



Sustainability Report 2019

PORTS TORONTO

Canada

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The Toronto Port Authority, doing business as PortsToronto since January 2015, is a 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



Welcome to PortsToronto's 2019 Sustainability Report. This year's report is being published a bit later than usual. Like so many things in 2020, plans had to shift without notice as we adapted to the challenges and unforeseen circumstances before us. We are pleased and proud to present the report to you now and celebrate 2019's achievements in the area of environmental protection, community service and sustainability.

Though 2020 has been, and will likely continue to be, a challenging year for all, the year 2019 was one of the best yet for PortsToronto on all fronts, including sustainability. While seeing strong growth and financial results in our operations, PortsToronto also progressed many important initiatives including the successful launch of our Seabin project to remove plastics from our waters; the commencement of a project to convert the *Marilyn Bell I* passenger ferry to electric power to virtually eliminate all noise and air emissions associated with ferry operations to/from the airport; and the implementation of further innovations in areas such as waste management and energy usage.

We also moved forward on reducing our environmental footprint through expanded recycling efforts, reduction of hazardous materials, use of hybrid-electric vehicles, and building natural habitat and green spaces. PortsToronto continues to be the only airport and port authority in Canada to use 100% renewable electricity in all of its operations through Bullfrog Power, and prides itself on making meaningful investments in the future of sustainability.

Within this report—and more broadly for the purposes of global reporting—sustainability is defined as being inclusive of economic performance, community engagement, people and culture, and environmental initiatives and protection. As such, the information within this report is organized into these four main areas. This report looks at all areas of our organization, from Billy Bishop Airport and the marine Port of Toronto, which in 2019 had record years, to the Outer Harbour Marina and the Infrastructure and Public Works projects we lead as part of our work with the City of Toronto, WaterfrontToronto, and organizations such as the Toronto Region Conservation Authority (TRCA) and the University of Toronto Trash Team.

Ensuring a positive future for our businesses, our neighbourhood, our city and our environment is the driving force behind all of our sustainability efforts. By looking at our operations in terms of economic performance, community engagement, health and wellness of our people, and environmental protection, and reporting on areas such as noise management, greenhouse gas (GHG) emissions, waste management, power usage and safety, we can ensure that we are investing in the long-term future of our organization and conducting our business with respect for the environment and the community.

It is against this backdrop of a successful 2019, and the promise that 2020 held in the first two months of the year, that the emergence of a global pandemic in March 2020 is particularly disheartening. The pandemic has impacted every person and business, and PortsToronto is certainly not alone in having to pivot its plans in light of our new business realities.



Billy Bishop Airport has been hard hit by the pandemic and the resulting travel restrictions and border closures. Commercial carriers Porter Airlines and Air Canada temporarily suspended operations as of March 2020 to mitigate the impact of low passenger volume and restrictions. With the airport accounting for approximately two-thirds of PortsToronto's revenue, this suspension is having a material impact on PortsToronto's finances and will affect some of our sustainability investments in the short term.

In response, some of our capital expenditures have been deferred until Billy Bishop Airport can recover. Other investments have experienced delays due to the economic lockdown that took place in the spring and related supply-chain disruptions. We are pleased to report that the project to convert the Marilyn Bell passenger/vehicle ferry has continued throughout the last few months, after some initial delays due to the availability of parts and resources. We look forward to completing this project in 2021 and delivering the promised benefits of a clean and quiet ferry.

We are also pleased to have progressed our portion of the city-side modernization project associated with the City of Toronto's Bathurst Quay Neighbourhood Plan. With the airport quieter than usual, we were able to expedite work on key areas such as the Eireann Quay entrance, the taxi corral and shared spaces, to complete the project early. This will enable the exciting next phase led by the City which will include creating new public realm and green space in the area. The year ahead will certainly be different than expected. Like so many organizations impacted by the pandemic, PortsToronto is committed to getting back to business to support the recovery of Toronto.

Fortunately, the marine Port of Toronto has continued to serve the city throughout the pandemic, receiving cargo from around the world such as salt, sugar and construction materials that have kept Toronto industry moving. The Outer Harbour Marina had a good summer and effectively incorporated new restrictions and protocols for public safety. Finally, the PortsToronto Works and Environment department, deemed an essential service, continued to work throughout the pandemic on important projects such as dredging of the harbour, infrastructure maintenance, and our environmental initiatives.

Our team will have to lean-in to the challenges ahead. I am confident that we can all do what needs to be done. Importantly, we have not lost sight of the important role we play in protecting the environment and identifying ways to innovate and promote sustainability. We may not be able to do everything we wanted to do in 2020, but our commitment remains and we will continue to work towards achieving the goals detailed in this report with the help of our committed staff and partners including Transport Canada, City of Toronto, the Mississaugas of the Credit First Nations, Waterfront Toronto, and the Toronto and Region Conservation Authority.

We hope you enjoy reading more about PortsToronto and how we are striving to protect our waters, reduce our environmental footprint, and innovate for the future.

Geoffrey A. Wilson
Chief Executive Officer
PortsToronto



About PortsToronto

The Toronto Port Authority, doing business as PortsToronto, is a federal business enterprise that owns and operates Billy Bishop Toronto City Airport, the Marine Terminal property within the Port of Toronto, the Outer Harbour Marina and various properties along Toronto's waterfront. PortsToronto is mandated to provide critical infrastructure and operating expertise on a financially self-sustaining basis.

Responsible for safety and efficiency of marine navigation in Toronto Harbour, PortsToronto also exercises regulatory control and public works services for the area with partner organizations to keep the Toronto Harbour clean, issues permits to recreational boaters and co-manages the Leslie Street Spit site with partner agency the Toronto and Region Conservation Authority on behalf of the provincial Ministry of Natural Resources and Forestry. PortsToronto is committed to fostering strong, healthy and sustainable communities and has invested more than \$12 million since 2009 in charitable initiatives and environmental programs that benefit communities and organizations along Toronto's waterfront and beyond.

Vision

As a guardian and steward of Toronto's waterfront resources, PortsToronto works closely with the broader waterfront community to ensure its assets will provide prosperity and enjoyment for future generations.

Mission

PortsToronto's mission is to effectively manage Billy Bishop Airport, the Port of Toronto, the Outer Harbour Marina and its real estate properties on a self-sustaining basis, allowing PortsToronto to reinvest funds into marine safety, environmental protection, community programming and transportation infrastructure. Through the successful pursuit of this mission, PortsToronto plays an important city-building role in the economic growth and sustainable future of Toronto.





PORTS
TORONTO
Business
Units

Billy Bishop Toronto City Airport

Billy Bishop Airport is Canada's ninth-busiest airport and welcomed approximately 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.

Did you know?

90 per cent* of Toronto residents have a favourable opinion of the airport.

**August 2018 Environics poll*

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

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





The Port of Toronto

Primarily a bulk cargo destination, the Port of Toronto is uniquely located minutes from downtown Toronto. The port receives global cargo from destinations as far away as Germany, South Korea, Australia and South America, as well as other ports in North America.

The port also serves an important environmental purpose as the cargo delivered by ship in 2019 took the equivalent of approximately 52,000, 40-tonne trucks off Toronto's roads and highways. In 2019, the Port of Toronto moved a record 2.3 million metric tonnes of cargo, marking the highest recorded cargo levels in 15 years. Overall, the port moved 2,297,029 metric tonnes of cargo, bringing road salt, sugar, cement, aggregate and steel directly into the city's core.

The Port of Toronto supplies laid-up ships with electrical power, reducing emissions associated with the vessel's generator. With more cruise ships making Toronto a port of call, PortsToronto is working toward providing additional shore power infrastructure for these vessels in the future.

In addition to traditional marine cargo, the Port of Toronto is a growing cruise ship destination. The year 2019 marked the Port of Toronto's busiest yet as the number of cruise ships visiting Toronto more than doubled, with 36 ships calling last summer and fall, bringing approximately 12,500 visitors to Toronto.

The year 2019 highlights include:

10%↑

Cement cargo imports increased by close to ten per cent with more than 656,000 metric tonnes delivered through the port.

Recorded the highest salt cargo levels in nearly 15 years with more than 876,000 metric tonnes imported, while sugar cargo imports from Central and South America remained consistent with 2018 levels at approximately 572,000 metric tonnes.



Steel products such as rebar, steel coils, steel plate, beam and mesh totalling more than 44,000 metric tonnes and recorded approximately 14,000 metric tonnes in warehousing storage.





PORT OF
TORONTO

Outer Harbour Marina

Just outside the Toronto Harbour and a short walk from Tommy Thompson Park and nature preserve, the Outer Harbour Marina (OHM) is located 10 minutes from the downtown core. With breathtaking scenery and a world-class marina, the OHM offers a unique escape from city life without having to leave Toronto.

As one of the largest freshwater marinas in Ontario, the OHM has more than 625 extra-wide slips that can accommodate boats up to 100 feet long. As well as being the only docking facility of its kind in Toronto, the OHM also boasts heated indoor boat storage.

The OHM has a reputation for excellence, especially when it comes to environmental stewardship. In 2019, it earned the Green Anchors Gold rating in the Clean Marine Eco-Rating Program from the Ontario Marine Operators Association for the ninth year in a row – one of the highest rankings attainable for marinas that follow environmental best practices.

In November 2019, the OHM was presented with the Robert Eaton Environmental Award for PortsToronto's Seabin Pilot Program. This program was launched at the marina with the aim of cleaning up garbage such as single-use plastics in the water, and featured the first commercial installation of Seabins in Canada. This award celebrates businesses dedicated to environmental responsibility and stewardship while contributing time and resources toward advancing efforts in the Boating Ontario Clean Marine program.

Through programs such as the Seabin Project, the OHM is working toward achieving Diamond or Platinum designation in the Clean Marine Program. Further, the OHM is working toward becoming Blue Flag certified. Administered in Canada by Environmental Defence and Swim, Drink, Fish – and managed internationally by the Foundation for Environmental Education – Blue Flag designation is a highly prestigious international eco-certification program, which sets the gold-standard for water quality, environmental management and education, safety, and amenities.



The Outer Harbour Marina accepted the Robert Eaton Environmental Award at the Boating Ontario Awards of Excellence on November 26, 2019.





Real Estate and Property Holdings

PortsToronto owns real estate, property and water lots along Toronto's waterfront including 5 Queens Quay West and Pier 6. These properties are leased to other businesses, and some have the potential for redevelopment.

In July, the PortsToronto Sustainability Committee, along with representatives from the Toronto Region Conservation Authority and the University of Toronto Trash Team, toured the harbour and discussed methods to tackle floating debris and plastics. The session included strategizing on methods to address floating waste on our waterfront, and discussing preliminary plans for the implementation of a five-year strategy aimed at removing debris and plastics in Toronto's waterways.



PortsToronto Sustainability Committee members proudly accept the Toronto and Region Conservation Authority (TRCA) Living City Impact Award in the Healthy Rivers and Shorelines category for efforts to keep Toronto's harbour and waterfront clean.



