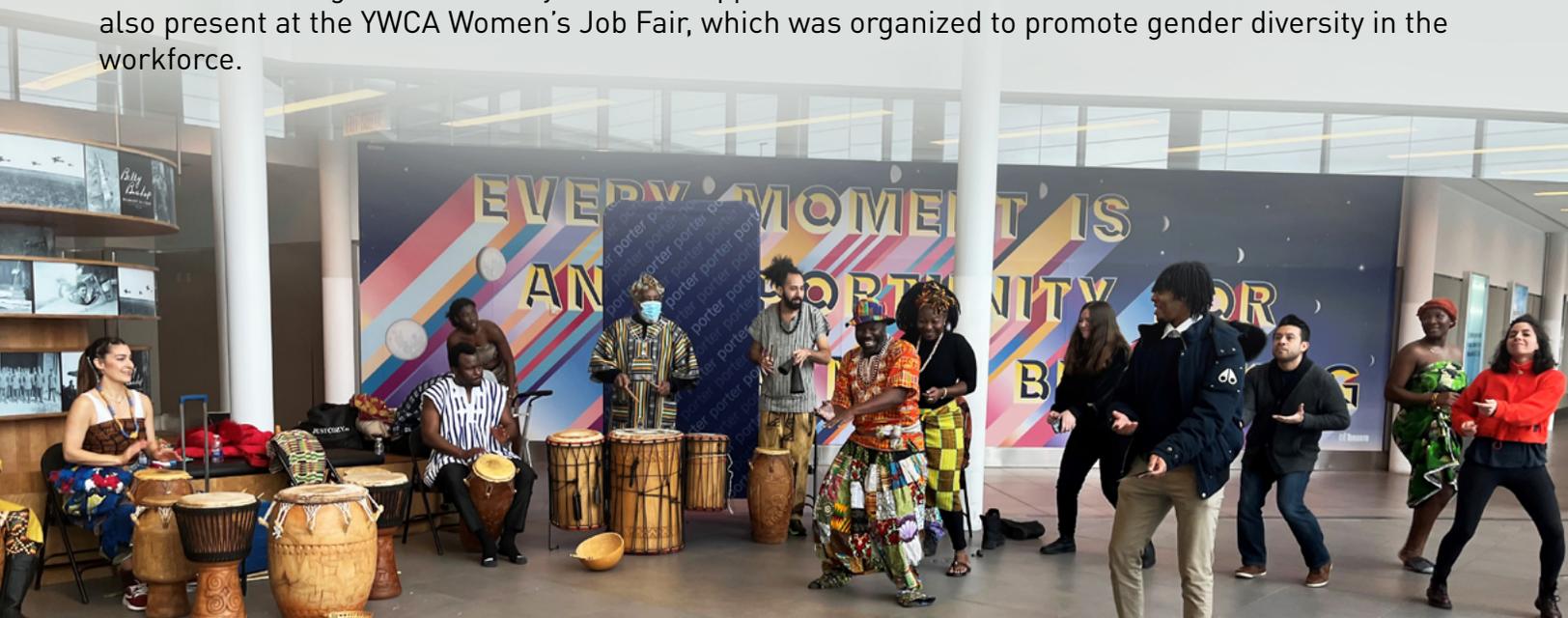
- Monthly Lunch and Learn sessions that explore and promote inclusivity and equity. 2023 included topics such as 2SLGBTQ2I+, personal leadership and development, and local community challenges such as poverty and homelessness.
- Supporting our supplier community with a recognition program and engaging with them to better understand their DEI policies and objectives.
- Continuing our commitment to having therapy dogs at the airport to bring comfort and relief to passengers who may struggle with travel anxiety.

- Leveraging the public space and audience the airport provides to display the work of local artists.

PortsToronto embarked on the process of developing a diversity, equity and inclusion strategy in 2023. The groundwork done during the reporting period consisted of confidential focus groups and interviews conducted by an independent consultant, the formation of a working group, and workshops to understand challenges and opportunities in the space. The organization intends to develop a strategy consisting of goals and targets, action items, and principles which will also be applicable to staff at the airport.

## BUILDING A DIVERSE TALENT PIPELINE

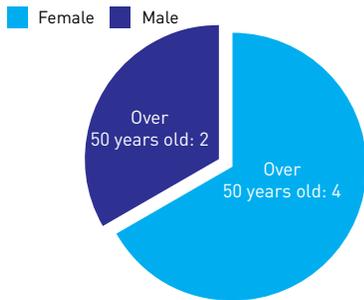
We understand that diversity is often a consideration that needs to be addressed at the grassroots level. At Billy Bishop Toronto City Airport, we engage with organizations like BAPN to lend impetus to training and mentoring of our communities, allowing us to draw from a stronger and more diverse talent pool. This year, we attended a career fair held by the Mississaugas of the Credit, and raised awareness among the community about the opportunities PortsToronto has to offer. Our team was also present at the YWCA Women's Job Fair, which was organized to promote gender diversity in the workforce.



