



2021 Sustainability Report

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About Nieuport: Nieuport Aviation owns and operates the passenger terminal at the award-winning Billy Bishop Toronto City Airport. Backed by significant international expertise in managing aviation infrastructure, we are committed to world-class customer service for the airport's 2.8 million passengers.

In addition to managing the terminal, Nieuport Aviation offers passengers a free bus shuttle service between the airport and downtown Toronto, helping to provide a seamless travel experience. Nieuport Aviation works closely with PortsToronto, the owner and operator of Billy Bishop Toronto City Airport, and the airport's other stakeholders to deliver an exceptional passenger experience.



A message from our CEO

Aviation and air travel has been my lifeblood for the past 40 years. Once I saw the joy in connecting people and cultures, I fell in love with this industry. What I would come to learn in my early years in the sector is that those connections do so much to stimulate local and global economies, making all our lives richer in so many ways.

Aviation has always been a sector driven to change the speed at which people can connect and from where. As I reflect on the last four decades, it is the technological advancements that stand out most to me. I remember working with the older aircraft from the 1980's and 1990's, and it is amazing to see the progress that has been made. Technology has brought us to new heights, and it will be critical as we all strive to reduce our environmental impacts and build a more sustainable future. As individuals and organizations, we all have a great deal of work to do to create a net zero carbon economy. Nieuport is committed to working closely with other airport stakeholders to reach carbon neutrality and be leaders in sustainability.

The aviation sector and all who are in it have demonstrated their resilience over the last number of years. When challenged, we have come back stronger, leaner, and more efficient, with a renewed focus on delivering a best-in-class passenger experience. At YTZ, we welcomed back our passengers in September when commercial services resumed. The health and safety of passengers and staff has always been top of mind and we were pleased to work closely with our partners, PortsToronto, to participate in the Safe Travels Program and earn the Airports Council International's (ACI) Airport Health Accreditation - a globally-recognized certification inspiring confidence for those looking to travel. City and business leaders rallied in support of our airport's recovery, promoting a return to business and a return to travel out of the downtown core.



A message from the CEO (cont'd)

We are seeing demand return, as our passengers take to the skies to experience new places and revisit old favourites, reconnect with family and friends, and build new relationships; the disruption that characterized the first 18 months of the pandemic has turned into opportunity. We now have the opportunity to reconnect with our community and what matters to them and demonstrate what makes the passenger journey easy, convenient, and friendly at YTZ, and continue to build a cleaner, greener, quieter airport.

A city-centre airport is a unique and incredible asset for both the economy and the community in which it resides. At Nieuport, our work is driven by a fundamental respect for the City of Toronto and the many diverse communities we serve. We see it as our responsibility to ensure the safe and efficient operations of this important asset, guided by a vision to be the airport of choice for downtown Toronto residents and visitors and a key community partner.

YTZ offers the City of Toronto a competitive advantage as a global city and can be more embedded in the community in which it operates. This past year we undertook work to demonstrate both the economic value of the airport but also the strong local support for continued investment. Nieuport is committed to further investment in this asset which will generate jobs, further support trade and drive revenue for all levels of government. As a resident of the Waterfront myself, I see the sense and pride of place and diversity of culture that Toronto residents have. This year, we've embarked on bringing local arts and culture to the terminal including the launch of an indigenous art gallery in conjunction with the Bay of Spirits Gallery. As pandemic restrictions lift and passenger numbers return to near 2019 levels, we look forward to welcoming residents to see the airport as a destination and working with long-time partners, such as Sick Kids, and new partners, to drive positive environmental, social, community and governance impacts for our community.

