

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

2020

# Sustainability Report



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The Toronto Port Authority, doing business as PortsToronto since January 2015, is a government business enterprise operating pursuant to the *Canada Marine Act* and Letters Patent issued by the federal Minister of Transport. The Toronto Port Authority is hereafter referred to as PortsToronto.

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I.

# Billy Bishop Airport Performance Summary 2020



**35 %**

**Carbon Footprint**



Billy Bishop Airport has committed to exploring and implementing initiatives to reduce emissions in order to achieve a 35 per cent reduction below 2015 levels by 2030.

**100 %**

**Green Electricity**

Since 2010, Billy Bishop Airport has powered all of its operations with 100 per cent green electricity through Bullfrog Power Canada.



**9 %**



**GHG Emissions**

In 2020, Billy Bishop Airport reduced its Scope 1 and Scope 2 emissions by approximately 9 per cent by using Bullfrog Power's clean energy, which comes exclusively from a blend of EcoLogoM-certified wind and low-impact hydro power.

**28,091 tonnes**

**CO<sub>2</sub>**

Since joining the bullfrogpowered community, Billy Bishop Airport has displaced more than 18,058 tonnes of CO<sub>2</sub>. This is equal to the amount of carbon that would be sequestered by about 9,500 hectares of forest in one year.

**530 tonnes**

**Fleet and Equipment Upgrades**

Billy Bishop Airport's conversion of Marilyn Bell I passenger/vehicle ferry to electric-power will significantly reduce noise associated with ferry operations and reduce greenhouse gas emissions by 530 tonnes per year.

**41 %**

**Promote Active Transportation**

We encourage passengers to use green transportation to get to and from the airport. 41 per cent of travellers walk, bike or take transit from Billy Bishop Airport – one of the highest percentages in North America.



**4**

**Noise Monitoring Terminals**

As part of our continuing efforts to ensure improvements between airport operations and the surrounding community, Billy Bishop Airport currently operates four NMTs that provide ongoing noise-level data to the airport's noise management office.

**6**

**Community Investment**

Billy Bishop Airport invested in 6 community organizations in 2020.



**5705 square metres**  
**Improving Traffic Flow**

5705 square metres of new asphalt were used to resurface the Eireann Quay roadway as part of our efforts to reduce vehicle traffic and idling at the airport by improving the efficiency of traffic flow through elements of the Billy Bishop City Side Modernization Project.

# I.

## Billy Bishop Airport Performance Summary 2020

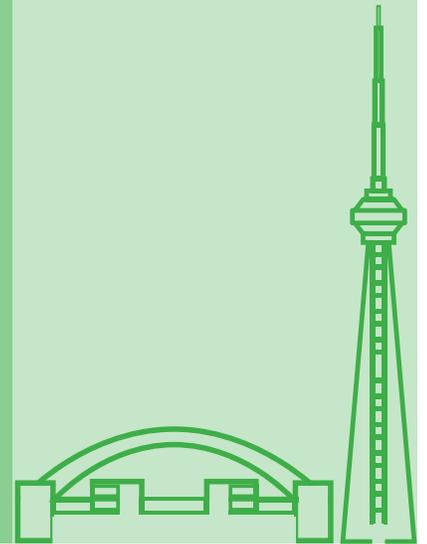
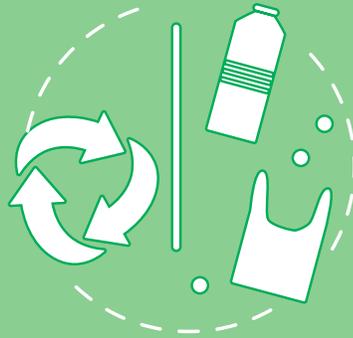
### LIFE ON LAND



# 360,000

### Single-Use Plastics

Since 2016, the water refilling stations in Billy Bishop Airport's passenger lounges have saved more than 360,000 plastic water bottles from being sent to landfills.



### PARTNERSHIPS FOR THE GOALS



### UNSDG Goals

In 2020, Billy Bishop Airport made a commitment to align its environmental initiatives, reporting and projects with the United Nations Sustainable Development Goals.

# 10

### Sustainability Committee

Our 10-member, employee-led Sustainability Committee meets regularly to share ideas and identify strategies for employing environmental best practices throughout Billy Bishop Airport's business units and operations.



### DECENT WORK AND ECONOMIC GROWTH



# 0

### Health and Safety

Zero incidents of significant health and safety non-compliance in 2020.



## II.

# Executive Message

As I write this message in preparation for the release of our fourth annual Sustainability Report, we have reached the anniversary of the World Health Organization’s announcement of the global COVID-19 pandemic in March 2020. Reflecting on the past year, I am heartened by the proven resilience of Canada’s air transportation sector throughout this prolonged crisis, and in particular the dedication, perseverance and professionalism demonstrated by our team when faced with one of the most challenging times in Billy Bishop Airport’s 82-year history. I am truly honoured to work alongside so many great people.

We published the last Sustainability Report for Billy Bishop Airport in April 2020, just months into the global pandemic. At that time, the Canadian federal government had introduced border closures and travel restrictions to help stop the spread of COVID-19, and as a result, Porter Airlines and Air Canada temporarily suspended commercial service at Billy Bishop Airport, leading to an 86 per cent decrease in passengers and a decline in revenues for 2020.

As a direct result of the devastating economic impacts of the pandemic, we –along with many organizations in the aviation industry – have had to make adjustments in the past year, including reducing our staff complement and pausing some of our sustainability and sponsorship programs. These were incredibly difficult decisions. At its core, Billy Bishop Airport is a small, highly skilled and dedicated group of people passionate about our community and the environment, and each and every reduction has been deeply felt.

However, we have persevered and have continued to keep people safe, maintain operational capabilities and serve our community.

And, while some of our key projects were delayed due to the pandemic, we were able to maximize efficiency on others projects. In particular, we leveraged the reduction in vehicle and passenger traffic at Billy Bishop Airport during the pandemic to bring forward the second phase of our Cityside Modernization Project, an important component of the City of Toronto-led Bathurst Quay Neighbourhood Plan. Key features of this project included climate resiliency measures that will help protect our facilities in the long term, a complete reconstruction of the Eireann Quay roadway, pedestrian sidewalks, and the relocation and improvement of an existing surface parking lot on the Canada Malting site, which features a new student pick up/drop off area at the Toronto District School Board (TDSB) Waterfront School.

After some initial delays brought on by the pandemic’s disruption of the supply chain and lockdown orders, we were also able to make strong progress in the conversion of the *Marilyn Bell I* ferry to 100 per cent electric power in 2020,



## II.

# Executive Message

including the build of the vessel's electrical backbone and the delivery of the lithium-ion batteries. I am pleased to report that we expect to complete this milestone project in 2021, a clear indication of how serious we are in our commitment to the environment and maintaining balanced operations.

We also continued to study and identify sources of ground noise at the airport and, through analytical noise modelling techniques, assess opportunities to reduce the impact of ground-sourced noise on the community. We are fortunate to be working closely with the Noise Management Sub-Committee of the Community Liaison Committee (CLC) on this Ground Noise Study and value committee feedback as we continue our efforts to make the airport cleaner, greener and quieter.

Another initiative that we launched in 2020 and which supports the Decent Work and Economic Growth goal of the new UN-SDG methodology was the introduction of Safe Travels, a program that reflects our commitment to delivering a safe experience for our passengers as well as those who work in the airport. The realities of the pandemic, masking, sanitizing and distancing, are now routine, and we have adapted our operations to reflect new best practices that have kept our staff, stakeholders and passengers safe.

It is encouraging to note the signs of recovery we are seeing now, one year into the pandemic. Vaccine rollouts throughout North America and testing trials for the screening of air travellers being performed at several Canadian airports are a sure sign that a return to normalcy is within reach.

In the meantime, I hope you enjoy reading this report to learn more about Billy Bishop Airport's efforts to support our community and protect the environment as we prepare for the year ahead. You will notice in this report that Billy Bishop Airport has aligned its environmental initiatives with the United Nations Sustainable Development Goals (UN-SDGs), which have been adopted by government bodies around the world, including the Canadian federal government. In an effort to concentrate our work within this new methodology, we have chosen six goals that reflect the areas in which we can make the most impact, namely Climate Action; Sustainable Cities and Communities; Life on Land; Partnerships for the Goals; Industry, Innovation and Infrastructure; and, Decent Work and Economic Growth. In the 2020 report and moving forward, we will continue to align our projects and initiatives with these goals and set the tone for the report with a clear snapshot of our achievements in a new graphic format of our performance summary located in the first few pages.

Happy reading!



**Gene Cabral**  
*Executive Vice President,  
PortsToronto and Billy Bishop  
Toronto City Airport*



### III.

## About

# Billy Bishop Airport

Billy Bishop Airport is owned and operated by PortsToronto, a business enterprise that operates in accordance with the *Canada Marine Act* and is guided by a Board of Directors with representation from all three levels of government.

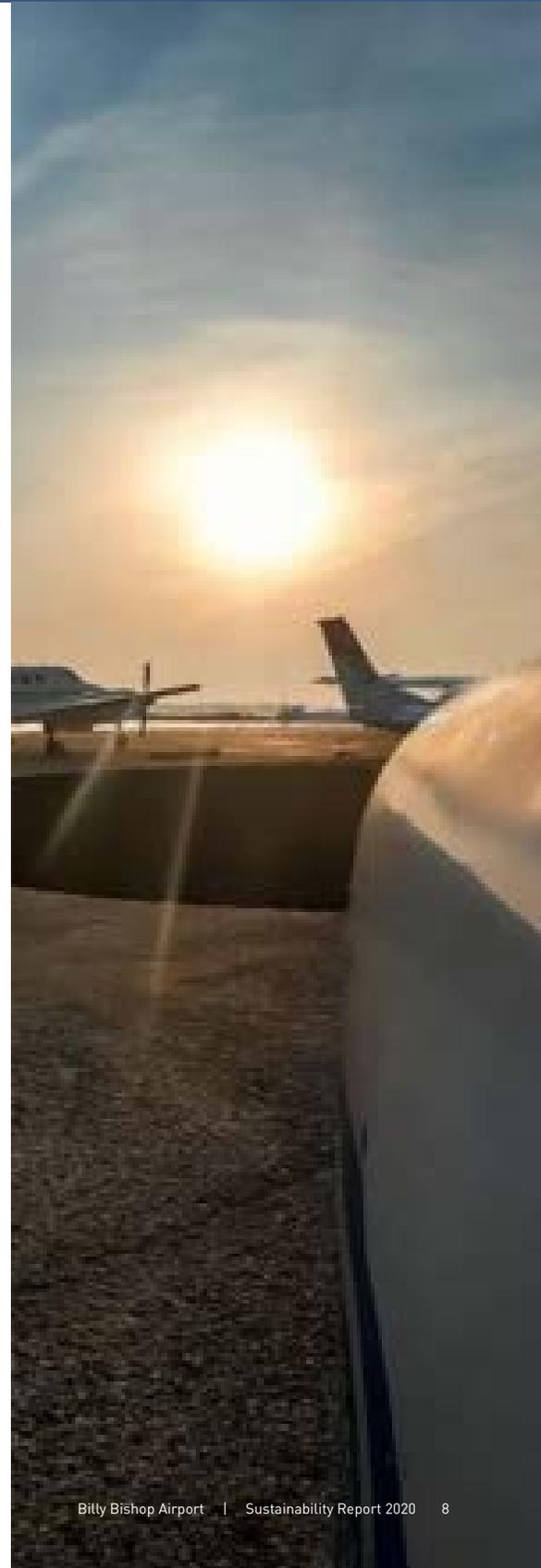
It is against the backdrop of a successful 2019, during which Billy Bishop Airport welcomed nearly 2.8 million business and leisure travellers, and the promise that 2020 held in the first two months of the year, that Billy Bishop Airport met the emergence of a global pandemic in March 2020. COVID-19 grounded much of the world in 2020 and the airport was hard hit by the pandemic and the resulting travel restrictions and border closures.

Commercial carriers Porter Airlines and Air Canada temporarily suspended operations as of March 2020 as a result of low passenger volume and restrictions. However, despite the temporary suspension of commercial airline service, Billy Bishop Airport has remained open and operational in order to ensure continued access for critical Air Ornge medevac services, Island Air Flight School, Cameron Air, FlyGTA Airlines and HeliTours.

Prior to the COVID-19 pandemic, Billy Bishop Airport was Canada's ninth-busiest airport and sixth-busiest with passenger service to the United States. An important international gateway, the airport offered service to more than 20 cities in Canada and the U.S., with connection opportunities to more than 80 international destinations via its airlines' networks. A key driver of Toronto's economy pre-pandemic, Billy Bishop Airport generated more than \$470 million in Gross Domestic Product (GDP) and supported 4,740 jobs, including 2,080 directly associated with airport operations, each year.

One of the most walkable, bikeable airports in North America, Billy Bishop Airport is known throughout the travelling community for its excellent customer service, superb amenities and unbeatable convenience. The airport's proximity to downtown in conjunction with the state-of-the-art pedestrian tunnel, enhanced shuttle service, bike stations, shorter lines and stunning passenger lounges have made Billy Bishop Airport the travel hub of choice for business and leisure travellers alike.

The airport has been recognized with a series of passenger-driven awards, including being named one of the top airports in North America in both the Airports Council International's (ACI) Airport Service Quality Awards and Skytrax World Airport Awards, the premier international airport awards voted on by 13.8 million passengers worldwide. Billy Bishop Airport was also named one of the top ten best international airports by *Condé Nast Traveler*.



# III.

## About

# Billy Bishop Airport

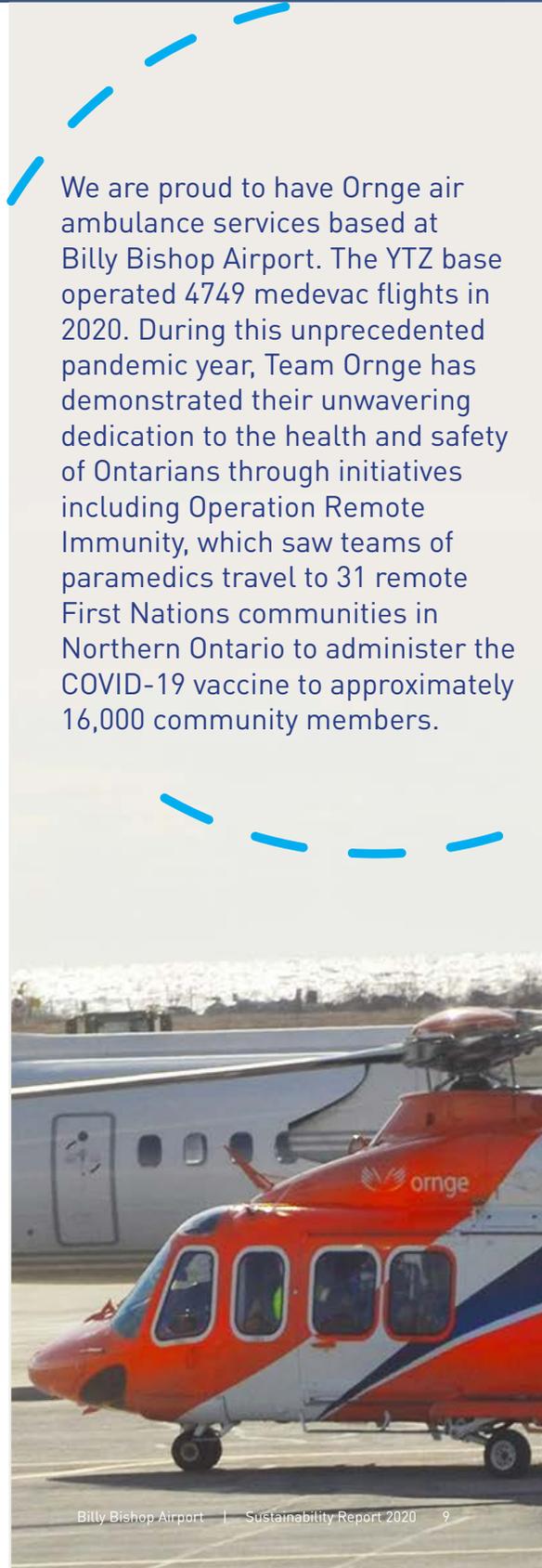
Billy Bishop Airport has also been recognized by Airports Council International (ACI) for its efforts to protect and preserve the environment through our programs, initiatives and projects. In 2017, Billy Bishop Airport won the top award for its Noise Management Program; in 2019, the airport won Best Innovative Project for the successful completion of its three-year Airfield Rehabilitation Program; and in 2020 the airport won for its Master Plan, which was inclusive of many initiatives to protect the environment.

