

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

2019 Sustainability Report



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Toronto. ON. M5J 1A7

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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Executive Message

Progress amounts to a series of movements, each one building on the last. It's cumulative and it's not always easy. Sometimes it's about taking simple, logical steps. Sometimes it's about creating change on a much broader scale. Sometimes it means taking a step back in order to take two steps forward. Ultimately, progress starts with ideas that evolve into actions. And that's what our third annual Sustainability Report for Billy Bishop Airport details. Every page is filled with initiatives that are being undertaken at the airport to make it cleaner, greener and quieter.



The report you are about to read was completed in early March 2020 and was scheduled to be released on March 28, 2020, to coincide with the 10th Anniversary of Earth Hour. Then the world changed.

In the face of a global pandemic, and in an effort to limit the spread of the COVID-19 virus, commercial air service was temporarily suspended at Billy Bishop Airport, all non-essential staff were dispatched to home offices to self-isolate, and efforts focused on what we could do to ensure that vital services continued.

The airport team worked closely with Ornge emergency medevac to ensure that this essential service could continue to operate from the airport and fulfill its role on the frontline of emergency medical aid. We worked with the City of Toronto to facilitate service to the Toronto islands such as waste disposal and critical deliveries such as chlorine to the island water treatment plant. And we did what we could in the community to ensure that people had what they needed to stay at home and be safe. This included offering free ferry service and escorts across our runway so Island residents could deliver food and supplies to those who were unable to leave their homes.

We are now a few months into this global pandemic and there are small signs of recovery and glimmers of hope. But it will be some time before we can truly return to normal life and the airport resumes standard operations. The aviation industry has been hit particularly hard by the impacts of this pandemic and, as a result, Billy Bishop Airport has been forced to delay some of the sustainability initiatives we had planned for this year.

For example, the conversion of the *Marilyn Bell I* to electric power – a project we were so excited about – will now be delayed beyond the December 2020 launch we had been working towards. The dock wall restoration that we had hoped to complete this summer to provide a beautiful public space for the community, will also be delayed. These delays are due in part to work stoppages resulting from provincial restrictions on group activities deemed non-essential. Delays are also related in part to the economic impact that this situation has had on our airport. We have not abandoned these projects but we have delayed their completion, which is disappointing for all involved.

But even with the delays on these big projects, there is still a lot that we are doing and will continue to do in our unyielding commitment to the environment and sustainable operations. I would encourage you to read this report to learn more about what we have achieved to date and what we still hope to achieve in the months and years ahead. We are immensely proud of our record on sustainability and although we have hit a bump in the road, we are on a clear path to ensuring that Billy Bishop Airport sets the standard for how a modern airport operates in an urban environment.



Gene Cabral
Executive Vice President
Billy Bishop Toronto City Airport



About Us



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.



With more than 80 years of making connections, Billy Bishop Airport offers an award-winning, world-class experience and is just one more thing to love about Toronto.

Billy Bishop Airport is Canada's ninth-busiest airport and welcomed 2.8 million business and leisure travellers in 2019. The airport offers service to more than 20 cities in Canada and the U.S., with connection opportunities to more than 80 international destinations via our airlines' networks. As Canada's sixth-busiest airport with passenger service to the United States, Billy Bishop Airport is an important international gateway and a key driver of Toronto's economy. Each year, the airport generates more than \$470 million in Gross Domestic Product (GDP) and supports 4,740 jobs, including 2,080 directly associated with airport operations.

A base for award-winning commercial air carriers Porter Airlines and Air Canada, 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.

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.

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, the Outer Harbour Marina, Billy Bishop Airport and land holdings.

Established under the *Canada Marine Act*, PortsToronto is a business enterprise that is mandated to be financially self-sufficient. PortsToronto operates in accordance with the Canada Marine Act and Letters Patent issued by the federal Minister of Transport in addition to a series of specific policies and procedures. The Letters Patent 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 16 times in 2019.

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 2019, the committees met 29 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.

Board of Directors



Robert D. Poirier,
Chairman of the
Board

Jan Innes
*(appointment term
completed August 29,
2019)*

Amanda Walton

Darin E. Deschamps

Hellen Siwanowicz

Don McIntyre

Senior Management



Geoffrey A. Wilson,
Chief Executive
Officer

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

Alan J. Paul, Senior
Vice President and
Chief Financial
Officer

Craig Manuel,
Vice President and
General Counsel

Deborah Wilson,
Vice President of
Communications
and Public Affairs

Chris Sawicki,
Vice President of
Infrastructure,
Planning and
Environment

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 including the airport. The committee meets monthly to share ideas and identify strategies for employing environmental best practices throughout PortsToronto's business units and operations.

From implementing the award-winning, first-in-Canada, Seabin Pilot Program, to coordinating the award-winning Clean Water Our Future shoreline cleanup in collaboration with our waterfront partners, to introducing a truly innovative organic food waste composting program across all business units, new and innovative ideas are consistently generated and implemented by members of the Sustainability Committee.

The PortsToronto Sustainability Committee met 10 times in 2019.

As the organization's environmental ambassadors, the PortsToronto 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 PortsToronto's daily operations, reinforcing PortsToronto's position as a leader and innovator in environmental protection and sustainability.



Sustainability Committee



Michael David,
PortsToronto
Infrastructure,
Planning and
Environment
*(Sustainability
Committee Chair)*



Mike Dwyer,
Outer Harbour
Marina



Angela Homewood,
PortsToronto
Infrastructure,
Planning and
Environment
(Past Chair)



Jeff Hubbell,
PortsToronto
Records and
Archives



Mike Karsseboom,
Compliance and
Planning, Billy
Bishop Airport



Dorothy Kolesnik,
Administration
Office, Billy Bishop
Airport



Mike Lamont,
PortsToronto
Works and
Environmental
Services



Michael
Leonard, Wildlife
Management and
Maintenance, Billy
Bishop Airport



George
Maniatogiannis,
PortsToronto Health
and Safety



Craig Manuel,
PortsToronto
General Counsel



Todd McConnell,
Administration
Office, Billy Bishop
Airport



Jessica Pellerin,
PortsToronto
Communications
and Public Affairs



Mike Riehl,
Harbour
Operations, Port of
Toronto



Chris Sawicki,
PortsToronto
Infrastructure,
Planning &
Environment



Sarah Sutton,
PortsToronto
Communications
and Public Affairs



Deborah Wilson,
PortsToronto
Communications
and Public Affairs

Our monthly Sustainability Committee meetings have become an incredible forum, where new and innovative ideas are generated and distilled into short, medium and long-term projects aimed at further enhancing the sustainability of our operations. The opportunities identified and implemented by the committee directly contribute to PortsToronto's strategic leadership in environmental sustainability on Toronto's waterfront.

—Mike David, Project Manager, Infrastructure, Planning & Environment and Sustainability Committee Chair



Strategic Approach: Approach to Sustainability

Billy Bishop Airport is proud to present our third 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.



Billy Bishop Airport is committed to engaging in an ongoing dialogue on opportunities to maximize sustainability efforts within our business, our operations and our community. Through our 2019 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 to manage 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.

Our Sustainability Reports are structured around four priority areas that together define sustainability at Billy Bishop Airport:

- I. Environmental Stewardship
- II. Community
- III. People and Culture
- IV. Economic Performance

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.

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.

Learn more about the United Nations Sustainable Development Goals [here](#).

Our Priorities: Contributing to the Sustainable Development Goals

Y T Z

This year we undertook efforts to refine our sustainability priorities and to ensure that our report reflects the sustainability goals that are most relevant to Billy Bishop Airport, our government partners and all our stakeholders. Our priorities focus on the areas in which our organization can have the greatest impact and influence in building a sustainable and prosperous future.

In 2020, we will continue to refine our process for setting and meeting sustainability goals, and engaging all external stakeholders and business tenants.

**DECENT WORK AND
ECONOMIC GROWTH**



Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

**INDUSTRY, INNOVATION
AND INFRASTRUCTURE**



Industry Innovation and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

**SUSTAINABLE CITIES
AND COMMUNITIES**



Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient and sustainable.

**CLIMATE
ACTION**



Climate action: Take urgent action to combat climate change and its impacts.

**LIFE
ON LAND**



Life on Land: Protect, restore and promote sustainable use of ecosystems and biodiversity.

**PARTNERSHIPS
FOR THE GOALS**



Partnerships for the Goals: Strengthen the means of implementation and revitalize the global partnership for sustainable development.

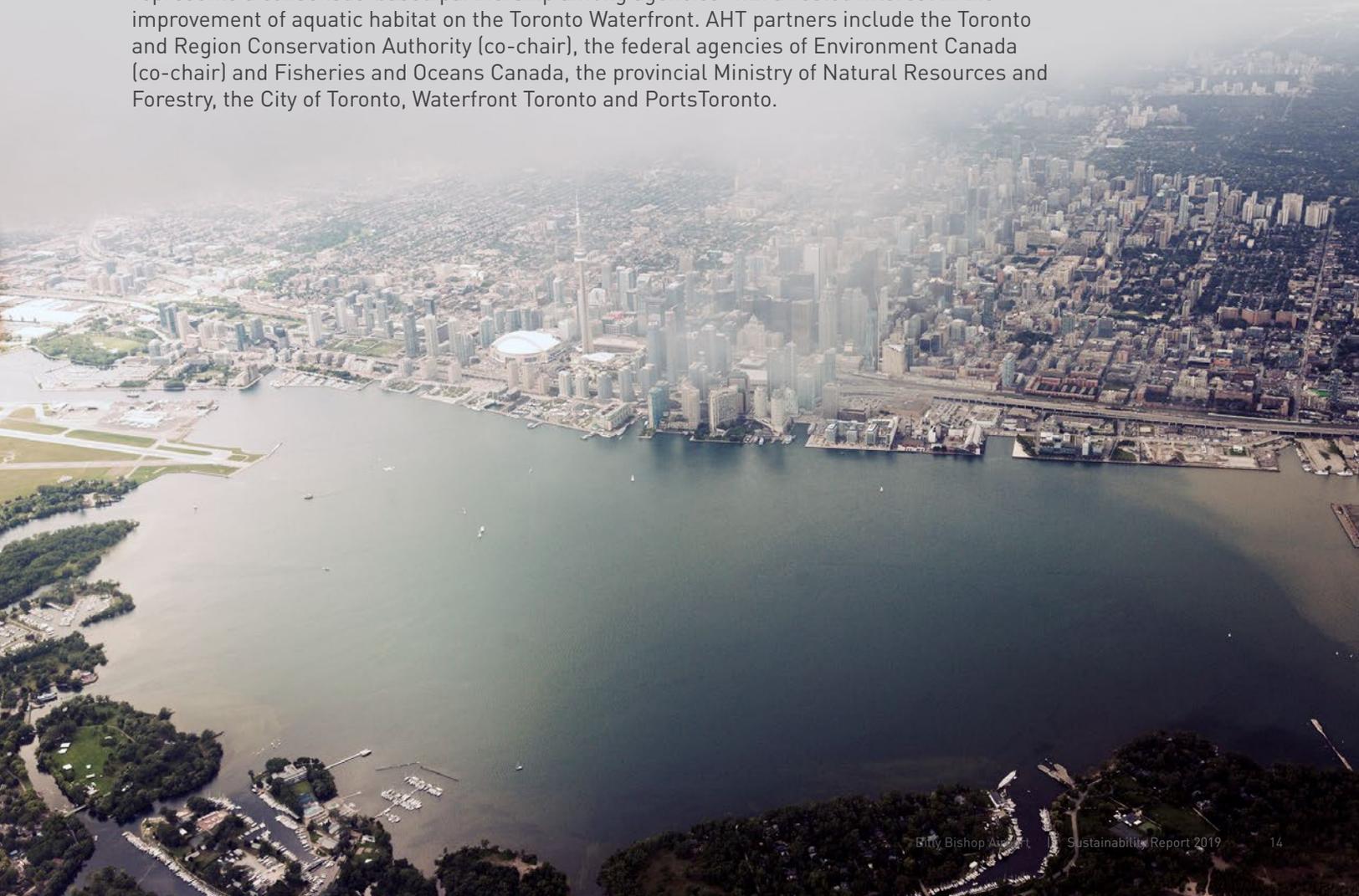
Collaborating with our Government Partners

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.