Through this Sustainability Report, we are proud to reflect on our accomplishments and progress across a range of initiatives. This report also lays the groundwork for our ambitions going forward and we will continue to keep sustainability at the forefront of our work. Nieuport will specifically:

- Continue to prioritize the health and safety of our passengers, staff, and stakeholders as we transition into the post-pandemic era;
- Innovate as we pursue tangible progress in reducing our carbon footprint, including launching a shuttle bus electrification program to provide clean, green, sustainable transportation options for all passengers, staff, and visitors;
- Contribute to the cultural fabric of Toronto, both by being an active and supportive partner of the city's vibrant and diverse art and culture scenes, and by featuring the work of local and Indigenous artists in the terminal itself and;
- Improve the passenger experience by creating the right conditions to deliver a U.S. Customs and Border Protection Pre-clearance facility at the airport;

I am pleased to share our first Sustainability Report with you. These efforts are just one part of our commitment to strengthening our local and provincial economies, through significant infrastructure investments and strategic partnerships that emphasize community engagement and mobilization.

– Neil Pakey, CEO, Nieuport Aviation



FOREWORD

Despite the challenges our airport faced during the pandemic as travel restrictions curtailed demand for travel, passenger numbers have rebounded. Current evidence shows that there will be a near full recovery across the industry and we will be returning to the prosperous future we were planning for in 2019.

As the owner and operator of the passenger terminal, Nieuport remains committed to delivering the world-class passenger service experience at Billy Bishop Toronto City Airport (Toronto City Airport) while continuing to drive efficiency in our operations. We made great steps during the pandemic to ensure the health, safety and security of passengers, employees, visitors and partners remained our top priority. We know that an excellent passenger experience at our airport begins with our employees, which is why we continue to build a diverse and robust workforce. We remain committed to developing a workforce that shares in our belief in the values of collaboration, excellence and integrity.

Throughout the pandemic, we have been consistent in ensuring traveler health and safety remains a top priority. The airport received the ACI's Airport Health Accreditation and TIAO's Safe Travels award for our delivery of a high-quality health and safety experience. Despite the significant impact of the COVID-19 pandemic on the aviation industry, we took action to ensure safety around the clock and continue to serve passengers with enhanced hygiene measures during these unprecedented times.

Our Diversity, Equity, and Inclusion initiatives remain core to our work, ensuring that we are operating a terminal and workplace that is a safe and supportive place for all. Our DEI strategy is focused on four pillars: Employees, Community, Customers and Suppliers with initiatives put into place to drive measurable outcome across these pillars. This year, we created and implemented a DEI purpose statement, a DEI committee and launched a company-wide DEI survey. Nieuport hosted a programme of DEI-focused 'lunch and learns' with guest speakers, supported three DEI-focused charitable initiatives and established DEI goals/metrics for 2022.

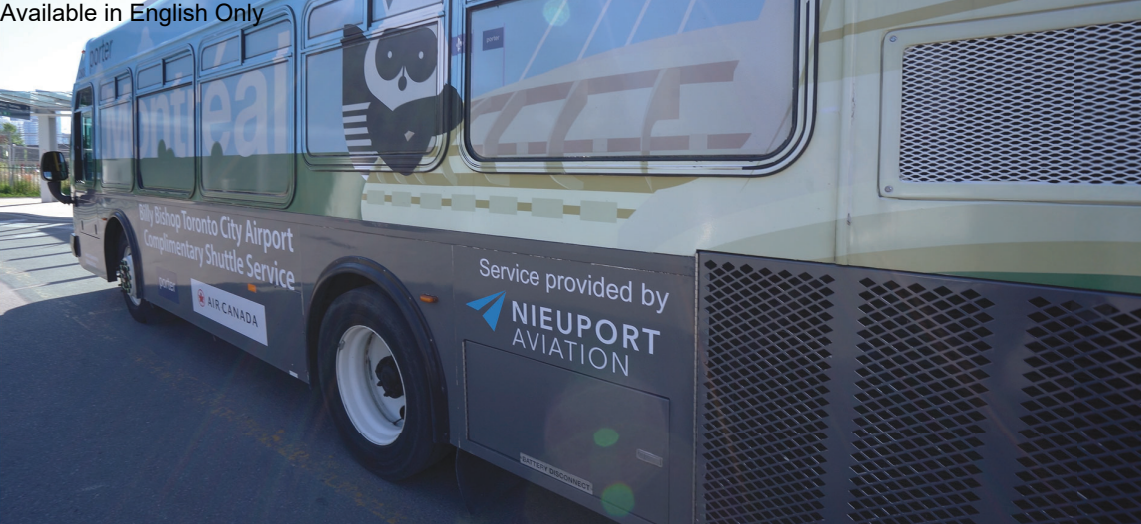
This important work is not just happening in isolation – we are proud to see our vendors and retail partners undertake their own sustainability and ESG initiatives. We are committed to continuing to work with PortsToronto, owner and operator of the airport, to maximize the impact of the airport's sustainability initiatives, protect our local waterways, and be a strong community partner and asset to the City of Toronto.