Real Estate and Property Holdings

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.



On June 17, 2019, PortsToronto was awarded a Gold Award of Excellence for its 2018 Sustainability Report at the Canadian Public Relations Society National Conference in Edmonton.

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
Sustainability Committee Chair*



Strategic Approach: Approach to Sustainability

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

PortsToronto 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 PortsToronto:

- 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 PortsToronto'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, PortsToronto 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 Sustainable Development Goals

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 PortsToronto, 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: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



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



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



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



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



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. 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	PortsToronto 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> / passenger/vehicle ferry to electric-power, which will significantly reduce noise associated with ferry operations and reduce greenhouse gas emissions by 530 tonnes per year</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>
PORTSTORONTO SEABIN PROJECT	Reduce litter, such as single-use plastics and microplastics, from Toronto's harbour	Ongoing	<p>Implemented phase one and two of the PortsToronto Seabin Project to reduce harmful materials such as single-use plastics and microplastics from Toronto's harbour</p> <p>Partnered with the University of Toronto Trash Team as part of phase two of the program to help improve waste literacy among the public</p>
ENVIRONMENTAL SPILLS AND REGULATORY COMPLIANCE	Ensure process and care to avoid spills that could impact the environment	Environmental Compliance Approval exceedance reported to Ministry of the Environment, Conservation and Parks	<p>In December 2019, sampling of the effluent from the wastewater treatment facility at PortsToronto's marine terminal property identified two exceedances</p> <p>While the treated effluent discharged into the surface water poses no impact to the natural environment, PortsToronto has put in place a proactive abatement plan to mitigate future non-compliance from the wastewater treatment plant</p>

Performance Summary 2019



ENVIRONMENTAL STEWARDSHIP



SUSTAINABLE PROCUREMENT POLICY	Implement sustainable procurement policy	Achieved	Implemented PortsToronto 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
BATTERY AND ELECTRONICS WASTE	Ensure safe and proper disposal of batteries and electronics and divert these items from landfill sites	Achieved	Battery and Electronics Recycling Program has diverted electronic waste from unsafe disposal
ORGANIC WASTE RECYCLING	Partner with Wastenot Farms Organics Recycling	Achieved	Launched partnership with Green Bins Growing program in April 2019 to recycle organic waste 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	Invested more than \$12 million in community and environmental initiatives since 2009
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 stakeholders
	Collaborate with partners on initiatives to keep the harbour and city clean	Achieved	<p>Collaborated with the Toronto and Region Conservation Authority (TRCA), the Greater Toronto Sewer and Watermain Contractors Association and City of Toronto to collect and remove four tonnes of debris from the shores of the Toronto Islands and plant 38 trees</p> <p>Partnered with the University of Toronto Trash Team on Phase One and Two of the PortsToronto Seabin Project</p> <p>Participated in the University of Toronto Trash Team's Urban Litter Challenge</p> <p>Participated in the City of Toronto's Earth Day Corporate Cleanup at Little Norway Park</p>

Performance Summary 2019



COMMUNITY



Sustainability Indicator	Target / Goal	Progress	Details
PROTECTING THE HARBOUR AND BIODIVERSITY	Dredging, Habitat Creation and Harbour Cleanup	Ongoing	Dredged approximately 30,000 cubic metres of sediment material from the mouth of the Don River to mitigate flooding and create new wildlife habitat at Tommy Thompson Park through specially designed cells which, over time, are converted to coastal wetland Addressed 16 calls reporting debris and spills to the Harbour Hotline – contributing to public enjoyment of Toronto’s waterfront and inner harbour
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

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	Five injuries occurred in the workplace
TOTAL LOST DAYS	Work to ensure there are no lost days as a result of workplace injuries	Not Achieved	28 total lost days due to workplace injury
STAFF WELLNESS PROGRAM	Promote Health and Wellness in the Workplace	Achieved	Continued to enhance PortsToronto Wellness Program by offering training programs and workshops to employees to promote both physical and mental health in the workplace

Performance Summary 2019



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
DON RIVER MOUTH NATURALIZATION AND PORT LANDS FLOODING PROTECTION	Support the Don River Mouth Naturalization and Port Lands Flooding Protection Project	Ongoing	Continued partnership with EllisDon and McNally Marine to dredge the EllisDon waterfront site as part of the Don Mouth River Naturalization and Port Lands Flood Protection project
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, while marine cargo arriving and managed at the Port of Toronto supports nearly 1,566 jobs in Ontario
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 PortsToronto environmental initiatives with the United Nations Sustainable Development Goals
BULLFROG POWER	Continue purchase and use of renewable electricity for all PortsToronto operations	Goal	Review partnership with Bullfrog Power every four years, thereby optimizing green electricity efforts by continuously exploring new and innovative ways of reducing energy consumption
PORTSTORONTO SEABIN PROJECT	Continue planning the implementation of phase three of the PortsToronto Seabin Pilot Project	New Goal	Continue planning for the implementation of phase three of the PortsToronto Seabin Program
EQUIPMENT UPGRADES	Retire low-performing vehicles	Goal	Ongoing replacement of operational vehicles and equipment with hybrid models, where commercially feasible
ENVIRONMENTAL DESIGNATION FOR OUTER HARBOUR MARINA	Work toward achieving Diamond or Platinum designation in the Clean Marine Program and becoming Blue Flag certified	Goal	<p>The Outer Harbour Marina has achieved the Green Anchors Gold rating in the Clean Marine Eco-Rating Program for eight consecutive years</p> <p>Work continues toward achieving Diamond or Platinum designation in the Clean Marine Program within a framework of two to five years</p> <p>Work will begin toward becoming Blue Flag certified</p>
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

2020 Goals and Targets



ENVIRONMENTAL STEWARDSHIP



Sustainability Indicator	Target / Goal	Progress	Details
ORGANIC WASTE COLLECTION AND DIVERSION	Outer Harbour Marina waste-diversion program	Goal	Continue to communicate proper waste disposal guidelines at the Outer Harbour Marina to improve waste diversion
	Improve accuracy of waste-diversion reports	Goal	Continue to improve the accuracy of waste-diversion reports at PortsToronto and promote recycling, re-purposing and composting among employees
NOISE MANAGEMENT	Address community noise complaints and mitigation initiatives in Community Liaison Committee meetings	Goal	Continue to address noise complaints and hold six Noise Sub-Committee meetings in 2020 Implement two additional Noise Monitor Terminals (NMTs) to provide ongoing noise-level data to the airport's noise management office
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

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	Engage waterfront and broader community in waste literacy	Goal	Support and work closely with the University of Toronto Trash Team on plastic pollution research and waste literacy outreach programs
	Communicate PortsToronto sustainability initiatives to tenants and partners		Communicate PortsToronto's efforts to eliminate the use of single-use plastics to encourage and promote the adoption of these initiatives by our tenants and partners
PROTECTING THE HARBOUR	Dredging, Habitat Creation and Harbour Cleanup	Goal	Continue annual dredging operations to remove sediment material from the mouth of the Don River, aiming to mitigate flooding and create new wildlife habitat at Tommy Thompson Park through specially designed cells which, over time, are converted to coastal wetland Continue to respond to Harbour Hotline calls reporting debris and spills in the Toronto Harbour

2020 Goals and Targets



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
	Don River Mouth Naturalization and Flood Protection	Goal	Continue to provide support to the City of Toronto, the Toronto and Region Conservation Authority, and Waterfront Toronto to re-naturalize the Don River and protect the Port Lands from flooding
	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 the owners and operators of key transportation hubs located on Toronto's shores, PortsToronto appreciates that a sustainability plan inclusive of environmental protection and green business operations is important to our long-term future as a business and the role we play in making connections between Toronto and the world.

In our efforts to keep the harbour safe and clean, prevent flooding, build natural habitat, power our operations using renewable hydro sources and lower our carbon footprint, we are striving to ensure that we reduce the environmental impact of our operations through meaningful 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.

PortsToronto'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. PortsToronto’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 PortsToronto 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

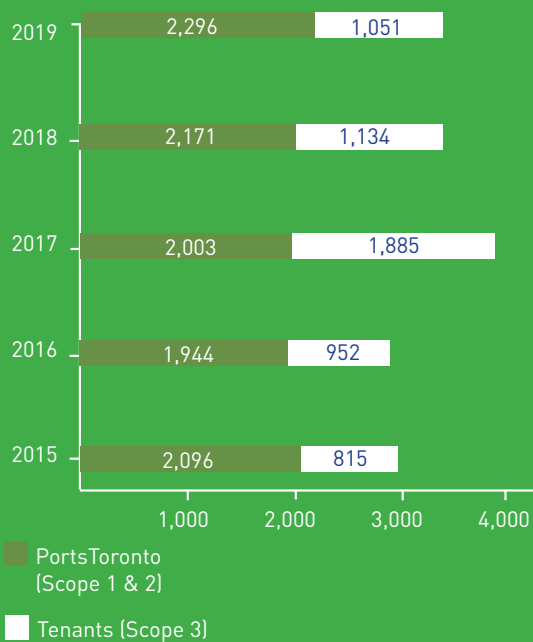
PortsToronto continues to participate in consultations on the draft 2019-2022 Federal Sustainable Development Strategy, as part of the Federal Ministry of Environment and Climate Change’s plan toward a more sustainable future.



I. Carbon Targets and Climate Change Action Plan



Annual GHG Emissions by Scope for PortsToronto 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 PortsToronto are 233 tonnes CO₂e in 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

PortsToronto works to manage emissions and energy use across our operations.

PortsToronto's Scope 1 GHG emissions arise from the energy used in our buildings, the vehicles and equipment used at Billy Bishop Airport and our port and marina operations 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 total emissions have been relatively stable over the last 5 years.

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

Our Scope 2 emissions are 0 due to our use of 100% renewable electricity for all PortsToronto's direct operations.²

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



Advancing Environmental Excellence

PortsToronto is committed to go beyond compliance by being a participant of the Green Marine environmental certification program since 2009.

Green Marine is a voluntary initiative promoting a culture of continuous improvement for ports, terminals, shipyards, Seaway corporations and ship owners across North America. The program offers a detailed framework for maritime companies to first establish and then reduce their environmental footprint.

Each participant completes Green Marine's detailed annual self-evaluation. Reports are independently verified every two years to ensure the program's rigor and credibility. The results determine the participant's ranking for each performance indicator on a 1-to-5 scale. Level 1 constitutes the monitoring of regulations, while Level 5 indicates leadership and excellence. The process is also transparent, as each individual results are made public at the end of the month of May every year. Participants, such as PortsToronto, have to demonstrate year-over-year improvement in measurable ways to maintain their Green Marine certification.

For example, PortsToronto increased its results from a level 1 to a level 4 between the reporting years of 2009 and 2018 for the Greenhouse gases (GHG) indicator. For the GHG indicator, it means the port completed a detailed inventory of GHGs and air pollutants emitted on the participant's entire area of jurisdiction, and adopted an energy performance plan, which defines reduction measures and establishes reduction targets. PortsToronto also achieved a level 4 for the Environmental Leadership performance indicator.