Performance Summary 2019



ENVIRONMENTAL STEWARDSHIP



Sustainability Indicator	Target / Goal	Progress	Details
CARBON FOOTPRINT	35 per cent carbon reduction below 2015 levels by 2030	Ongoing	Exploring and implementing initiatives to reduce emissions
BULLFROG POWER	Continue partnership with Bullfrog Power Canada to purchase 100 per cent renewable electricity	Ongoing	Billy Bishop Airport continues to power all of its operations with 100 per cent green electricity through Bullfrog Power Canada
FLEET AND EQUIPMENT UPGRADES	Update fleet and equipment to electric-power	Ongoing	<p>Announced the conversion of the airport's <i>Marilyn Bell I</i> passenger/vehicle ferry to electric-power, which will significantly reduce noise associated with ferry operations and reduce greenhouse gas emissions by 530 tonnes</p> <p>Purchased and implemented electric-power maintenance and landscaping equipment for the airport</p>
PROMOTE ACTIVE TRANSPORTATION	Encourage passengers to walk, bike, shuttle or use transit to get to and from the airport	Ongoing	<p>41 per cent of travellers walk, bike or take transit from the airport—one of the highest percentages in North America</p> <p>Continued to promote green transportation to and from the airport through public relations campaigns and new partnerships with organizations such as CycleTO and installed new bicycle rack and maintenance station</p>
ENVIRONMENTAL SPILLS AND REGULATORY COMPLIANCE	Ensure process and care to avoid spills that could impact the environment	Achieved	No significant spills to the environment in more than a decade.
SUSTAINABLE PROCUREMENT POLICY	Implement sustainable procurement policy	Achieved	Implemented Billy Bishop Airport sustainable procurement policy applicable to new and existing suppliers
PFAS/AFFF-FREE FOAM	Implement PFAS/AFFF-free firefighting foam	Achieved	First airport in Canada to implement use of PFAS/AFFF-free firefighting foam

Performance Summary 2019



ENVIRONMENTAL STEWARDSHIP



BATTERY AND ELECTRONICS WASTE	Ensure safe and proper disposal of batteries and electronics and divert these items from landfill sites	Achieved	Participated in PortsToronto's Battery and Electronics Recycling Program, which diverted electronic waste from unsafe disposal in 2019
ORGANIC WASTE RECYCLING	Partner with Wastenot Farms Organics Recycling	Achieved	PortsToronto launched its partnership with Green Bins Growing program in April 2019 to recycle organic waste from all business units, including Billy Bishop Airport, through Wastenot Farms' organic worm hatchery, saving more than 1,429 pounds of organic waste from ending up in a landfill
NOISE MANAGEMENT	Address noise complaints with the community	Ongoing	Conducted five Noise Sub-Committee meetings as part of the Community Liaison Committee and commenced Ground Noise Study aimed at identifying most significant sources of noise

COMMUNITY



Sustainability Indicator	Target / Goal	Progress	Details
COMMUNITY INVESTMENT	Invest in projects, communities and organizations	Achieved	Billy Bishop Airport invested in 6 community organizations in 2019.
STAKEHOLDER AND COMMUNITY ENGAGEMENT	Consult with the community and stakeholders on the Airport Master Plan	Achieved	Released updated Airport Master Plan following comprehensive 18-month community consultation process that included over 90 meetings with more than 700 individuals
	Collaborate with partners on initiatives to keep the harbour and city clean	Achieved	Participated in the City of Toronto's Earth Day Corporate Cleanup at Little Norway Park
CURFEW VIOLATION FEES	Reinvest funds from curfew violations toward community organizations	Achieved	Implemented Airport Curfew Fine Policy to redirect funds from curfew violation fines toward community organizations

Performance Summary 2019



PEOPLE, HEALTH AND WELLNESS



Sustainability Indicator	Target / Goal	Progress	Details
HEALTH AND SAFETY NON-COMPLIANCE	Strive for zero instances of health and safety non-compliance	Achieved	No incidents of significant health and safety non-compliance in 2019
LOST TIME INJURIES	Strive for zero workplace injuries	Not Achieved	Two injuries occurred in the workplace
TOTAL LOST DAYS	Work to ensure there are no lost days as a result of workplace injuries	Achieved	Zero total lost days due to workplace injury
STAFF WELLNESS PROGRAM	Promote Health and Wellness in the Workplace	Achieved	Continued to enhance Wellness Program by offering training programs and workshops to employees to promote both physical and mental health in the workplace

ECONOMIC PERFORMANCE



Sustainability Indicator	Target / Goal	Progress	Details
CITY BUILDING INFRASTRUCTURE	Invest in City Building and Public Infrastructure	Ongoing	Commenced components of the City of Toronto-led Bathurst Quay Neighbourhood Plan to address access issues in the vicinity of the airport and improve the public realm
SUPPORTING THE ECONOMY THROUGH JOB CREATION	Create and support local jobs	Ongoing	Billy Bishop Airport supports 4,740 jobs, including 2,080 directly associated with airport operations
CONTRIBUTING TO TORONTO'S ECONOMIC GROWTH	Contribute to Toronto's Economic Growth	Ongoing	Billy Bishop Airport generates \$470 million in Gross Domestic Product (GDP) and supports Toronto's key sectors including technology, finance, travel and tourism

2020 Goals and Targets



ENVIRONMENTAL STEWARDSHIP



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
UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS	Align environmental initiatives with United Nations Sustainable Development Goals	Goal	Align Billy Bishop Airport environmental initiatives with the United Nations Sustainable Development Goals
BULLFROG POWER	Continue purchase and use of renewable electricity for all PortsToronto operations	New 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
EQUIPMENT UPGRADES	Retire low-performing vehicles	Goal	Ongoing replacement of operational vehicles and equipment with hybrid models, where commercially feasible
PROMOTE GREENER TRANSIT	Encourage passengers to use greener transit to get to and from the airport	New Goal	Seek to implement future partnerships with transit agencies to further promote greener transit to access the airport
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
ORGANIC WASTE COLLECTION AND DIVERSION	Improve accuracy of waste-diversion reports	Goal	Continue to improve the accuracy of waste-diversion reports at Billy Bishop Airport and promote recycling, re-purposing and composting among employees
NOISE MANAGEMENT	Address community noise complaints and mitigation initiatives in Community Liaison Committee meetings	Goal	<p>Continue to address noise complaints and hold six Noise Sub-Committee meetings in 2020</p> <p>Implement two additional Noise Monitor Terminals (NMTs) to provide ongoing noise-level data to the airport's noise management office</p> <p>Conduct a Ground Noise Study in consultation with the Noise Management Sub-Committee that will include the installation of temporary Noise Monitoring Terminals.</p>
TRAFFIC MANAGEMENT	Reduce vehicle traffic associated with the airport	Goal	Continue 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

2020 Goals and Targets



COMMUNITY



Sustainability Indicator	Target / Goal	Progress	Details
COMMUNITY INVESTMENT	Invest in projects, communities or organizations	Goal	Continue to invest in local initiatives to promote greener, healthier and empowered communities
COMMUNITY AND STAKEHOLDER OUTREACH	Communicate PortsToronto sustainability initiatives to tenants and partners	Goal	Communicate Billy Bishop Airport's efforts to eliminate the use of single-use plastics to encourage and promote the adoption of these initiatives by our tenants and partners

PEOPLE, HEALTH AND WELLNESS



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 0 instances of health and safety non-compliance
LOST TIME INJURIES	Strive for no workplace injuries	Goal	Continue efforts to achieve a record of 0 workplace injuries
TOTAL LOST DAYS	Work to ensure there are no lost days as a result of workplace injuries	Goal	Continue efforts to achieve a record of 0 lost days resulting from workplace injuries
STAFF WELLNESS PROGRAM	Promote Health and Wellness in the Workplace	Goal	Continue to support physical and mental wellness in the workplace through periodic staff newsletters and activities that promote health and wellness

ECONOMIC PERFORMANCE



Sustainability Indicator	Target / Goal	Progress	Details
CITY BUILDING AND INVESTING IN PUBLIC INFRASTRUCTURE	Continue to invest in City Building and Public Infrastructure	Goal	Continue plans to repair and enhance PortsToronto's dock walls
	Support City of Toronto-Led Bathurst Quay Neighbourhood Plan	Goal	Continue to support the City of Toronto-led Bathurst Quay Neighbourhood Plan to address access issues in the vicinity of the airport and improve the public realm



Part I: Environmental Stewardship



Our Priorities: Contributing to the Sustainable Development Goals

As operators of a key transportation hub located on Toronto Island, Billy Bishop Airport appreciates that a sustainability plan inclusive of environmental protection and green business operations is important to its long-term future as a business and the role it plays in making connections between Toronto and the world.

In our efforts to be sustainable and power our operations using renewable hydro sources, we are striving to ensure that we reduce the environmental impact of our operations through processes and choices that make a difference.

The environmental stewardship 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 targeted priority areas related to environmental stewardship are as follows:

I.

Carbon Targets and Climate Change Action Plan

II.

Environmental Performance

III.

Environment and Community Health

IV.

Ecosystem Protection



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

I. Carbon Targets and Climate Change Action Plan

Tackling climate change is one of our top sustainability priorities. Billy Bishop Airport's climate change action plan focuses on three key areas:

I.
Reducing greenhouse gas (GHG) emissions across our direct operations

II.
Supporting emission reductions throughout our community

III.
Becoming climate resilient to prepare for a changing climate

Carbon Reduction Target: We 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. These targets will help guide Billy Bishop Airport in reducing our organization's carbon footprint into the future.

For example, the federal government released a *Pan Canadian Framework for Climate Change Action* in December 2016 that has since been updated as part of the Federal Sustainable Development Strategy, and the provincial government released *Preserving and Protecting our Environment for Future Generations: A Made-in-Ontario Environment Plan* in November 2018. More recently, on October 2, 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 documents will further identify the policy framework and direction for achieving a low-carbon future and meeting the governments' established GHG reduction goals.

GOVERNMENT EMISSIONS REDUCTION TARGETS

JURISDICTION	2020 EMISSION GOAL	2030 EMISSION GOAL	2050 EMISSION GOAL
Federal	17 per cent below 2005 levels	30 per cent below 2005 levels	80 per cent below 2005 levels
Provincial	15 per cent below 1990 levels	37 per cent below 1990 levels	80 per cent below 1990 levels
Municipal	30 per cent below 1990 levels	65 per cent below 1990 levels	Net zero by 2050 or before

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.