Billy Bishop Airport also serves as a base for Ornge air ambulance services, two Fixed Base Operators, FlyGTA and Heli Tours, and is home to a personal/general aviation community that includes approximately 50 private planes and one flight school.

## Vision & Mission

Billy Bishop Airport's vision is to be the global leader in how a modern airport operates in an urban environment. To achieve this Billy Bishop Airport will invest in the areas that are meaningful to our passengers, community and stakeholders. With a focus on sustainability and innovation, Billy Bishop Airport is committed to continuous improvement in noise mitigation; environmental protection and air quality improvements; passenger service and convenience; community initiatives and engagement; and, technology development to make what is already great even better.

We are proud to have Ornge air ambulance services based at Billy Bishop Airport. The YTZ base operated 4749 medevac flights in 2020. During this unprecedented pandemic year, Team Ornge has demonstrated their unwavering dedication to the health and safety of Ontarians through initiatives including Operation Remote Immunity, which saw teams of paramedics travel to 31 remote First Nations communities in Northern Ontario to administer the COVID-19 vaccine to approximately 16,000 community members.



# Corporate Governance

Billy Bishop Toronto City Airport is owned and operated by PortsToronto, the successor agency of the Toronto Harbour Commissioners (THC), which managed the Toronto Harbour from 1911 to 1999. As part of a broad strategy developed by the federal government to modernize the administration of ports, the Toronto Port Authority, now PortsToronto, was established in 1999 to operate the Port of Toronto, Outer Harbour Marina, Billy Bishop Airport and its land holdings.

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 include 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 nine-member board of directors composed of individuals appointed by all levels of government — federal, provincial and municipal. Six members of the board are appointed by the Minister of Transport in consultation with committees representing four identified user groups — commercial, recreation, airport and port operations. The City of Toronto and the Province of Ontario have a direct governance relationship with PortsToronto via their appointees to the PortsToronto board of directors. The PortsToronto board met 26 times in 2020.

All individuals nominated by the Minister of Transport are appointed by the Governor in Council.

The following four standing committees oversee various organizational matters, various facets of our operations and assess recommendations from management:

- Audit and Finance
- Governance and Human Resources
- Communications and Outreach
- Pension

The Board relies on these committees to facilitate business and guide its decisions. During 2020, the committees met 36 times.

For more information about PortsToronto governance, please visit our website.

## The board of directors is appointed as follows:



One appointee nominated by the federal Minister of Transport



One individual appointed by the City of Toronto



One individual appointed by the Province of Ontario



Six individuals appointed by the federal Minister of Transport in consultation with the below industry groups.

- Commercial
- Airport
- Port-related activities/operations
- Recreational business

*All individuals nominated by the Minister of Transport are appointed by the Governor in Council.*



During 2020, the committees met 36 times.

# Board of Directors



**ROBERT D. POIRIER**  
Chair of the Board

**AMANDA WALTON**

**DARIN E. DESCHAMPS**

**HELLEN SIWANOWICZ**

**DON MCINTYRE**

**CHRISTOPHER REYNOLDS**  
[Appointed April 2020]

# Senior Management



**CRAIG MANUEL**  
Vice President and  
General Counsel

**ALAN J. PAUL**  
Senior Vice President  
and Chief Financial  
Officer

**CHRIS SAWICKI**  
Vice President of  
Infrastructure,  
Planning and Environment

**DEBORAH WILSON**  
Vice President of  
Communications  
and Public Affairs

**GEOFFREY A. WILSON**  
Chief Executive Officer

**GENE CABRAL**  
Executive Vice President,  
PortsToronto and Billy  
Bishop Airport

# PortsToronto Sustainability Committee

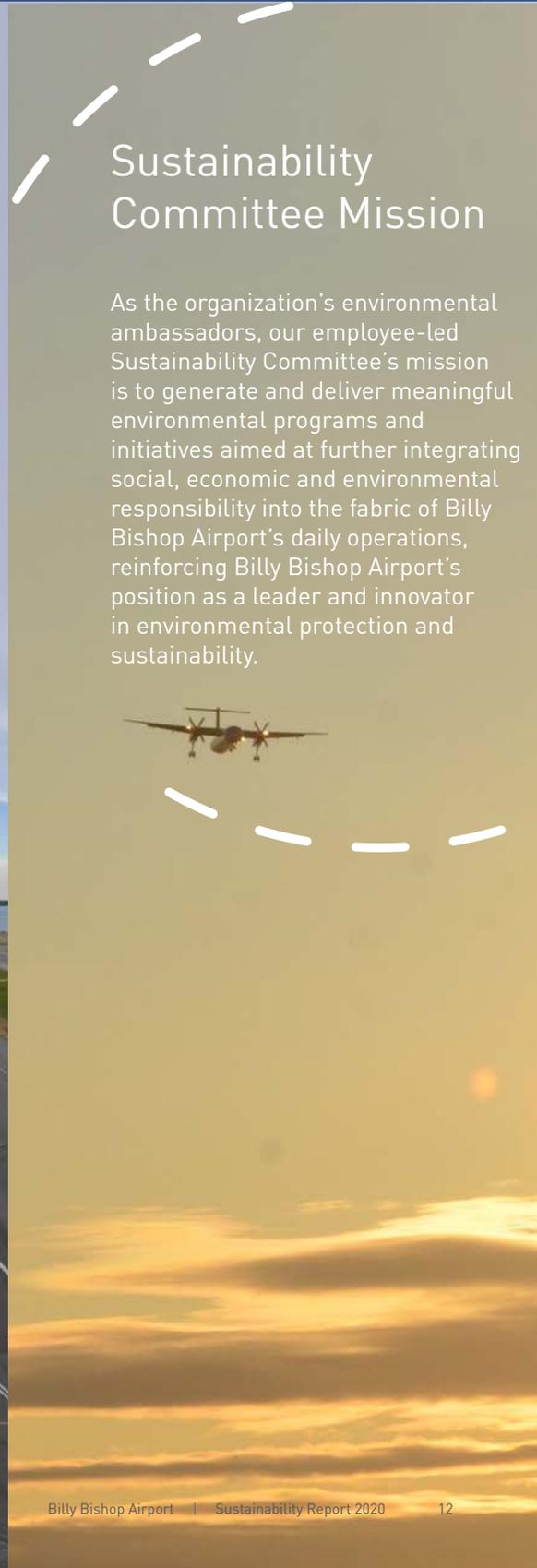
At PortsToronto, all employees are responsible for conducting business in an environmentally sustainable manner and are encouraged to look for areas of improvement within their day-to-day activities. For the last several years, PortsToronto, owner and operator of Billy Bishop Airport, has benefited from the efforts of an employee-led Sustainability Committee, made up of environmental ambassadors from each business unit.

The committee meets regularly to share ideas and identify strategies for employing environmental best practices throughout PortsToronto's operations. From implementing the award-winning, first-in-Canada, PortsToronto Seabin Program, to collaborating with our waterfront partners to strategize on tackling debris and plastics in Toronto's waterways, to introducing a ban on single-use plastics such as water bottles and straws in all PortsToronto business units, new and innovative ideas are consistently generated and implemented by members of the Sustainability Committee.

While 2020 proved to be a challenging year, with many members working from home due to the pandemic, the committee gathered in the latter end of the year to strategize on opportunities for the year ahead and how to minimize our environmental impact at home.

## Sustainability Committee Mission

As the organization's environmental ambassadors, our employee-led Sustainability Committee's mission is to generate and deliver meaningful environmental programs and initiatives aimed at further integrating social, economic and environmental responsibility into the fabric of Billy Bishop Airport's daily operations, reinforcing Billy Bishop Airport's position as a leader and innovator in environmental protection and sustainability.



# IV. Strategic Approach

## Approach to Sustainability

Billy Bishop Airport is proud to present our fourth annual Sustainability Report. Recognizing the importance of sustainability, this report summarizes Billy Bishop Airport's continued efforts to employ environmental best practices throughout all business operations.

Having experienced one of our best years on all fronts, including sustainability, in 2019, Billy Bishop Airport entered the year 2020 with great excitement and expectation. Then, the world came to a standstill in March as efforts to curb the COVID-19 pandemic ramped up around the globe.

With the economic impact of the pandemic accounting for a significant reduction Billy Bishop Airport's revenue, some of our sustainability investments have been affected in the short term. While we are not alone in having to pivot our plans in light of new business realities, Billy Bishop Airport has not lost sight of the important role we play in protecting the environment. We remain committed to engaging in an ongoing dialogue on opportunities to maximize sustainability efforts within our business, our operations and our community.

Through our 2020 Sustainability Report, we continue to build upon the strong foundations and goals that we have set for ourselves both in previous editions of this report and throughout our longstanding tradition of environmental stewardship, social responsibility and collaboration with government agencies and stakeholders invested in Toronto's waterfront. This annual Sustainability Report consolidates all of the work we are doing so that we can continue to measure our efforts and maximize the impact of our sustainability initiatives.



The Federal Sustainable Development Strategy is the government's plan and vision for a more sustainable Canada. It outlines goals and actions to promote clean growth, ensure healthy ecosystems and build safe, secure and sustainable communities.



# IV. Strategic Approach

## Approach to Sustainability *(continued)*

In previous years, the Sustainability Report has been guided by the Global Reporting Initiative (GRI) framework. Beginning in 2019, Billy Bishop Airport began to align its environmental initiatives with the United Nations Sustainable Development Goals (UN-SDGs). The UN-SDGs are 17 specific goals intended as a universal call to action to achieve a better and more sustainable future for all. The framework has been adopted by government bodies around the world including the Canadian Federal government in its Federal Sustainable Development Strategy for Canada.

In this report and moving forward, our Sustainability Reports will be structured around six UN-SDG priority areas that together define sustainability at Billy Bishop Airport:

- I. **Climate Action**
- II. **Sustainable Cities and Communities**
- III. **Life on Land**
- IV. **Partnerships for the Goals**
- V. **Industry, Innovation and Infrastructure**
- VI. **Decent Work and Economic Growth**



This year's edition once again includes a comprehensive report card that provides an overview of progress on key performance metrics that align with Billy Bishop Airport's priority areas and sustainability goals.

PortsToronto, owner and operator of Billy Bishop Airport, continues to participate in consultations on the draft 2019-2022 Federal Sustainable Development Strategy, as part of the Federal Ministry of Environment and Climate Change's plan toward a more sustainable future.

# Our Priorities: Contributing to the Sustainable Development Goals

Our priorities focus on the areas in which our organization can have the greatest impact and influence in building a sustainable and prosperous future and support the Sustainable Development Goals. In 2021, we will continue to refine our process for setting and meeting sustainability goals, and engaging all external stakeholders and business tenants.

<p>CLIMATE ACTION</p> 	<p>I. CLIMATE ACTION</p> <p>Take urgent action to combat climate change and its impacts.</p>	<p>SUSTAINABLE CITIES AND COMMUNITIES</p> 	<p>II. SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable.</p>
<p>LIFE ON LAND</p> 	<p>III. LIFE ON LAND</p> <p>Protect, restore and promote sustainable use of ecosystems and biodiversity.</p>	<p>PARTNERSHIPS FOR THE GOALS</p> 	<p>IV. PARTNERSHIPS FOR THE GOALS</p> <p>Strengthen the means of implementation and revitalize the global partnership for sustainable development.</p>
<p>INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 	<p>V. INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.</p>	<p>DECENT WORK AND ECONOMIC GROWTH</p> 	<p>VI. DECENT WORK AND ECONOMIC GROWTH</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>

# V. Strategic Long-Term Goals and Targets

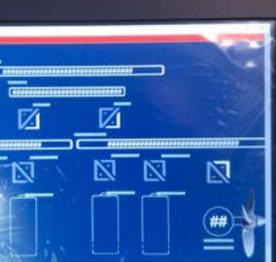
 <b>Climate Action</b>			
Sustainability Indicator	Target / Goal	Progress	Details
CARBON FOOTPRINT	35 per cent carbon reduction below 2015 levels by 2030.	Goal	Continue to exploring and implement initiatives to reduce emissions.
BULLFROG POWER	Continue purchase and use of renewable electricity for all Billy Bishop Airport operations.	Goal	Review partnership with Bullfrog Power every four years, thereby optimizing green electricity efforts by continuously exploring new and innovative ways of reducing energy consumption.
FLEET AND EQUIPMENT UPGRADES	Update fleet and equipment to electric-power.	Goal	Complete the conversion of the airport's <i>Marilyn Bell I</i> passenger/vehicle ferry to electric-power.

 <b>Sustainable Cities and Communities</b>			
Sustainability Indicator	Target / Goal	Progress	Details
PROMOTE GREENER TRANSIT	Encourage passengers to use greener transit to get to and from the airport.	Goal	Seek to implement future partnerships with transit agencies to further promote greener transit to access the airport.
NOISE MANAGEMENT	Address community noise complaints and mitigation initiatives in Community Liaison Committee meetings.	Goal	Continue to address noise complaints and hold four Noise Sub-Committee meetings in 2021.
COMMUNITY INVESTMENT	Invest in projects, communities or organizations.	Goal	Continue to invest in local initiatives to promote greener, healthier and empowered communities.

# V. Strategic Long-Term Goals and Targets

 <p><b>LIFE ON LAND</b></p>			
<b>Life on Land</b>			
Sustainability Indicator	Target / Goal	Progress	Details
SPILLS TO THE ENVIRONMENT AND REGULATORY COMPLIANCE	Ensure process and care to avoid spills that could impact the environment.	Goal	Continue efforts to mitigate any spills to the environment.
 <p><b>PARTNERSHIPS FOR THE GOALS</b></p>			
<b>Partnerships for the Goals</b>			
Sustainability Indicator	Target / Goal	Progress	Details
UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS	Align environmental initiatives, reporting and projects with United Nations Sustainable Development Goals.	Goal	Align Billy Bishop Airport environmental initiatives, projects and reporting with the United Nations Sustainable Development Goals.
 <p><b>DECENT WORK AND ECONOMIC GROWTH</b></p>			
<b>Decent Work and Economic Growth</b>			
Sustainability Indicator	Target / Goal	Progress	Details
HEALTH AND SAFETY NON-COMPLIANCE	Strive for no instances of health and safety non-compliance.	Goal	Continue efforts to maintain a record of zero instances of health and safety non-compliance.
STAFF WELLNESS PROGRAM	Address community Promote Health and Wellness in the Workplace.	Goal	Continue to support physical and mental wellness in the workplace and at home through periodic staff newsletters and activities that promote health and wellness.



CLIMATE  
ACTION



# Part 1: Climate Action



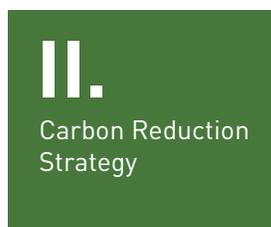
# Part 1: Climate Action

Tackling climate change is among the most pressing environmental challenges of our time and one of Billy Bishop Airport's top priorities. While experts have projected that the COVID-19 pandemic – including the economic downturn and travel restrictions that came with it – will result in a six per cent drop in global greenhouse gas emissions in 2020, climate-positive action remains as critical now as it was at the end of 2019, the second warmest year on record.<sup>1</sup>

In our efforts to power our operations using renewable electricity sources, lower our carbon footprint and foster climate resiliency, Billy Bishop Airport is taking immediate action to combat climate change and ensure that we reduce the environmental impact of our operations through meaningful processes and choices that make a difference.