Green Marine is pleased to count PortsToronto among its certified participant!

David Bolduc
Executive director



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, PortsToronto has implemented several initiatives aimed at reducing the emissions from the vehicle fleet and buildings that support our business operations. Our carbon reduction strategy focuses on:

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



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

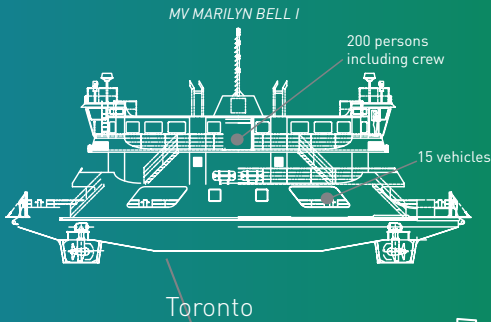
About the name:
The *Marilyn Bell I* is named for the Canadian icon who was the first person to swim across Lake Ontario, and later the English Channel and the Juan de Fuca Strait.



Marilyn Di Lascio (née Bell) pictured in front of her namesake, *The Marilyn Bell I*.

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 Ornge medevac emergency transport.





I. Carbon Targets and Climate Change Action Plan



“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.”

— Mayor of Toronto,
John Tory

HOW WILL IT WORK?

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

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

A phased approach to greening the airport’s ferry operations began in 2018 when the *Marilyn Bell I* was converted from diesel to bio-fuel blend, which 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 PortsToronto’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 PortsToronto through the Airport Improvement Fee.



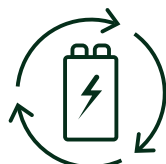
Powered by 100 per cent Bullfrog Power® renewable electricity.



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, PortsToronto has displaced more than 23,859 tonnes of CO₂. This is the equivalent of taking 5,034 cars off the road for one year or diverting more than 7,563 tonnes of waste from the landfill. It is the amount of carbon that would be sequestered by more than 9,144 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, PortsToronto 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 at Billy Bishop Airport;
- Replacing end of life-cycle, gas-powered equipment for grass and vegetation control with battery-operated technology;
- Replacing the port security vehicle with a compact, battery-powered electric vehicle;
- Replacing the mail-service delivery vehicle with a high-efficiency diesel engine that will provide better fuel efficiency and lower emissions; and,
- Replacing the former gas-powered forklift with a new propane-powered forklift that will aid in reducing emissions.



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. PortsToronto continues to be among the largest green energy purchasers in the country by bullfrogpowering all of its facilities and operations with clean, renewable electricity.

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

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 PortsToronto's facilities and operations. Across Canada, Bullfrog Power's green electricity comes from a blend of wind and low-impact hydro power sourced from new Canadian renewable energy facilities.

Through its partnership with Bullfrog, PortsToronto also supports green energy projects in diverse communities throughout Canada. The port authority 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.

PortsToronto's commitment to sustainability goes beyond energy, which it demonstrated in 2019 when its Outer Harbour Marina became the first commercial installation of Seabins in Canada. These floating trash bins help protect aquatic ecosystems by collecting floating debris and microplastics.

PortsToronto is cleaning waterways, reducing CO₂ emissions, and helping Canada transition to a cleaner energy grid. By choosing clean power and encouraging sustainable actions at Billy Bishop Airport, the Outer Harbour Marina, and beyond, PortsToronto is leading the way to a renewably powered future. Supporting green energy—and communicating the importance of sustainability—is essential if we are to achieve the goals set out by the IPCC.

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

Sean Drygas
EVP, Bullfrog Power Sustainability Solutions

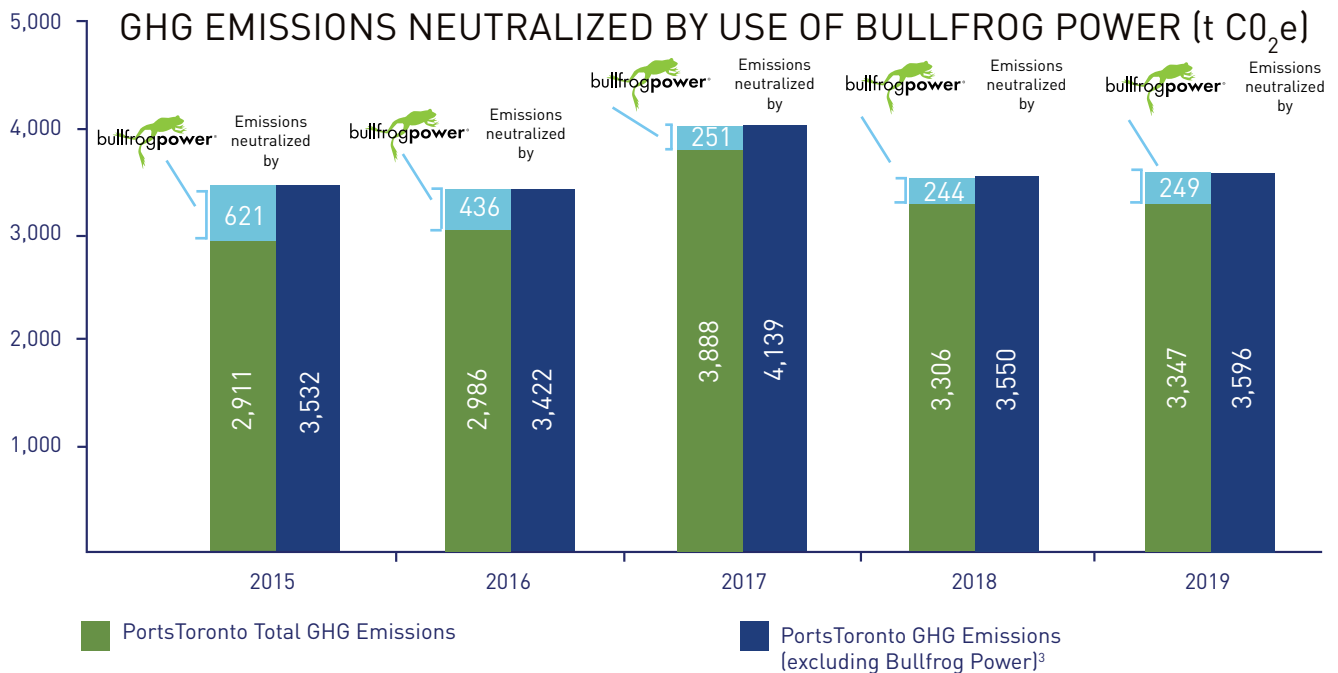
I. Carbon Targets and Climate Change Action Plan



CHOOSING RENEWABLE ENERGY: BULLFROG POWER

Since 2010, PortsToronto 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 PortsToronto’s operations. In 2019, PortsToronto reduced our Scope 1 and Scope 2 emissions by approximately 9 per cent by using Bullfrog Power’s clean energy, which comes exclusively from a blend of EcoLogoM-certified wind and low-impact hydro power.

PortsToronto also purchases Bullfrog Power on behalf of some of our tenants. PortsToronto is one of the top 10 purchasers of Bullfrog Power green electricity in the country. PortsToronto and Billy Bishop Airport are the only port authority and 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.



³Total Billy Bishop Airport GHG emissions (excluding Bullfrog Power) is equivalent to PortsToronto 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, PortsToronto 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

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.

HIGHWAY H₂O

One tonne of freight can travel 240 kilometres on a single litre of fuel by ship, whereas it can travel only 30 kilometres by truck. By operating the port and promoting shipping as a more efficient alternative to delivering goods to Toronto through programs like Highway H₂O, PortsToronto is working to minimize the road traffic and related emissions that result from transporting goods by truck.

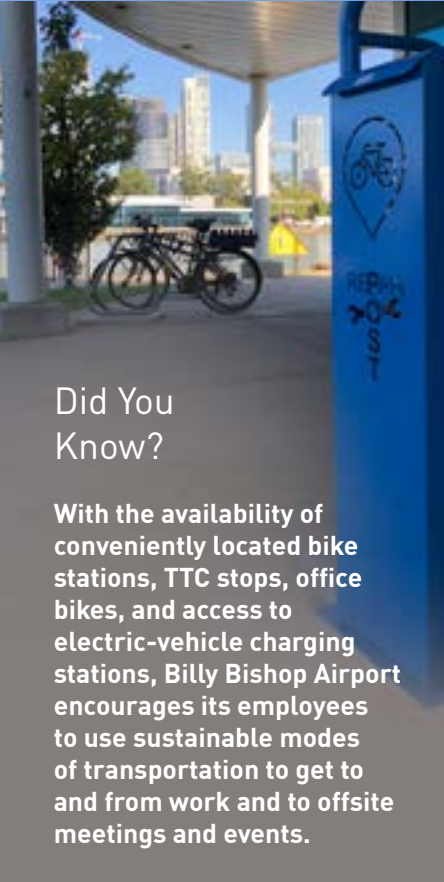
Since 1793, the Port of Toronto has served as Toronto's gateway to marine ports around the world. With the expansion of Toronto's urban landscape, construction materials based at the Port of Toronto's storage and staging areas travel shorter distances to get to the worksite, cutting down on construction costs, congestion and unnecessary fuel emissions.

In 2019, 2.3 million tonnes of bulk cargo, such as salt, sugar, cement and steel were delivered through the Port of Toronto. The cargo delivered by ship took approximately 52,000, 40-tonne trucks off Toronto's already congested roads and highways.





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.



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

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.

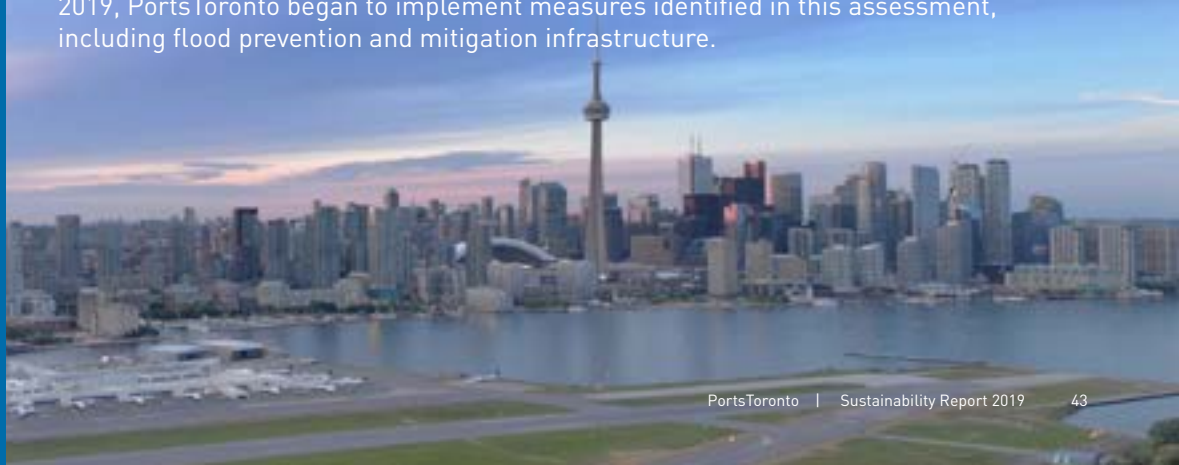
Billy Bishop Airport will continue to research and closely monitor innovative measures brought forward by leading airport and aviation experts, and collaborate with its tenants and partners on additional measures that could be implemented to further green airport operations. Further, Billy Bishop Airport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

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, PortsToronto 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.





