



Deborah Flint
President & Chief Executive Officer

June 22, 2020

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June 22, 2020
REGION OF PEEL
OFFICE OF THE REGIONAL CLERK

Mr. Nando Iannicca
Peel Region Chair
10 Peel Centre Dr.,
Brampton, ON
L6T 4B9

Re: Announcing Toronto Pearson’s Healthy Airport Commitment

REFERRAL TO _____
RECOMMENDED _____
DIRECTION REQUIRED _____
RECEIPT RECOMMENDED

Dear Regional Chair Iannicca,

The Greater Toronto Airports Authority (GTAA) is the proud operator of Toronto Pearson. Together with our many partners, we have been nimble to ensure that Canada’s largest airport – a major contributor to jobs, trade and prosperity for our region, province, and country – plays its part to support our economy as we weather the COVID-19 pandemic. Since the earliest onset of COVID-19, the airport workforce delivered in support of the repatriation of Canadians and the ongoing movement of essential cargo and medical supplies. As aviation rebounds in countries with profiles similar to Canada, the ease of provincial and national travel restrictions is necessary, and it is enabled by the safe and healthy airport experience that is in place today for passengers and airport workers.

Today, I am writing to you to share our “Healthy Airport” commitment, a comprehensive program that outlines the steps the airport and its partners are undertaking to be ready for the new realities of air travel, and to lead the aviation industry in advancing the future of healthy travel corridors. The Healthy Airport commitment also includes a strategic partnership with BlueDot, a leader in advanced data analytics and technologies to predict and monitor infectious disease risks. We will be announcing this publicly tomorrow, June 23, 2020.

Toronto Pearson’s Healthy Airport commitment and health measures are aligned with the global aviation measures established by the International Civil Aviation Authority (ICAO), International Air Transport Association (IATA), and Transport Canada’s framework for addressing COVID-19 and recovery of the aviation sector. It complements measures, like temperature checks, which were recently announced by the Government of Canada.

Toronto Pearson is an international leader in the aviation sector having set the standard for exceptional passenger service among large North American airports for three years in a row. Everyone who works at Toronto Pearson is dedicated to playing a leadership role in fulfilling the health





protection measures and adapting quickly to changes and future standards. We are dedicated each day to providing the pathway for Canadians who are dreaming of the day they can travel again.

Our five-point Healthy Airport commitment goes further than the measures implemented by the GTAA on June 1 – mandatory masks, limited access to airport facilities, continued enhanced cleaning and hygiene, and increased measures and signage for physical distancing. We are additionally introducing innovative technology advancements, including touchless check-in, trial of a disinfection corridor, facility monitoring for congestion, autonomous floor cleaning machines, and air quality monitors. We will continue to refine additional touchless technologies and self-serve options for passengers, with government, agency, and airline input.

Our Healthy Airport announcement includes the following commitments to passengers and airport workers:

- We commit to making passenger and employee health our top priority
- We commit to working with our partners to set strong, consistent standards for passenger and airport worker health
- We will deploy multi-layered tools and adjust quickly to changes and current intelligence
- We will ensure our approach is best in class and aligned with international aviation standards
- We will explore all innovative and technologically advanced solutions for ensuring the safety of our passengers and employees

Many of the 400-plus organizations operating out of Toronto Pearson, including air carriers and transit agencies, are implementing health and cleaning measures, and are working with us to ensure their employees comply with our new Healthy Airport commitment, as well as with requirements established by federal, provincial and municipal health authorities. We are very grateful to have received a supportive quote about our Healthy Airport program from Dr. Lawrence Loh, Interim Medical Officer of Health, Region of Peel, which will be included in tomorrow's media release.

In addition to conducting airport-wide workforce education sessions, the GTAA has worked with public health officials and a growing number of airport employers to develop a voluntary COVID-19 case log. The GTAA is also working with Wipro, a global technology leader, to conduct a pilot of wearable tracing and physical distancing technology for airport workers. Additionally, the GTAA has partnered with BlueDot to monitor and manage the risk from COVID-19 and other infectious diseases. The Canadian technology company's world-leading insights platform will power the GTAA's commitment to preparedness and resilience.

Rebuilding passenger confidence in Canada's travel industry is of the utmost importance, and the Toronto Pearson workforce is dedicated to demonstrating that the aviation sector takes health issues



and the public's well-being seriously. Further, with the support of government, we have the opportunity to leverage this moment in our history to invest further to implement border modernization technologies and in infrastructure projects such as establishing an Arrivals & Transfer Facility in Terminal 3 so that we emerge from this pandemic with the benefit of facilities that support healthy travel corridors in the long-term, while also helping to kick start the economy with jobs and stimulation of travel demand. I believe this is an opportunity for Canada's aviation sector to emerge strong and resilient.

Toronto Pearson will continue to work with the Government of Canada to quickly assess risks and to encourage a phased and coordinated return of domestic and international travels. As Canada's largest airport, we are actively participating in conversations with government and industry on adopting a standardized approach to the restart of aviation in Canada that will ensure passengers know what to expect and how to prepare themselves to travel. We are committed to connecting families, global business, cargo and the return of travel and tourism around the world.

I appreciated the opportunity to speak with you since my arrival back to Canada in February. Thank you for your kind words of welcome and support during what's been a very challenging time in the travel and tourism sector. I would be most pleased to speak to you directly about our program and commitments. Please do not hesitate to reach out.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Deborah Flint", is positioned below the closing. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Deborah Flint
President & CEO