I. Carbon Targets and Climate Change Action Plan



Annual GHG Emissions by Scope for Billy Bishop Airport and Tenants¹



1. 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).

2. Our location-based Scope 2 GHG emissions at Billy Bishop Airport are 182 tonnes CO₂e for 2019. 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.

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 and vehicles 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.

Our Scope 1 emissions are affected primarily by business activity at the airport, weather, and our energy management and GHG reduction efforts. In 2019, our emissions increased due to an increase in our fleet fuel consumption.

Our Scope 2 emissions are zero due to our use of 100% renewable electricity for all airport operations.²

Billy Bishop Airport's overall GHG emissions remain modest, however, we will continue to make efforts to reduce our GHG emissions consumption and improve our understanding of tenant related energy consumption and associated emissions.

I. Carbon Targets and Climate Change Action Plan

Reducing Our Emissions

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 operations. Our carbon reduction strategy focuses on:

- Electrifying our fleet and shifting to lower-carbon fuels
- Choosing renewable energy
- Pursuing energy efficiency



I. Carbon Targets and Climate Change Action Plan

Electrifying Our Fleet and Shifting to Lower Carbon Fuels



“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, Minister of Transport.



BILLY BISHOP AIRPORT ANNOUNCES CONVERSION OF MARILYN BELL I AIRPORT FERRY TO ELECTRIC-POWER

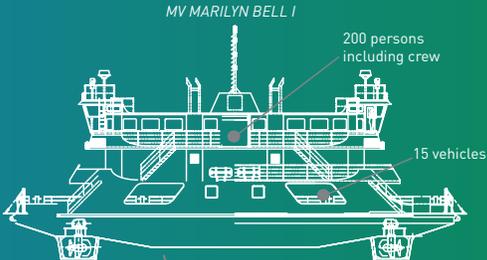
In November 2019, PortsToronto announced that Billy Bishop Airport’s *Marilyn Bell I* passenger/vehicle ferry will be converted to electric-power. This innovative retrofit represents a unique technological advancement in the airport’s fleet as the vessel will be the first 100 per cent electric lithium-ion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

About the name:
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 the Juan de Fuca Strait.



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 the City of Toronto vehicles to gain access to the Toronto Islands for services such as the delivery of chlorine for the water treatment plant and waste removal, as well as Air Ornge medevac emergency transport.



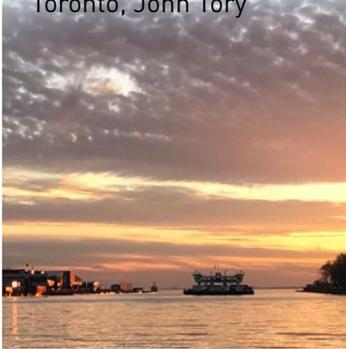
Toronto

Toronto Islands



“Great to see Ports Toronto and Billy Bishop Airport 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.”

— His Worship, Mayor of Toronto, John Tory



HOW WILL IT WORK?

The vessel’s propulsion system will be entirely powered by battery and fuelled 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 resulted in the reduction of approximately 20 tonnes of greenhouse gas emissions last 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.

The project’s completion has been delayed by the work stoppages and financial impacts associated with the 2020 COVID-19 health crisis, however work will continue on the project with a view to completion in 2021.



Powered by 100 per cent Bullfrog Power® renewable electricity.



The electric ferry will reduce >530 tonnes of GHG emissions.



Reducing related noise in the surrounding community.



The conversion of the airport ferry to electric-power will cost approximately \$2.9 million dollars.



The cost will be paid in full by Billy Bishop Airport through the Airport Improvement Fee.

I. Carbon Targets and Climate Change Action Plan



Since joining the bullfrogpowered community, Billy Bishop Airport has displaced more than 14,751 tonnes of CO₂ — the same amount of CO₂ emissions produced by the consumption of 6,283,175 litres of gasoline.



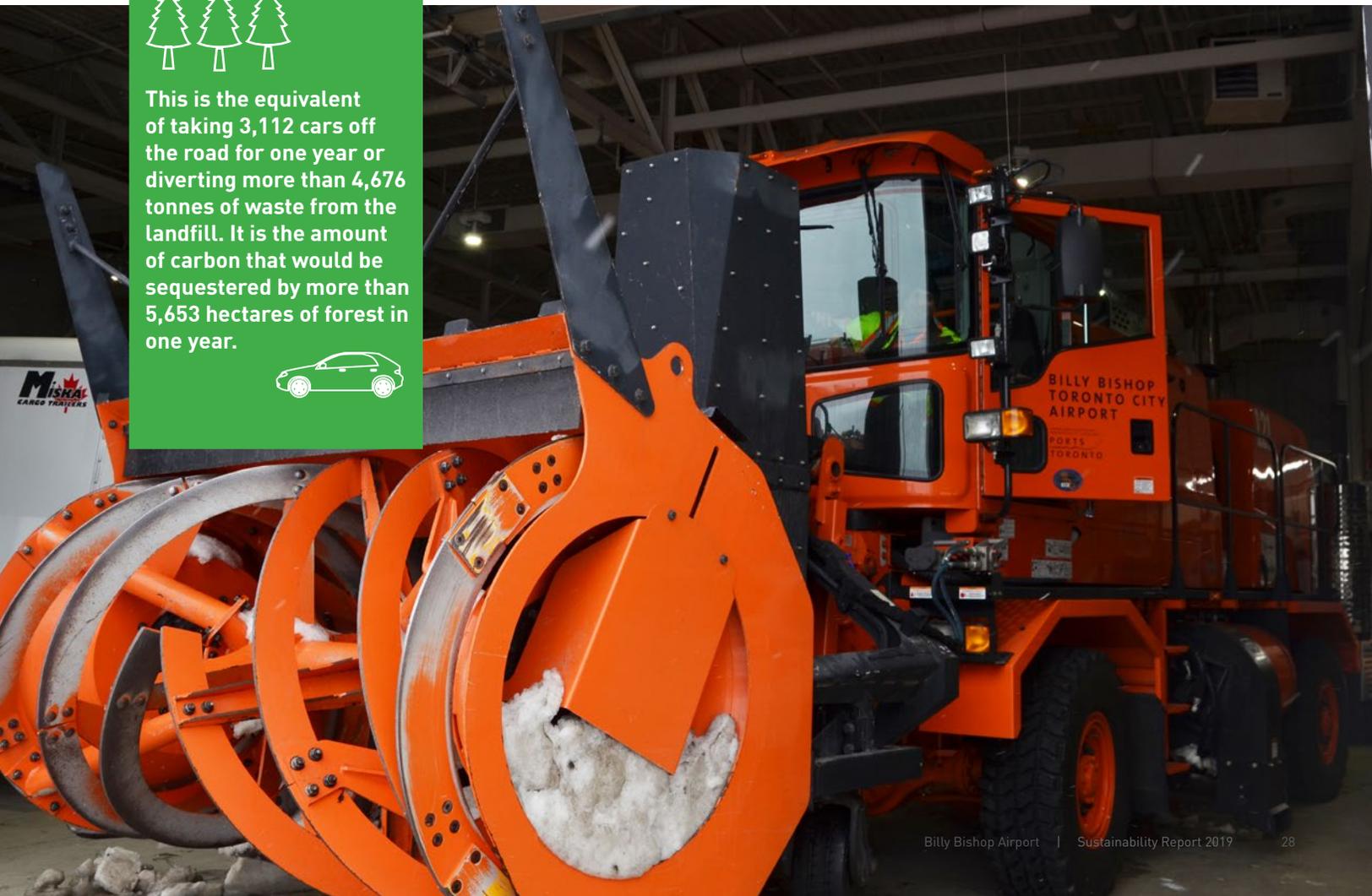
This is the equivalent of taking 3,112 cars off the road for one year or diverting more than 4,676 tonnes of waste from the landfill. It is the amount of carbon that would be sequestered by more than 5,653 hectares of forest in one year.



REDUCING FLEET EMISSIONS

In addition to announcing 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:

- Implementing a new all-electric litter vacuum and maintenance tools
- Replacing end of life-cycle, gas-powered equipment for grass and vegetation control with battery-operated technology
- Replacing the mail-service delivery vehicle with a high-efficiency diesel engine that will provide better fuel efficiency and lower emissions
- Billy Bishop Airport enforces a strict anti-idling policy for vehicles.



Driving climate action with innovation



In 2019, we saw protestors from 185 countries rally to demand action against climate change. If we are to answer that call and limit warming to 1.5°C, as per IPCC recommendations, we must drastically reduce our carbon emissions and rapidly transition to clean energy. For ten years, PortsToronto has been helping this transition by purchasing green energy from Bullfrog Power for its entire operations, including Billy Bishop Airport, and continues to be among the largest green energy purchasers in the country by bullfrogpowering all of its facilities and operations with clean, renewable electricity.

Billy Bishop Airport is the only 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.

Excitingly, PortsToronto will also be converting Billy Bishop Airport's Marilyn Bell I ferry to electric power in 2020. It will be the first lithium-ion powered ferry in Canada, and it will be bullfrogpowered with 100% renewable electricity. Innovative steps such as this one will be crucial to meeting our emissions reduction targets.

How does bullfrogpowering a building, ferry, 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 Billy Bishop Airport'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.

Through its partnership with Bullfrog, Billy Bishop Airport also supports green energy projects in diverse communities throughout Canada. The airport helps to fund solar panels on schools, a cleantech accelerator, renewable projects with Indigenous Peoples, and more. In 2019 the bullfrogpowered community supported numerous community projects, including solar panels on Vancouver's Marine Mammal Rescue Centre and a solar-powered greenhouse at the Autism Society of Newfoundland and Labrador.

Billy Bishop Airport is reducing CO₂ emissions, pioneering green technology, and helping Canada transition to a cleaner energy grid. By choosing clean power and encouraging sustainable actions, Billy Bishop Airport 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 goals set out by the IPCC.

Congratulations to Billy Bishop Airport on another year of sustainability milestones and their continued support of renewable energy.