II. Environmental Performance

Digitization of Archives

Following PortsToronto’s corporate headquarters move from 60 Harbour Street to 207 Queens Quay West in April 2019, nearly 10,000 documents have been digitized from its extensive historical archives—some dating as far back as the 19th century. The new digital archives will serve to further reduce PortsToronto’s paper consumption by creating easily accessible online databases and encourage staff to think twice before printing materials.

Environmental Laws

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

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

In 2019, there were no incidents of significant environmental non-compliance, no orders issued and no fines levied against PortsToronto by any regulatory agency. In December 2019, sampling of the effluent from the wastewater treatment facility at PortsToronto’s marine terminal properties identified two exceedances of our Environmental Compliance Approval, which is the first time an exceedance has occurred since the facility came into service 15 years ago. As PortsToronto contracts the management of the wastewater treatment facility at the marine terminal property to an external party, the contractor proactively self-reported the non-compliance with the provincial Ministry of the Environment, Conservation and Parks. While the treated effluent discharged into the surface water posed no impact to the natural environment, PortsToronto has put in place a proactive abatement plan to resolve future non-compliance from the wastewater treatment plant.

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

PortsToronto also undertakes regular detailed environmental compliance audits.





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.



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.

Environmental Management Systems

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

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

DE-ICING AND GLYCOL CONTAINMENT AT BILLY BISHOP AIRPORT

PortsToronto 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. PortsToronto 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, PortsToronto is also reviewing opportunities to recycle glycol.



II. Environmental Performance



Sustainable Procurement Policy

PortsToronto 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

In 2019, PortsToronto's Works and Environmental Services Department saw a nearly 10 per cent improvement in waste diversion rates.



In 2019, PortsToronto's hazardous waste recycling program ensured the appropriate, safe disposal of 175 pounds of hazardous waste.



Waste Management

PortsToronto 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, PortsToronto 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; and,
- Promote general recycling both at home and in the office.

Some of the ways in which PortsToronto manages waste include:

- The circular diversion of all food waste in each business unit through PortsToronto's 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; and
- Encouraging employees through newsletters and initiatives to think twice about waste diversion and to promote recycling and composting.



II. Environmental Performance



PortsToronto 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, PortsToronto's 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.

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.

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. 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. Battery recycling bins are located in all PortsToronto business units with weekly pickup service in effect.



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**

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 PortsToronto 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 PortsToronto's food waste, are full of microbes that continuously feed nutrients to plants and vegetables through the soil. PortsToronto 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.

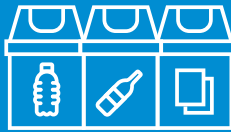
“During a 17-hour shift at the Billy Bishop Airport Firehall, firefighters and airfield maintenance will often cook and eat meals together in the hall kitchen. As a result, the volume of food scraps produced in the airport firehall is typically more significant than in other business units. We applaud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

— Michael Leonard, Wildlife Management, Billy Bishop Airport



Did You Know?

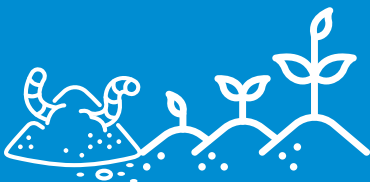
1,429 pounds of food waste diverted from landfill to Wastenot Farms equates to:



A volume of waste equivalent in volume to 21 beach balls prevented from ending up in landfills;



Avoiding the release of 3,852 kilometres of driving emissions;



Contributing to the organic fertilizing of five community gardens through PortsToronto’s food waste.



II. Environmental Performance

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

PortsToronto 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 Billy Bishop Airport lounge. When going through security at Billy Bishop Airport, passengers are required to empty their water bottles as liquids over 100 millilitres are not permitted by the Canadian Air Transport Security Authority (CATSA). The installation of water stations on the other side of security enables passengers to refill their water bottles, eliminating the need to purchase or use plastic bottles.

In 2019, PortsToronto's Sustainability Committee instituted a ban on the use of plastic straws in all its business units. Further, PortsToronto 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 of PortsToronto's business units, in addition to the passenger lounges at Billy Bishop Airport and the tenant spaces at the Outer Harbour Marina.



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.





II. Environmental Performance

Did you know?

In 2018, Canadians removed over 116,000 kilograms of litter from shorelines across Canada through the Great Canadian Shoreline Cleanup. The most commonly littered items on our shorelines are single-use or short-lived products (many containing plastics) such as cigarette butts, bottles and caps, bags and straws.



CASE STUDY CLEAN WATER: OUR FUTURE

BACKGROUND

In recent years, Lake Ontario's unprecedented high water levels washed ashore metal and plastic debris, old wooden piles and cables, and large amounts of driftwood at various locations on the Toronto Islands. In response to this, the Toronto and Region Conservation Authority (TRCA) brought together volunteers from the Greater Toronto Sewer and Watermain Contractors Association, Galcon Marine, City of Toronto Parks, Forestry and Recreation, the Toronto Police Marine Unit and PortsToronto to collaborate on a shoreline cleanup in October 2018. A total of 15 tonnes of debris was collected and removed during the inaugural Clean Water Our Future event, including a sunken golf cart, abandoned boats, metal piping, driftwood and plastics.

In September 2019, PortsToronto volunteers once again joined forces with the Toronto and Region Conservation Authority, the City of Toronto Parks, Forestry and Recreation department, the Toronto Police Marine Unit, Swim Drink Fish, and the Greater Toronto Sewer and Watermain Contractors Association for Clean Water Our Future.

Pooling resources and volunteers, the collective planted 38 trees at Toronto Island Park and focused on the removal of large, heavy items submerged in the waters of Lake Ontario. Toronto Police Service's Marine Unit Dive Team located and attached cables to sunken items while PortsToronto's Works and Environmental Services Department, aboard the Iron Guppy tugboat, extracted them from the waters of the Eastern Gap off Ward's Island and removed them by barge.

A total of four tonnes of debris was collected and removed over the course of the day. Among the notable items removed were two sunken bikes, two lawn mowers, a microwave, a large piece of scaffolding and any driftwood, plastic or manufactured material that posed a navigational hazard. As a guardian and steward of Toronto's waterfront resources, PortsToronto was proud to collaborate with the broader waterfront community to ensure future generations can continue to enjoy the city's vibrant shores and waterways.





II. Environmental Performance



“By collaborating with our partners, we are able to have a greater collective impact in protecting and restoring our natural environment. TRCA has always enjoyed an excellent working relationship with PortsToronto, and was proud to join forces with this incredible team of volunteers to support the recovery of the Toronto Islands and clean up after this year’s record-breaking high Lake Ontario water level event.”

— John MacKenzie, CEO, Toronto and Region Conservation Authority



Did You Know?

The driftwood collected by PortsToronto is delivered to a facility where it is carefully separated, inspected and repurposed into raw material for the manufacturing of animal bedding and mulch, among other things.



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.



CONTINUED IMPROVEMENT

PortsToronto is committed to the continual improvement of responsible waste management. While we recognize that our waste management practices are strong in some areas, such as the Green Bins Growing composting and battery recycling programs, there is room for improvement in others.

Although PortsToronto's overall waste diversion efforts were largely positive in 2019, challenges remain. The Outer Harbour Marina, home to more than 600 boats and their occupants, again recorded the lowest waste diversion rate of PortsToronto's business units. Waste receptacles at the Outer Harbour Marina are divided into sections for landfill waste and recycling; however, the recycling containers often become contaminated with landfill waste.

High water levels throughout the 2019 boating season further impacted the marina's diversion rates, despite implementing signage to simplify the waste diversion process and providing occupants with guidelines for waste diversion throughout the boating season.

This year, the Outer Harbour Marina focused on clean water with the implementation of our Seabins Pilot Project, the first commercial installation of the floating trash bins in Canada. Read more about the project [here](#).

There are more than six million bits of plastic per square kilometre in the Great Lakes. That's similar to the Great Pacific Garbage Patch.





II. Environmental Performance

Did You Know?

As part of the City-Side Modernization Project, PortsToronto will implement permeable paving to reduce storm water runoff and urban heat island effect.



Sustainable Site Design

Best practices related to sustainability and environmental protection are followed by PortsToronto and its contractors during all planning, development and operational phases of any project activity. The following initiatives have been implemented by PortsToronto 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.

SUSTAINABLE SEWAGE SOLUTIONS

PortsToronto's wastewater treatment facility at the Marine Terminal property manages sewage by means of a Rotating Biological Contactor (RBC). Also known as rotating biological filters, RBCs are fixed-bed reactors consisting of stacks of rotating disks mounted on a horizontal shaft. They are partially submerged and rotated as wastewater flows through. RBCs are used in conventional wastewater treatment plants as secondary treatment after primary sedimentation of domestic grey or blackwater, or any other biodegradable effluent. The microbial community is alternately exposed to the atmosphere and the wastewater, allowing both aeration and assimilation of dissolved organic pollutants and nutrients for their degradation.





II. Environmental Performance

Did You Know?

Queens Quay Terminal, where PortsToronto headquarters is located, uses water from the Inner Harbour for air conditioning in the summer, reducing the building's electrical consumption.



Implementing Sustainable Practices with our Partners

DON RIVER MOUTH NATURALIZATION

PortsToronto works with agencies from all levels of government and First Nations communities toward building a sustainable marine environment and is providing support to the City of Toronto, the Toronto and Region Conservation Authority and Waterfront Toronto to naturalize the Don River and protect the Port Lands from flooding. PortsToronto management and staff provide ongoing support to this project as members of technical working groups, both by providing operational advice and ensuring continued navigation safety of the Toronto Harbour.

FLOOD PREVENTION PROJECT

Through its partnership with EllisDon, PortsToronto is contracted to dredge as part of the Don River Mouth Naturalization and Port Lands Flood Protection project. Sediment dredged from this location is brought to the Leslie Street Spit Confined Disposal Facility (CDF) by a scow barge towed by PortsToronto's Iron Guppy tugboat. The cell, one of three, was designed by PortsToronto to properly contain the natural materials dredged from the channel and other parts of the harbour. The first two cells have been capped and developed into a natural habitat for fish, mammals and birds. The third cell will remain an active site for dredged materials with capacity for the next 30 to 40 years. As a member of Aquatic Habitat Toronto (AHT), PortsToronto undertook this work to improve and restore aquatic habitat in support of the Toronto Waterfront Aquatic Habitat Restoration Strategy and the objectives of the Great Lakes Water Quality Agreement (GLWQA 2012) as well as the Canada-Ontario Agreement on Great Lakes Water Quality and Ecosystem Health (COA 2014).