This section of the report is based on an extensive internal review, expert analysis from Delphi Group and feedback from our stakeholders and community partners.

Billy Bishop Airport's priority areas in this category are as follows:



Environmental Strategies. Business Solutions.

## Validating Our Priorities

The environmental priority areas detailed in this report have been reviewed by Delphi Group. As a pioneer in sustainability and environmental risk management, Delphi Group has more than 25 years of experience helping some of Canada's best-known companies improve the sustainability of their organizations – as well as the local and global communities in which they operate. For more information, visit [www.delphi.ca](http://www.delphi.ca)



### DID YOU KNOW?

The year 2019 was the second warmest year on record and the end of the warmest decade (2010- 2019) ever recorded.<sup>2</sup>

# I.

## Carbon Targets and Climate Action Plan

Carbon Reduction Target: PortsToronto have set a target of achieving a 35 per cent carbon reduction below 2015 levels by 2030.

### Contributing to Canada's Greenhouse Gas Reduction Targets

Our 2030 carbon reduction target supports the climate change emission reduction targets established by all three levels of government.

The federal and provincial governments and the City of Toronto have climate change emission reduction goals in place until 2050.

In late 2020, the Federal Government released an updated climate action plan: *A Healthy Environment and a Healthy Economy: Canada's strengthened climate plan to create jobs and support people, communities and the planet*. The plan will establish the building blocks to build a cleaner, more competitive and resilient economy and get Canada to net-zero emissions by 2050. In October 2019, Toronto City Council voted unanimously to declare a climate emergency and adopted a stronger emissions reduction target for Toronto – net zero by 2050.

These government commitments and policy direction will help guide Billy Bishop Airport in our efforts to reduce our organization's carbon footprint and contribute to Canada's achieving a low carbon future.

In 2017, Billy Bishop Airport set the target of a 35 per cent carbon reduction below 2015 levels by 2030.

This target supports those set by all three levels of government.



#### DID YOU KNOW?

COVID-19 may have resulted in a 6 per cent drop in greenhouse gas emissions for 2020. This is still short of the 7.6 per cent annual reduction required to limit global warming to 1.5 degrees Celsius.<sup>3</sup>



# I.

## Carbon Targets and Climate Action Plan

### Greenhouse Gas Emissions

Billy Bishop Airport works to manage emissions and energy use across our operations.

Billy Bishop Airport's Scope 1 GHG emissions arise from the energy used in our buildings, the vehicles and equipment used at Billy Bishop Airport and the fuel used to operate the *Marilyn Bell I* airport ferry. We also track GHG emissions from the buildings and vehicles operated by our tenants, where we have data.

### Annual GHG Emissions by Scope for Billy Bishop Airport and Tenants<sup>4</sup>



*Our Scope 1 emissions are affected primarily by business activity, weather, and our energy management and GHG reduction efforts. Overall, we continue to be a very low emitter of GHG emissions across our operations. In 2020, Scope 1 emissions decreased dramatically due to the temporary suspension of commercial service at Billy Bishop Airport and temporary closure of our offices, both a direct result of the COVID-19 pandemic. We anticipate that these numbers will show a comparable increase in 2021 as Billy Bishop Airport resumes normal operations.*

*Our Scope 2 emissions are 0 due to our use of 100% renewable electricity for all Billy Bishop Airport's direct operations.<sup>5</sup>*

*We will continue our efforts to manage our energy consumption and reduce our GHG emissions across Billy Bishop Airport's operations. In future years, we will also work to improve our understanding of tenant related energy consumption and associated emissions.*

4. Our GHG emissions are calculated using the globally recognized GHG Protocol developed by the World Resources Institute (WRI) and World Business Council on Sustainable Development (WBCSD). Each year that Billy Bishop Airport measures its GHG footprint, we update the emissions factors reported and provided by Environment and Climate Change Canada (ECCC).

5. Our location based Scope 2 GHG emissions at Billy Bishop Airport are 146 tonnes CO<sub>2</sub>e in 2020. Location based emissions represent our Scope 2 emissions without the use of renewable energy provided by Bullfrog Power. Location based emissions are an emissions category defined in the GHG Protocol.

## II.

# Carbon Reduction Strategy

Managing carbon mitigation must, as much as possible, target the source of carbon emissions. To this end, Billy Bishop Airport has implemented several initiatives aimed at reducing the emissions from the vehicle fleet and buildings that support our business operations. Our carbon reduction strategy focuses on:



Electrifying our fleet and shifting to lower carbon fuels.



Choosing renewable energy.



Pursuing energy efficiency.



### DID YOU KNOW?

Billy Bishop Airport enforces a strict anti-idling policy for vehicles on all its properties.



## II.

# Carbon Reduction Strategy

## Electrifying Our Fleet and Shifting to Lower Carbon Fuels

### *A Cleaner, Greener, and Quieter Airport Ferry*

#### **BILLY BISHOP AIRPORT CONVERTING *MARILYN BELL I* AIRPORT FERRY TO ELECTRIC-POWER**

In November 2019, Billy Bishop Airport announced that the airport's *Marilyn Bell I* passenger/vehicle ferry will be converted to electric-power. This innovative retrofit represents a unique technological advancement in the airport's fleet as the vessel will be the first 100 per cent electric lithium-ion powered ferry in service in Canada.

#### **How Will It Work?**

The vessel's propulsion system will be entirely powered by battery and fueled by 100 per cent Bullfrog Power® renewable electricity, enabling the electric ferry to eliminate greenhouse gas emissions from the airport's ferry operation.

In addition to operating more efficiently and eliminating related air emissions, the retrofitted vessel will build on the airport's Noise Management Program, as it will operate far more quietly, dramatically reducing related noise in the surrounding community.

A phased approach to greening the airport's ferry operations began in 2018 when the *Marilyn Bell I* was converted from diesel to bio-fuel blend, which has resulted in the reduction of approximately 20 tonnes of greenhouse gas emissions each year. The electric-powered ferry is expected to reduce greenhouse gas emissions associated with ferry operations by approximately 530 tonnes per year, dramatically reducing the airport's carbon footprint and setting the organization on a clear path toward achieving Billy Bishop Airport's overall emissions target.

The conversion of the airport ferry to electric-power is one of Billy Bishop Airport's key capital projects and will cost approximately \$2.9 million. This cost will be paid in full by Billy Bishop Airport through the Airport Improvement Fee.



## Project Milestones Achieved in 2020

Due to the onset of the COVID-19 pandemic in early 2020, the original target date to complete the conversion of the *Marilyn Bell I* ferry to 100 per cent electric power has been delayed to 2021. This was due in part to COVID-19 work restrictions as well as the economic impact that the pandemic has had on Billy Bishop Airport, in particular the significant reduction in Airport Improvement Fees as a result of the temporary suspension of all commercial airline services.

Despite these delays, major project milestones were achieved in 2020. Eight crates containing lithium-ion batteries and components that will be needed to power the ferry have been delivered to the Port of Toronto. A detailed functional project design was developed and is currently under review to ensure standards and regulations compliance. Further, the build of the vessel's electrical backbone, a critical piece of infrastructure consisting of two electrical switchboards that contain power distribution, commands and controls for the vessel's zero emission power and propulsion system, were completed and tested in December 2020.



## II.

# Carbon Reduction Strategy

### A Vital Link

The airport's ferry operation not only transports passengers, airport staff and essential supplies to and from Billy Bishop Airport, but serves as a vital link for City of Toronto service vehicles to gain access to the Toronto Islands as well as for critical Air Ornge emergency services.



*"Great to see @PortsToronto and @BBishopAirport taking action to fight climate change in Toronto by converting the Marilyn Bell I passenger ferry to electric-power. This innovative retrofit will be the first 100 per cent electric lithium-ion powered ferry operating in Canada."*

– Mayor of Toronto, John Tory

*"The retrofitting of the Marilyn Bell I to electric-power clearly demonstrates how we can build a clean and efficient transportation system, create good jobs and protect the environment. The Government of Canada commends PortsToronto for this initiative that will benefit Toronto communities and reduce our carbon footprint."*

– The Honourable Marc Garneau,  
Former Minister of Transport

Toronto

The *Marilyn Bell I* is named for the Canadian icon who was the first person to swim across Lake Ontario, and later the English Channel and Juan de Fuca Strait.

## II.

# Carbon Reduction Strategy

### REDUCING FLEET EMISSIONS

In addition to the conversion of the *Marilyn Bell I* airport ferry to electric-power, Billy Bishop Airport has implemented several initiatives aimed at reducing the emissions from its vehicle fleet and maintenance equipment, including:

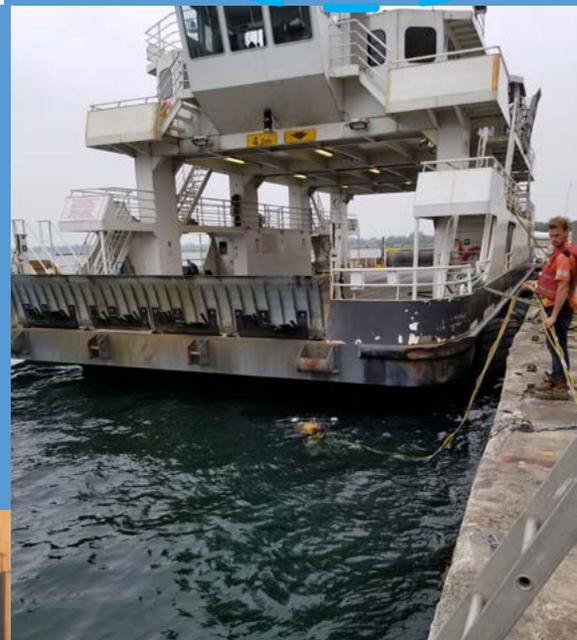
- Implemented all-electric litter vacuum and maintenance tools at Billy Bishop Airport;
- Replaced end of life-cycle, gas-powered equipment for grass and vegetation control with battery-operated technology; and,
- Replaced the mail-service delivery vehicle with a high-efficiency diesel engine that will provide better fuel efficiency and lower emissions.

### DID YOU KNOW?

The battery cells were supplied by LG Chem of Korea – the world’s largest Lithium Ion battery manufacturer. LG Chem’s lithium supply comes from non-conflict mineral sources.



In June 2020, the Port of Toronto received a very special delivery: eight crates holding the lithium-ion batteries that will be used in the conversion of the Billy Bishop Airport *Marilyn Bell I* ferry to 100 per cent electric power. The batteries, supplied by Corvus Energy, were assembled in Richmond, British Columbia, Canada.



In November 2020, members of the Billy Bishop Airport team visited project partners Canal Marine, of St. Catharines, Ontario, to view progress being made on the assembly of various elements of the zero emission power and propulsion system for the ferry.



September 2020: A dive team takes on a hull inspection of the *Marilyn Bell I* airport ferry to ensure it meets Transport Canada regulations before being dry-docked in 2021.

# Setting a sustainable example



There's no doubt that 2020 has been a difficult year. Amidst the challenges of the coronavirus pandemic, fighting climate change may feel like less of a priority. But recovering from COVID-19 and transitioning to a low-carbon economy are not separate goals, and the need to halve emissions by 2030 remains. Since 2010, PortsToronto has been helping this transition by choosing green energy from Bullfrog Power. PortsToronto continues to be among the largest green energy purchasers in the country by bullfrogpowering all of its facilities and operations with clean, renewable electricity.

PortsToronto and Billy Bishop Airport are the only port authority and airport in Canada to be bullfrogpowered entirely by renewable electricity across all operations and facilities, including the airport's 853-foot pedestrian tunnel and connecting buildings.

How does bullfrogpowering a building or tunnel work? Bullfrog Power's generators put 100% green electricity onto the grid to match the amount of conventional power used across all of PortsToronto's facilities and operations. Across Canada, Bullfrog Power's green electricity comes from a blend of wind and low-impact hydro power sourced from new Canadian renewable energy facilities.

At Bullfrog Power, we've been working hard to show how cleantech and renewable energy can enable a just, green recovery. Canadian homes and businesses that choose green energy are an integral part of our efforts to transition Canada to a low-carbon economy, and we're grateful to count PortsToronto as an active member of our community.

Through its partnership with Bullfrog, PortsToronto supports green energy projects in diverse communities throughout Canada. The port authority helps to fund solar panels on schools, renewable projects with Indigenous Peoples, and more. In 2020 the bullfrogpowered community supported numerous community projects, including solar panels for Prospect Human Services, a non-profit that helps Albertans find meaningful employment, and Earth Tech, a cleantech accelerator for climate and freshwater solution.

PortsToronto's commitment to sustainability goes beyond energy, which it continues to demonstrate with initiatives like its Seabins in the Outer Harbour Marina. These floating trash bins—the first commercial installation of this technology in Canada—help protect aquatic ecosystems by collecting floating debris and microplastics. The positive results and learnings being shared through their partnership with the University of Toronto Trash Team set a great example that we hope will be replicated in waterways far and wide.

PortsToronto is working to build cleaner, healthier communities and help Canada transition to a low-carbon energy grid. By bullfrogpowering their operations and modelling sustainable business practices, PortsToronto is leading the way to a renewably powered future. Supporting green energy—and communicating the importance of sustainability—is essential if we are to achieve the climate goals set out by the IPCC.

Congratulations to PortsToronto on another year of sustainability milestones and their continued support of renewable energy.

Sean Drygas  
EVP, Bullfrog Power Sustainability Solutions

## II.

# Carbon Reduction Strategy

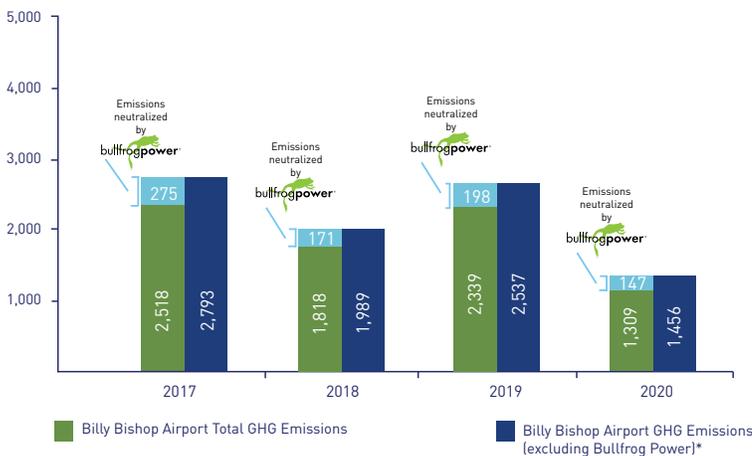
### Choosing Renewable Energy: Bullfrog Power

Since 2010, Billy Bishop Airport has reduced its environmental footprint by choosing 100 per cent green energy from Bullfrog Power to power all of its operations with clean, renewable electricity. Through our agreement, Bullfrog Power’s generators inject renewable electricity back into the grid on our behalf to match the amount of electricity used by Billy Bishop Airport’s operations.

In 2020, Billy Bishop Airport reduced our Scope 1 and Scope 2 emissions by approximately 9 per cent by using Bullfrog Power’s clean energy, which comes exclusively from a blend of EcoLogoM-certified wind and low-impact hydro power. Billy Bishop Airport also purchases Bullfrog Power on behalf of some of our tenants.

We are proud to be the only airport in Canada to be powered entirely by renewable electricity across all operations and facilities, including the airport’s 853-foot pedestrian tunnel and connecting buildings.