Nieuport Aviation's efforts are in large part due to the hard work of our employees and the support we receive from local and provincial agencies, organizations, and long-term business partners. We are thankful for their ongoing commitment to helping Nieuport meet our sustainability goals, especially as we set more ambitious target for 2022. We will continue to prioritize sustainability, diversity, equity, and inclusion in all that we do, as we embark together on this significant journey.

Land Acknowledgement:

We acknowledge that the Toronto City Airport lies on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and that Toronto is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.





ENVIRONMENT & CLIMATE

Reducing the environmental impact to our local air, land, and water remains a key priority for Nieuport. In 2021, we implemented a new environmental management system to ensure that our activities comply with applicable regulations and industry best practices.

Since 2010, Toronto City Airport has successfully reduced its environmental footprint by choosing 100% green energy from Bullfrog Power to power all its operations with clean, renewable electricity. Through this agreement, Bullfrog Power's generators inject renewable electricity back into the grid on our behalf to match the amount of electricity used by the airport's operations.

As part of the ongoing maintenance and lifecycle program, incandescent lights are being replaced with LED lights throughout all terminal areas within Billy Bishop Airport. This year, we replaced and upgraded all the lights and light fixtures throughout the departures level. This initiative will continue into 2022 as we replace remaining lights throughout the terminal.

We also brought in a sustainable alternative to the chemicals used for de-icing at the airport, minimizing our impact on the local environment and waterways.

In addition, at the end of 2021, Nieuport began to explore a shuttle bus electrification program which will have a significant impact on reducing our carbon footprint moving forward. Nieuport plans to replace its current fleet of diesel-powered passenger shuttle buses with fully electric, zero-emission buses in the near term.



As with previous years, Nieuport continues to offer passengers travelling through the airport an alternative to plastic water bottles with self-serve water bottle filling stations within both passenger lounges.

Since implementation in 2016, the water refilling stations in Toronto City Airport's passenger lounges have prevented more than

360,000 plastic water bottles from being sent to landfills.

We look forward to setting more ambitious goals for 2022 and working with partners and our local community as we continue to keep environmental sustainability at the forefront of our work.

Our commitment to sustainability is shared by our vendors and retail partners, who are undertaking initiatives such as phasing out the use of plastics at the commercial stores within the Terminal. And we look forward to continuing to work with them on their sustainability initiatives into the future as we continue our efforts to be a more efficient airport for travelers.

COMMUNITY

Nieuport is proud to be part of the culturally rich and vibrant community that makes up the City of Toronto. As the airport terminal located at the heart of Canada's largest city, we recognize the need both be an active part of our local community and give back at every opportunity. Our support for local community initiatives is an important aspect of both our business and our commitment to being a good neighbour, participating in various local initiatives and forming partnerships with non-profit organizations serving our community's issues and needs.

We are continually and proactively engaging with communities and broader stakeholders in the GTA to maintain our social license to serve residents, visitors, and the larger economy. Sustainability lies at the core of our decision-making process as we explore potential stakeholder and community initiatives, by assessing several potential factors that produce measurable results.

Our objective is to be a good neighbour within the local waterfront community, an asset within the GTA, and to build and nurture key relationships with other key stakeholders.