NORTHAM REALTY—30-DEGREE DAY CONSERVATION PROGRAM

As a Northam building tenant, PortsToronto's corporate office actively participates in Northam's 30-Degree Day Conservation Program. On hot summer days when temperatures exceed 30 degrees, Northam buildings decrease electricity loads in common areas and encourage tenants to turn off unnecessary equipment and systems, use revolving doors to preserve indoor temperatures, close perimeter window blinds and use the stairs instead of the elevators — all in the interest of conserving energy and collectively improving our environmental footprint.



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.

NIEUPORT
AVIATION

Did You know?

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.

FLYGTA

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

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



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.



III. Environment and Community Health

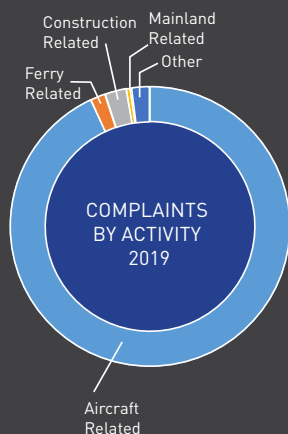
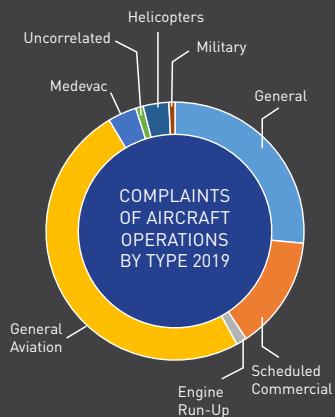


2019 ANNUAL NOISE MANAGEMENT REPORT

BILLY BISHOP TORONTO CITY AIRPORT



By the numbers



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.

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, PortsToronto 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, the Noise Management Sub-Committee of the Community Liaison Committee (CLC) will play an important role in this study.

We are 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.

III. Environment and Community Health



Ground Run-Up Enclosure (GRE)

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 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.

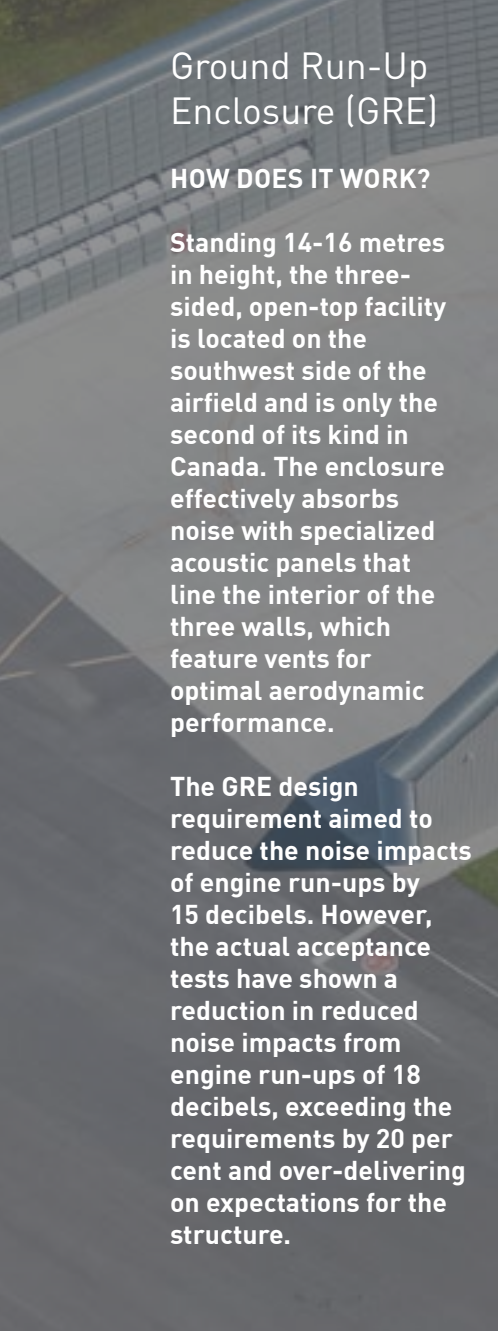
WEBTRAK

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.

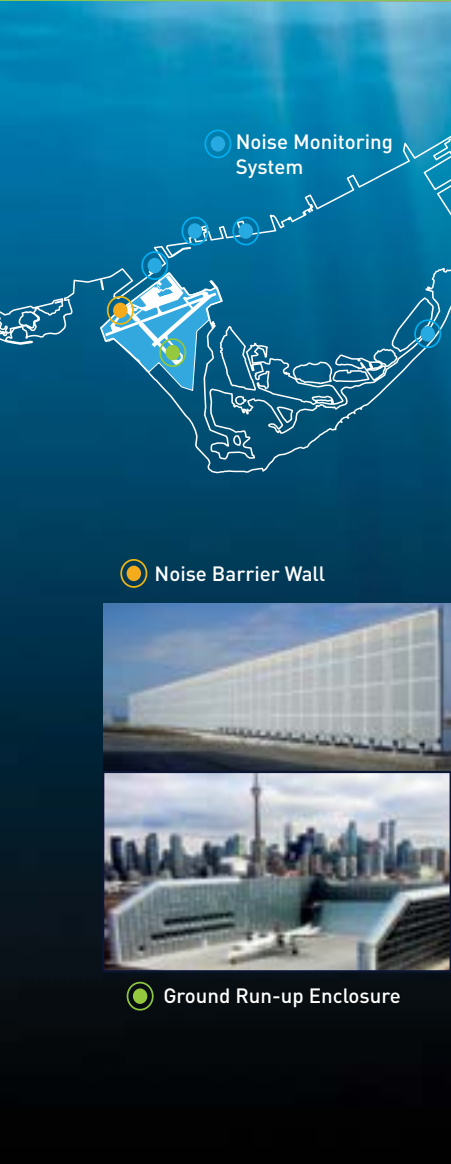
GROUND RUN-UP ENCLOSURE

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, PortsToronto 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 early December 2019, NAV CANADA, in collaboration with PortsToronto, implemented enhanced arrival procedures for aircraft operators at Billy Bishop Toronto City Airport. By leveraging satellite-based navigation capabilities, these new arrival procedures and flight paths 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) 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



PortsToronto 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, PortsToronto 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, PortsToronto 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* 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 already 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 has 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 Report⁴ 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.



⁴The 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, PortsToronto 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. PortsToronto 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.

In 2019, PortsToronto implemented a new Bicycle Maintenance Station for cyclist convenience. A valuable addition to cycling infrastructure at the airport, the maintenance station features a full complement of commonly required tools and two bike hangers able to accommodate any style of bicycle.

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.

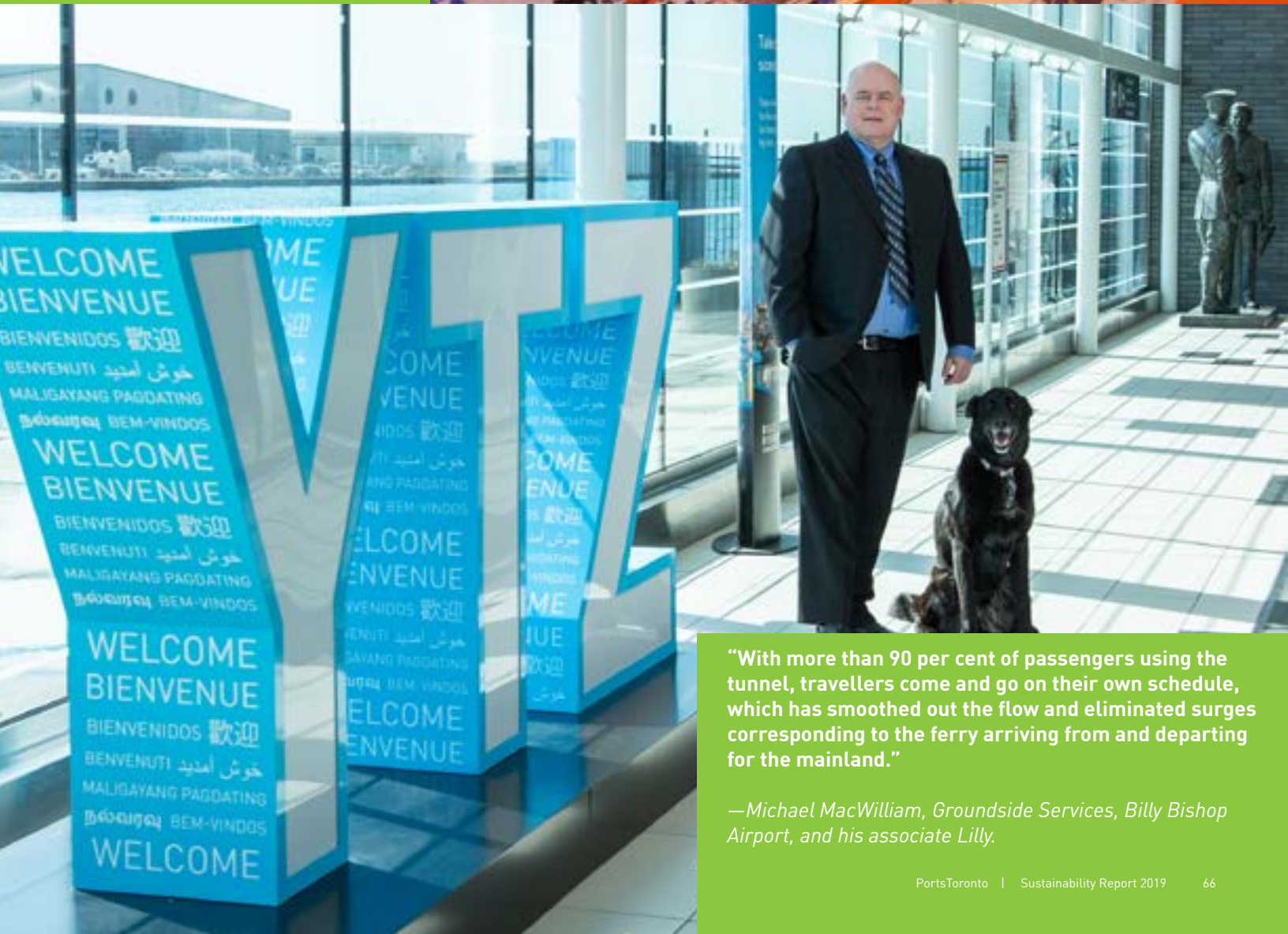
Ridership continued in the winter months with 50 rides generated per day from this location. In 2019, two new stations were installed within 300 metres of the Bathurst/Eireann Quay intersection to accommodate the demand for bike share in this area: one in Little Norway Park, and one at the Fort York/Bathurst 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 PortsToronto's operations, which are conducted in a manner consistent with preserving natural habitat and giving back to the communities we serve.