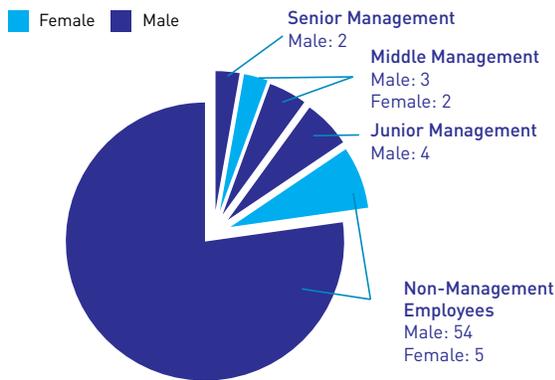
# HUMAN CAPITAL MANAGEMENT

## OUR WORKFORCE

### PORTSTORONTO

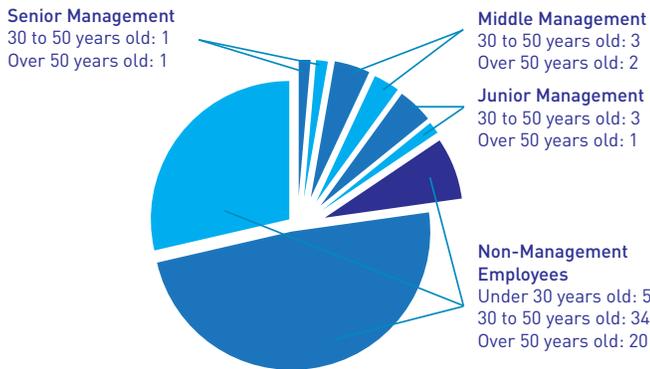


Total board members in each category as of December 31, 2023



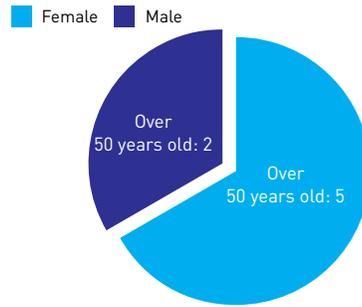
Total airport employees in each category as of December 31, 2023