These commitments to our local community continue to be at the forefront of our work as we strive to create positive local impacts and give back through our volunteering and donations in 2022 and beyond. We use the GRESB's advanced ESG assessment tools to benchmark our progress as we work to improve our social score and sustainability metrics while providing a better, more culturally enriched airport passenger experience. By doing so, we are creating the right conditions to continue to be vital part of Toronto's local, visitor and cultural economies and drive Toronto City Airport's future sustainability and success.

Significant Community Support for YTZ

In November 2021, Nieuport Aviation commissioned a survey of residents of downtown Toronto on public perceptions and attitudes towards the Toronto City Airport.

87%

Torontonians hold a favourable opinion of Toronto City Airport.

85%

agree that is an economic benefit for the City and local communities.

66%

2 out of 3 Torontonians have flown out of Toronto City Airport.

42%

of passengers use the airport for both business and leisure travel.

85%

Support for a US pre-clearance facility is high.





Charitable Initiatives

In 2021, Nieuport donated to, and partnered with, a variety of charitable initiatives, including: the Daily Bread Foodbank, Anishnawbe Health Toronto, Seeds of Hope, and more.

Through our partnership with the Anishnawbe Health Foundation (AHF), Nieuport was proud to support Anishnawbe Health Toronto's Mobile Healing Team and the AHF Food Hamper Holiday Program. These initiatives help in need Indigenous families and community members access COVID-19 testing and vaccinations and additional health supports, as well as deliveries of fresh food holiday hampers to help combat food inequity within the Greater Toronto Area.

In recognition of our support, the Anishnawbe Health Foundation had the following to say:

"Chi-Miigwetch (thank you) to Nieuport Aviation for joining our circle of supporters with a \$5,000 contribution in support of the Anishnawbe Health Toronto Mobile Healing Team. With Nieuport's investment, our team is able to provide urgent food support to clients in need in homeless encampments and precarious housing during the pandemic. This team is on the road to deliver COVID-19 testing, pop-up vaccine clinics and other culturally safe wrap-around health services to Indigenous peoples across the city. Thank you for your contribution to Indigenous health and healing."

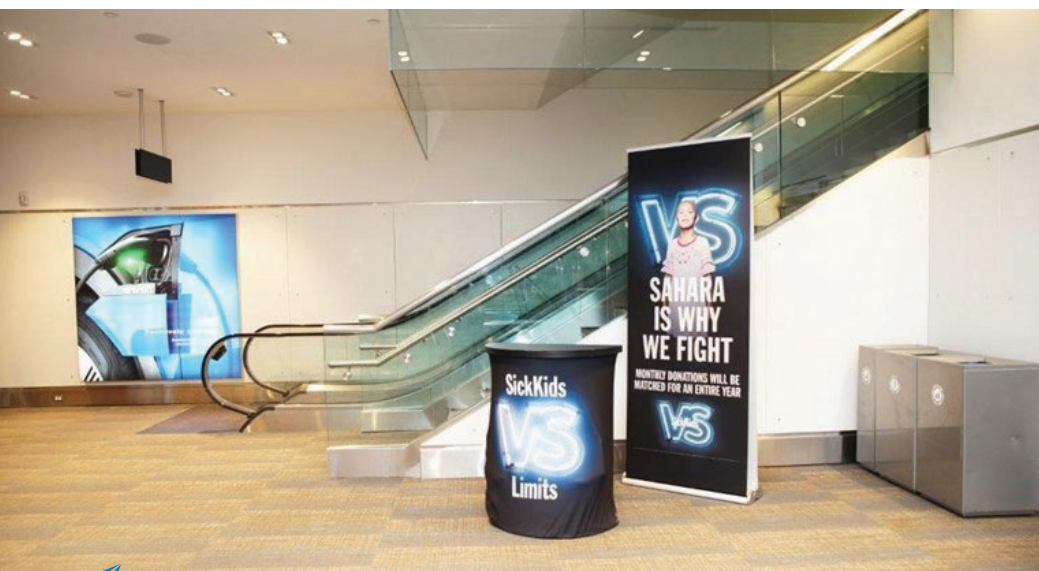
"With donor support for the Food Hamper Holiday Program, including leading support from Nieuport Aviation, we were able to assist 115 Indigenous families in total. Each family received age-appropriate toys for each child from the CP24/CHUM Christmas Wish Program, a holiday fresh food hamper including a frozen turkey and a \$50 gift card to purchase other needs for this time of year. The holiday hampers were delivered to the families by our volunteers over a two-day period on December 16 and 17. It brought much-needed cheer for the winter solstice to these families. Thank you for providing the additional support so we could expand the program this year. Nieuport Aviation was joined by other program donors The Rotary Club of Toronto, Patty Fleming, and Just Socks Foundation."