Our commitment to environmental issues prompted us to become an active member of the Aquatic Habitat Toronto Team since its inception in 2003. The Aquatic Habitat Toronto Team is a consensus-based partnership among agencies with a vested interest in the improvement of marine habitat on the Toronto waterfront.

Team partners include Fisheries and Oceans Canada, the Ontario Ministry of Natural Resources and Forestry, Toronto and Region Conservation Authority, and Waterfront Toronto, with key participants from Environment Canada and in consultation with the City of Toronto. Aquatic Habitat Toronto is responsible for the implementation of the Toronto Waterfront Aquatic Habitat Restoration Strategy.

Striving to create a more sustainable waterfront through an ecosystem approach, the strategy seeks to increase ecological integrity, provide suitable conditions for the maintenance of self-sustaining aquatic communities and improve ecological connectivity. Conservation design in the strategy is based on native naturalized species. Human usage of the shoreline and nearshore waters was taken into account during development of the design, and the strategy for it was based on a consultative, consensus-based approach involving stakeholders and the public.

A key priority of PortsToronto is to help ensure the safety and enjoyment of those who use Toronto's harbour. This priority goes hand in hand with our commitment to ensuring that the unique biodiversity of the waterfront is equally preserved and enhanced.



IV. Ecosystem Protection



DREDGING AND WETLAND CREATION

Thousands of tonnes of sediment build up every year where the Don River empties into the Keating Channel. This sediment, if not removed, could cause the river to back up and result in flooding. For this reason, maintenance of the river mouth is imperative to prevent siltation and debris from spilling into the harbour.

Each year, approximately 30,000 cubic metres of sediment material is removed from the mouth of the river through PortsToronto's dredging process. Dredging removes sediment in order to achieve a navigable river depth and allow the smooth flow of water and ice through the Keating Channel.

Dredging involves scooping material from the bottom of the channel using an excavator. Once removed, the natural sediment is transported by dump scow barges to the Leslie Street Spit for containment in one of the specially designed cells or Confined Disposal Facility (CDF). The cells were specially designed by PortsToronto to properly contain the natural materials dredged from the channel and other parts of the harbour.

Over time, this process provides new habitats for marsh birds, turtles, small mammals and native fish while helping to prevent flooding and the potential for debris to enter the harbour. PortsToronto and the Toronto and Region Conservation Authority (TRCA) completed the Cell 1 Wetland Creation Project in 2007. The CDF was converted into a seven-hectare coastal wetland that has significantly increased fish populations, with reports of pike and walleye returning to the harbour.

The Cell 2 wetland was officially completed in September 2016. This cell provides an additional 9.3 hectares of habitat for a variety of fish and wildlife and more green space for the recreational enjoyment of the surrounding communities. The remaining cell will continue to be used for dredged materials for the next 30-40 years until its capacity is reached. Once capped, a further 700 to 800 hectares of wetland will become part of Tommy Thompson Park.



IV. Ecosystem Protection



PortsToronto manages a 24/7 Harbour Hotline to assist with removing large-scale debris from the harbour and collaborates with waterfront partners such as the TRCA on annual initiatives such as the Clean Water Our Future-Toronto Islands annual event. This year, the PortsToronto team also took part in tree planting on Centre Island to replace trees damaged during the high water levels experienced over the last few years.



PortsToronto's dredging activities assist with flood prevention, maintaining a safe navigable harbour for vessels, and create natural habitat at the Leslie Street Spit.

MANAGING THE EFFECTS OF RECORD-HIGH WATER LEVELS WITH OUR PARTNERS

Lake Ontario experienced record-high water levels in 2017 of 75.88 metres and just two years later in 2019, exceeded that level with a new record of 75.92 metres⁵. As a result, Toronto has been subject to severe flooding, particularly on the Toronto Islands.

In order to both mitigate the effects of flooding and assist in restoration efforts, PortsToronto is working closely with waterfront partners including the City of Toronto and Toronto Region Conservation Authority. In 2020 and beyond, PortsToronto will continue to play an important role in supporting flood mitigation efforts in Toronto through its annual dredging activities, maintaining key infrastructure assets and working to restore the impacts to the natural landscape, such as erosion caused by high water levels.



⁵The International Joint Commission (IJC), October 2019

IV. Ecosystem Protection



The International Joint Commission (IJC) is guided by the Boundary Waters Treaty, signed by Canada and the United States in 1909. The IJC's recommendations and decisions take into account the needs of a wide range of water uses, including drinking water, commercial shipping, hydroelectric power generation, agriculture, ecosystem health, industry, fishing, recreational boating and shoreline property.

What is causing high water levels in the Great Lakes?

According to the International Joint Commission, responsible for managing the watersheds affecting water levels and flows across the Canada-United States boundary, the high water levels observed in 2019⁶ are the result of several separate extreme weather conditions occurring in the same year:

- Persistently high flows from Lake Erie into Lake Ontario, eventually exceeding record highs by spring 2019;
- Above-average precipitation within the Lake Ontario-St. Lawrence basin from late fall through spring; and,
- A record-setting flood event on the Ottawa River that joins the St. Lawrence River near Montreal, the second in three years.

These conditions were the primary drivers that led to the record water levels on Lake Ontario and the St. Lawrence River.

PortsToronto and its waterfront partners are in regular contact with the International Joint Commission to ensure they are kept apprised of any updates as they pertain to Toronto.



⁶The International Joint Commission (IJC), October 2019

IV. Ecosystem Protection



Congratulations to everyone at PortsToronto for launching the next phase of the Seabin program. I look forward to seeing even greater success as your innovative Seabins continue to remove plastics & microplastics from Lake Ontario to make it cleaner for future generations.

-The Honourable Jeff Yurek,
Minister of the Environment,
Conservation and Parks

SEABIN PILOT PROGRAM

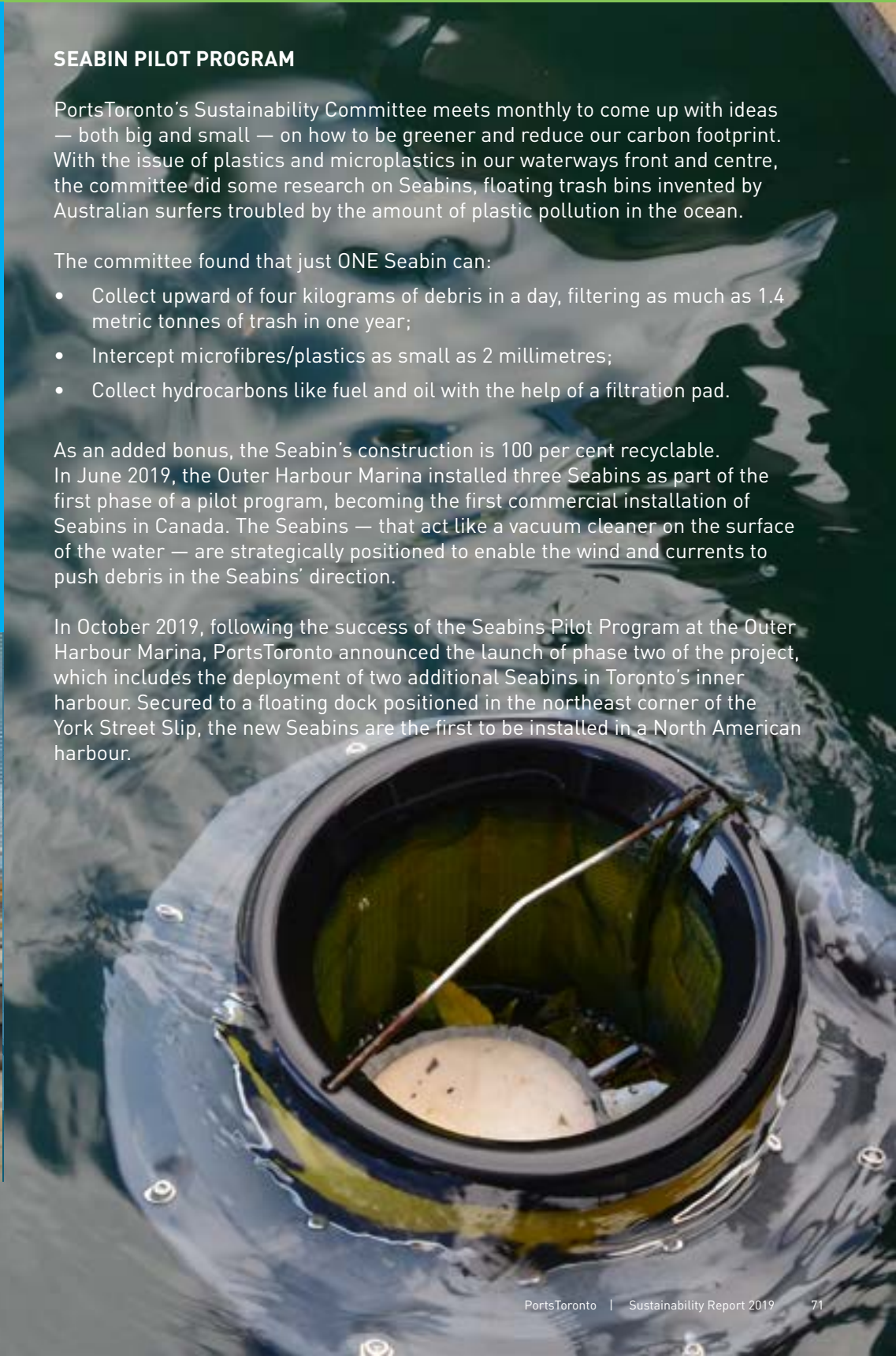
PortsToronto's Sustainability Committee meets monthly to come up with ideas — both big and small — on how to be greener and reduce our carbon footprint. With the issue of plastics and microplastics in our waterways front and centre, the committee did some research on Seabins, floating trash bins invented by Australian surfers troubled by the amount of plastic pollution in the ocean.

The committee found that just ONE Seabin can:

- Collect upward of four kilograms of debris in a day, filtering as much as 1.4 metric tonnes of trash in one year;
- Intercept microfibrils/plastics as small as 2 millimetres;
- Collect hydrocarbons like fuel and oil with the help of a filtration pad.

As an added bonus, the Seabin's construction is 100 per cent recyclable. In June 2019, the Outer Harbour Marina installed three Seabins as part of the first phase of a pilot program, becoming the first commercial installation of Seabins in Canada. The Seabins — that act like a vacuum cleaner on the surface of the water — are strategically positioned to enable the wind and currents to push debris in the Seabins' direction.

In October 2019, following the success of the Seabins Pilot Program at the Outer Harbour Marina, PortsToronto announced the launch of phase two of the project, which includes the deployment of two additional Seabins in Toronto's inner harbour. Secured to a floating dock positioned in the northeast corner of the York Street Slip, the new Seabins are the first to be installed in a North American harbour.