Under 30 years old    30 to 50 years old    Over 50 years old

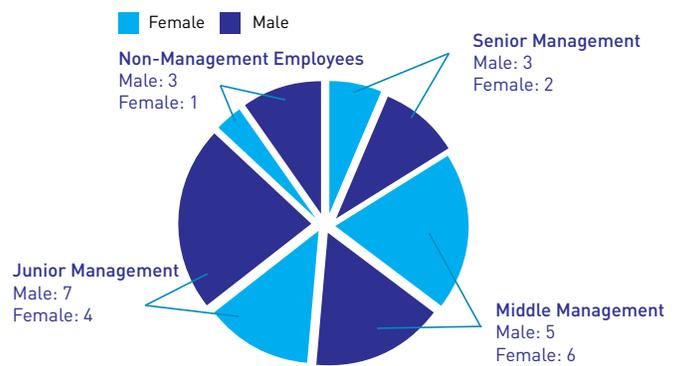


Total airport employees in each category as of December 31, 2023

### NIEUPORT AVIATION

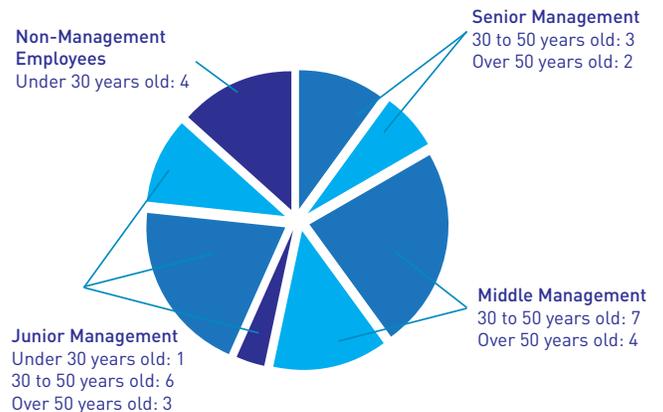


Total board members in each category as of December 31, 2023



Total airport employees in each category as of December 31, 2023

Under 30 years old    30 to 50 years old    Over 50 years old



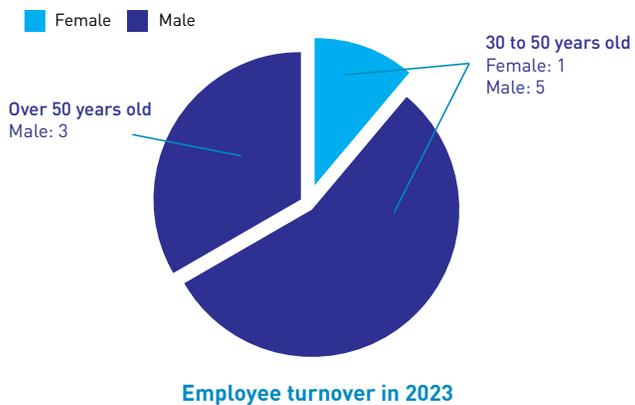
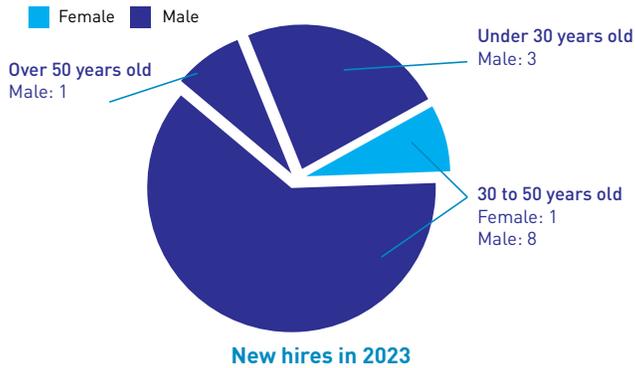
Total airport employees in each category as of December 31, 2023

We also use third-party consultants and independent contractors for specialty roles, as needed.

# HUMAN CAPITAL MANAGEMENT

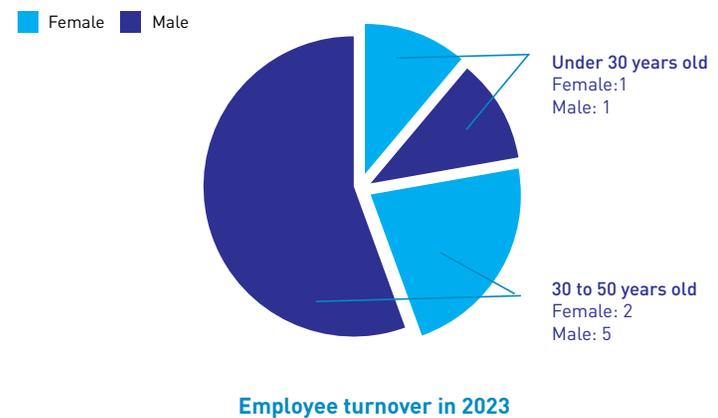
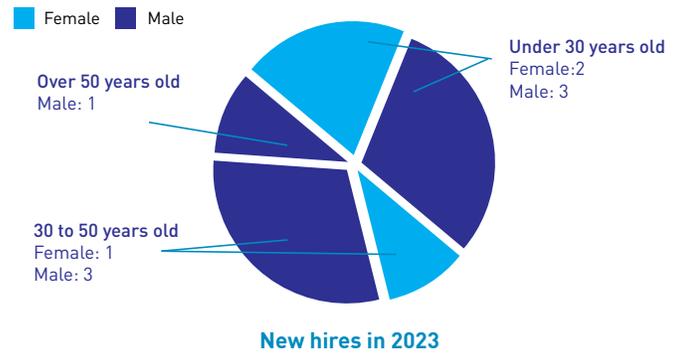
## OUR WORKFORCE

### PORTSTORONTO – AIRPORT EMPLOYEES



RATE OF EMPLOYEE TURNOVER IN 2023	FEMALE	MALE
Under 30 years old	NA	NA
30 to 50 years old	1.43%	7.13%
Over 50 years old	N/A	4.28%

### NIEUPORT AVIATION – AIRPORT EMPLOYEES



RATE OF EMPLOYEE TURNOVER IN 2023	FEMALE	MALE
Under 30 years old	3.08%	NA
30 to 50 years old	6.15%	15.38%
Over 50 years old	N/A	NA

## WAGE EQUITY

A crucial element of attracting and retaining a diverse workforce is providing people with the fair compensation and benefits they need to thrive. This year, PortsToronto initiated the process of ensuring wage equity within the organization, conducting a market study and bridging identified gaps.

## FREEDOM OF ASSOCIATION

We respect our workforce's freedom of association and the right to collective bargaining. 74 per cent of PortsToronto's workforce at the airport were covered by a collective bargaining agreement as of December 31, 2023. Our non-union employees have the same working conditions as union employees, and the terms of employment are in line with the Canada Labour Code.