Sean Drygas
EVP, Bullfrog Power Sustainability Solutions

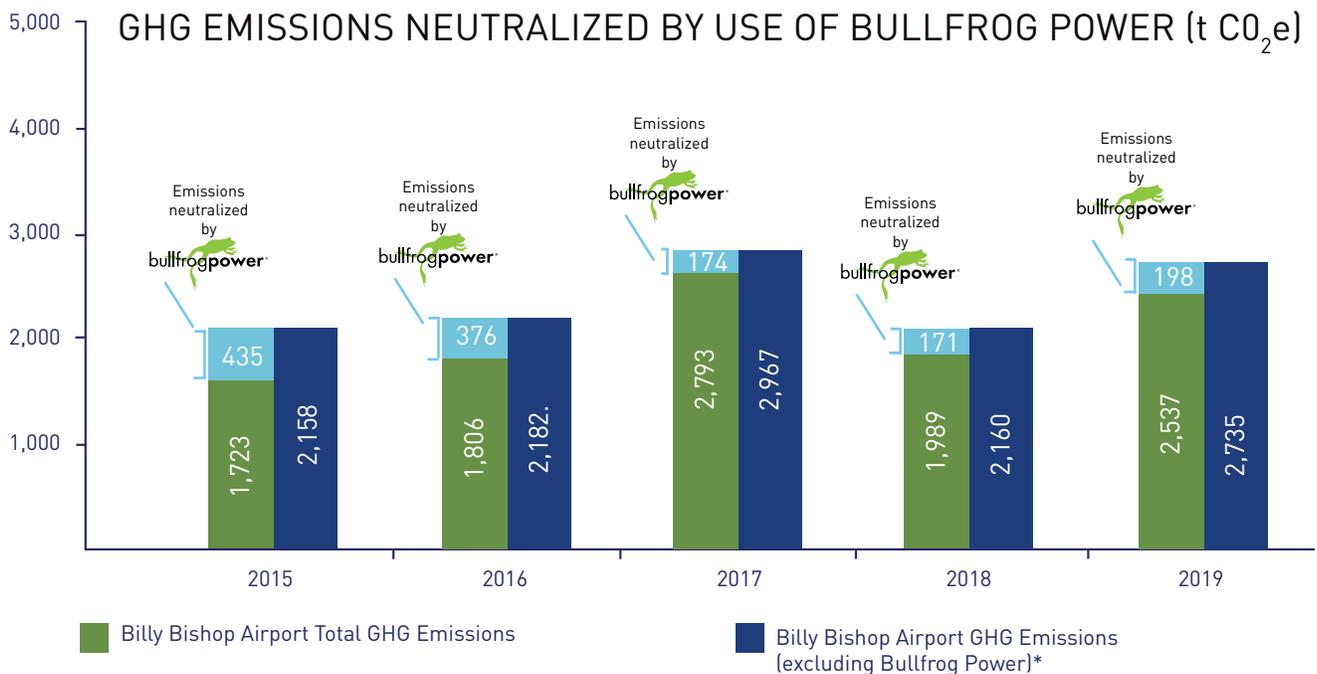
I. Carbon Targets and Climate Change Action Plan

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 2019, Billy Bishop Airport reduced emissions by approximately 8 per cent 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 some tenants behalf.

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.



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 2019. Each year, Billy Bishop Airport’s historical GHG emissions are updated using the most accurate information available.

I. Carbon Targets and Climate Change Action Plan

Supporting Emission Reductions in our Community



In collaboration with NAV CANADA, Billy Bishop Airport implemented enhanced arrival procedures for aircraft operators 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.

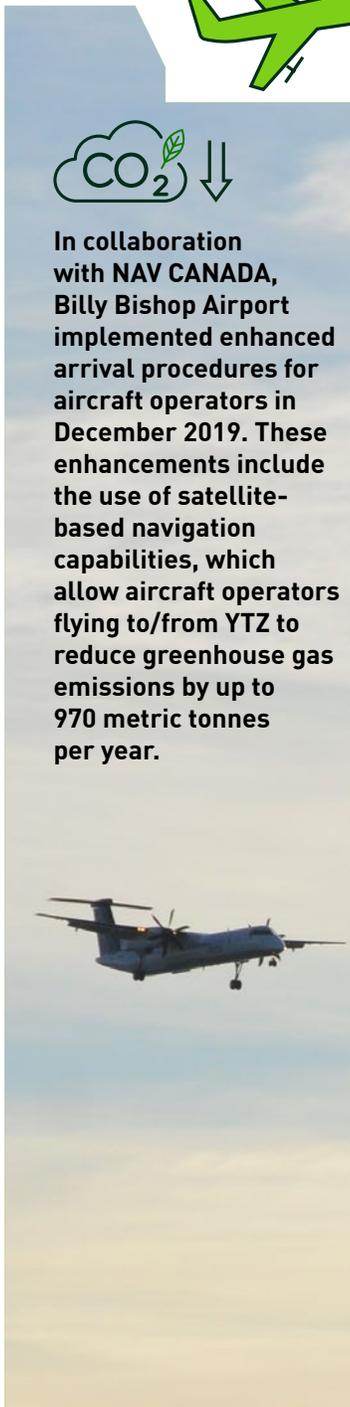
Our efforts to reduce carbon emissions extend beyond our own operations. We support and encourage our partners and community members to work with us in creating a sustainable and low-carbon transportation system.

AVIATION

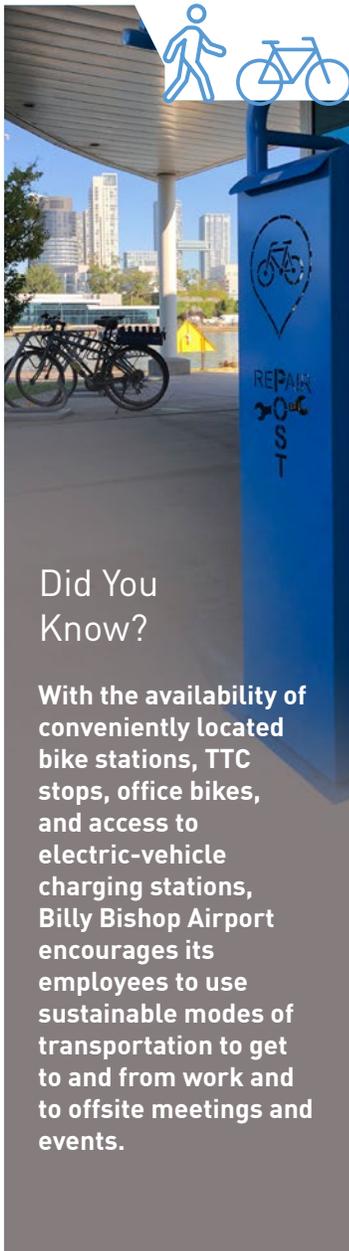
While work continues in the aviation industry on the production of more fuel-efficient aircraft and the substitution of conventional fuel with more sustainable biofuels, Billy Bishop Airport continues to make green investments and implement new processes to improve the efficiency of the airlines operating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



I. Carbon Targets and Climate Change Action Plan



Did You Know?

With the availability of conveniently located bike stations, TTC stops, office bikes, and access to electric-vehicle charging stations, Billy Bishop Airport encourages its employees to use sustainable modes of transportation to get to and from work and to offsite meetings and events.

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 strategy 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 of all business units to help guide future planning within the framework of a changing climate. In 2019, PortsToronto began to implement measures identified in this assessment, including flood prevention and mitigation infrastructure.



In 2019, PortsToronto began to implement measures identified in this assessment, including flood prevention and mitigation infrastructure.

II. Environmental Performance



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



METRIC	SINCE 2010
Fines for instances of environmental regulatory non-compliance (value)	\$0
Significant spills (volume and material)	0

Environmental Laws

Billy Bishop Airport strives to manage all of our operations in a sustainable manner with minimal environmental impact and, like all airports, is subject to environmental regulations and laws, which are governed by Environment and Climate Change Canada. Billy Bishop Airport conducts internal reviews of environmental compliance, as well as associated record-keeping and data-management practices. Additionally, the organization's Sustainability Committee meets on a regular basis to discuss areas where progress can be made to increase environmental efforts.

In 2019, there were no incidents of significant environmental non-compliance and no fines levied against Billy Bishop Airport by Environment Canada. Furthermore, there have been no incidents of significant environmental non-compliance and no fines levied against Billy Bishop Airport by Environment Canada over the past nine years. 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.

Billy Bishop Airport also undertakes regular detailed environmental compliance audits.

Environmental Management Systems

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 fuelling, to reduce the risk of spills. In the unlikely event of a spill, Billy Bishop 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. At present, Billy Bishop Airport is also reviewing opportunities to recycle glycol.

II. Environmental Performance

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

II. Environmental Performance



PortsToronto, owner and operator of Billy Bishop Airport, works with Waste Diversion (WD), a proud member of the Recycling Council of Ontario, to ensure that its hazardous materials do not end up in landfills, or poured down sewers and drains. For example, end-of-life paints are sent to a specialized recycling facility that sorts, filters and reuses leftover paints — recycling them into environmentally responsible products — and further arranges for empty cans to be melted down so they can have a second life.



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)
- Collect all food waste for organic composting
- Promote general recycling both at home and in the office

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

- The circular diversion of all food waste through its partnership with Wastenot Farms, a local, organic worm hatchery
- 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
- Encouraging employees through newsletters and initiatives to think twice about waste diversion and to promote recycling and composting.

HAZARDOUS WASTE RECYCLING

Billy Bishop Airport is committed to ensuring that hazardous waste is properly contained and recycled through PortsToronto's central repository. 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.

II. Environmental Performance



Did you know?

Through the Green Bins Growing program, organizations have the capacity to redirect organics from landfill, produce all-natural biofertilizer, reduce carbon emissions, engage employees in sustainable behaviours and improve their overall environmental impact.

In fact, compared to landfilling organic waste, PortsToronto's partnership with Wastenot Farms has:



Saved **1,429 pounds** of organic waste from ending up in a **landfill**



Avoided the release of **1,005 kilograms of CO₂** emissions into the air



Avoided the need for **29 kilograms of chemical fertilizer**



Created **143 pounds** of **organic biofertilizer**

BATTERY AND ELECTRONICS RECYCLING PROGRAM

In 2018, PortsToronto's Sustainability Committee launched a Battery and Electronics Recycling Program for employees, tenants and customers throughout its business units, including Billy Bishop Airport. The program takes action to keep harmful and toxic batteries out of landfills, where improper disposal can have serious consequences on the environment and human health, by sending these items to recycling facilities for safe processing. Weekly pickup service is in effect for all battery recycling bins.

GREEN BINS GROWING COMPOSTING PROGRAM

In the oxygen-deprived environment of a landfill, deteriorating food and organic waste releases harmful methane and leachate into the environment and eliminates what could be a valuable resource for agricultural regeneration. With this in mind, in 2019 Billy Bishop Airport began its partnership with Wastenot Farms and their Green Bins Growing composting program.

A closed-loop solution to food waste, Wastenot Farms collects and transports food waste by green-energy vehicle to their Red Wiggler worm hatchery north of Toronto. By ingesting nutrients found in the collected food waste, the worms produce worm castings biofertilizer — an all-natural substitute to synthetic fertilizers.

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. Billy Bishop Airport receives a percentage of the bio fertilizer created from its food waste, which it donates to local community gardens.

Did You Know?

Leachate is a liquid contaminant from landfill trash that prevents the reuse of energy or nutrients in organic waste, while methane is a potent greenhouse gas estimated to be about 25 times more harmful than carbon dioxide.

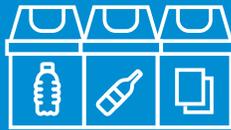
“During a 17-hour shift at the Billy Bishop Airport Firehall, firefighters and airfield maintenance will often cook and eat meals together in the hall kitchen. As a result, the volume of food scraps produced in the airport firehall is typically more significant than in other business units. We applaud the Sustainability Committee for introducing the Green Bins Growing organics recycling program and helping us close the loop on food waste.”

— Mark Smith, Fire Chief, Emergency Response & Planning Manager, Billy Bishop Airport



Did You Know?

The Billy Bishop Airport Fire Hall alone diverted 331 pounds of organic waste from landfill to Wastenot Farms between June and December 2019. This equates to:



A volume of waste equivalent in volume to approximately 5 beach balls prevented from ending up in landfills



Avoiding the release of 892 kilometres of driving emissions



Contributing to the organic fertilizing of one community garden through the Fire Hall's food waste.



II. Environmental Performance



Did You Know?

In Canada, up to 15 billion plastic bags are used every year and close to 57 million straws are used daily.