GHG EMISSIONS NEUTRALIZED BY USE OF BULLFROG POWER (t CO<sub>2</sub>e)



Total Billy Bishop Airport GHG emissions (excluding Bullfrog Power) is equivalent to Billy Bishop Airport’s location-based emissions, as per the GHG Protocol Scope 2 Guidance.

Electricity grid emission factors, which are used to calculate GHG emissions, are published annually by Environment Canada. Emission factors are always published in a two-year time lag. For example, emission factors accurate for 2017 are published in 2020. Each year, Billy Bishop Airport’s historical GHG emissions are updated using the most accurate information available.

### DID YOU KNOW?

Since joining the bullfrogpowered community, Billy Bishop Airport has displaced more than 18,058 tonnes of CO<sub>2</sub> — the same amount of CO<sub>2</sub> emissions produced by the consumption of 7,861,265 litres of gasoline.

Since joining the bullfrogpowered community, Billy Bishop Airport has displaced more than 18,058 tonnes of CO<sub>2</sub>. This is the equivalent of taking 3,991 cars off the road for one year or diverting more than 6,302 tonnes of waste from the landfill. It is the amount of carbon that would be sequestered by about 9,500 hectares of forest in one year.



## II.

# Carbon Reduction Strategy

## Supporting Emission Reductions in our Community

Our efforts to reduce carbon emissions extend beyond our own operations. We support and encourage our partners and community members to work with us in creating a sustainable and low-carbon transportation system.

### AVIATION

While work continues in the aviation industry on the production of more fuel-efficient aircraft and the substitution of conventional fuel with more sustainable biofuels, Billy Bishop Airport continues to make green investments and implement new processes to improve the efficiency of the airlines operating at the airport. These include:

- Encouraging airlines and general aviation to implement practices that reduce greenhouse gas emissions, e.g. single-engine taxiing and reducing engine idling; and,
- Using Ground Power Units (GPUs) that reduce aircraft emissions.

Billy Bishop Airport will continue to research and closely monitor innovative measures brought forward by leading airport and aviation experts, and collaborate with its tenants and partners on additional measures that could be implemented to further green airport operations. Further, Billy Bishop Airport will continue to follow the progress of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), which is being led by the International Civil Aviation Organization (ICAO) with regard to setting long-term targets for reducing emissions.

Billy Bishop Airport, in collaboration with NAV CANADA, implemented enhanced arrival procedures and flight paths for aircraft operators at Billy Bishop Airport in December 2019. These enhancements include the use of satellite-based navigation capabilities, which allow aircraft operators flying to/from YTZ to reduce greenhouse gas emissions by up to 970 metric tonnes per year.

## DID YOU KNOW?

The International Air Transport Association (IATA) has adopted a number of targets to mitigate CO<sub>2</sub> emissions from aircraft. They include:

- Improving aircraft fuel efficiency by 1.5 per cent per year from 2009 to 2020;
- Capping net aviation CO<sub>2</sub> emissions from 2020 (carbon-neutral growth); and,
- Reduction in net aviation CO<sub>2</sub> emissions of 50 per cent by 2050, relative to 2005 levels.<sup>6</sup>

# III.

## Becoming Climate Resilient

It is increasingly important to ensure our infrastructure and operations are resilient against the impacts of a changing climate. We have started to integrate climate resiliency into our strategic planning and will continue to assess climate resiliency as part our climate change action plan moving forward.

### CLIMATE CHANGE VULNERABILITY ASSESSMENT

In 2018, Billy Bishop Airport engaged global consulting firm AECOM to conduct a Climate Change and Extreme Weather Vulnerability Assessment to help guide future planning within the framework of a changing climate. In 2019, Billy Bishop Airport began to implement measures identified in this assessment, including flood prevention and mitigation infrastructure.

Porter Airlines follows a procedure that requires planes taxiing to the gates to operate on one engine to reduce both carbon emission impacts and noise.

### DID YOU KNOW?

Airlines, including Porter and Air Canada, have begun to trial the use of biofuels in their aircraft. In April 2012 Porter conducted the first biofuel-powered revenue flight in Canada using a 50/50 blend of biofuel and Jet A1 fuel in a Q-400 operating to Ottawa Airport. As biofuels become more available they promise to significantly reduce the level of CO<sub>2</sub> emissions by as much as 50 to 80 per cent.<sup>7</sup>

FLYGTA's Airvan is the lowest carbon emission per passenger aircraft in its class, achieving the IATA fuel benchmark of 3.5 litres per 100 passenger kilometres.



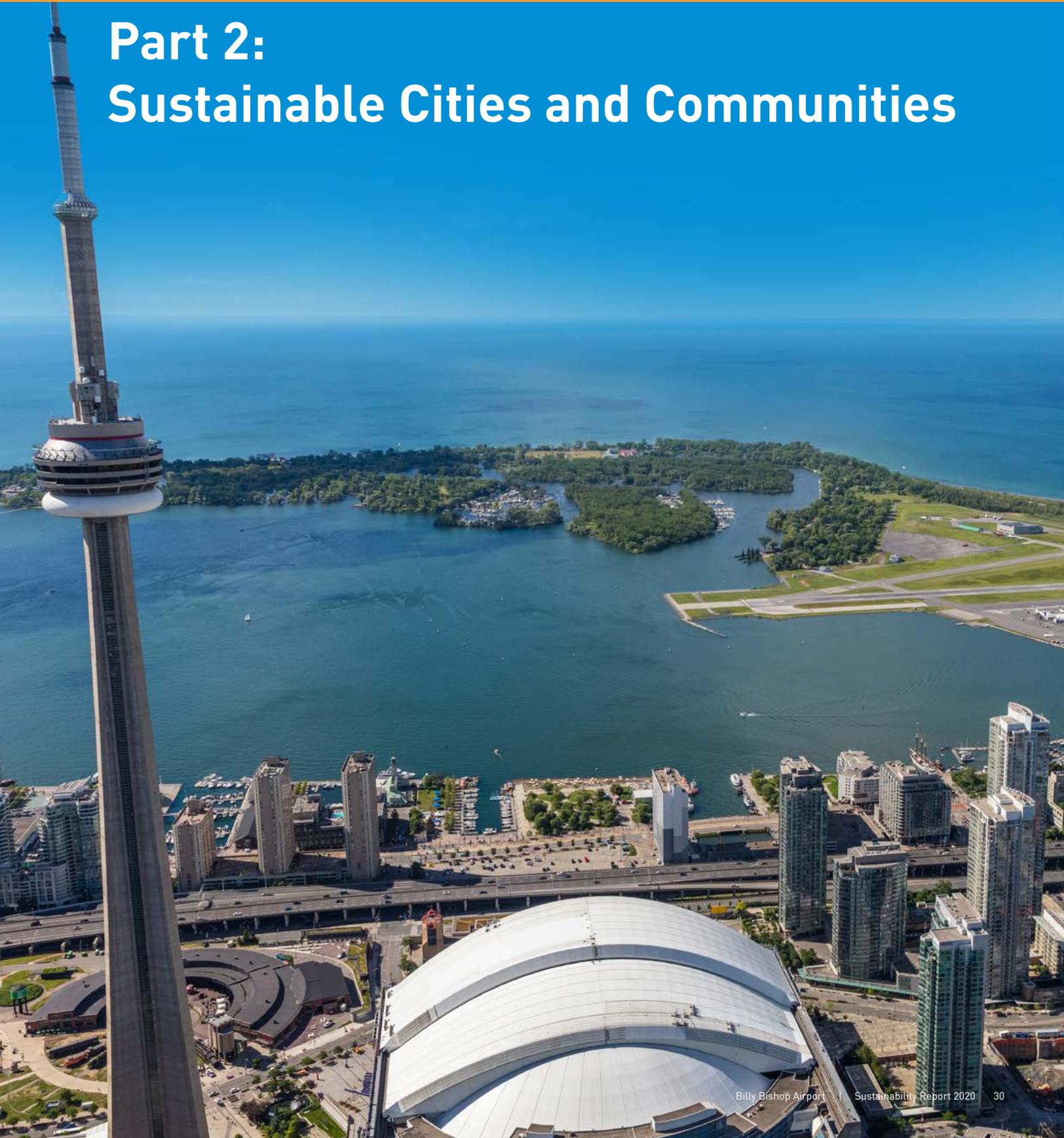
7. Billy Bishop Airport Master Plan p. 116



SUSTAINABLE CITIES  
AND COMMUNITIES



# Part 2: Sustainable Cities and Communities



# Part 2:

## Sustainable Cities and Communities

Billy Bishop Airport plays an important role in the sustainable future of Toronto. Our mission – which is to manage the airport on a self-sustaining basis – enables Billy Bishop Airport to support environmental health, community programming and sustainable infrastructure for our city.

Whether conducting meetings with community residents and airport stakeholders designed to ensure Billy Bishop Airport is responsive to the needs of its neighbours, or investing in charitable initiatives and environmental programs that benefit communities along Toronto's waterfront and beyond, Billy Bishop Airport is committed to fostering resilient, safe and sustainable communities.

Billy Bishop Airport's targeted priority areas in this category are as follows:



Environment and  
Community Health



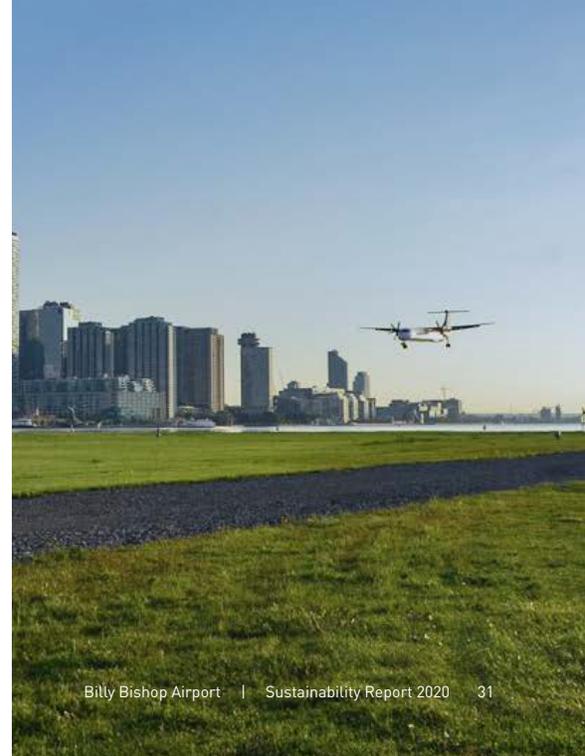
Community  
Investment and  
Initiatives

### DID YOU KNOW?

By 2050, 70 per cent of the world population is predicted to live in urban settlements.<sup>8</sup>

The world is becoming increasingly urbanized. More than half of the global population has been concentrated in urban centres since 2007 and that number is only expected to rise.<sup>9</sup>

Cities occupy just three per cent of the Earth's land, but account for 60-80 per cent of energy consumption and 75 per cent of carbon emissions.<sup>10</sup>



# I.

## Environment and Community Health

### Noise Management

With the opportunity that comes with operating an urban airport in Canada's largest city comes heightened expectations and responsibility to conduct our operations in a manner that reflects balance with the surrounding community. It is our commitment to balance that guides us and informs our vision for Billy Bishop Airport to ensure that an effective equilibrium is struck between commercial and community interests, and that measures are in place to mitigate the airport's operational impacts such as noise.

Billy Bishop 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 monitored Noise Exposure Forecast. In addition, Billy Bishop Airport is continuously looking at processes and investments that will mitigate the impact of operations and ensure the airport is remaining in balance with the surrounding community. Many of these advancements are pursued within the context of the airport's Noise Management Program that encompasses all areas of operations and any special projects being undertaken.

#### CONTINUED IMPROVEMENT AND RECOGNITION

Over the years, Billy Bishop Airport has continued to improve its Noise Mitigation Program. In April 2019, Billy Bishop Airport won the ACI-NA Environmental Achievement Award for Best Innovative Project for the airport's successful implementation of the three-year Airfield Rehabilitation Program. The Airfield Rehabilitation Program at Billy Bishop Airport included the construction of the Ground Run-up Enclosure facility that has all but eliminated noise impacts in the community associated with high-power aircraft engine run-up operations. In addition to the positive environmental results achieved by the program, the project incorporated innovative measures to reduce the impact of construction on the community, such as noise. In 2017, Billy Bishop Airport won the Airports Council International (ACI-NA) Environmental Achievement Award for its Noise Mitigation Program, and in 2020 the airport won for its updated Master Plan, which was inclusive of many initiatives to mitigate operational noise, improve air quality and protect the environment.

These awards recognize years of hard work and dedication to our community relations and environmental strategy, from working together with the community to identify solutions that assist with our noise reduction efforts to implementing new noise mitigation transportation infrastructure.



#### REPORTING BACK TO THE COMMUNITY – ANNUAL NOISE MANAGEMENT REPORT

Billy Bishop Airport's Noise Management Office, which boasts a state-of-the-art Aircraft Flight Tracking and Noise Monitoring System, is responsible for collecting, analyzing and responding to noise complaints and monitoring daily operations. In addition to producing a detailed, annual Noise Report, the Noise Management Office also produces a monthly noise report that is posted to the Billy Bishop Airport website.

Learn more and view the 2020 Billy Bishop Airport Noise Management Report at [portstoronto.com](http://portstoronto.com).

# I.

## Environment and Community Health

### NOISE MONITOR TERMINALS

Noise Monitoring Terminals (NMTs) are the foundation of the airport's noise monitoring system and provide ongoing noise-level data to the airport's Noise Management Office.

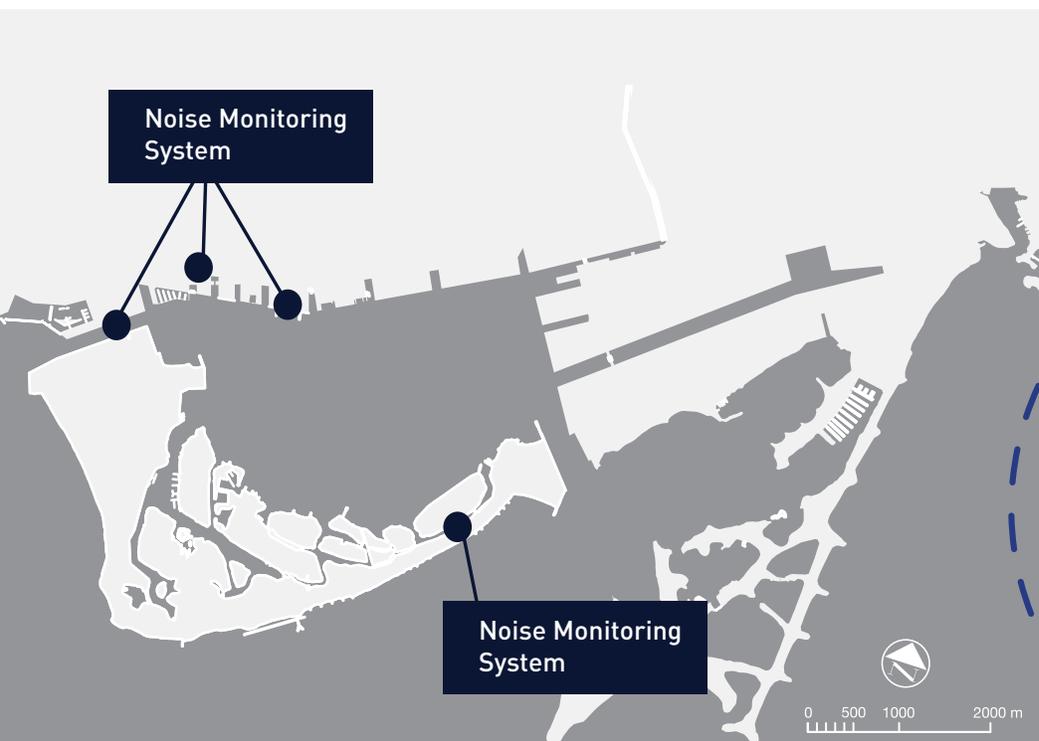
As part of our continuing efforts to ensure improvements between operations at Billy Bishop Toronto City Airport and the surrounding community, PortsToronto currently operates four NMTs:

- One located on the Toronto Police Marine Unit building;
- One located at Toronto Fire Station 335 on the Toronto Islands;
- One currently installed on the mainland ferry terminal to be relocated to a building in the community in 2021; and,
- One at 480 Queens Quay in the Kings Landing condominium building.