IV. Ecosystem Protection



1 SEABIN

Can collect more than four kilograms of waste per day including microplastics, floating natural debris and larger plastic waste.



100% Recyclable

Seabin construction is 100% recyclable.



2 mm microplastics

The Seabins can capture microplastics as small as 2 millimeters—smaller than a grain of rice.



2000 pieces of plastic

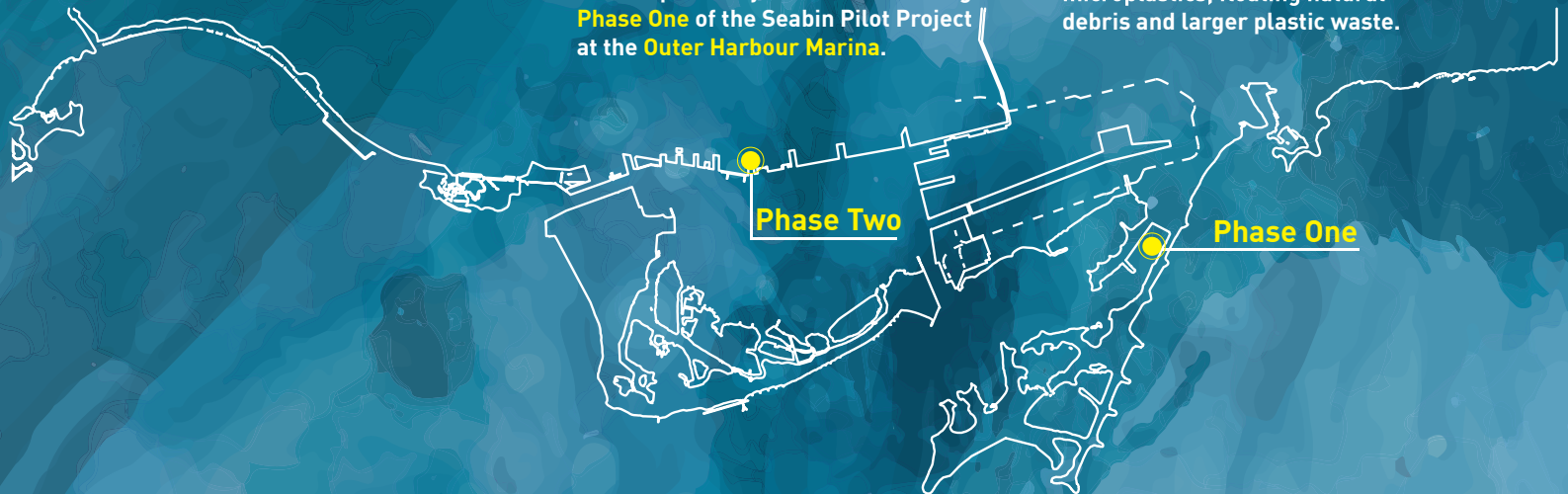
(24 hours)

In 24 hours, 2000 pieces of plastic were captured by two Seabins during **Phase One** of the Seabin Pilot Project at the **Outer Harbour Marina**.



1.4 metric tonnes

One Seabin can collect 1.4 metric tonnes of waste per year including microplastics, floating natural debris and larger plastic waste.



Phase One:

Students with the University of Toronto Trash Team quantified and characterized debris captured by the Outer Harbour Marina's Seabins within a 24-hour period. Findings from phase one of the Seabin Pilot Program indicate that each Seabin at the Outer Harbour Marina typically collects two kilograms of litter per day and captured items ranging from floating natural debris to disposable gloves, plastic bottle caps, cigarette butts, Styrofoam pieces and plastic grocery bags. These bins also trapped microplastics, including industrial plastic pellets. Read their blog to learn [more](#).

Phase Two:

As part of phase two of the Seabins Pilot Program, the Trash Team quantified and categorized plastics and microplastics captured over a seven-day period to measure the efficacy of Seabins over time. In addition, the students conducted visual surveys to quantify and characterize debris across the Inner Harbour to help identify sources and fate of plastic pollution locally.

IV. Ecosystem Protection



Did You Know?

Canadians throw away over three million tonnes of plastic waste every year.⁷



Councillor Cathie Jamieson of the *Mississaugas of the Credit First Nations* delivers the land acknowledgement at the launch of phase two of the Seabin Project at Pier 6.

How does a Seabin work?

The Seabin moves up and down with the natural flow of water, collecting all floating debris. Water is sucked in from the surface and passes through a catch bag inside the Seabin, with a submersible water pump capable of displacing 25,000 LPH (litres per hour), plugged directly into 110/22V outlet. The water is then pumped back into the marina, leaving litter and debris trapped in the catch bag to be disposed of properly. Just one Seabin can collect upward of four kilograms of debris in a day, filtering as much as 1.4 metric tonnes of trash in one year.

University of Toronto Trash Team

To ensure that the Seabins also serve a research and education function, PortsToronto took the added step of partnering with the University of Toronto Trash Team on a student-research project led by Dr. Chelsea Rochman, Assistant Professor of Ecology and Evolutionary Biology.

As part of this collaborative initiative, students from the Rochman Lab collected and analyzed the plastics and microplastics captured by the Seabins to determine the origination of some of these materials. This process will, in turn, better inform the Trash Team's solutions-based research and community outreach program, which ultimately seeks to increase waste literacy and prevent plastics and microplastics from entering waterways in the first place.



⁷Environment and Climate Change Canada

IV. Ecosystem Protection



“In our lab at the University of Toronto, we find large plastic debris and microplastics in our local rivers, in the Toronto Harbour and in Lake Ontario. This litter leads to contamination of the local fish and contamination of our drinking water. We established the U of T Trash Team to increase waste literacy in our community and help translate the science to the people that make decisions on our waterfront. Naturally, we partnered with PortsToronto at inception to explore collaborations that bring technologies to our waterfront to capture plastic pollution before it contaminates our lake. Since day one, PortsToronto has been supportive of our mission and we are thrilled to partner with them on this fantastic initiative that will further plastic prevention, research and community outreach.”

- Dr. Chelsea Rochman, Assistant Professor of Ecology and Evolutionary Biology, University of Toronto



URBAN LITTER CHALLENGE

In September 2019, PortsToronto CEO Geoffrey Wilson and members of the Sustainability Committee were proud to support the University of Toronto Trash Team’s inaugural Urban Litter Challenge.

Part of the Great Canadian Shoreline Cleanup, the Urban Litter Challenge asked teams of University of Toronto students to collect litter in the neighbourhoods surrounding their campus. The challenge also encouraged students to think about the interconnectivity of our watershed, where storm drains connect with larger waterways and render inland litter a danger to Lake Ontario. In all, 80 volunteers managed to collect 50 kilograms of trash from the local watershed, filling 50 garbage bags’ worth of litter and recycling throughout the day.

IV. Ecosystem Protection



Our Feathered and Four-Legged Friends.

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

WILDLIFE MANAGEMENT

PortsToronto has dedicated wildlife officers and works with Falcon Environmental Services — a recognized leader in the field of wildlife management — at both Billy Bishop Airport and the Port of Toronto. To ensure the safety of our passengers — and in accordance with Transport Canada requirements and Canadian Aviation Regulations — Billy Bishop Airport, like all major airports across North America, runs a comprehensive Wildlife Management Program dedicated to keeping birds out of aircraft flight paths and ensuring runways are free of birds and other wildlife.

As part of the airport's program, our dedicated wildlife officers deter birds and other wildlife by using natural deterrence methods, such as monitoring movements and behaviour, maintaining proper grass levels and landscaping, using falcon kites and installing physical barriers.



IV. Ecosystem Protection



Billy Bishop Airport Therapy Dogs Program

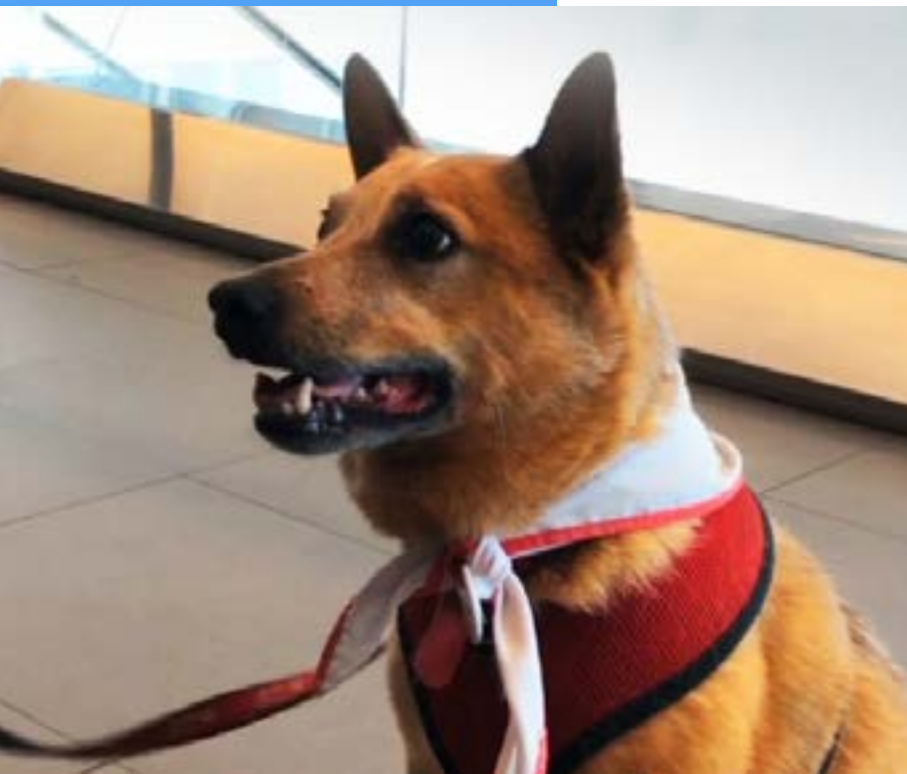
In June, popular therapy dog Pablo took over Billy Bishop Airport's Instagram Stories to highlight the Saint John Ambulance Therapy Dog program at Billy Bishop Airport. Pablo and his human friend John spent the morning in the passenger lounges, greeting passengers and bringing smiles to faces while documenting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



IV. Ecosystem Protection



Approximately 150 million pounds (more than 68,000 tonnes) of dredgeate, debris and driftwood is removed from the harbour each year —the equivalent weight of about 102 cars' worth of material every day.

HARBOUR CLEAN-UP PROGRAM AND HOTLINE

As part of our commitment to keeping the harbour clean, PortsToronto manages a 24/7 Harbour Hotline (416-462-3937) and responds immediately to reports of pollution, spills and debris in the harbour. Through the program, we remove approximately 150 million pounds (more than 68,000 tonnes) of dredgeate, debris and driftwood from the harbour each year — the equivalent weight of about 102 cars' worth of material every day.

In 2019, PortsToronto crews responded to 16 calls reporting debris and spills to the Harbour Hotline.