– Julie Cookson, Executive Director, Anishnawbe Health Foundation

Charitable Initiatives Cont...

Nieuport was a proud supporter of the Mayor's Evening for the Arts in support of the Toronto Art Foundation's efforts to bring free and accessible public art to the city. We also continued our long-standing tradition of running our end of year Winter Clothing Drive, partnering with Project Comfort to deliver many bags of gently used, warm clothing donated by airport staff members to those in need over the holiday season. And our donation to Seeds of Hope is helping support those facing homelessness and housing challenges within Toronto.

We maintained our long-running partnership with the SickKids Foundation in anticipation of the return of passengers, and look forward to recommencing our partnership in 2022. Since 2015, the Foundation and Nieuport Aviation have partnered to raise funds in support of SickKids via in-person passenger donations at the terminal. Our unique relationship has seen more than \$4M raised for the Foundation and enrolled 5,000 new monthly donors, allowing SickKids to reach new audiences and progress on their vision of building a new hospital of the future. Thousands of patients come to SickKids each year from across Canada, the U.S. and around the world to receive the best care possible. With the support of Nieuport's passenger donors, SickKids is continuing the fight for childhood health.



THE MAYOR'S EVENING FOR THE

arts

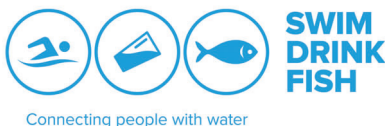


Volunteer Initiatives

Nieuport's belief in community volunteerism as a way to give back to our local community is shared by our hardworking employees, who have in this year demonstrated their passion for supporting sustainable volunteer and charitable initiatives. Although COVID-19 has continued to dampen corporate volunteer efforts in 2021, Nieuport was able to take part in two major volunteer initiatives: SwimDrinkFish's Citizen Science Water Testing Day and the second annual virtual ALS Plane Pull.

SwimDrinkFish is a non-profit organization working to connect people with their local environment since 2001. Using citizen science and advocacy, they aim to inspire people to learn more about their local waters and how to safeguard them. As a member of the Waterfront business community, we share in their belief of the need that keep our natural water sources clean and safe, including the Great Lakes, is imperative to a clean and sustainable future.

In October, Nieuport staff participated in a day on the lake with members of the SwimDrinkFish team, volunteering their time to learn more about the importance of clean, swimmable waters in the Great Lakes. As part of the Waterkeeper initiative, they performed water analysis along Toronto's harbourfront to test the quality of the local waters. We look forward to continuing our regular engagement with SwimDrinkFish in 2022, including our plan to sponsor to sponsor their upcoming Artists for Water initiative.



Nieuport was proud to participate in the second annual ALS Plane Pull, which despite being held virtually due to the pandemic, managed to raise over \$79,000 for the ALS Society of Canada. ALS Canada provides individuals living with ALS with the resources they need to help make day-to-day life less overwhelming and more manageable.

Nieuport staff members - participating under the name "Team Terminalators" – even earned a few accolades in the process. Highlights include:

- Week 2 Skills Jump Rope Champions: Team Terminalators
- Lights, Camera, Action Award: Team Terminalators
- Bidding War Award: Neil Pakey, CEO
- ALS Virtual Silent Auction Sponsors: Nieuport Aviation

Sponsorships

Sponsorships are our way of supporting community partners in bringing engaging events and needed resources to the local community. In 2021, Nieuport was proud to partner with PortsToronto to provide sponsorship under the Billy Bishop Toronto City Airport brand for The Bentway, the Redpath Waterfront Trail, and Waterfront Neighbourhood Centre events held this year.