Tips for Travellers

- **Fly direct.** This alleviates the impact of takeoff and landing, which generates 25% of a flight's emissions.
- **Travel lightly.** This helps lower the drag on the plane, which will use less fuel.
- **Bring your own snacks** in reusable containers or bags.
- **Fill a BPA-free reusable plastic bottle** prior to boarding.
- **Reuse the cup** the airline provides.



ENCOURAGING REUSABLE WATER BOTTLES ACROSS ALL OPERATIONS

In 2019, PortsToronto's Sustainability Committee instituted a ban on the use of plastic straws in all its business units. Further, Billy Bishop Airport has provided all employees with a reusable water bottle and has banned single-use plastic water bottles from all offices. Water refill stations are located in the offices and facilities, in addition to the passenger lounges, at Billy Bishop Airport.

NIEUPOORT AVIATION INFRASTRUCTURE PARTNERS

Billy Bishop Airport continues to work with airport terminal operator Nieuport Aviation Infrastructure Partners to encourage passengers to travel with reusable water containers, reducing the need for plastic water bottles in the 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.



Since 2016, the water refilling stations in Billy Bishop Airport's passenger lounges have saved more than 318,000 plastic water bottles from being sent to landfills.



Since implementing silverware and reusable plates in Billy Bishop Airport restaurants, terminal operator Nieuport Aviation Infrastructure Partners has helped divert over 20,000 pounds of plastic waste from the landfill.

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.

BILLY BISHOP AIRPORT CITY SIDE MODERNIZATION PROJECT

Beginning in early 2020, PortsToronto began work on the second phase of the Billy Bishop City Side Modernization Project, as part of the city-led Bathurst Quay Neighbourhood Plan to improve access to the waterfront at Eireann Quay. This phase of the project consists 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.

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

II. Environmental Performance

Implementing Sustainable Practices with our Partners

porter

Did You know?

Porter Airlines uses electric-powered ground equipment for baggage loading and aircraft pushback.

The amount of waste created on airplanes—uneaten food, plastic cups, utensils, straws, plastic coverings on blankets, and other items given on board—plays a substantial role in the aviation impact. Porter Airlines provides a truly refined experience by serving passengers beverages in glassware on all flights—an initiative that reduces the use of single-use plastics.



Did You know?

The goal of Air Canada's environmental strategy is to "Leave less" and "Do more". Leave less, by ensuring they are minimizing environmental impact throughout their operations, through leaving less carbon in our atmosphere, less waste in our land and water, and less noise in our communities.



Did You know?

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.

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

III. Environment and Community Health

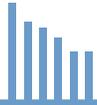
With the opportunity that comes with operating an urban airport in Canada's largest city come heightened expectations and responsibility to conduct our operations in a manner that reflects balance with the surrounding community. It is our commitment to balance that guides us and informs our vision for 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.

Noise Management

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.

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.

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.



The Ground Run-up enclosure reduces ground run-ups by 18 decibels of sound in the surrounding neighbourhood.



III. Environment and Community Health

Reporting Back to the Community ANNUAL NOISE MANAGEMENT REPORT



In February 2020, Billy Bishop Airport released its Annual Noise Management Report, which is a compilation of all noise data and complaints submitted to the airport's Noise Management Office in 2019.

As part of our commitment to the community, the airport adheres to a managed growth approach and runs a comprehensive, multi-faceted Noise Management Program. But there is still work to be done. Last year, we did see an increase in noise complaints, with 542 noise complaints submitted in 2019, versus 228 in 2018. This increase in noise complaints is mostly driven by flight training, general aviation and non-terminal scheduled operator flights over the Toronto Islands.

There were 254 community noise complaints related to flights over Algonquin Island last year, and noise complaints over Ward's Island also increased with 35 complaints submitted in 2019, versus 17 submitted in 2018. The majority of these complaints were related to flight training, general aviation activity and non-terminal scheduled operator activity and not Q400 scheduled aircraft service. To address these concerns, Billy Bishop Airport has met directly with island residents and will continue to work with its aviation partners to alter flight paths and minimize flights over the islands.

While we saw an increase in noise complaints over the Toronto Islands, we also saw a slight increase in ground noise complaints associated with our scheduled Q400 operations.

Once again, as a result of the Ground Run-Up Enclosure (GRE) facility that went into service in April 2017, there were minimal noise complaints related to scheduled engine testing. In total, there were seven complaints related to engine testing in 2019 – all of which occurred as a result of engine runs that were conducted outside of the GRE facility due to unfavourable wind conditions.

As recommended in the 2018 Airport Master Plan released in November, we will complete a Ground Noise Study in close collaboration with the community 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. With five productive meetings held in 2019 and six meetings scheduled for the year ahead, the Noise Management Sub-Committee of the Community Liaison Committee (CLC) will play an important role in this study.

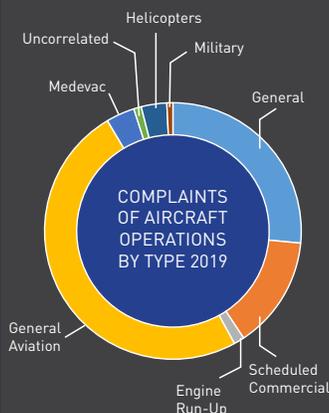
We were also excited to announce the conversion of the Marilyn Bell I passenger/vehicle ferry to electric power. This conversion will eliminate related air emissions and will significantly reduce related noise impacts.

We will continue to explore initiatives to further reduce ground-noise, including the increased use of electric powered ground transportation vehicles and the implementation of additional operational procedures such as managing aircraft operations during noise-sensitive periods. Most importantly, we will continue to work in tandem with the community by listening, being responsive and working together to identify solutions to enhance the airport's noise management program.

2019 ANNUAL NOISE MANAGEMENT REPORT

BILLY
BISHOP
TORONTO CITY AIRPORT

By the numbers



III. Environment and Community Health

How Does it Work?

Standing 14-16 metres in height, the three-sided, open-top facility is located on the southwest side of the airfield and is only the second of its kind in Canada. The enclosure effectively absorbs noise with specialized acoustic panels that line the interior of the three walls, which feature vents for optimal aerodynamic performance.

The GRE design requirement aimed to reduce the noise impacts of engine run-ups by 15 decibels. However, the actual acceptance tests have shown a reduction in reduced noise impacts from engine run-ups of 18 decibels, exceeding the requirements by 20 per cent and over-delivering on expectations for the structure

NOISE MANAGEMENT OFFICE

Billy Bishop Airport's Noise Management Office, which boasts a state-of-the-art Aircraft Flight Tracking and Noise Monitoring System, has dedicated staff in place to collect, analyze and respond to noise complaints and monitor daily operations. All complaints were responded to within five days in 2019. In 2020, Billy Bishop Airport's Noise Management Office aims to reduce its maximum response time to four business days, with a further reduction to three business days in 2021. In addition to reporting on an annual basis, the Noise Management Office also produces a monthly noise report that is posted to the PortsToronto website.

VORTEX

Billy Bishop Airport's Noise Management Office uses Vortex — a customizable tracking and logging software platform designed specifically for the needs of an airport environment — to track, document and respond to noise complaints.

WEBTRAK

Billy Bishop Airport offers free community access to WebTrak — an internet-based software service that enables anyone with a computer, smartphone or tablet to gather information on an aircraft they hear flying overhead.

GROUND RUN-UP ENCLOSURE

While required and regulated by Transport Canada as part of standard aircraft maintenance, engine run-ups have been cited by the community as a primary source of noise as testing is often done at high power.

To address these community concerns and further enhance the airport's Noise Management Program, Billy Bishop Airport constructed a Ground Run-Up Enclosure (GRE), designed to dampen the noise associated with high power aircraft engine ground run-up operations. Since the facility opened in April 2017, the GRE has immediately and significantly reduced the acoustic impact of engine runs-ups on the surrounding community. For example, in 2013, 161 noise complaints related to engine run-ups were received, which made up 32 per cent of all noise complaints that year. Since the GRE opened nearly three years ago, the Noise Management Office has received less than ten complaints related to engine run-ups — all of which occurred as a result of engine runs conducted outside of the GRE due to extremely high wind conditions.

III. Environment and Community Health



NAV CANADA AIRSPACE ENHANCEMENTS AT YTZ

Beginning in December 2019, NAV CANADA, in collaboration with Billy Bishop Airport implemented enhanced arrival procedures for aircraft operators. By leveraging satellite-based navigation capabilities, these new arrival procedures keep more aircraft over the water on approach to Billy Bishop Airport, reducing noise exposure to residentially populated areas. Enhanced arrivals procedures also serve to improve ground positioning for departures at the airport, reducing ground idling and associated emissions, and noise from aircraft waiting to depart.

CALM WIND RUNWAY PROCEDURE

Following a successful one-year trial period, in summer 2019, Billy Bishop Airport implemented a Calm Wind Runway procedure in collaboration with NAV CANADA. For this procedure, aircraft take off and land at the airport from west to east during periods when wind speeds are below five knots. During the trial period, public feedback indicated that the new practice aided in the reduction of noise on the surrounding community.

NOISE MONITOR TERMINALS

Noise Monitoring Terminals (NMTs) and are the foundation of the airport's noise monitoring system and provide ongoing noise-level data to the airport's Noise Management Office. Billy Bishop Airport has four NMTs, one located on the Toronto Police Marine Unit building, one located at the airport's island-side fire hall, and one currently installed on the mainland ferry terminal to be relocated to the shoreline in front of Ontario Place in 2020.

As part of our continuing efforts to ensure improvements between operations at Billy Bishop Toronto City Airport and the surrounding community, a new Noise Monitoring Terminal (NMT) was installed at 480 Queens Quay in the Kings Landing condominium building that was activated in January 2020.

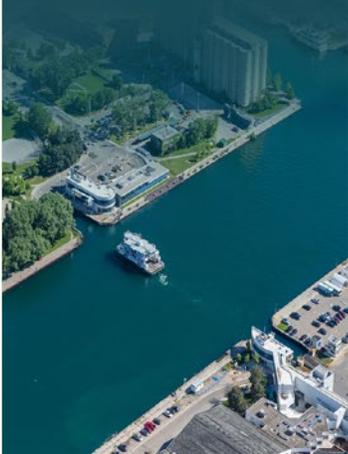
The 2018 Billy Bishop Toronto City Airport Master Plan included the recommendation to implement two additional permanent NMTs to enhance the airport's noise monitoring system. Through consultation and input from the Noise Management Sub-Committee, as part of the airport Community Liaison Committee, the Kings Landing condominium building was selected as an ideal location for the newest NMT and was facilitated by community representatives and fully integrated into the airport's existing noise management system and back-end equipment. A location for the second NMT is being coordinated by the Noise Management Sub-Committee and the airport's Noise Management Office.

III. Environment and Community Health



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**
- **Implementing additional operational procedures such as managing aircraft operations during noise-sensitive periods**



GROUND NOISE STUDY

In 2019, Billy Bishop Airport began 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 sources of background noise in the community. This information will assist in best informing 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.

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.

III. Environment and Community Health



Did you know?

While the majority of Billy Bishop Airport shuttle buses are Clean Idle Certified, Terminal operator Nieuport Aviation Infrastructure Partners will add Clean Idle Certification to the entire fleet in 2020.



AIR QUALITY STUDY

PortsToronto 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.