# HUMAN CAPITAL MANAGEMENT

## LIVING WAGE CERTIFICATION FOR NIEUPOORT AVIATION

In 2023, Nieuport Aviation was officially certified as a Living Wage employer by the Ontario Living Wage Network (OLWN), making it the first aviation entity in Ontario to achieve the certification. Nieuport Aviation has committed to paying its staff, at a minimum, the Toronto living wage amount of \$23.15 an hour.



## PARENTAL LEAVE IN 2023

Fostering a good working environment for people facing big milestones is integral to our employee retention efforts. All of our full-time employees are entitled to parental leave. Of these, one woman at Nieuport and two men – one each at Nieuport and PortsToronto – took parental leave in the reporting period.

Both male employees, whose parental leave ended in 2023, returned to work in the reporting period, while the female employee's leave remains ongoing. Moreover, the only employee whose parental leave ended in 2022 was still with the organization a year later, bringing our combined return to work rate and retention rate to 100 per cent.

## ENCOURAGING SUSTAINABILITY AT PORTSTORONTO

This year, PortsToronto partnered with Bike Share Toronto to offer employees a discount on their annual membership fees, encouraging a more sustainable mode of transit and a heart-healthy activity. Through this partnership, employees now have access to over 9,000 bikes and 700 stations across Toronto's vast cycling network. This builds on the organization's Environmental Responsibility Policy's guidance, which encourages our employees to carpool and avoid idling company-owned vehicles to enhance environmental responsibility.



# HUMAN CAPITAL MANAGEMENT

## LEARNING AND DEVELOPMENT

Providing training and development opportunities to our workforce not only helps them excel in their current positions, but also helps future-proof Billy Bishop Toronto City Airport. We therefore conduct and facilitate access to a number of professional and soft skills training to our workforce.

PortsToronto employees at the airport have access to education assistance. All Billy Bishop Toronto City Airport employees also receive an HR orientation, safety training, anti-harassment and violence training, and training on the Workplace Hazardous Materials Information System. In the reporting period, offerings to our staff included a mix of technical training, behavioural training and compliance-related training.

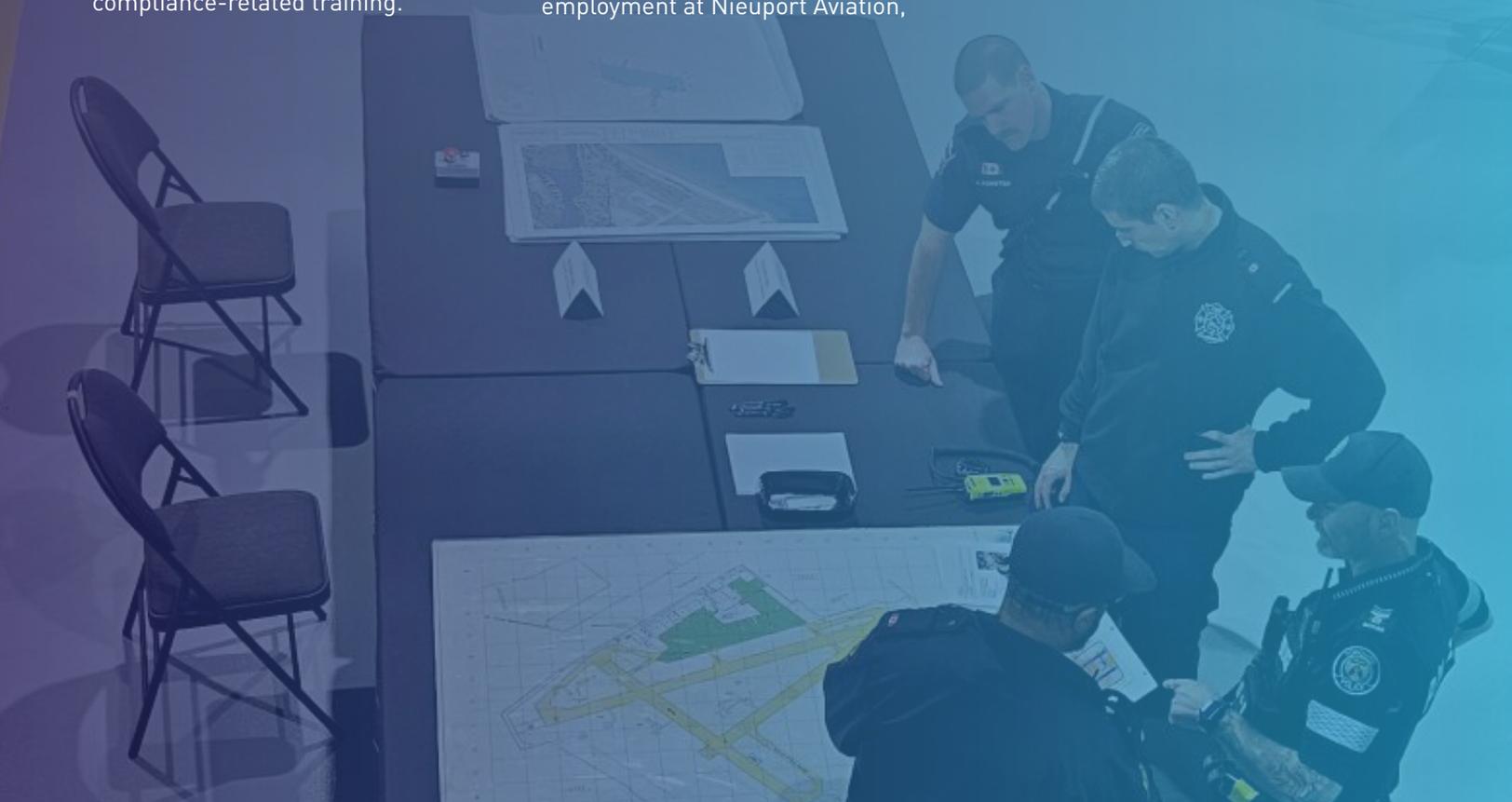
These included, but were not limited to, aircraft rescue firefighting rectification and training, fire officer training, arson and explosive investigation, human trafficking awareness, the speed of trust, health and safety, CCTV operation, airside bussing, maintenance, fall arrest, first aid and CPR.