Through consultation and input from the Noise Management Sub-Committee, as part of the airport Community Liaison Committee, Ontario Place was selected as the ideal location for PortsToronto's fifth NMT, which will be installed in 2021.

### DID YOU KNOW?

In the future, the introduction of electric aircraft could have a significant impact on reducing noise at the airport. Electric-powered flight training aircraft currently exist that have the capability of operating for up to 90 minutes on a single charge. An example is the Pipistrel Alpha Electro, a two-seat training aircraft constructed in Slovenia and certified to operate in Canada. Although limited in endurance, the aircraft is well suited to circuit training associated with flight instruction and is considerably cheaper to operate than comparable conventional training aircraft.<sup>11</sup>



# I.

## Environment and Community Health



### GROUND NOISE STUDY

Billy Bishop Airport is currently completing a noise study to identify sources of ground noise at the airport and, through analytical noise modelling techniques, assess opportunities to reduce the impact of ground-sourced noise on the community. As part of the study, Billy Bishop Airport is working in close collaboration with the Noise Management Sub-Committee of the Community Liaison Committee.

To inform the study, temporary noise terminals will be installed in the community for a short period to gather data on non-airport background noise in the community. This information will assist in airport management and the project team with regard to the implementation of future mitigation measures aimed at reducing the impacts of airport ground operations on the surrounding residential community.

Billy Bishop Airport is researching initiatives to further reduce ground-sourced noise, including:

- Increased use of electric powered ground transportation vehicles such as the airport shuttle buses; and,
- Implementing additional operational procedures such as managing aircraft operations during noise-sensitive periods.

In November 2020, staff visited the Billy Bishop Airport airfield to take baseline sound measurements for various equipment in order to model the sum of airport ground noise and design mitigations to reduce noise impact on the community.



# I.

## Environment and Community Health

### Air Quality

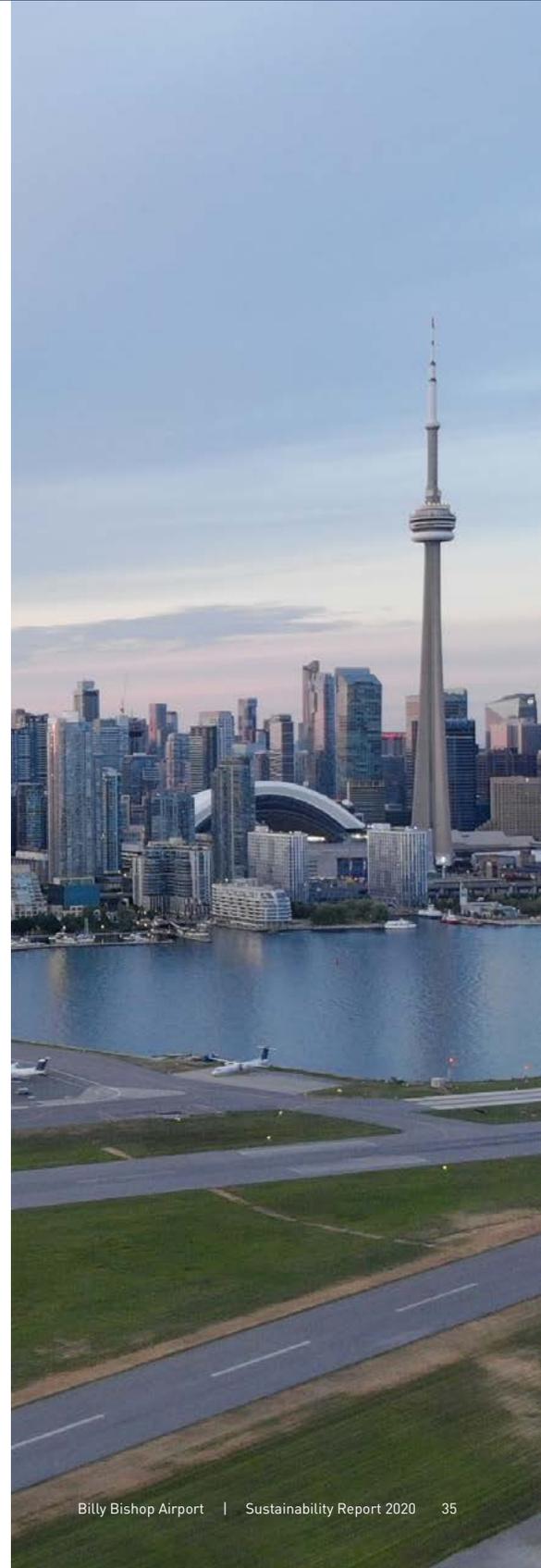
The communities in close proximity to the airport have been, and continue to be, concerned with the air quality impacts from airport operations. At the May 2017 Community Liaison Committee (CLC) meeting, Toronto Public Health presented findings related to air quality in the vicinity of Billy Bishop Airport. Based on a study commissioned by Toronto Public Health, the report noted that the largest contributor of pollutants in the vicinity of Billy Bishop Airport is not the airport but rather vehicle emissions from the surrounding road network, including the Gardiner Expressway. The airport contributed approximately 10-15 per cent of emissions in the air shed, with the primary contributor being the diesel fuel from the airport ferry.

Billy Bishop Airport continuously seeks out new and innovative measures to complement sustainable practices and infrastructure already in place with the aim of mitigating emissions from all of its operations.

Billy Bishop Airport will improve its vehicle fleet by converting the Marilyn Bell I biodiesel airport ferry to electric-power, which will eliminate greenhouse gas emissions associated with the ferry's operation.

#### **AIR QUALITY STUDY**

Billy Bishop Airport is working with community leaders, the City of Toronto, Toronto Public Health and the University of Toronto to develop a proposal to study the air quality exposure in the Bathurst Quay neighbourhood. The lead scientist with the University of Toronto, Dr. Marianne Hatzopoulou, is the Canada Research Chair in Transportation and Air Quality and leads the Transportation and Air Quality (TRAQ) research group. Her expertise is in modelling road transport emissions and urban air quality as well as evaluating population exposure to air pollution.



# I.

## Environment and Community Health

Shuttles are equipped with free on-board Wi-Fi and GPS tracking so riders can track the shuttle.

### Encouraging Alternative Transportation to Billy Bishop Airport

One of the most walkable, bikeable airports in North America, Billy Bishop Airport is known throughout the travelling community for its unbeatable convenience. The airport's proximity to downtown in conjunction with the state-of-the-art pedestrian tunnel, enhanced shuttle service and bicycle rental and maintenance stations have made Billy Bishop Airport the travel hub of choice for business and leisure travellers alike.

#### THE PEDESTRIAN TUNNEL

The state-of-the-art pedestrian tunnel has continued to have a positive effect on Billy Bishop Airport since it opened nearly six years ago. Prior to the tunnel's opening, passengers would arrive and depart in large groups according to the ferry schedule, which caused vehicle congestion at the mainland terminal and along Eireann Quay. With more than 90 per cent of passengers using the tunnel, travellers come and go on their own schedule, which has smoothed out the flow and eliminated surges corresponding to the ferry arriving from and departing for the mainland.

#### SHUTTLE BUSES

Billy Bishop Airport's commitment to reducing single-use vehicle traffic in the area is furthered through regular shuttle service between the airport and Union Station in downtown Toronto. Though shuttle bus service was temporarily suspended in March 2020 pending the return of commercial airline service at the airport, the shuttles are typically available on weekdays, weekends and holidays, with enhanced non-stop shuttle service during peak hours. The trip to and from Billy Bishop Airport takes approximately 15 minutes depending on traffic.

#### INTERCONNECTIVITY TO REGIONAL TRANSIT

The pedestrian tunnel has also provided for a more even distribution of shuttle ridership, virtually eliminating overcrowded or empty departing shuttle-runs and making the complimentary shuttle a popular option among travellers and employees alike, in addition to helping to reduce single-use vehicle traffic in the airport's vicinity. In fact, a 2018 Dillon Report<sup>12</sup> indicated that nearly 30 per cent of passengers depart Billy Bishop Airport via the complimentary airport shuttle to access Toronto's Union Station, which highlights the important role the airport plays in not only connecting people to the heart of downtown Toronto but in providing convenient access to the region's broader transportation network.

12. The 2018 study conducted by Dillon Consulting was undertaken during airport peak hours and focused on conditions related to traffic volumes, modal splits and taxi occupancy levels for travel to and from the airport. The data gathered will continue to provide background information to measure future conditions related to traffic volumes.

### BIKE RACKS AND MAINTENANCE STATION

As part of continued efforts to reduce vehicle traffic associated with the airport by encouraging greener methods of transportation, Billy Bishop Airport has incorporated bike racks that are conveniently located on both the island and mainland, as well as a bicycle maintenance station for cyclist use.



The Toronto Transit Commission (TTC) 509 Harbourfront streetcar route stop at Billy Bishop Airport offers yet another quick and affordable transportation link between the airport and Toronto's Union Station.



A valuable addition to cycling infrastructure at the airport, the maintenance station features a full complement of commonly required tools and two bike hangers able to accommodate any style of bicycle.

## II.

# Community Investment and Initiatives

## Sponsorship

As part of our dedication to being a sustainable organization, we are committed to our local community. With a long tradition of working with community members and organizations to foster strong and sustainable communities along Toronto's waterfront, PortsToronto, owner and operator of Billy Bishop Airport, provides donations, sponsorships and in-kind contributions to local initiatives and events each year. These initiatives and events share a common goal of promoting healthier, greener and empowered communities.

In 2020, Billy Bishop Airport funded community initiatives and organizations including:

- Waterfront Neighbourhood Centre (Room 13 and Community Garden)
- Hope Air (Medical travel assistance)
- The Waterfront BIA Winter Stations — Loop
- Evergreen Brickworks
- Ireland Park Foundation
- The Bentway Conservancy — Bentway Park
- ALS Canada

### PortsToronto Community Investment Mission

To create a legacy of giving based on our commitment to fostering strong, healthy and sustainable communities along Toronto's waterfront. Our giving is focused on the waterfront, education and youth in ways that support strong communities and a healthier environment.



## II.

# Community Investment and Initiatives

### ALS CANADA: VIRTUAL PLANE PULL

The Plane Pull to End ALS is ALS Canada's signature annual fundraising initiative and brings people together to raise funds for ALS research and advocacy. In past years, the Plane Pull has taken place at Billy Bishop Airport's Ground Run-up Enclosure on the south end of the airfield, an area not typically accessible to the public that offers unmatched views of Toronto's skyline as a backdrop for the pulls.

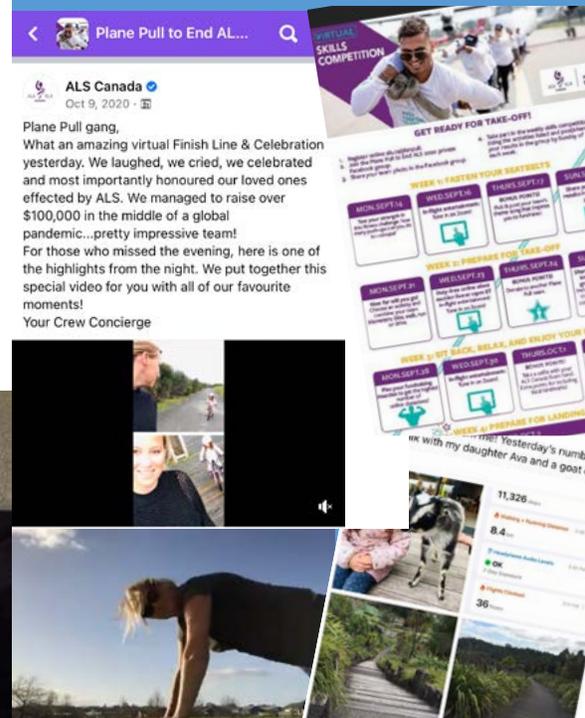
With COVID-19 restrictions in place, an in-person event was not possible in 2020. ALS Canada organizers met this challenge head-on and pivoted the event to a virtual format in order to safely challenge participants and continue to raise funds for this worthwhile cause. Billy Bishop Airport was proud to continue to support the event by participating in the virtual three-week skills challenge and contributing to the online "Duty Free" silent auction. This year, participants and organizations raised over \$101,000 to support ALS research and advocacy.

### FREE SKATE THURSDAYS

This winter, Billy Bishop Airport continued to sponsor Free Skate Thursdays at the Bentway Skate Trail, a unique figure-eight skate trail located under the Gardiner Expressway.



This year, participants and organizations raised over \$101,000 to support ALS research and advocacy.



### HOPE AIR

We are proud to support Hope Air, a unique national charity that arranges free flights for Canadians who are in financial need and must travel to access health care.

## II.

# Community Investment and Initiatives

### Waterfront Neighbourhood Centre

In 2020, Billy Bishop Airport continued its sponsorship of the Waterfront Neighbourhood Centre (WNC). A cornerstone of the waterfront community, the centre provides education, resources and volunteer opportunities for community members.

#### ROOM 13 ART, MUSIC AND MULTIMEDIA PROGRAMS

Since 2012, Billy Bishop Airport has sponsored Room 13: a free visual arts studio program and a music production and recording studio media arts program for at-risk children and youth living in the waterfront community. The Room 13 program is offered four days per week and empowers at-risk youth through personal development, team building, career development and employment readiness, as well as developing creative skills by exploring various art and music media.

#### DID YOU KNOW?

Waterfront Neighbourhood Centre Youth Workers are trained to understand and support youth who are experiencing mental health issues. In 2020, the Room 13 program served as a safe space and escape from the constraints of the COVID-19 pandemic for youth to cope and freely express their emotions through their music and art.

*"Having a dedicated space to just learn about everything... music, photography, videography, etc. means everything. You don't find spaces and programs like this in Toronto."*

– 21 year old  
Room 13 Multimedia Studio  
Participant



Room 13 Art program participants create watercolours under the tutelage of Lula, a visual artist (OCADU graduate) and WNC youth worker.



## II.

# Community Investment and Initiatives

## Waterfront Neighbourhood Centre

### COMMUNITY CONNECT GARDEN

Billy Bishop Airport also sponsors the WNC Community Connect Garden, a valuable local asset that provides free organic food gardening instruction, environmental education workshops and supports local food security with access to fresh organic produce for marginalized families, youth, seniors and isolated adults living in the waterfront community.

This year, the Community Connect garden harvested 887-pounds of organic vegetables and herbs, including:

- More than 1000 plants, including 85 vegetable and herb species.
- 68 varieties of pollinator-friendly plants.
- 25 courtyard ornamentals.

Produce was used for healthy snack and meal preparations in WNC free programs for families, children, youth and seniors, and was provided to marginalized and isolated community members and seniors living in our community.



*In response to COVID, the WNC Community Kitchen staff team prepared and delivered meals and fresh produce from the Community Connect Garden to 30-50 vulnerable community members every week.*



In 2020, WNC offered weekly gardening sessions for their Children's Summer Camp and coordinated the Junior Healthy Harvesters program in the fall. In both programs, children learned about planting, different species of plants and the importance of growing healthy food.