Encouraging Alternative Transportation to Billy Bishop Airport

THE PEDESTRIAN TUNNEL

The state-of-the-art pedestrian tunnel continued to have a positive effect on Billy Bishop Airport since it opened nearly five 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. 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.

III. Environment and Community Health



Did You Know?

Approximately 8,800 passengers walk, bike, shuttle or use transit from the airport each week.

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



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, the latest Dillon Report* indicates 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.

BILLY BISHOP CITY SIDE MODERNIZATION PROJECT

Reconfigured Passenger and Vehicle Traffic Operations

In alignment with new traffic patterns at the airport as part of the Billy Bishop City Side Modernization Project, PortsToronto implemented a reconfigured approach to airport traffic operations in late 2018 to better streamline passenger flow and improve pick up and drop off at the airport. In line with the City of Toronto's anti-idling bylaw, this new design sought to decrease the amount of time each vehicle spends on site, reduce idling and minimize vehicles entering community streets. The project was part of a trial to assess improvements to passenger and vehicle traffic flow in the vicinity of Eireann Quay. With positive feedback submitted from the public, the new routing has been permanently implemented.

In early 2020, PortsToronto commenced the second phase of this project, which includes rebuilding portions of Eireann Quay to complement this new approach to traffic operations as it will further reduce congestion and idling and better streamline passenger and traffic flow.

**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.*

III. Environment and Community Health

#Biketo YTZ

In 2019, during Toronto Bike Month, which kicked off with Bike to Work Day on May 27 and ended June 30, Billy Bishop Airport held a social media contest to encourage travellers to bike to their flights. Highlighting the health and environmental benefits of this practice, passengers were encouraged to take a selfie or snap a photo while biking to the airport to be entered for a chance to win a ticket to any Porter Airlines destination.

Winner @NBelloToronto was pleased to use his Porter Airlines voucher for a flight to Montreal.



The popularity of biking to the airport has made the Bike Share station located at the Bathurst Street and Eireann Quay intersection one of the 10 busiest in the city's network for the past four years.



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.

The four covered racks on the island enable cyclists to leave their bikes for the duration of their trip, knowing their bikes are secure and safe from the elements. Billy Bishop Airport also worked with the City of Toronto to install bike racks near the mainland ferry terminal. Primarily used by employees at the airport, these bike racks encourage staff to choose more sustainable forms of transportation for their commute.

BikeShareTO

The popularity of biking to the airport has made the Bike Share station located at the Bathurst Street and Eireann Quay intersection one of the 10 busiest in the city's network.

During peak cycling season in 2019, approximately 250 rides per day were generated from this location, with an even split between rides starting at the station and ending at the station.

Ridership continued in the winter months with 50 rides generated per day from this location. In 2019, two new stations were installed within 300 metres of the Bathurst/Eireann Quay intersection to accommodate the demand for bike share in this area: one in Little Norway Park, and one at the Fort York/Bathurst intersection.

CycleTO

In June, Billy Bishop Airport partnered with Cycle Toronto, an organization that advocates for safe, healthy cycling, to sponsor a Commuter Station on the Martin Goodman Trail during Bike to Work Month. The Commuter Station, which offered prize packs, tips on cycling in the vicinity of the airport, and encouraged cyclists to bike to their flight at Billy Bishop Airport, was a success with hundreds of cyclists and pedestrians stopping to chat with Cycle Toronto and airport representatives during their commute.

In October, following the success of the Commuter Station, Billy Bishop Airport sponsored a Get Lit station that offered cyclists free bike lights and tips on cycling in the dark. This was an opportunity for the airport to highlight its new bike maintenance station and promote the use of alternative transportation when travelling to the airport. Approximately 200 cyclists attended the activation.



“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.”

—Michael MacWilliam, Groundside Services, Billy Bishop Airport, and his associate Lilly.

IV. Ecosystem Protection

A commitment to sustainability and environmental protection is at the core of Billy Bishop Airport's operations, which are conducted in a manner consistent with preserving natural habitat and giving back to the communities we serve.



Our Feathered and Four-Legged Friends.

Juliette is a member of Falcon Environmental's wildlife management team, who work hard to keep Billy Bishop Airport's runways safe.

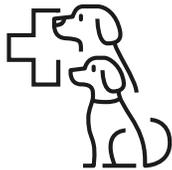
Wildlife Management

Billy Bishop Airport has dedicated wildlife officers and works with Falcon Environmental Services, a recognized leader in the field of wildlife management. 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.



IV. Ecosystem Protection



Billy Bishop Airport Therapy Dogs Program

In June, popular therapy dog Pablo took over Billy Bishop Airport's Instagram Stories to highlight the Saint John Ambulance Therapy Dog program at Billy Bishop Airport. Pablo and his human friend John spent the morning in the passenger lounges, greeting passengers and bringing smiles to faces while documenting the experience through videos and photos posted to the airport's Instagram account from Pablo's perspective.

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.

The SJA therapy dogs visit the airport regularly during peak travel times, so be sure to look for them near the passenger check-in area and at arrivals in the island terminal on your next trip.





Part 2: Community



Part 2: Community

Operating Canada's ninth-busiest airport as part of Toronto's thriving mixed-use waterfront, Billy Bishop Airport makes it a priority to work with the local community to ensure balance.

It is this commitment to balance that guides our work in sustainability and includes ensuring that proper measures are in place to mitigate the airport's impact.

Some of these measures include:

- Operating within a strictly enforced curfew that prohibits any aircraft, other than emergency Medevac aircraft from taking off and landing between the hours of 11:00 p.m. and 6:45 a.m.
- Investing in noise mitigation infrastructure such as the Ground Run-Up Enclosure (GRE) and noise barrier
- In partnership with NAV CANADA, implementing new enhanced arrival procedures to keep more aircraft over the water on approach to Billy Bishop Airport, reducing noise exposure to residentially populated areas
- Installing a new Noise Monitoring Terminal (NMT) and commissioning a Ground Noise Study to further complement the airport's Noise Management Program
- Holding Community Liaison Committee (CLC) and Noise Sub-Committee meetings to ensure regular dialogue with the community
- Supporting charities and community organizations.

Billy Bishop Airport's targeted priority areas related to community engagement are:



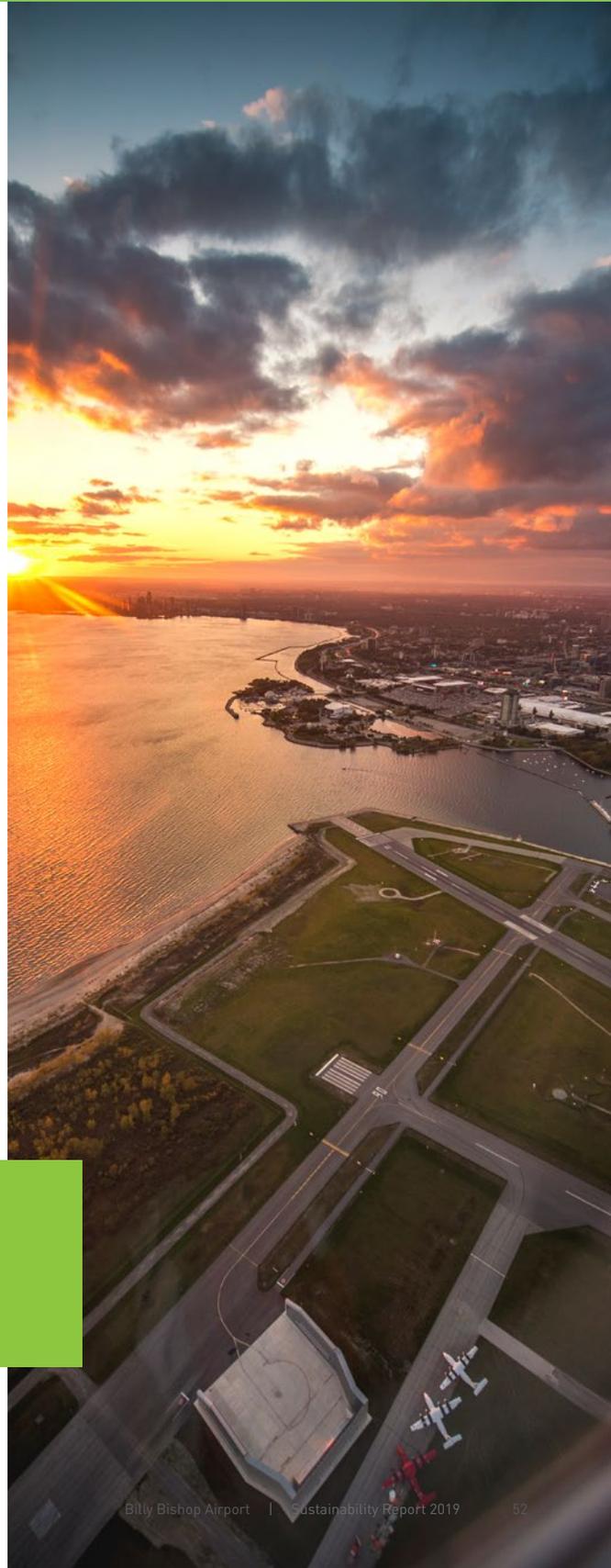
Stakeholder
and Community
Engagement



Community
Investment



Community
Initiatives



I. Stakeholder and Community Engagement



Billy Bishop Toronto City Airport Releases Updated Master Plan

In November 2019, Billy Bishop Airport released its updated Master Plan — a key planning document that will serve to guide the airport’s long-range vision. Although not a regulatory document, master plans are customary for most airports and are usually updated every five years. The 2018 Master Plan for Billy Bishop Airport is an update of the 2012 Master Plan and focuses on areas such as infrastructure requirements, activity forecasting, environmental initiatives and future planning. The final plan also 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.

COMMUNITY AND STAKEHOLDER ENGAGEMENT

The planning process for the Billy Bishop Airport Master Plan, which kicked off in late 2017, involved 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.

PURPOSE OF AN AIRPORT MASTER PLAN

The primary purpose of an airport Master Plan is to create a development concept for the airport that establishes priorities and options for the airport’s operation and development over an extended period of time, while at the same time allowing the airport to avail itself of new opportunities to serve the needs of the community and operators.



A major component of the Master Plan was meeting with members of the community, government officials, agencies including the Mississaugas of the Credit First Nation, and airport stakeholders to hear what they had to say about the airport — both opportunities and challenges. The Master Plan incorporates much of what we heard and sets priorities to continue to build on many of the improvements we have made in the last five years, as well as set a framework for continued improvement and mitigation efforts related to concerns with noise, traffic and emissions. Ultimately, this plan is about the implementation of policies and investment in infrastructure to ensure that any proposed growth at the airport is in balance with the community while ensuring that the airport continues to make an important economic contribution to the region by making connections for business and leisure travellers alike.”

— Gene Cabral, Executive Vice President of Billy Bishop Airport and PortsToronto



I. Stakeholder and Community Engagement



Public Outreach and Meetings

PortsToronto, Billy Bishop Airport's owner and operator, 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. The CLC's quarterly meetings are open to the public and minutes taken by third-party consultant Lura Consulting are posted to the PortsToronto website. In 2019, four meetings of the CLC were held.

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 five times in 2019.