## EMPLOYEE ENGAGEMENT & SATISFACTION

An engaged and satisfied workforce is integral to the smooth functioning of the airport. Towards this end, both PortsToronto and Nieuport Aviation routinely conduct engagement events and numerous activities and celebrations across our facilities. Nieuport Aviation conducts employee engagement surveys on an annual basis. In line with previous years, the 2023 survey found that 93 per cent of employees are satisfied with their employment at Nieuport Aviation,

and believe they receive support from management to balance their personal and professional lives. Additionally, 97 per cent employees expressed satisfaction with the healthcare benefits offered by the organization, and 96 per cent would recommend it as a good place to work.

PortsToronto conducted its first employee engagement survey in 2023. The survey found that 86 per cent of staff feel pride in working at the organization, 89 per cent believe their managers support their health, safety & wellbeing, and 79 per cent think the organization is making a positive impact on the community and society.



# MANUFACTURED CAPITAL MANAGEMENT

The development, maintenance and continuous improvement of airport property and equipment is central to our sustainability efforts, as it helps us increase operational and resource efficiency and maximize profitability to drive investment in our infrastructure, workforce and communities. Recognizing the criticality of our infrastructure to the local, regional and national economy, we work not only to preserve and improve our own infrastructure, but also to collaborate with private and public entities to enhance infrastructure and services in the region.

## INVESTING IN TORONTO'S WATERFRONT

Since the beginning of the 20<sup>th</sup> century, PortsToronto has made strategic investments in Toronto's waterfront and in developing transportation infrastructure for the City of Toronto. As the owner and operator of the marine Port of Toronto, the Outer Harbour Marina, Billy Bishop Toronto City Airport and various real estate and property holdings along the waterfront, PortsToronto reinvested over \$13 million in infrastructure in 2023, over \$6 million of which was under the Billy Bishop Toronto City Airport banner.



# MANUFACTURED CAPITAL MANAGEMENT

## CAPITAL PROGRAMS

Our capital projects are of strategic importance to the airport, and we undertake them in a fiscally efficient, environmentally sustainable and socially responsible manner. In the reporting year, we initiated and/or continued to implement various capital projects that contributed to our sustainability agenda.

### Installation of Electric Vehicle Charging Infrastructure

In our endeavour to “green” access to Billy Bishop Toronto City Airport, we installed electric vehicle charging infrastructure that would support the operation of the airport’s forthcoming electric shuttle buses. The project included chargers at the mainland pavilion where the airport’s complimentary shuttle bus picks up and drops off passengers, as well as on the island where the airport terminal is located.