The Bentway is a public trail and corridor space located under the Gardiner Expressway that hosts regular art shows and community events, as well as a winter ice skating path. In 2021, the Airport sponsored free skating rentals every Thursday night throughout the 2021-2022 winter skating season, helping community residents have a night out with family and friends. We will continue to support The Bentway on future community initiatives and look forward to a strong partnership in years to come.



This past summer, we were a sponsor of the 2021 iteration of the Redpath Waterfront Festival. Due to pandemic restrictions, Redpath was forced to rethink how they could deliver their annual festival. Pivoting to a new approach, they invited residents and visitors to reconnect with the city by "taking their imagination for a walk on Toronto's waterfront" along a socially distanced, 2km trail spanning from Lower Sherbourne to Lower Spadina. The "Redpath Waterfront Trail" featured 5 unique Augmented Reality (AR) stops, a mix of live, permanent, and public art and a variety of promotions with local waterfront businesses.

The Trail was an enormous success, with over 25,000 attendees, 38 million total impressions and a 95% satisfaction/approval rating visitor. To support the trail's cultural and Indigenous initiatives, the sponsorship focused on a live graffiti mural titled Nbi Dodem (Water Clans), telling the story of water as a healer, a teacher, a protector, and a source of life, brought to life by Anishinaabe artist Que Rock over the course of the two-week event.



Sponsorships Cont..

To tie up 2021 and celebrate the holiday season, we were proud to support the Waterfront Neighbourhood Centre's annual Winter Holiday Warm Up event, providing less fortunate Waterfront residents with a sit-down holiday dinner and pre-packed meals and care kits for those living in nearby outdoor encampments.

Our vision of supporting at-risk communities throughout the GTA through poverty reduction initiatives is aligned with the UN's Sustainable Development Goals, in aiming to help reducing poverty in all its forms, ending food inequities and improving nutrition throughout communities in need.



"Dear Nieuport Aviation,

Your support means a great deal to us! On behalf of Waterfront Neighbourhood Centre - Board of Management, staff, volunteers and community participants I want to thank you for your very generous donation in support of our efforts in providing opportunities to those who need it most during this challenging time!

No one should ever feel alone or go hungry during the holiday season or at any point in their lives and thanks to your generosity, on Wednesday December 15th, 45 neighbours from Homes First Shelter and neighbourhood encampments received a sit-down holiday turkey dinner prepared by Yani Gourmet and care kits containing hygiene items, including slippers, winter hats and extra emergency supplies. With the support of partner volunteers such as Spadina-Fort York Community Care we were able to deliver 50 more pre-packaged meals and care kits to those living in nearby, outdoor encampments.

Here at Waterfront Neighbourhood Centre, we offer a safe and supportive environment for our diverse, multicultural and rapidly developing neighbourhood. In addition to offering 581+ annual programs, we respond to the particular needs of marginalized families, vulnerable children, at-risk youth and isolated adults – working closely with community members to improve the quality of life for those living in the neighbourhood.

We promote healthy living - providing free or low-cost access to quality programs which helps to reduce the effects of social barriers and isolation, provides skill-building opportunities and encourages community engagement."

Natasha Francis,
Executive Director (Acting)

WATERFRONT NEIGHBOURHOOD CENTER FAST FACTS:

This past year, the WNC has:

- Welcomed 182,001 visitors and participants, providing 2,745 program sessions for a total of 86,782 program hours.
- Offered 303 free community programs.
- Provided \$32,802 in Program Fee Subsidies to 75 local families and 297 individuals in our community.
- Had the pleasure of working alongside 899 amazing volunteers, who contributed 25,155 service hours!