I. Stakeholder and Community Engagement



11% ↑

Billy Bishop Airport's social media audience saw an 11 per cent increase overall from 2018, with notable growth in its Instagram community

89.5% ↑

Instagram: Overall 89.5 per cent audience growth and 24 per cent increase in engagement since 2018

134% ↑

Proactive messages shared by Billy Bishop Airport's business units increased 134 per cent across all four platforms since 2018 with a 239 per cent increase on Instagram alone



Inbound message volume across all four platforms has increased by 90.6 per cent since 2018

CONNECTING ONLINE

Online communications have become an effective tool in communicating with stakeholders, communities and the public. Billy Bishop Airport prioritizes fostering and maintaining positive relationships and strong connections with our neighbours and stakeholders. This critical part of our commitment to sustainability is maintained 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.

Further, the website allows travellers to access airport-specific information quickly and efficiently. Using behavioural-flow data, the website offers intuitive, one-click access to pertinent information on a visually appealing and mobile optimized platform, helping busy travellers stay connected throughout their journey to, and through, the airport.

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.

II. Community Investment

“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.” — PortsToronto’s Community Investment Mission

YTZ

The Brain Project Returns to Billy Bishop Airport Brainpower!

During the month of August, The Brain Project returned to Billy Bishop Airport with the installation of two brain sculptures, part of 50 sculptures on display throughout the city.

The Brain Project teams up with artists and celebrities to transform blank brains into thought-provoking pieces of art. The initiative encourages Canadians to get a ‘head start’ on brain health from a young age.



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, 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 2019, Billy Bishop Airport funded community initiatives and organizations including:

- Waterfront Neighbourhood Centre (Room 13 and Community Garden)
- Hope Air (Medical travel assistance)
- Evergreen Brickworks
- Redpath Waterfront Festival
- The Bentway Conservancy — Bentway Park
- ALS Canada

ALS CANADA PLANE PULL

On September 21, 2019, Billy Bishop Airport once again hosted the Plane Pull to End ALS in which 15 teams of 12 raced against the clock to pull a 37,000-pound Air Canada plane by hand for 100 metres. Now in its ninth year, the Plane Pull is ALS Canada’s signature annual fundraising initiative and brings people together to raise funds for ALS research and advocacy.

Participants were shuttled across Billy Bishop Airport’s runway to the Ground Run-up Enclosure on the south end of the airfield, where the event was to take place. This area, not typically accessible to the public, offered unmatched views of Toronto’s skyline as a backdrop for the pulls. Team YTZ, composed of PortsToronto and Billy Bishop Airport employees along with airport stakeholders, stepped up to the plate, coming in third overall with a pull time of 1:01.

The event raised more than \$195,000, more than doubling the 2018 fundraising goal, and was a wonderful opportunity to gather the Billy Bishop Airport community to support a worthwhile cause.



“Through Billy Bishop Airport’s sponsorship initiatives, I have had the opportunity to contribute to a wide range of team and community building activities—from planting a native bee and butterfly garden to support local biodiversity, to pulling a 37,000-lbs plane to raise funds in support of ALS research and advocacy— which have instilled a deep appreciation for giving back to one’s community”

—Jessica Pellerin, Communications and Public Affairs



II. Community Investment



WATERFRONT NEIGHBOURHOOD CENTRE — COMMUNITY CONNECT GARDEN AND ROOM 13 ART, MUSIC AND MULTIMEDIA PROGRAMS

In 2019, Billy Bishop Airport continued its sponsorship of the Waterfront Neighbourhood Centre. A cornerstone of the waterfront community, the centre provides education, resources and volunteer opportunities for community members.

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.

Billy Bishop Airport also sponsors the centre's 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.



PLANTING THE WATERFRONT NEIGHBOURHOOD CENTRE COMMUNITY CONNECT GARDEN

In June 2019, members of PortsToronto's Sustainability Committee gathered at the Waterfront Neighbourhood Centre (WNC) as part of a group of volunteers tasked with helping open the Community Connect garden, plant and harvest, build larger garden boxes to replace decommissioned beds, and assist with compost and soil enhancement and mulch distribution.

In 2019, the garden saw its most successful growing season to date with over 1,024-pounds of organic vegetables and herbs harvested. 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 as part of WNC's Neighbour-2-Neighbour friendly visiting program.



In 2019, the garden saw its most successful growing season to date with over 1,024-pounds of organic vegetables and herbs harvested.

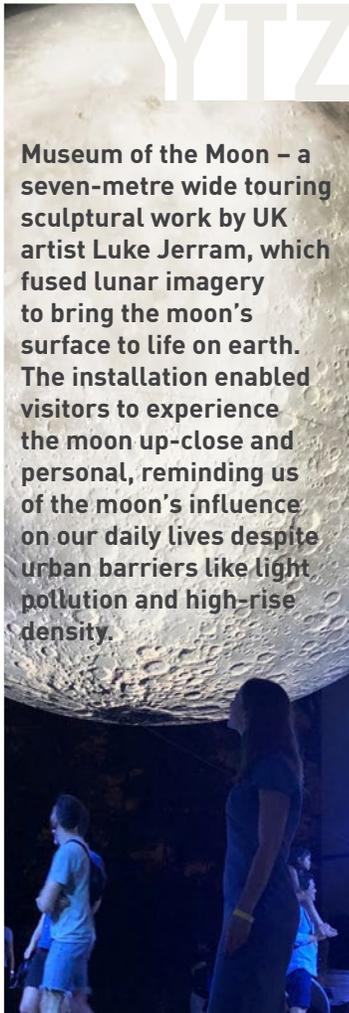


“Activities that stood out for this year were printmaking, group mural making, oil painting, paper marbling and watercolour painting. In collaboration with PortsToronto, we had the opportunity to take part in Doors Open at Billy Bishop Airport back on May 25, 2019. At the event, we showcased some of the Room 13 artworks made this year.”

– Room 13 Artist Lula Lumaj



II. Community Investment



Museum of the Moon – a seven-metre wide touring sculptural work by UK artist Luke Jerram, which fused lunar imagery to bring the moon’s surface to life on earth. The installation enabled visitors to experience the moon up-close and personal, reminding us of the moon’s influence on our daily lives despite urban barriers like light pollution and high-rise density.

THE BENTWAY FREE SKATE THURSDAYS AND MUSEUM OF THE MOON

In 2018 and 2019, Billy Bishop Airport sponsored numerous events at the Bentway’s innovative public space under the Gardiner Expressway, just steps away from the airport. Notable events included the Communal Table series, Free Skate Thursdays at the Bentway Skate Trail, which was visited by 60,000 people during the 2018-2019 winter season, and the Museum of the Moon — a temporary public art installation that welcomed 25,000 in September 2019.



Billy Bishop Airport sponsored the Free Skate Thursdays at the Bentway Skate Trail, which was visited by 60,000 people during the 2018-2019 winter season.



III. Community Initiatives



DOORS OPEN 2019

In May 2019, Billy Bishop Airport was thrilled to participate in Doors Open Toronto for the fourth consecutive year. Despite thunderstorms, we welcomed 7,500 neighbours, Torontonians and visitors as we showcased Billy Bishop Airport and the people and infrastructure that provide travellers with a convenient, customer-oriented, international gateway to the world.

During the event, visitors were taken through our award-winning, underwater pedestrian tunnel and celebrated the airport's 80-year anniversary in the mainland pavilion and island atrium, but the behind-the-scenes access was the biggest attraction of the day. The airport's fire hall and maintenance facility provided the opportunity for kids of all ages to explore our state-of-the-art safety vehicles and a staging area from which to view the airport's runway operations and aircraft up close.

Further highlights included the Waterfront Neighborhood Centre's multi-media and printmaking creative works, and the opportunity to meet Juliette, Baron and Bullet — falcons that play a role in the airport's wildlife management program — as well as the Canadian Border Services Agency's Indy and Pepsi canine team.

Guests were also treated to special demonstrations by the Oshkosh Striker fire vehicles and, of course, our very own mascot, Billy the Flying Fox.



80 Acts of Kindness

To celebrate 80 years of rich history at Billy Bishop Airport throughout the summer months leading up to the anniversary of the first commercial flight to land at YTZ, we gave back to the travellers who have made us a household name with 80 Acts of Kindness. Giveaways, prizes and celebrations in and around the airport brought smiles to passengers, staff and visitors alike.



III. Community Initiatives

YTZ

IA BC International Association of Business Communicators Gold Quill Awards

In 2020, Billy Bishop Airport's 80th anniversary celebration was recognized by the International Association of Business Communicators (IABC) with a Gold Quill Award of Merit in the Special and Experiential Events category.



BILLY BISHOP AIRPORT 80TH ANNIVERSARY CELEBRATION

September 8, 2019, marked 80 years since the first commercial passenger flight landed at Toronto's City Airport in 1939. On that date, a charter flight carrying famed trumpet player and conductor Tommy Dorsey and his swing band arrived in Toronto for a two-day engagement at the Canadian National Exhibition (CNE).

Since then, what is now known as Billy Bishop Toronto City Airport (YTZ), has established itself as a world-class airport connecting more than 2.8 million passengers annually directly into the heart of downtown Toronto and beyond. In celebration of this milestone anniversary, staff, partners, passengers and media gathered at the airport to reminisce and celebrate 80 years of rich history, hard work and success. Guests had the opportunity to take in 80 Years Young, a special photography exhibit showcasing PortsToronto's very own archival collection, indulge in 80th-themed treats, and take part in an incredible raffle generously supported by our partners. To thank our amazing passengers, airport staff completed YTZ's 80th act of kindness as part of the airport's #80ActsofKindness campaign.

To view a video retrospective of Billy Bishop Airport's history, please click [here](#).