LIFE  
ON LAND



# Part 3: Life on Land



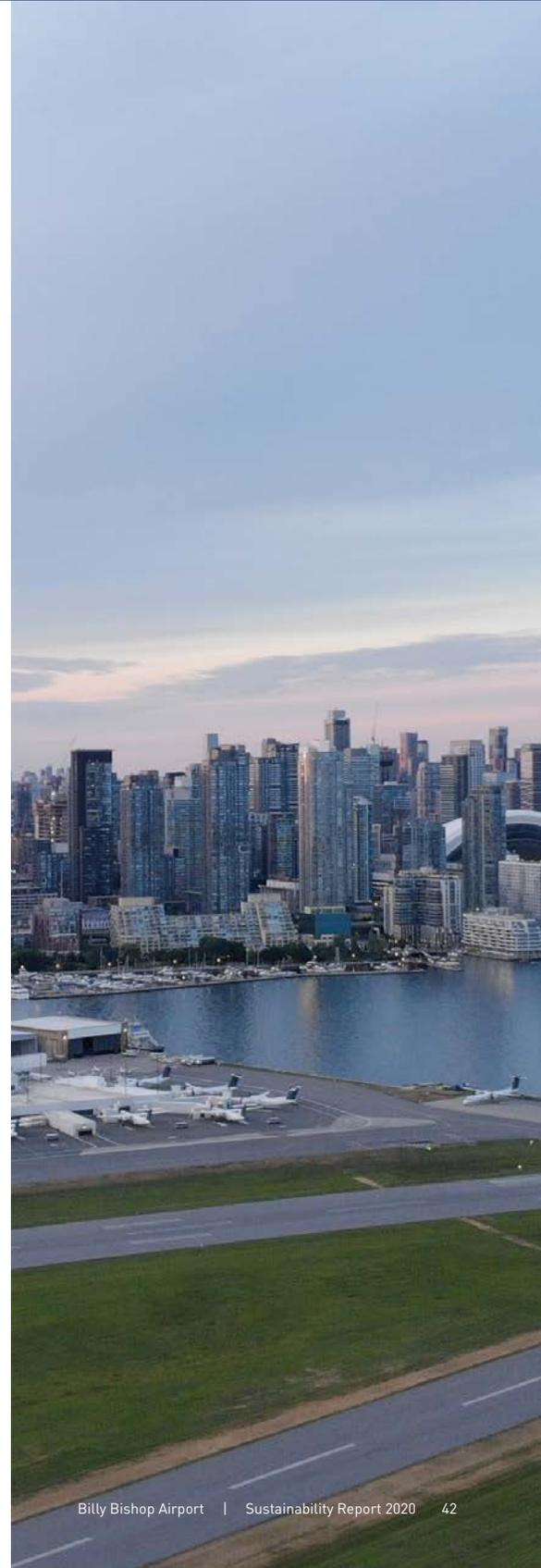
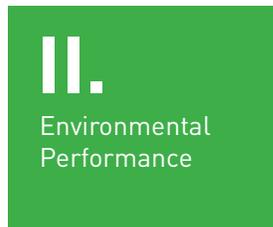
# Part 3:

## Life on Land

As a key transportation hub located on Toronto's shores, Billy Bishop Airport appreciates that a sustainability plan inclusive of environmental protection and green business operations is important to our long-term future as a business and the role we play in making connections between Toronto and the world.

At the core of our operations is a commitment to protect and restore natural habitat, promote wildlife protection and biodiversity and encourage the safe, sustainable enjoyment of Toronto's waterfront.

Billy Bishop Airport's targeted priority areas in this category are as follows:



# I.

## Ecosystem Protection

### Wildlife Management

Billy Bishop Airport has dedicated wildlife officers and works with Falcon Environmental Services — a recognized leader in the field of wildlife management — at both Billy Bishop Airport and the Port of Toronto.

To ensure the safety of our passengers — and in accordance with Transport Canada requirements and Canadian Aviation Regulations — Billy Bishop 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.

As part of the airport's program, our dedicated 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.

#### ST. JOHN AMBULANCE THERAPY DOG PROGRAM AT BILLY BISHOP AIRPORT

As part of the St. John Ambulance Therapy Dog Program, therapy dogs like Pablo, a three-legged Australian Cattle Dog, bring comfort and stress relief to travellers of all ages.

The SJA Therapy Dog program has been bringing joy and comfort to Canadian communities for more than 25 years, offering canine companionship at hospitals, senior residences, care facilities, schools and community centres. Today, more than 3,300 therapy dog teams reach thousands of people each year across the country.

### OUR FEATHERED AND FOUR-LEGGED FRIENDS

Pablo, an Australian Red Heeler Cattle Dog, lost his leg in a cattle-herding accident when he was just four months old. The spirited, three-legged dog now offers comfort to others as a SJA therapy dog, eliciting smiles and calming anxious travellers.

Strategically located at ports of entry across Canada, Detector Dogs, also known as Sniffer Dogs, help the Canada Border Services Agency (CBSA) by detecting prohibited and regulated drugs, guns, money, food, plant and animal products.

Juliette and Lucy are members of Falcon Environmental's wildlife management team, who work hard to keep Billy Bishop Airport's runways safe.



## II.

# Environmental Performance

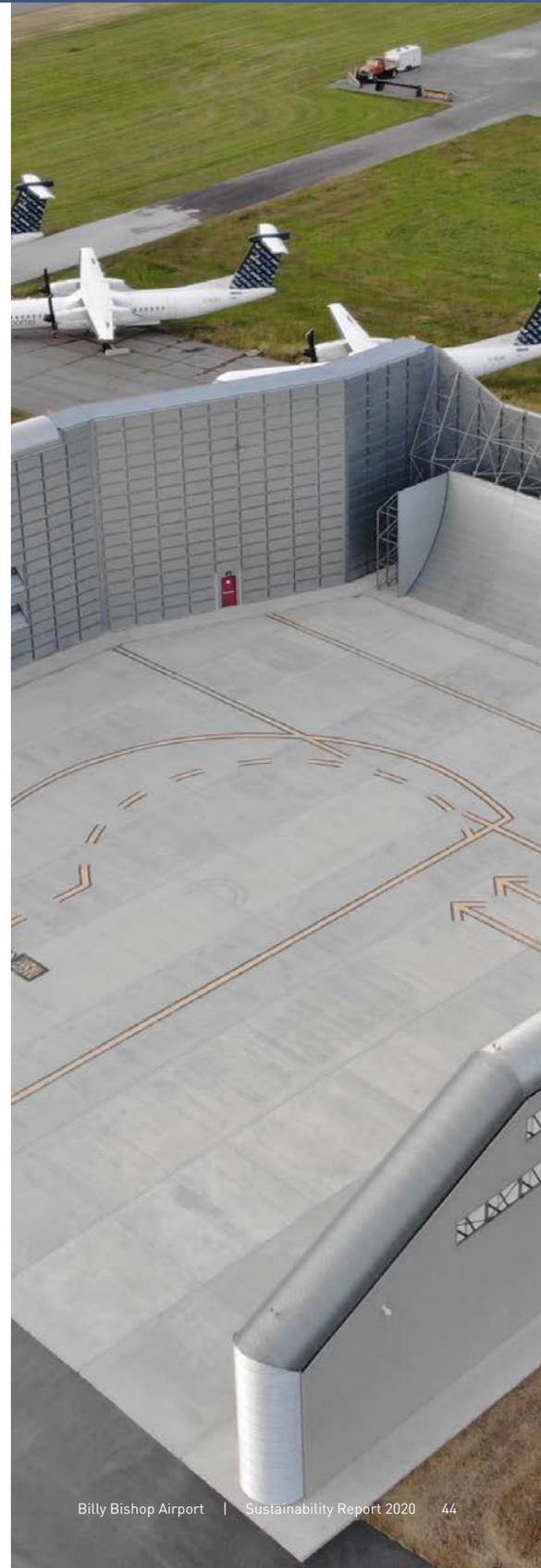
## Environmental Laws

Billy Bishop Airport strives to manage all our operations in a sustainable manner with minimal environmental impact and, like all ports and airports, is subject to environmental regulations and laws which are governed by federal and provincial agencies including Environment and Climate Change Canada, Department of Fisheries and Oceans Canada, and the provincial Ministry of the Environment, Conservation and Parks. Billy Bishop Airport conducts internal reviews of environmental compliance, as well as associated record-keeping and data-management practices. Additionally, members of each business unit meet on a regular basis as part of the organization's Sustainability Committee and discuss areas where progress can be made to increase environmental efforts.

In 2020, there were no incidents of significant environmental non-compliance, no orders issued, and no fines levied against Billy Bishop Airport by any regulatory agency.

Furthermore, there have been no incidents of significant environmental non-compliance and no fines levied against Billy Bishop Airport over the past decade. This is a result of Billy Bishop Airport's efforts to follow best practices from around the world to achieve our sustainability goals and prevent pollution at Billy Bishop Airport, the Outer Harbour Marina and our owned operations at the Port of Toronto.

Billy Bishop Airport also undertakes regular detailed environmental compliance audits.



## II.

# Environmental Performance

## Environmental Management Systems

As a steward of the waterfront for over 100 years, PortsToronto has a legacy of environmental responsibility. This is achieved, in part, by maintaining and utilizing management practices and standard operating procedures (SOPs) for each function PortsToronto undertakes.

The products necessary for the safe operation and maintenance of Billy Bishop Airport's equipment and facilities are managed and contained in a rigorous manner to ensure safety and the protection of the environment. Strict protocols are in place for daily operations, such as aircraft fueling, to reduce the risk of spills. In the unlikely event of a spill, the airport's fire and maintenance departments are thoroughly trained in mitigation and cleanup methods to prevent contaminants from entering the natural environment.

### **DE-ICING AND GLYCOL CONTAINMENT AT BILLY BISHOP AIRPORT**

Billy Bishop Airport is committed to protecting the water environment and preserving the natural habitat for all users of the waterfront. A key aspect of this is the collection and containment of glycol used in the de-icing of aircraft. Billy Bishop Airport manages aircraft de-icing and anti-icing fluids with a dedicated glycol management system that traps system runoff and thoroughly contains glycol from de-icing and anti-icing operations. In addition, the glycol pumping system features a duplex pump, which offers further protection against runoff.

### **STORM WATER MANAGEMENT AND GLYCOL CONTAINMENT PLAN**

In late 2019, Billy Bishop Airport commenced a study on its current storm water management and glycol containment plan. The purpose of the study is to assess the airport's current storm water discharge system and to provide recommendations with respect to potential improvements, recognizing the need for the airport to maintain environmental compliance. The study will report on glycol management practices and provide a long-term de-icing strategy, including a report on the facilities required for aircraft de-icing and the responsible management of spent aircraft de-icing fluids.



## II.

# Environmental Performance

## Environmental Management Systems

### PFAS-FREE FIREFIGHTING FOAM (AFFF)

Per- and Polyfluoroalkyl Substances (PFAS) are a group of thousands of manufactured chemical compounds that have been widely in use since the 1940s in everyday items like stain resistant fabric, water repellent clothing, food wrappers and non-stick cookware. Most importantly for airports, previous firefighting foam (Aqueous Film Forming Foam known as AFFF) contained PFAS, and for years, airports around the world have been mandated to use this material in their Airport Rescue and Firefighting efforts without alternative.

In recent years, research has emerged indicating that PFAS can lead to adverse health effects, especially given its presence in many items that we use every day. In response to this growing global concern, in June 2019 Transport Canada approved a PFAS-free foam exemption nationally and Billy Bishop Airport immediately took action to implement it. In line with our efforts to protect the environment, once Transport Canada approval was granted, in August 2019 Billy Bishop Airport became the first airport in Canada to implement the use of PFAS/AFFF-free foam for its firefighting efforts.

### DID YOU KNOW?

Per- and polyfluoroalkyl substances (known as PFAS) are a group of chemicals that have been used since the 1940s in a wide variety of products such as non-stick cookware, stain resistant fabric, water repellent clothing, food wrappers and firefighting foam (Aqueous Film Forming Foam, known as AFFF).

### DID YOU KNOW?

In August 2019, Billy Bishop Airport received approval from Transport Canada and became the first airport in Canada to use PFAS/AFFF-free foam for its firefighting efforts.



## II.

# Environmental Performance

## Waste Management

Billy Bishop Airport has long recognized the benefits of recovering, reusing and reintegrating waste, such as end-of-life electronics or food scraps, back into our local economy. By continuing to keep responsible, efficient and innovative waste management top of mind, Billy Bishop Airport is joining a growing wave of consumers and businesses shifting toward sustainable and circular waste management systems.

While the waste management contract is handled centrally at PortsToronto's head office, each business unit maintains its own receptacle and strives to:



Ensure proper disposal of all hazardous waste.



Capture all valuable waste streams (such as scrap metal, electronics and tires).



Promote general recycling and composting both at home and in the office.

Some of the ways in which Billy Bishop Airport manages waste include:

- The collection and recycling of all used electronics (computer monitors, printers, smartphones, etc.), batteries, toners and cartridges;
- The placement of blue bins at all worksites and work stations to encourage recycling;
- The digitization of our communications, making all reports/publications available online to reduce the need for print copies;
- Replacing all pod-based coffee makers with machines that use loose beans to eliminate coffee pod waste;
- Providing all employees with a reusable water bottle and banning single-use plastic straws and water bottles from all offices; and
- Encouraging employees through newsletters and initiatives to think twice about waste diversion and to promote recycling and composting.

### DID YOU KNOW?

FLYGTA's check-in and boarding processes are completely paperless.

## II.

# Environmental Performance

### HAZARDOUS WASTE RECYCLING

Billy Bishop Airport is committed to ensuring that hazardous waste is properly contained and recycled. This includes hazardous oil-based paint such as primers, stains, thinners, aerosols and electronic waste such as monitors, printers, charging cords, speakers, radios, headsets and outdated fluorescent bulbs.

### GREEN BINS GROWING COMPOSTING PROGRAM

Billy Bishop Airport managed its organic food waste in partnership with Wastenot Farms and its Green Bins Growing composting program between April 2019 and the closure of the business in August 2020 due to the economic impacts of COVID-19. A closed-loop solution to food waste, this program collected and transported food waste by green-energy vehicle to a local Red Wiggler worm hatchery. By ingesting nutrients found in the collected food waste, the worms would produce worm castings biofertilizer — an all-natural substitute to synthetic fertilizers.

Through the Green Bins Growing program, Billy Bishop Airport was able to redirect organics from landfill, produce all-natural biofertilizer, reduce carbon emissions, engage employees in sustainable behaviours and improve our overall environmental impact.

The Sustainability Committee is actively researching new composting opportunities for all PortsToronto business units.

### DID YOU KNOW?

Biofertilizers, such as the worm castings produced from Billy Bishop Airport's food waste, are full of microbes that continuously feed nutrients to plants and vegetables through the soil.

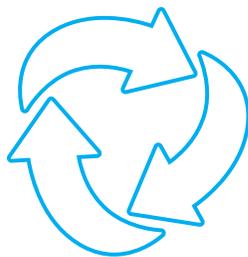
## II.

# Environmental Performance

### SINGLE-USE PLASTICS

Thanks to our Sustainability Committee, single-use plastic straws and water bottles have been banned in all of PortsToronto's business units since 2019, including Billy Bishop Airport. To eliminate the need for these items, Billy Bishop Airport has provided all employees with a reusable water bottle and water refill stations are located in Billy Bishop Airport's offices, facilities and passenger lounges.

Billy Bishop Airport continues to work with airport passenger terminal operator Nieuport Aviation Infrastructure Partners to encourage passengers to travel with reusable water containers, reducing the need for plastic water bottles in the Billy Bishop Airport lounge. When going through security at Billy Bishop Airport, passengers are required to empty their water bottles as liquids over 100 millilitres are not permitted by the Canadian Air Transport Security Authority (CATSA). The installation of water stations on the other side of security enables passengers to refill their water bottles, eliminating the need to purchase or use plastic bottles.



### DID YOU KNOW?

Terminal owner/operator Nieuport Aviation Infrastructure Partners in partnership with their Food and Beverage service provider SSP Canada have diverted over 20,000 pounds of waste from the landfill by replacing biodegradable single use cutlery and plates at Billy Bishop Airport restaurants with reusable silverware and charcuterie boards.