Art & Culture

In recognition of the vital role that the Toronto City Airport plays in Toronto's visitor economy, Nieuport is a strong supporter of arts and culture initiatives in our city. Diverse expressions of art, music, culture, and other events are all an important characteristic of any thriving, multicultural, urban community, which is why our community engagement strategy includes a social mandate to support local artists, creatives, artistic communities and non-profit organizations. Within the Terminal, we are showcasing the many works of Indigenous and diverse Canadian artists.

During 2021, our Terminal was selected as a venue for ArtworxTO, the City Council's programme for Public Arts in the City. Nieuport and the City partnered with local artist Bareket Kezwer, to install a large wall mural in the pre-security area of the Toronto City Airport. Our launch event, attended by Mayor John Tory, was an opportunity to celebrate this great initiative as we continue to provide airport staff, passengers, and the local community with exposure to local culture and visual vibrance at the Toronto City Airport. We look forward to more opportunities to collaborate with the City and ArtworxTO to promote the work of local artists.



Art & Culture Cont...

This year also saw the opening of the Indigenous & First Nations Art Exhibit. In partnership with the Bay of Spirits Contemporary First Nations Art Gallery, we planned, curated and installed an Indigenous Art Exhibit in the upper corridor of the departures level passenger terminal.

"Nieuport is committed to being a part of societal efforts that further support reconciliation with First Nations and Urban Indigenous peoples. Reconciliation requires making efforts to not understand but also to promote a greater understanding of the long histories and traditions of Indigenous peoples in Canada, as well as our own place within that history.

We thank Bay of Spirits Contemporary First Nations Art Gallery for providing each of these beautiful works of art, honouring not only the Indigenous artists who created them, but also the many elders, leaders, artists, and community members that came before us."

- Neil Pakey, CEO, Nieuport Aviation

The gallery was installed in September of 2021, and was well received by passengers, staff and local Indigenous Elders. It features works from artists both local to the Greater Toronto Area and across Ontario, including Ojibway, Cree and OjiCree peoples.

During the year, the Terminal was also registered with Ontario Creates as a filming location in the City for the first time, thereby widening the City's offer for film locations in the City, in anticipation of roles in documentaries, drama and who knows, potentially a Hollywood blockbuster!

2021 also saw the return of the Support Our Troops Art Easel program, after it was put on hold due to the pandemic closure. The program features featured artworks that passengers and visitors to the terminal could bid on, with the proceeds supporting programs for military members, veterans, ill and injured, and their families.





BUSINESS PARTNERSHIPS

Our corporate and business partnerships are an important part of our corporate approach to sustainability, allowing us to be an active part of Toronto's business community and visitor economy.

Memberships:

Industry partnerships and memberships ensure our focus is aligned with the greater needs of our local business communities. Nieuport, our leaders, and our employees are involved with various organizations, membership groups, and business events to ensure we remain active and present corporate citizens and identify opportunities for strategic partnerships that might arise as a result.

Nieuport currently holds active memberships in the following organizations:

- Toronto Region Board of Trade (TRBoT)
- Ontario Chamber of Commerce (OCC)
- Canadian Chamber of Commerce (CCOC)
- Destination Toronto
- Tourism Industry Association of Ontario (TIAO)
- Tourism Industry Association of Canada (TIAC)
- Airport Council International (ACI)

Sponsored Events:

In 2021, Nieuport sponsored multiple business events to support the restart of Toronto's local, visitor and business economies, while promoting discussions surrounding the future of aviation, transportation, and Toronto's major current and future infrastructure projects.

- Toronto Global #StrongerThanEver Business Summit:** In September, Toronto Global and the International Economic Forum of the Americas hosted their global business forum at Toronto City Airport, celebrating the re-opening of the Canadian and global economies. The summit showcased how the City of Toronto, province of Ontario and Canada are safely re-opening the economy, re-igniting business investment and identifying opportunities for new, diverse, and inclusive jobs.

- Toronto Region Board of Trade's 7th Annual 2021 Transportation Summit:** The annual TRBoT Transportation Summit brings together a diverse array of speakers and perspectives to foster visionary thinking, discuss industry challenges and breakthroughs and inspire the next generation of transportation. In 2021 Nieuport was a major sponsor of the event and took part in the online summit, with CEO Neil Pakey introducing a key panel discussion.