### Enhancement of Safety, Security & Communication Infrastructure

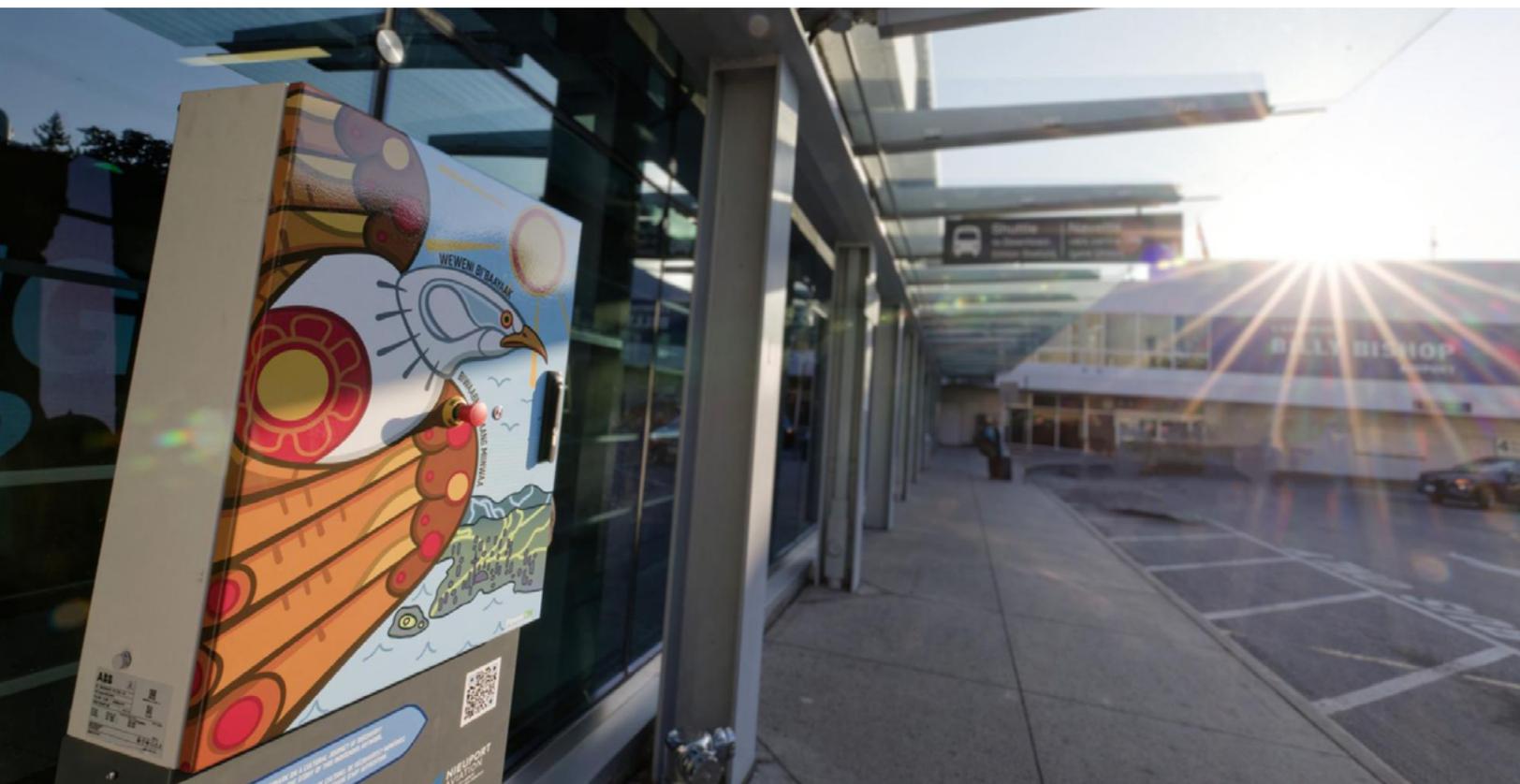
We commenced the replacement of security fences and gates at Billy Bishop Toronto City Airport in 2023. The new, higher gates further reduce the risk of trespassers and wildlife entering the airfield, allowing for enhanced safety and security at the airport.

Our older airport rescue and firefighting vehicles, meanwhile, were retrofitted with a computer system that facilitates input-based testing in lieu of output-based testing. The new computer system simplifies the annual testing process and eliminates the need to utilize foam in the testing process.

Additionally, we upgraded the Airport Operation Control Centre (AOCC) two-way radio system to increase the reliability of our communications. This included a new dispatch console application used in the AOCC as well as enhanced mobile response and incident management.

### Wildlife Prevention Infrastructure

Reducing bird strikes is not only important in line with our commitment to protection of flora and fauna, but is also integral to ensuring flight and passenger safety. This year, we installed new infrastructure to prevent wildlife-related hazards at Billy Bishop Toronto City Airport. The infrastructure is expected to significantly deter nesting behaviour at key locations, reducing harm to birds, and ensuring greater flight safety.