Since 2016, the water refilling stations in Billy Bishop Airport's passenger lounges have prevented more than 360,000 plastic water bottles from being sent to landfills.



PARTNERSHIPS  
FOR THE GOALS



# Part 4: Partnerships for the Goals



# Part 4: Partnerships for the Goals

Billy Bishop Airport connects Toronto to the world. Now, more than ever, connections and strong cooperation at all levels are needed to achieve the UNSDG goals. As part of a thriving mixed-use waterfront, Billy Bishop Airport works closely with government partners, waterfront and airport stakeholders and our local community to build a sustainable Toronto for future generations to enjoy.

Billy Bishop Airport's targeted priority areas in this category are:



I.  
Implementing  
Sustainable  
Practices with our  
Partners



II.  
Stakeholder  
and Community  
Engagement  
(tires).



# I.

## Implementing Sustainable Practices with our Partners

### Collaborating with our Government Partners

PortsToronto is a key federal agency that works with other organizations to manage the harbour, engage in sustainable initiatives and work collaboratively to ensure a vibrant waterfront. As such, our management and staff members are engaged with all levels of government to ensure collaboration and coordination of current operational works and future projects along the waterfront.

As the owner of Billy Bishop Airport, PortsToronto has regular meetings with the City of Toronto, Transport Canada, Waterfront Toronto and the Mississaugas of the Credit First Nation, and is a member of several Landowner and Stakeholder Advisory Committees for projects including the Bathurst Quay Neighbourhood Plan, Waterfront Transit Reset, the Waterfront School Playground Master Plan, Toronto Island Master Plan and the Port Lands Planning Framework.

PortsToronto staff also provide technical support to several agencies and committees on projects including the Port Lands Flood Protection and Enabling Infrastructure Project, Port Lands Public Realm and River Project, and the Gibraltar Point Erosion Control Project.

We are also a key agency supporting the work of Aquatic Habitat Toronto (AHT), which represents a consensus-based partnership among agencies with a vested interest in the improvement of aquatic habitat on the Toronto Waterfront. AHT partners include the Toronto and Region Conservation Authority (co-chair), the federal agencies of Environment Canada (co-chair) and Fisheries and Oceans Canada, the provincial Ministry of Natural Resources and Forestry, the City of Toronto, Waterfront Toronto and PortsToronto.



## II.

# Stakeholder and Community Engagement

### Billy Bishop Airport Master Plan

The Master Plan for Billy Bishop Toronto City Airport focuses on areas such as infrastructure requirements, activity forecasting, environmental initiatives and future planning. The Master Plan is available on the Billy Bishop Airport website and details priorities for Billy Bishop Airport as well as outlining key recommendations to support the airport's commitment to managed growth that balances airport operations with community interests.

#### Vision

Billy Bishop Airport strives to be a global leader in how a modern airport operates in an urban environment.

### Community and Stakeholder Engagement

The planning process for the Billy Bishop Airport Master Plan included comprehensive public consultation and stakeholder engagement. More than 90 meetings were held with neighbourhood associations, agencies including First Nations leaders, elected officials, local businesses, airport stakeholders and community groups. Three public meetings were also held to present updates on key areas of interest and to kick off a 60-day public comment period when the draft could be reviewed and comments submitted. These comments were then reflected in the final draft.



The Billy Bishop Toronto City Airport Master Plan won the 2020 Airports Council International (ACI-NA) Environmental Achievement Award.



*“The Master Plan – titled Cleaner, Greener, Quieter – demonstrates the significant results that YTZ has achieved in sustainability and refines its vision to be a global leader in how a modern airport operates in an urban environment. The theme, multiple stakeholder coordination, and the integration of sustainability and outreach into this project stood out for the judges.”*

—Kevin M. Burke, ACI-NA  
President and CEO

## II.

# Stakeholder and Community Engagement

### Public Outreach and Meetings

Billy Bishop Airport established a Community Liaison Committee (CLC) in 2010 to further expand engagement with the residents and businesses surrounding the airport. The CLC gives our 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 follows best practices of community engagement, meeting four times a year and addressing matters such as airport noise management, air quality and transportation access. In 2020, the CLC met four times, with the last three meetings being held online via Zoom to comply with public health guidelines specific to public gatherings and physical distancing.

### 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 four community members, two staff members from PortsToronto, one staff member from the City of Toronto and a facilitator from Lura Consulting. The committee has two co-chairs, one from the community and one from PortsToronto. The committee met three times in 2020.



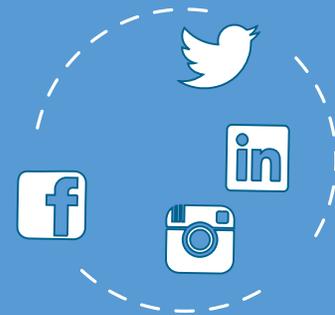
## II.

# Stakeholder and Community Engagement

## Connecting Online

It is no surprise that online communications have become an effective tool in communicating with stakeholders, communities and the public. Billy Bishop Airport maintains positive relationships and strong connections with our neighbours and stakeholders through open dialogue, transparency and public participation.

The Billy Bishop Airport website provides key updates regarding news and information that is relevant to our stakeholders and the community, and includes a feedback portal that allows passengers, residents and stakeholders to quickly and easily contact us with their feedback, concerns and questions. This system also provides an opportunity to track common concerns and trending topics that help us best address the needs of our local community.



## Social Metrics

With an estimated 60 per cent of Canadians spending their time online engaging on social media, Billy Bishop Airport continues to prioritize engaging with the public through social media platforms and manages active accounts on Twitter, Facebook, Instagram and LinkedIn in both of Canada's official languages.

Whether promoting community and Billy Bishop Airport-related events, sponsorships or news items, or responding directly to concerns, questions or compliments from airport passengers and the local community, social media have become an effective and crucial tool for public engagement.

- Billy Bishop Airport's social media audience saw a 3.6 per cent increase overall from 2019, with notable growth in its LinkedIn community, which saw 112 per cent audience growth over 2019.
- While our engagement rates fell in March 2020 due to the COVID-19 pandemic and resulting commercial airline service suspension at Billy Bishop Airport, our Twitter and LinkedIn accounts saw an increase in audience engagement rates of 11.7% and 318% respectively.

Even when we're apart we stand strong together.

Thank you for your messages online

3.6% increase overall.

Physical distancing has made us closer than ever!  
Stay strong, stay connected.

Be Strong...  
I whispered to my WiFi.

Feeling the need to flex those travel muscles?  
Stay active at home with these travel inspired exercises.

The skies may be empty, but our hearts are still full.

BE KIND, STAY HOME, SAVE LIVES.

Twitter and LinkedIn accounts saw an increase in audience engagement rates of 11.7% and 318% respectively.



# Part 5: Industry, Innovation and Infrastructure



# Part 5: Industry, Innovation and Infrastructure

Since the beginning of the 20th century, PortsToronto, owner and operator of Billy Bishop Airport, has made strategic investments in Toronto's waterfront through our efforts to build resilient infrastructure, promote sustainable industrialization and foster innovation.

From implementing various infrastructure improvements in the vicinity of Billy Bishop Airport as part of the City of Toronto-led Bathurst Quay Neighbourhood Plan, to adopting an organization-wide sustainable procurement policy, Billy Bishop Airport prioritizes projects that benefit our community.

Billy Bishop Airport's targeted priority areas in this category include:

## I.

City Building  
and Investing in  
Resilient Public  
Infrastructure



# I.

## City Building and Investing in Resilient Public Infrastructure

The Greater Toronto Area (GTA) is projected to be the fastest-growing region of the province, with its population increasing by 3.4 million, from 6.8 million in 2018 to over 10.2 million by 2046.<sup>14</sup> In order to meet the needs of growing urban populations and adapt to climate change, increased investment will be needed to repair and modernize key infrastructure in Canadian cities.<sup>15</sup>

### Investing in the Waterfront

Since the beginning of the 20th century, PortsToronto has made strategic investments in Toronto's waterfront and in developing transportation infrastructure for the city.



#### DID YOU KNOW?

Cities occupy just three per cent of the Earth's land, but account for 60-80 per cent of energy consumption and 75 per cent of carbon emissions.<sup>16</sup>



Around the time of Confederation, over 150 years ago, approximately 84 per cent of Canada's population lived in rural areas.<sup>17</sup> By 2016, 81.0 per cent of Canada's population was living in urban areas.<sup>18</sup> By 2030, the percentage of Canadians living in urban areas is forecast to reach 84 per cent.<sup>19</sup>

13. Ontario Ministry of Finance, Ontario Population Projections, 2018-2046  
14. Canada 2030: The Defining Forces Disrupting Business  
15. UNSDG 11: Sustainable Cities and Communities  
16. Canada 2030: The Defining Forces Disrupting Business  
17. Statistics Canada, Canada Goes Urban  
18. The Guardian "Percentage of Global Population Living In Cities."

# I.

## City Building and Investing in Resilient Public Infrastructure

### Sustainable Procurement Policy

Billy Bishop Airport has adopted a sustainable procurement policy that seeks out businesses that share our commitment to sustainability. To influence our impacts both upstream (e.g. purchasing) and downstream (e.g. product waste), the policy adopts the following guiding principles to consider when procuring goods and services:

#### I.

Limit demand on raw natural resources

#### II.

Avoid non-natural substances to limit material produced by society

#### III.

Source material that limits degradation of the natural environment

#### IV.

Ensure health and safety of society to meet human needs

### Sustainable Site Design

Best practices related to sustainability and environmental protection are followed by Billy Bishop Airport and its contractors during all planning, development and operational phases of any project activity. The following initiatives have been implemented by Billy Bishop Airport to raise the bar on sustainable site-design and construction activity.



# I.

## City Building and Investing in Resilient Public Infrastructure

### Billy Bishop Airport City Side Modernization Project

Billy Bishop Airport's City Side Modernization Project, which focused on the improvement of passenger and vehicle traffic operations at Billy Bishop Airport, is part of the multi-partner, multi-phase Bathurst Quay Neighbourhood Plan (BQNP) being led by the City of Toronto. Among other improvements, the BQNP will improve pedestrian experience and comfort in the vicinity of the airport and improve the public realm for the enjoyment of both the community and travellers.

In 2019, as part of the first phase of the City Side Modernization project and in alignment with changing traffic patterns at the airport, Billy Bishop Airport consolidated passenger pick-up locations within a streamlined and optimized arrivals curb. Improvements included additional signage and colour-coded pavement markings to indicate pedestrian routes to public transportation, taxi corral and passenger pickup, as well as signage throughout the traffic circle and Eireann Quay to connect transportation partners, including ride-share operators, with arriving passengers.

In early 2020, when the COVID-19 pandemic caused much of the world to stand still and a temporary suspension of commercial airline service at Billy Bishop Airport came into effect, Billy Bishop Airport leveraged the significant reduction in vehicle and passenger traffic at the airport to bring forward and maximize efficiency in completing the second phase of the project ahead of schedule.

The second phase of the project consisted of various improvements in the vicinity of the airport and Eireann Quay designed to further reduce congestion and idling, improve pedestrian safety and experience, and better streamline passenger and traffic flow, including:

- A full reconstruction of the Eireann Quay roadway and its east and west sidewalks;
- A reconstruction of the Billy Bishop Airport finger lot;
- A reconfiguration of the airport taxi corral to improve passenger loading and reduce its footprint; and,
- The relocation and improvement of an existing surface parking lot on the Canada Malting site, which features a new student pick up/drop off area at the Toronto District School Board (TDSB) Waterfront School.

Among other improvements, the Bathurst Quay Neighbourhood Plan will improve pedestrian experience and comfort in the vicinity of the airport and improve the public realm for the enjoyment of both the community and travellers.



As part of this project, Billy Bishop Airport will implement permeable paving to reduce storm water runoff and urban heat island effect.

# I.

## City Building and Investing in Resilient Public Infrastructure

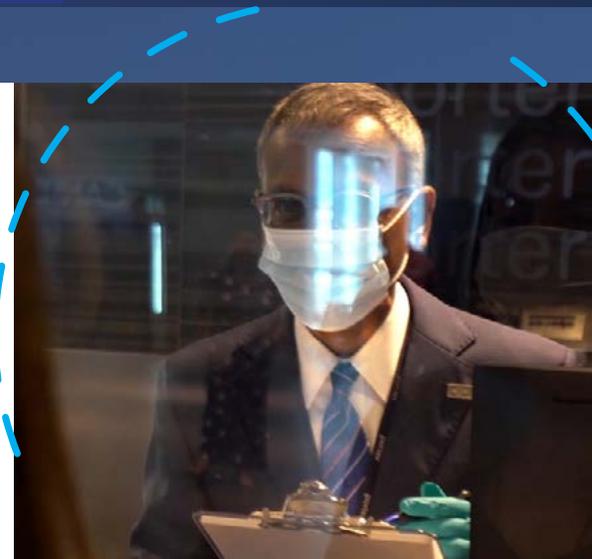
### Billy Bishop Airport Safe Travels Program

The extraordinary impact of the COVID-19 pandemic has required an equally extraordinary response on the part of the aviation industry to ensure that passengers feel confident travelling again. The Safe Travels Program, launched in August 2020, encapsulates Billy Bishop Airport's commitment to delivering a safe experience for our passengers, when the time is right to travel again, as well as those who work in the airport.

Billy Bishop Airport is unique in many ways: its island location, its proximity to Toronto's downtown core, its unmatched, scenic approach and award-winning passenger experience. It is also unique in that this crisis and the resulting temporary suspension of commercial airline service at Billy Bishop Airport afforded our team the time to step back, observe and get this right.

Billy Bishop Airport responded to the emergence of COVID-19 with a comprehensive health and safety program that is aligned with expert guidance and new industry best practices. Under the guidance of provincial and federal agencies such as Transport Canada and the Public Health Agency of Canada, Billy Bishop Airport has worked closely with its partners to implement a number of enhancements, procedures and new infrastructure to provide a safe and healthy environment for passengers, staff and partners.

Learn more about the Safe Travels Program at [www.billybishopairport.com](http://www.billybishopairport.com).





DECENT WORK AND  
ECONOMIC GROWTH



# Part 6: Decent Work and Economic Growth



# Part 6: Decent Work and Economic Growth

For Billy Bishop Airport, sustainability not only encompasses environmental and social accountability but also financial self-sufficiency. This ensures that our business remains viable, enabling us to invest back into the communities in which we operate and help to build a sustainable city.

In promoting a supportive work environment and maintaining a strong record of accomplishment in health and safety performance, Billy Bishop Airport recognizes that the well-being of our employees is fundamental to the continued success of our businesses and this mission.

Billy Bishop Airport's priority areas in this category are as follows:

I.

Health and Safety

II.

Supporting Local  
Job Creation

III.

Contributing to  
Toronto's Economic  
Growth

IV.

Financial  
Sustainability

## DID YOU KNOW?

Sustained and inclusive economic growth can drive progress, create decent jobs for all and improve living standards.<sup>19</sup>



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



19. UNSDG 8: *Decent Work and Economic Growth*

# I.

## Health and Safety

Billy Bishop Airport prioritizes employee health and safety, with several systems in place to minimize workplace hazards, prevent injuries and educate employees on health and wellness, as well as their rights and responsibilities. The well-being of our employees is directly related to the success of our businesses, and maintaining a strong track record of health and safety performance is critical. Safe practices for Billy Bishop Airport's employees and contractors are embedded into our day-to-day operations, and health and safety policies are implemented at all levels of our organization.