- Empire Club: The Role of the Aviation Sector on Toronto's Economic Recovery:** Neil Pakey, Nieuport CEO joined John Thomas, CEO of Connect Airlines, a planned new airline entrant to Canada via the Toronto City Airport; and Scott Beck, President and CEO of Destination Toronto for a panel moderated by Farah Mohamed, a long-time community resident, business leader, and social profit entrepreneur.

The panel explored the critical role of our airport in the urban visitor economy, its unique role in connecting Canada's financial sector with that of our largest global trading partner, the United States, and discussed how strategic infrastructure investments are necessary for it to continue to evolve as a key urban gateway and tourism hub. U.S. carrier Connect Airlines also highlighted why they are choosing Toronto City Airport as a new hub to offer travelers more choice and greater access to key American cities.

WELCOME BACK!



HEALTH, SAFETY & ACCESSIBILITY:

We believe in safety as a top priority at Nieuport Aviation. We remain committed to ensuring everyone – be they employees, passengers, contractors, community members or business partners – gets home safe at the end of each day.



With COVID-19 continuing to be a concern through 2021, our team remained focused and vigilant on ensuring employee and passenger health and safety, by continuing to implement and maintain the necessary health and safety features. We also went above and beyond to ensure passengers compliance with the Safe Travels program that we co-run with our partner, PortsToronto.

The Safe Travels program is designed to help passengers travel through Billy Bishop Airport safely and confidently. It includes the addition of significant measures and protocols to ensure a healthy and safe airport environment for airport passengers, staff and partners, including PortsToronto, Nieuport Aviation, Air Canada, Porter Airlines, CATSA, CBSA and more.



As a part of the Safe Travels program, we implemented a number of new procedures and innovations at Toronto City Airport, including, but not limited to:

- Requiring that masks be worn by all airport travellers and staff at the Airport;
- Requesting that only travellers with boarding passes and airport staff enter YTO, with exceptions made for those requiring special assistance;
- Occupancy limits implemented in close-proximity spaces such as elevators;
- Implementing clear directional signage throughout the traveller journey to provide information and guidance;
- Installation of Plexiglas and traffic-flow protocols at face-to-face interaction points;
- Touchless processing of passenger belongings and documentation to the greatest degree possible;
- All passenger touch points including counters and screening machines sanitized often;
- Enhanced cleaning procedures across all high-touch areas and in public spaces, including Foggers and Electrostatic Sprayers equipped with an all-natural, environmentally safe product that eliminates 99.99% of viruses; and,
- Providing additional hand sanitization stations throughout the Airport.




As a result of the measures implemented by Nieuport Aviation and PortsToronto, this year the Toronto City Airport received the Airports Council International (ACI) Health Accreditation, demonstrating our success in significantly bolstering health and safety measures in response to COVID-19. We also received the Travel Industry Association of Canada's (TIAC) Safe Travels stamp of approval, and continuously monitor Public Health Canada standards to ensure our passenger terminal continues to maintain the highest levels of health and safety standards and ensures an exceptional passenger experience.

As a part of our Diversity, Equity and Inclusion strategy, we aim to implement projects and initiatives that provide the greatest levels of accessibility for our passengers and staff. Nieuport continues to place a significant emphasis on the importance of accessibility features within the passenger terminal, and regularly conducts accessibility assessments to ensure accessibility for all. We were committed to ensuring fully compliance with new federal legislation on preventing harassment in the workforce that came into effect in 2021 (Bill C-65) and are proud to report 100% compliance across our workforce in our internal training and educational initiatives.

In 2021, Nieuport implemented two new Pet Relief stations, in both the domestic and transborder passenger lounges. Pet relief areas are important rest stops within major airports that accommodate animal needs with hygiene and comfort zones. Nieuport followed all best practices and international standards in designing the new Pet Relief stations to enable a more convenient travel experience for our passenger's service animals and furry friends





We welcome your thoughts, questions, and
feedback on this report.

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