# INTELLECTUAL CAPITAL MANAGEMENT

Innovation, digitisation and knowledge-sharing are critical to the success of every organization, particularly in dynamic, complex and ever-evolving sectors like transportation. Billy Bishop Toronto City Airport strives to leverage these to ensure a seamless passenger experience and define what the future of travel looks like. We engage with academia, industry and various levels of government, and are increasingly focused on intangibles, towards these ends.

## INNOVATION

The airport places great emphasis on thinking outside the box to deliver solutions that will support the environment, energize the economy and preserve a high quality of life in the region. We encourage our teams to stay abreast of new and innovative technologies and processes that can enhance our productivity and customer experience. This is coupled with vocational and soft-skill training, engagement and knowledge-sharing to help us gain a competitive edge.

### Innovation for Sustainability: Leading the Way in PFAS-free Firefighting

Often referred to as 'forever chemicals', per- and polyfluoroalkyl substances (PFAS) are found in aqueous film-forming foam (AFFF) and have been linked to harmful impacts on human health and the environment.

In 2019, Billy Bishop Toronto City Airport started the search for PFAS-free foam for its firefighting efforts. It proved to be an uphill battle, as there was a gap in the extinguishment, burn back and sealability times between the legacy PFAS-containing formulations and fluorine-free alternatives at the time.

After careful investigation and deliberation, we became the first commercial airport in North America to transition to PFAS-free foam in its firefighting operations. The new alternative degrades and breaks down in less than 90 days, as opposed to PFAS, which can take thousands of years to do so.

Careful review and examination of options, collaboration with fire truck manufacturers and hazardous waste management companies, and training for the firefighters in the application of this solution were integral to the process, and have ensured safety, security and sustainability of our operations.

Foam concentrate is tested annually at Billy Bishop Toronto City Airport. In 2023, we switched to input-based testing, wherein we use water in the exercise, and computer-based modeling predicts how much foam would be used, eliminating the need to utilize even PFAS-free foam in the process.



# INTELLECTUAL CAPITAL MANAGEMENT

## Knowledge-Sharing & Engagement

We understand the importance of building an ecosystem of innovation, which goes beyond our own internal efforts. Engagement and collaboration with academia and industry bodies are critical to our knowledge-sharing and innovation efforts.



## Key Memberships

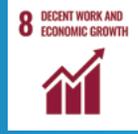
- Airports Council International
- Canadian Airports Council
- Canadian Chamber of Commerce
- Ontario Chamber of Commerce
- Chamber of Marine Commerce
- Great Lakes Cruise Industry Association
- Toronto Region Board of Trade
- Aquatic Habitat Toronto
- Future Border Coalition
- Toronto Inner Harbour Floatables Strategy
- International Trash Trapping Network
- Tourism Industry Association of Canada
- Tourism Industry Association of Ontario
- Destination Toronto
- Canadian Manufacturers & Exporters
- Association of Canadian Port Authorities
- Green Marine
- Boating Ontario
- Clean Marine

## LEVERAGING TECHNOLOGY AT US CBP PRECLEARANCE

Our commitment to a seamless customer experience remains a priority as we prepare to bring U.S. Customs and Border Protection (US CBP) preclearance to Billy Bishop Toronto City Airport in 2025. The facility, which will take between 18 and 24 months to complete, will provide passengers with the opportunity to clear customs in Toronto, rather than having to clear customs upon landing at U.S. airports, thereby increasing efficiency and convenience. Preclearance will also open up new markets to the U.S., as travellers can now access smaller U.S. airports that do not currently have these facilities in house, and therefore cannot accept travellers that have not been precleared. We're also exploring the deployment of next-generation technologies that can enhance the passenger experience at the airport.



# FINANCIAL CAPITAL MANAGEMENT



Billy Bishop Toronto City Airport plays a key role in unlocking the connectivity Toronto needs as a truly global city, driving the circulation of people and ideas, stimulating innovation and economic growth and anchoring our city among the best in the world. The airport's growth is closely tied to that of the local economy and the communities within which we operate. Effective management of our financial capital is, therefore, a pillar of our value creation strategy, allowing us to reinvest in our communities and the infrastructure and services that allow them to thrive.

## INDIRECT ECONOMIC IMPACT

As a gateway that enables tourism and trade, attracts talent, generates jobs and facilitates healthcare, Billy Bishop Toronto City Airport is an economic engine for the City of Toronto and the Province of Ontario. Located just three kilometres from Canada's centre for business, finance, tech and healthcare innovation, Billy Bishop Toronto City Airport connects the city and province to North American markets, a competitive advantage that few cities enjoy.



**\$2.1 billion**  
Billy Bishop Toronto City Airport's total annual economic output.

**4,450**

Jobs supported, 2,080 of which were directly associated with the airport's operations.