PortsToronto holds monthly Workplace Health and Safety Committee meetings, with representatives from each business unit in attendance, including Billy Bishop Airport. These meetings provide a consistent and constructive forum for communicating with employees across our organization on priority health and safety issues and programs. Each day, all of our crews conduct a Tailgate Safety Talk before heading out on the job to ensure the day's tasks will be completed in a safe, effective and efficient manner. Further, a quarterly internal Occupational Health and Safety newsletter is shared with all employees at Billy Bishop Airport, providing tips and advice on staying safe in the workplace.

### Health and Safety Program

Billy Bishop Airport has developed a comprehensive series of corporate health and safety policies, along with Standard Operating Procedures (SOPs) that provide a thorough guide to compliance with all required regulations. Policies and procedures are made available to every employee through unit management and are reviewed on a regular basis to ensure continuous improvement.

### Incidents

Billy Bishop Airport continually tracks all known or foreseeable hazards, associated risks and Corrective Action Plans (CAPs). Employee concerns, near-miss incidents, the number and nature of workplace injuries and total lost days are also monitored.

METRIC	2020
Fines for instances of health and safety non-compliance (value)	\$0
Injuries resulting in lost time	2
Total Lost Days	3
Injuries resulting in no lost time	2

### DID YOU KNOW?

Decent work means opportunities for everyone to get work that is productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration.<sup>20</sup>

### HAZARD PREVENTION PROGRAM

As part of our Hazard Prevention Program, Billy Bishop Airport maintains a Hazard and Risk Registry by conducting Hazard Identification and Risk Assessments. Our goal is to identify all hazards in our workplace and to minimize their risks based on the current best practices of Occupational Health and Safety.

20. UNSDG 8: [Decent Work and Economic Growth](#)

# I.

## Health and Safety

### Training and Development

With prevention as a key component of reducing workplace injuries and creating a healthy and safe workplace, Billy Bishop Airport has implemented several health and wellness training programs.

Health and safety education is part of every new-hire employee's orientation, and all staff are trained in and have access to Billy Bishop Airport's Health and Safety Policies and Procedures, which cover a wide variety of topics and constitute the Health and Safety Program of the organization. In addition, each position within Billy Bishop Airport has been evaluated for its training needs based on regulatory requirements and a thorough hazard and risk analysis.

In 2020, Billy Bishop Airport continued offering an extensive three-day training course designed for managers, supervisors and members of the Safety Committee to ensure compliance with federal legislation and provide the necessary tools to promote health and safety within the organization.

#### Adhering to Transport Canada Regulatory Requirements at Billy Bishop Airport

At Billy Bishop Airport, all employees are trained in accordance with Transport Canada regulations. Employees are required to attend courses on Safety Management Systems (SMS) and Human and Organizational Factors, which provide instruction on proactive safety management. Billy Bishop Airport management also holds monthly SMS Committee meetings to discuss issues related to safety and develop corrective and preventive action plans to remedy any issues.

Over and above this training, employees who work airside, servicing Billy Bishop Airport's runways and airfield, are provided with specialized equipment and vehicle operation training, which they are required to update each year. Each member of the airport's ferry crew also holds Transport Canada licenses for the functions they perform. These licenses are renewed on a regular basis to ensure the crew's training and knowledge remains effective and current.

In addition, the Billy Bishop Airport Fire Department completes regular internal and external emergency services training throughout the year, including a full-scale and tabletop safety simulation or security exercise every year, exceeding the airport's Transport Canada regulatory requirement. These exercises test the airport's protocols, procedures, communications and planning for emergency and security-related incidents, and ensure that the airport is ready to respond to any situation. They are critical to ensuring that the airport maintains a high level of emergency response preparedness and involve multiple agencies including Toronto Fire, Toronto Police Service (and related Marine Units), Toronto Paramedic Services, NAV CANADA, as well as staff and officials from the various agencies, airport stakeholders and airlines that operate out of Billy Bishop Airport.



# I.

## Health and Safety

### Billy Bishop Airport Emergency Exercise

Conducting an emergency exercise allows Billy Bishop Airport to test its Emergency Response Plan (ERP), work with internal and external stakeholders, and identify areas of strength and areas to improve within our current plan.

Emergency planning and incident management are top priorities for Billy Bishop Airport and our community. While Transport Canada issued exemptions in 2020 due to the pandemic, Billy Bishop Airport executed a live exercise plan in October 2020 that respected a stringent COVID-19 safety protocol, incorporated virtual platforms and video conferencing, and combined regulatory requirements including:

- Airport Rescue and Fire Fighting (ARFF) Recertification
- Security Tabletop Exercise
- Full-scale Security Exercise

“The operator of an airport shall conduct full-scale exercises based on scenarios that relate to a major aircraft accident and, at a minimum, the exercises shall include the assembly and deployment of fire-fighting, policing and medical services organizations.”

#### COVID 19 SAFETY PROTOCOL

The health and safety of participants was a key component in the planning of this exercise. The COVID-19 safety protocol in place during this exercise included:

- Mandatory face covering;
- Physical distancing;
- Temperature screening;
- Contact tracing; and,
- The use of mannequins rather than live actors.

*Billy Bishop Airport Firefighter Sean Armstrong speaks with Breakfast Television’s Nicole Servinis about the specialized equipment being employed in ice and cold-water rescue training.*



#### DID YOU KNOW?

The primary purpose of conducting a large-scale exercise is to meet the requirements of the Canadian Aviation Regulations 302.208 (3), which states:

*“The operator of an airport shall conduct full-scale exercises based on scenarios that relate to a major aircraft accident and, at a minimum, the exercises shall include the assembly and deployment of fire-fighting, policing and medical services organizations.”*

# I.

## Health and Safety

### ANNUAL ICE AND COLD WATER RESCUE TRAINING

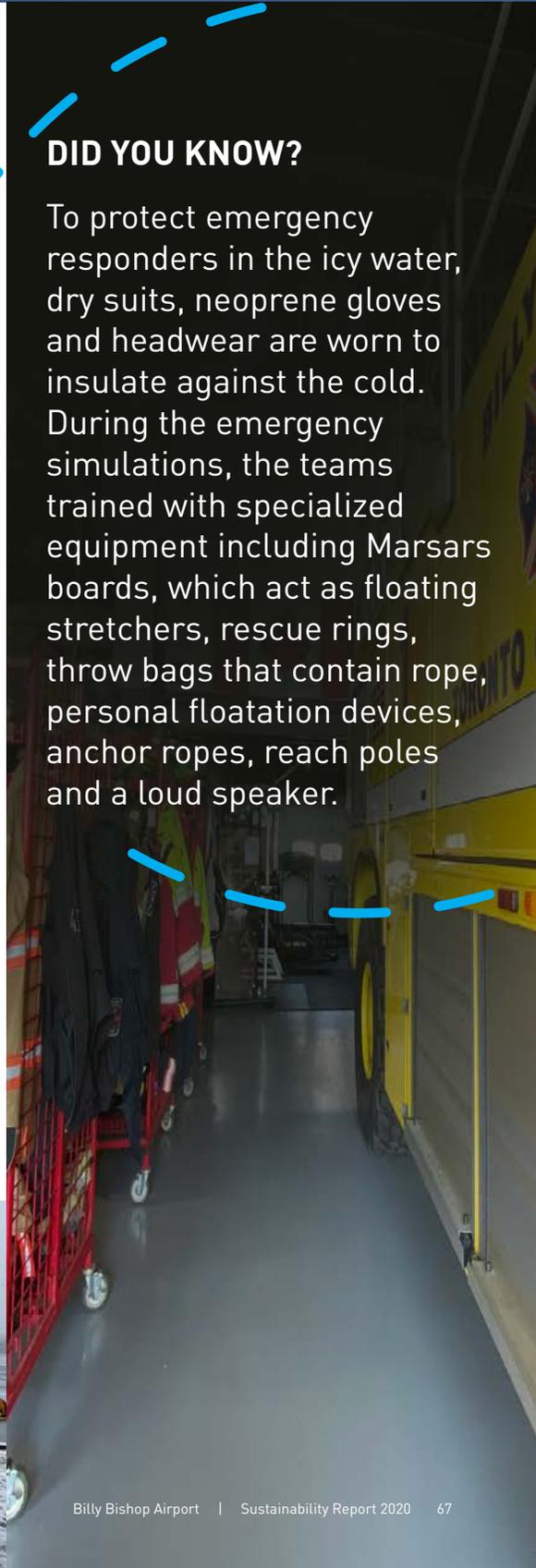
In February 2020, the Billy Bishop Toronto City Airport Fire Department held its annual ice and cold-water rescue training at the Toronto Island Park. Ice and cold water rescue is performed by emergency services when a person is trapped on the ice, has fallen through the ice, or is immersed in cold water. By using specialized equipment and techniques, emergency responders can execute rescues on ice in a quick and safe manner.

*“Ice and cold water training is just one of the many certifications that we undertake annually at the Billy Bishop Airport fire department. As ice rescue operations are fairly rare, these practice scenarios allow us to refresh our skills in executing rescues on ice and ensure that we are up-to-date on the latest techniques.”*

– Toby Helkaa, Firefighter, Billy Bishop Airport

### DID YOU KNOW?

To protect emergency responders in the icy water, dry suits, neoprene gloves and headwear are worn to insulate against the cold. During the emergency simulations, the teams trained with specialized equipment including Marsars boards, which act as floating stretchers, rescue rings, throw bags that contain rope, personal floatation devices, anchor ropes, reach poles and a loud speaker.



# I. Health and Safety

## CERTIFICATION

Billy Bishop Airport staff complete special Safety Management Systems (SMS), Human Factors and Airside Operators Vehicle Permit training as per Transport Canada requirements. Human error contributes to over 80 per cent of aviation incidents and these training programs prepare our airside staff to mitigate, identify and resolve potential safety issues.

PortsToronto's Health and Safety Manager holds a Canadian Registered Safety Professional (CRSP) designation. This national designation recognizes an individual's in-depth knowledge of health and safety principles and acknowledges the individual's use of this knowledge to develop systems in the workplace in order to achieve optimum control over hazards detrimental to people, equipment, material and the environment.

## WELLNESS COMMITTEE

**Wellness Program Mission**  
*Empowering employees through education and resources, to live their best lives.*

The PortsToronto Wellness Committee was formed in 2017 and meets regularly to share ideas and identify strategies to promote health and wellness in the workplace. The committee engaged global human resources consulting firm Morneau Shepell to assist with the development of a Wellness Program for all PortsToronto employees, including those at Billy Bishop Airport. The Wellness Program issues newsletters with information promoting both physical and mental health in the workplace and at home.

Following the temporary closure of PortsToronto's Head Office, the Wellness Committee shifted focus to provide mental health support and health and safety tips for employees now working from home.

## DID YOU KNOW?

Billy Bishop Airport follows Canadian Standards Association guidelines as industry best practice. Further, airport ferry captains and Works department employees require special licensing to operate vehicles and equipment.



In 2020, PortsToronto welcomed Henry, a co-op student from Centennial College for a four-month work placement in workplace wellness. During this time, Henry took on a number of in-person health and wellness activities catered to PortsToronto operations and designed to benefit our staff, including delivering a Lunch-and-Learn session on mindful eating and providing wellness education presentations at several department meetings.

In 2020, the Wellness Committee sent out four issues of a newsletter with customized messaging, covering the following topics: mindful eating, adapting to social distancing, self-care and sleep. The committee also issued weekly mental health communications (April-June) to provide employees with self-care ideas during the initial phases of the COVID-19 pandemic.



## II.

# Supporting Local Job Creation

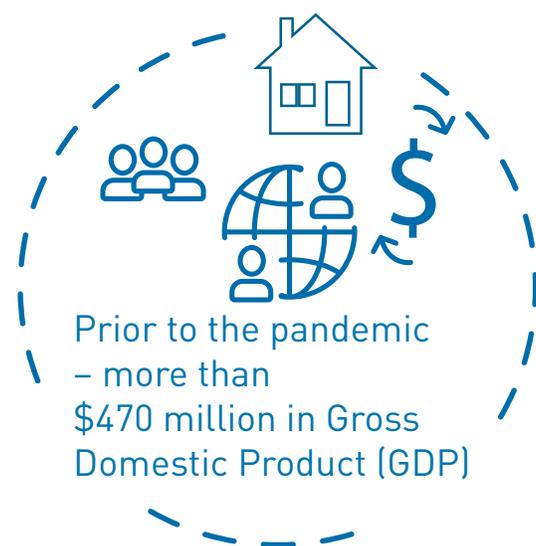
As a key international transportation hub, Billy Bishop Airport serves as an economic engine that contributes to its local market profitability and supports job creation in the community it serves. Efficiently moving people, this transportation network creates links between communities and regions that foster economic growth across multiple industries.

### ECONOMIC IMPACT OF AIRPORTS

Billy Bishop Airport is an important international gateway and a key driver of Toronto's economy, generating – prior to the pandemic, more than \$470 million in Gross Domestic Product (GDP) and supporting 4,740 jobs, including 2,080 directly associated with airport operations.

### THE SOUTHERN ONTARIO AIRPORT NETWORK

The Southern Ontario Airport Network (SOAN) was formed by 11 commercially significant regional airports to meet the challenges of increasing travel demand. SOAN looks to address the demand for air travel by identifying opportunities to have airports specialize and work together to free up capacity. SOAN's goal is to enable the region's airports to accommodate all the air service needs of the region, and continue to be drivers of local and regional economic opportunities.



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### III.

## Contributing to Toronto's Economic Growth

The unique downtown location of Billy Bishop Toronto City Airport makes it a key urban transportation hub for Canadian and international businesses to gain convenient, cost-effective and environmentally sustainable access to the heart of Canada's business capital.

### FACILITATOR OF TOURISM AND TRADE

Since its opening in 1939, Billy Bishop Airport has become an important international gateway and significant economic engine for the GTA. The airport plays an important role in Toronto's billion-dollar tourism industry, with visitors coming through Billy Bishop Airport spending approximately \$150 million a year on accommodation, transportation, retail and food and beverage.

Tourism is one of the economic sectors most affected by the COVID-19 pandemic due to the closure of borders, travel bans and lockdown measures to stop the spread of the virus. As a direct result of these measures, resident airlines Porter Airlines and Air Canada temporarily suspended commercial service at Billy Bishop Airport in March 2020, leading to a dramatic reduction in passenger numbers this year.

When the time is right to travel again, the airport will continue to support Toronto's key sectors including the financial services, life sciences, the food and beverage sector, travel and tourism, and the film and television industry through direct and indirect economic benefits.

In recent years, the technology industry in Toronto has shown tremendous growth, outpacing other North American technology hubs such as San Francisco, Seattle and Washington, D.C. to become the third-largest tech sector in North America, and home to over 18,000 tech companies, with over 400,000 people working in the local tech industry.<sup>21</sup>

It is encouraging that global brands and technology giants such as Amazon and Uber choose the Greater Toronto Area to base their operations. When international borders re-open and travel resumes, Billy Bishop Airport will play a more vital role than ever before in connecting businesses in Toronto to key technology markets in the U.S. such as New York and Boston. Further, with regional carriers such as FlyGTA now serving markets such as Kitchener-Waterloo and Kingston, the technology corridor is growing ever stronger as fast, efficient and daily connections can be made between technology hubs.



### DID YOU KNOW?

Expert talent, high-speed communications and industry-leading research and development have made Toronto a global hub for IT and new media development. Employing over 90,000 people, Toronto's technology sector contributes more than \$8 billion in annual employee wages.<sup>22</sup>



21. Collision  
22. City of Toronto website



# Part 7: Going Forward



## I. Next Steps

In this report, we once again put our organization through its paces — highlighting areas where we are succeeding while also reflecting on how we can continue to improve in order to maximize the impact of our sustainability efforts. In 2021 and beyond, Billy Bishop Airport will continue to enhance our sustainability strategy and reporting and strive to achieve a rigorous carbon reduction by 2030. Further, in an effort to engage with our government and community stakeholders, we will continue to provide ongoing transparent reporting on our business in the areas of environmental stewardship, community, people, health and wellness and economic performance.