Part 3: People, Health and Wellness



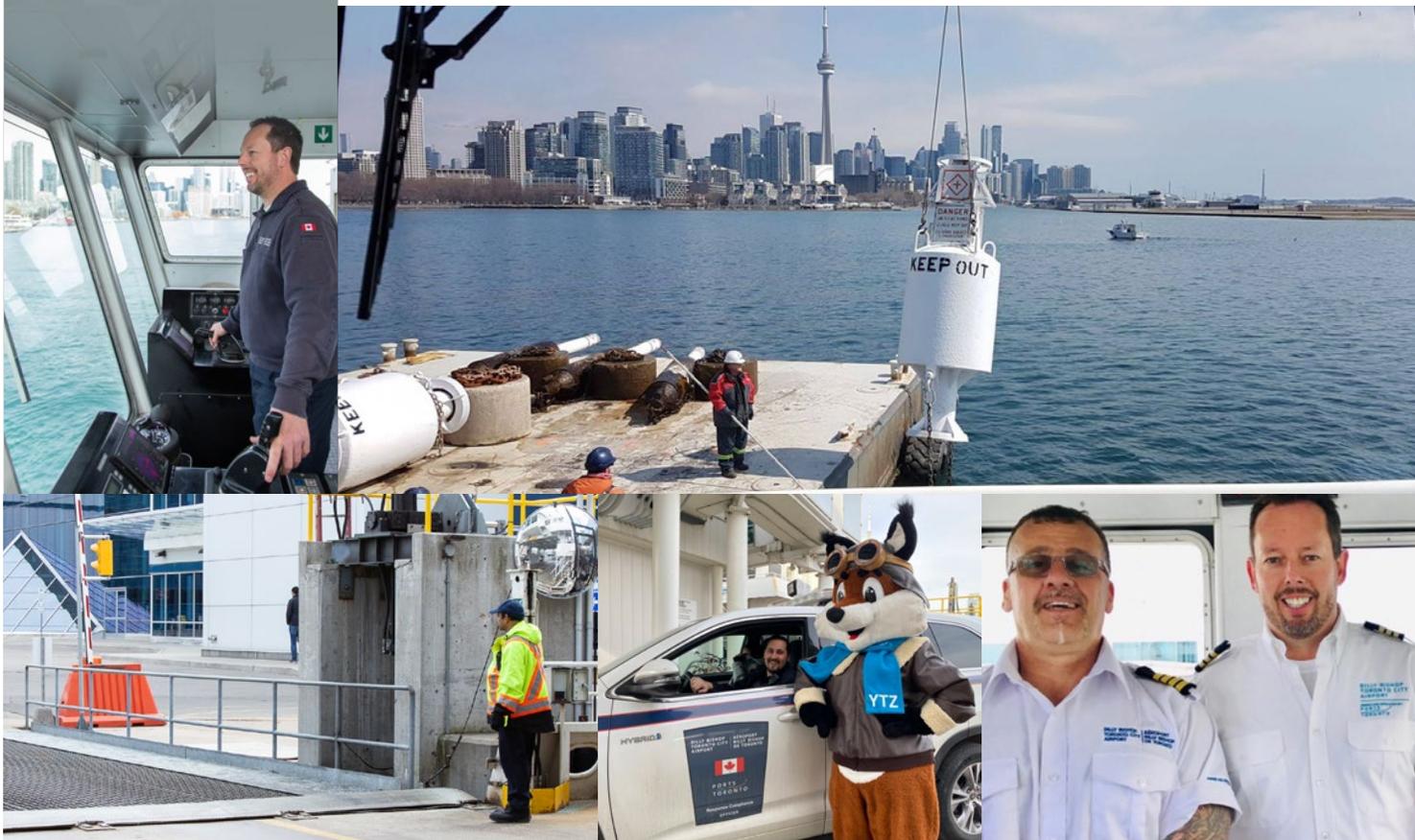
I. Health and Safety

YTZ

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

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 the day-to-day operations of our business units, 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.



I. Health and Safety

YTZ

Metric 2019 results

METRIC	2019
Fines for instances of health and safety non-compliance (value)	\$0
Injuries resulting in lost time	0
Total Lost Days	0
Injuries resulting in no lost time	2

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.

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.

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.





“In my role as PortsToronto’s Health and Safety Manager, I work to ensure that the latest health and safety best practices are implemented throughout the organization, including at Billy Bishop Airport. Constantly improving our response to workplace hazards and moving beyond compliance, I ensure that PortsToronto remains an exemplary model organization in protecting its employees. As a member of the Wellness Committee, I work closely with other committee members to identify activities that promote health and wellness in the workplace.”

—George Maniatogiannis, Health and Safety Manager

I. Health and Safety



YITZ

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 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. For example, an extensive three-day training course designed for managers, supervisors and members of the Safety Committee ensures compliance with federal legislation and provides the necessary tools to promote health and safety within the organization.

In 2019, Billy Bishop Airport continued offering the accredited two-day Mental Health First Aid training and certification program for employees. Billy Bishop Airport also offered a Psychological First Aid training course to a selected number of employees. Both training courses have the goal to create a number of qualified employees able to assist colleagues in need, and are aligned with the organization's vision to create a healthy workplace.

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.

I. Health and Safety

YITZ

In December 2019, Billy Bishop Toronto City Airport successfully completed the Canadian Airports National (Safety) Audit Program (CANAP) safety audit. CANAP satisfies the regulatory requirement of reviewing or auditing an airport's safety management systems, as well as providing a peer review environment where best practices can be shared among airports through the assessor teams.

Training and Development

In addition, the Billy Bishop Airport Fire Department completes regular internal and external emergency services training throughout the year, including a full-scale safety simulation every two years with a full-scale security exercise in intervening years.

Tabletop safety and security exercises are also held on an annual basis. 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.

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.



“After completing the Fire and Emergency Services Training Institute (FESTI) Pre-Service Program in December 2019, I knew I had entered an exciting new chapter in my career. A newcomer to the Billy Bishop Airport Fire Hall, and the first woman to wear the badge, I am thrilled to count myself as one among a team of courageous first responders.

— *Bailey Honsinger, Firefighter*



I. Health and Safety

YTZ

Billy Bishop Airport encourages its employees to ride to meetings by providing a company bicycle that can be loaned-out to staff.



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.

In 2019, the Wellness Committee hosted Lunch & Learn sessions on Financial Literacy, Planning Retirement, Eating Well to Optimize Performance, and Overcoming Burnout. The committee organized a Love Your Heart Clinic to allow staff to monitor critical parameters of their health. Further, an Employee Interest Survey was launched later in the year, which encouraged all employees to identify their needs and the preferred ways to deliver future initiatives in Health and Wellness.

Bike to Work Day Competition

PortsToronto's Wellness Committee in partnership with its Sustainability Committee encouraged all employees to get in gear and join thousands of cyclists across Toronto for Bike to Work Day on Monday, May 27. As a little extra motivation, the committees teamed together to create a contest to support cycling efforts.

The winner? Infrastructure, Planning and Environment's (IPE) Mike David, who completed an approximately 10-kilometre round trip to the office.

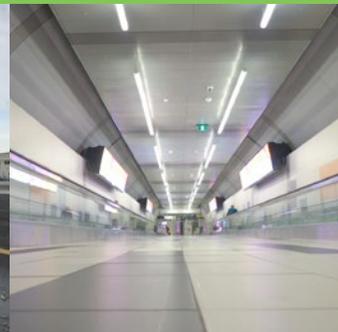


“Love Your Heart” Screenings at PortsToronto

In late June, the PortsToronto Health and Wellness Committee made “Your Heart” screenings available with registered health care professionals at PortsToronto head office, Billy Bishop Airport and the Port of Toronto.



Part 4: Economic Performance



Part 4: Economic Performance

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 by building infrastructure, conducting public works services and delivering value locally and nationally.

Billy Bishop Airport's targeted priority areas related to our economic sustainability include:

I.

City building and investing in public infrastructure

II.

Supporting local job creation

III.

Contributing to Toronto's economic growth

IV.

Financial Sustainability

I. City Building and Investing in 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 2046¹. 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 cities².

Y TZ

Around the time of Confederation, more than 150 years ago, approximately **84 per cent** of Canada's population lived in rural areas³.

By 2016, **81.0 per cent** of Canada's population was living in urban areas⁴.

By 2030, the percentage of Canadians living in urban areas is forecast to reach **84 per cent**⁵.



Investing in the Waterfront

Since the beginning of the 19th century, PortsToronto, owner and operator of Billy Bishop Airport, has made strategic investments in Toronto's waterfront and in developing transportation infrastructure for the city. As the owner and operator of one of Canada's ninth-busiest airport, Billy Bishop Airport along the waterfront, PortsToronto reinvested \$15 million in waterfront and transportation infrastructure in 2019.

Dock Wall Enhancement Bathurst Quay Neighbourhood Plan

Billy Bishop Airport is working closely with the City of Toronto's Planning Division and Waterfront Secretariat on various elements of the Bathurst Quay Neighbourhood Plan, which is a collaborative initiative that will transform the dilapidated space adjacent to the Canada Malting site into a vibrant place for Torontonians and visitors alike to enjoy.

In addition to this work, PortsToronto will contribute portions of one of its water lots to the city's dockwall rehabilitation project that will transform what is now an unwelcoming industrial piece of land on Toronto's waterfront into a beautiful walkway where visitors can enjoy the sights of the harbour and surrounding area.

1. Ontario Ministry of Finance, *Ontario Population Projections, 2018-2046*
2. *Canada 2020: The Defining Forces Disrupting Business*
3. *Canada 2020: The Defining Forces Disrupting Business*
4. Statistics Canada, *Canada Goes Urban*
5. *The Guardian* "Percentage of Global Population Living In Cities."

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, Billy Bishop Airport's transportation network creates links between communities and regions that foster economic growth across multiple industries.



The collective impact of the SOAN airport operations contributed roughly \$2.3 billion in tax revenue for municipalities, the provincial and the federal governments. SOAN airports facilitate more than 52 million passengers, general aviation services, MRO, or flight training activities. That translates to roughly 55,000 direct jobs and \$2.3 billion in taxes⁷.

Economic Impact of Airports

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

Canadian airports, including Billy Bishop Airport, are key drivers in the economic landscape, helping to provide connectivity that will attract tourists and facilitate trade and investment.

In 2016, with 140 million passengers travelling through Canada's airports (up 112 per cent from 1988), airports directly contributed \$48 billion in economic output, \$19 billion in GDP, 194,000 jobs and \$6.9 billion in tax revenue to all levels of government⁶.

The Southern Ontario Airport Network

The Southern Ontario Airport Network (SOAN) is formed by 12 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.

- In 2016, 49 million passengers and more than 47,000 tonnes of cargo flowed through Southern Ontario's airports.
- By the mid-2040s, the regional air travel volume is expected to reach 110 million passengers annually.
- The current regional air travel capacity across all airports in Southern Ontario is estimated to be around 90 million passengers per year, even taking into account already planned capacity investments at Toronto Pearson.

6. Canadian Airports Council (CAC) 2019 Canada's Airports, Working for Travellers
to account already planned capacity investments at Toronto Pearson

7. The Southern Ontario Airport Network

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.



Did You Know?

The City of Toronto welcomed a record 28.1 million visitors in 2019 ⁸.

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.

Through direct and indirect economic benefits, the airport continues 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. In the past five years, the technology industry in Toronto has grown by more than 50 per cent, employing roughly 241,000 and outpacing other North American technology hubs such as San Francisco, Seattle and Washington, D.C. Already North America's fourth-largest technology talent market, Toronto's tech sector will continue to grow, attracting the increased presence of global brands and technology giants such as Amazon and Google⁹.

With these companies choosing Toronto to base operations, Billy Bishop Airport will play a more vital role than ever before, 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, the technology corridor is growing ever stronger as fast, efficient and daily connections can be made between the two technology hubs.

⁸. Tourism Toronto report

⁹. Based on information from the Bank of Montreal's Blue Book for Winter 2019, published February 5, 2019.

In June 2019, Porter Airlines launched seasonal flights between Billy Bishop Airport and Muskoka Airport near Gravenhurst, connecting travellers to Ontario's cottage country.



IV. Financial Sustainability



Financial Sustainability

Billy Bishop Airport continued to see ongoing success in 2019, serving 2.8 million passengers, which is consistent with the airport's managed growth strategy to ensure balance on the waterfront. Billy Bishop Airport generated revenue of \$41.7 million, which included \$15.4 million in revenue from Airport Improvement Fees.





Part 5: Going Forward

Next Steps

This report was written and released in the early half of 2020 and it remains to be seen what this year has in store for us, as the world grapples with a pandemic and races to find a cure. Our commitment to sustainability is unwavering but the next six months will no doubt come with its share of disruption and uncertainty as businesses across Canada and around the world recover from the impacts of the global pandemic.

For its part, Billy Bishop Airport has been greatly impacted by the appropriate decision to temporarily suspend commercial operations to keep staff and passengers safe, and it is unknown when operations – and life – will return to some semblance of normal. In the meantime, the airport remains open to facilitate Ornge emergency medevac operations and essential services required for the City of Toronto. We look forward to resuming operations when the time is right and to welcome back our passengers and colleagues, whom we all miss very much.