**82%**

Torontonians who agreed that Billy Bishop Toronto City Airport is a good use of land.



**85%**

Torontonians who said it makes sense to have an airport downtown.

**78%**

Torontonians who agreed that the airport plays a central role in business, health care and job creation for the city.

# APPENDIX A: MATERIAL TOPICS

Material Topic	GRI Standard	Disclosures
Safety & Security	GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures
Occupational Health & Safety	GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system
		403-2 Hazard identification, risk assessment, and incident investigation
		403-3 Occupational health services
		403-4 Worker participation, consultation, and communication on occupational health and safety
		403-5 Worker training on occupational health and safety
		403-6 Promotion of worker health
		403-8 Workers covered by an occupational health and safety management system
		403-9 Work-related injuries
	403-10 Work-related ill health	
Employment	GRI 401: Employment 2016	401-1 New employee hires and employee turnover
		401-3 Parental leave
Human Rights	GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor
	GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor
Risk Management	Non-GRI Topic	
Business Ethics	GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken
	GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices
Accessibility	Non-GRI Topic	
Waste Management	GRI 306: Waste 2020	306-2 Management of significant waste-related impacts
		306-5 Waste directed to disposal
Regulatory Management & Compliance	Non-GRI Topic	
Customer Satisfaction	Non-GRI Topic	
Employee Engagement & Satisfaction	Non-GRI Topic	

# APPENDIX A: MATERIAL TOPICS

Material Topic	GRI Standard	Disclosures
Climate Action, Energy & Emissions	GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions
		305-2 Energy indirect (Scope 2) GHG emissions
		305-4 GHG emissions intensity
		305-5 Reduction of GHG emissions
Diversity, Equity & Inclusion	GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees
	GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken
Learning & Development	GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs
Noise Management	Non-GRI Topic	
Local Communities	GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs
Water & Effluents	GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource
		303-2 Management of water discharge-related impacts
		303-3 Water withdrawal
		303-4 Water discharge
		303-5 Water consumption
Innovation	Non-GRI Topic	
Economic Performance, Indirect Economic Impact	GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported
		203-2 Significant indirect economic impacts
Rights of Indigenous Peoples	GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples

# APPENDIX B: GRI CONTENT INDEX

STATEMENT OF USE	Billy Bishop Toronto City Airport has reported the information cited in this GRI content index for the period January 1, 2023 to December 31, 2023 with reference to the GRI Standards.
GRI 1 USED	GRI 1: Foundation 2021

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	PAGE NUMBER/ RESPONSE
<b>GENERAL DISCLOSURES</b>		
GRI 2: General Disclosures 2021	2-1 Organizational details	9
	2-2 Entities included in the organization's sustainability reporting	4
	2-3 Reporting period, frequency and contact point	4
	2-4 Restatements of information	Not applicable
	2-5 External assurance	4
	2-6 Activities, value chain and other business relationships	9
	2-7 Employees	46, 47
	2-8 Workers who are not employees	47
	2-9 Governance structure and composition	13, 46
	2-10 Nomination and selection of the highest governance body	13
	2-11 Chair of the highest governance body	Non-executive members
	2-12 Role of the highest governance body in overseeing the management of impacts	13, 14
	2-13 Delegation of responsibility for managing impacts	13, 14
	2-14 Role of the highest governance body in sustainability reporting	13
	2-15 Conflicts of interest	13
	2-16 Communication of critical concerns	13
	2-17 Collective knowledge of the highest governance body	13
	2-18 Evaluation of the performance of the highest governance body	13
	2-19 Remuneration policies	47, 48
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	2-24 Embedding policy commitments	14-16
	2-25 Processes to remediate negative impacts	14-17
	2-26 Mechanisms for seeking advice and raising concerns	14, 17
	2-27 Compliance with laws and regulations	14
	2-28 Membership associations	53
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<b>MATERIAL TOPICS</b>		
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<b>Indirect economic impacts</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	54
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	54
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<b>Anti-corruption</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	14
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	None

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GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None
<b>Energy</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	19
GRI 302: Energy 2016	302-4 Reduction of energy consumption	20-22
	302-5 Reductions in energy requirements of products and services	21, 22
<b>Water and effluents</b>		
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GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	24
	303-2 Management of water discharge-related impacts	24
	303-3 Water withdrawal	24
	303-4 Water discharge	24
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<b>Emissions</b>		
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GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	20
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GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	46, 47
<b>Non-discrimination</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	45
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	None
<b>Child labor</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	42
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	None
<b>Forced or compulsory labor</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	42
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	None
<b>Security practices</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	28, 43
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	43
<b>Rights of indigenous peoples</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	17
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	None
<b>Local communities</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	31
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	36