68,000 tonnes
of dredgeate, debris and
driftwood is removed from
the harbour each year

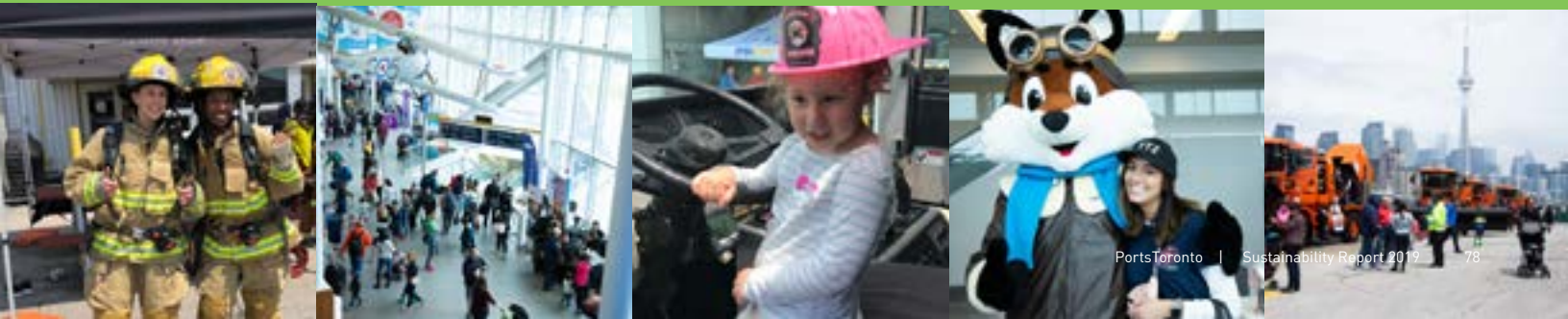


102 cars'
worth of
material
every day





Part 2: Community



Part 2: Community



As part of Toronto’s thriving mixed-use waterfront, PortsToronto makes it a priority to work with the local community to ensure balance. As the owner and operator of an active port, marina and the ninth-busiest airport in Canada, PortsToronto is committed to investing in the waterfront.

PortsToronto’s targeted priority areas related to community engagement are:

I.

Stakeholder
and Community
Engagement

II.

Community
Investment

III.

Community
Initiatives



I. Stakeholder and Community Engagement



The Billy Bishop Airport Master Plan has since won the ACI-NA Environmental Award in the Environmental Improvement with Limited Resources category.

Billy Bishop Toronto City Airport Releases Updated Master Plan

In November 2019, PortsToronto released an updated Master Plan for Billy Bishop Toronto City Airport — 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.

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

COMMUNITY AND STAKEHOLDER ENGAGEMENT

The planning process for the Billy Bishop Airport Master Plan, 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.

The updated Billy Bishop Toronto City Airport Master Plan that was released in November 2019 won the Airports Council International (ACI_NA) Environmental Achievement Award.

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

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

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



CANADIAN PORTS MODERNIZATION REVIEW

In spring 2018, Transport Canada launched the Canadian Ports Modernization Review to study areas such as innovation, trade logistics, safety, security, community engagement and sustainability. The initiative presented a unique opportunity for Canadian ports to work together with Transport Canada and the Minister's office to share best practices and information to ensure that Canadian ports remain competitive, collaborative and innovative.

PortsToronto has long adhered to best practices around governance, financial reporting, executive and board expense disclosures, sustainability, security and community investment and engagement. The Ports Modernization Review provides the opportunity to share these best practices and identify opportunities for greater innovation, growth and investment so that the Port of Toronto can remain an important asset for the City of Toronto, play an important role in the national transportation system and be an important contributor to the Canadian economy.

PortsToronto put forward a submission detailing advancements in areas such as sustainability and community engagement for the review. The submission is available on the PortsToronto website.



I. Stakeholder and Community Engagement



Public Outreach and Meetings

PortsToronto established a Community Liaison Committee (CLC) in 2010 to further expand engagement with the residents and businesses surrounding Billy Bishop 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

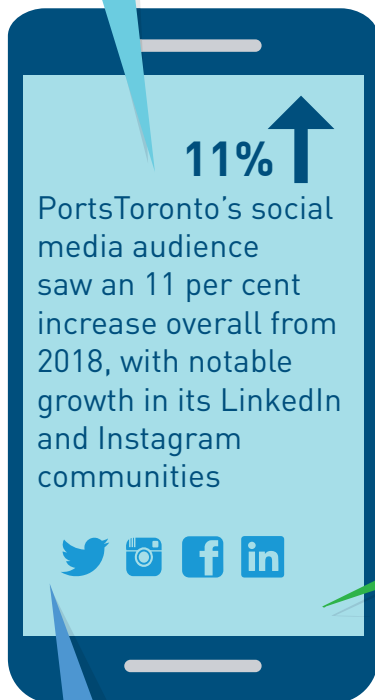
A Noise Management Sub-Committee of the CLC was formed in late 2017 to further research, understand and address noise impacts from airport operations. The Noise Sub-Committee consists of four community members, two staff members from PortsToronto, one staff member from the City of Toronto and a facilitator 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



Instagram: Overall 77.1 per cent audience growth and 26 per cent increase in engagement since 2018



90.7% ↑

Proactive messages shared by PortsToronto's business units increased 90.7 per cent across all four platforms since 2018 with a 273 per cent increase on LinkedIn alone

LinkedIn: Overall 53.6 per cent audience growth and 420 per cent increase in engagement since 2018



CONNECTING ONLINE

Online communications have become an effective tool in communicating with stakeholders, communities and the public. PortsToronto 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 PortsToronto 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 Billy Bishop Airport 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, PortsToronto 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 for each business unit. Whether promoting community and PortsToronto-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

Sponsorship

As part of our dedication to being a sustainable organization, we are committed to our local community. With a long tradition of working with community members and organizations to foster strong and sustainable communities along Toronto’s waterfront, PortsToronto 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, PortsToronto funded community initiatives and organizations including:

- Waterfront Neighbourhood Centre (Room 13 and Community Garden)
- Hope Air (Medical travel assistance)
- Redpath Waterfront Festival
- Evergreen Brickworks
- Ireland Park Foundation
- The Waterfront BIA Ice Breakers Public Art Exhibition
- The Bentway Conservancy — Bentway Park
- ALS Canada

ALS CANADA PLANE PULL

In September 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.



II. Community Investment



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.



ICE BREAKERS

In 2019, PortsToronto once again collaborated with the Waterfront BIA to bring public art installations to the waterfront. Ice Breakers, a winter-themed exhibit, brought five outdoor installations to the waterfront along Queens Quay West, drawing Torontonians back down to the water's edge during the winter months.



“Through PortsToronto’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-pound 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, PortsToronto 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, PortsToronto 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.

PortsToronto 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.

This year, 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, PortsToronto sponsored numerous events at the Bentway’s innovative public space under the Gardiner Expressway, just steps away from Billy Bishop 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.



II. Community Investment



Redpath Waterfront Festival —Tall Ships 2019

In 2019 the Redpath Waterfront Festival, presented by Billy Bishop Airport welcomed 10 tall ships, delicious Maritime eats and shiploads of nautical entertainment for kids of all ages, including Billy Bishop Airport's 'Billy the Flying Fox'.





III. Community Initiatives



DOORS OPEN 2019

In May 2019, PortsToronto and Billy Bishop Airport were 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 PortsToronto Iron Guppy tugboat; the Waterfront Neighbourhood 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 young and old.



III. Community Initiatives



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.

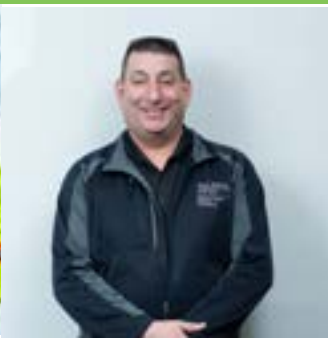
In celebration of this milestone anniversary, staff, partners, passengers and media gathered at the airport to reminisce and celebrate 80 years of rich history, hard work and success. Guests had the opportunity to take in "80 Years Young," a special photography exhibit showcasing PortsToronto's very 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



PortsToronto follows Canadian Standards Association guidelines as industry best practice. Further, airport ferry captains and Works department employees require special licensing to operate vehicles and equipment. PortsToronto is committed to ensuring that hazardous waste is properly contained and recycled. This includes hazardous oil-based paints such as primers, stains, thinners, aerosols and electronic waste such as monitors, printers, charging cords, speakers, radios, headsets and outdated fluorescent bulbs.

PortsToronto 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 PortsToronto'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. 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 PortsToronto, providing tips and advice on staying safe in the workplace.



I. Health and Safety



Metric 2019 results

METRIC	2019
Fines for instances of health and safety non-compliance (value)	\$0
Injuries resulting in lost time	5
Total Lost Days	28
Injuries resulting in no lost time	3

Health and Safety Program

PortsToronto 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 Business Unit

Hazard Prevention Program

As part of our Hazard Prevention Program, PortsToronto 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 the Billy Bishop Airport Fire Chief/Emergency Response & Planning Manager I work to ensure that the latest health and safety best practices are implemented throughout the airport. Constantly improving our response to workplace hazards, and moving beyond compliance, I ensure that Billy Bishop Airport remains an exemplary model organization in protecting its employees and being prepared to respond to any emergency scenario.”

—Mark Smith, Fire Chief/Emergency Response & Planning Manager



I. Health and Safety



Training and Development

With prevention as a key component of reducing workplace injuries and creating a healthy and safe workplace, PortsToronto 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 PortsToronto'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 PortsToronto 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, PortsToronto continued offering the accredited two-day Mental Health First Aid training and certification program for employees. PortsToronto 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.

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

In addition, the Billy Bishop Airport Fire Department completes regular internal and external emergency services training throughout the year, including a full-scale 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.

I. Health and Safety



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.

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.



“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



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



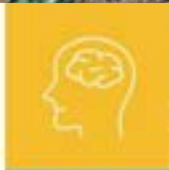
Wellness Committee

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. 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.



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Wellness Program



Bike to Work Day Competition

PortsToronto's Wellness Committee in partnership with the 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 committee 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.



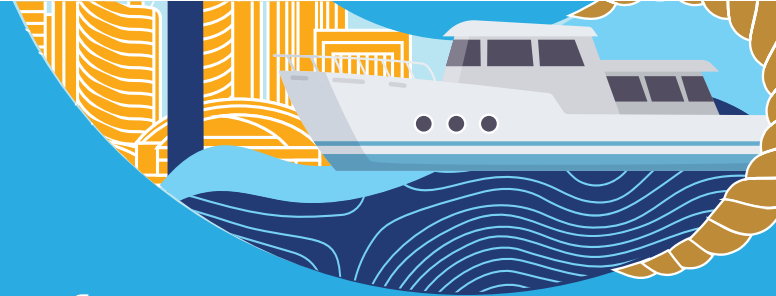
“Love Your Heart” Screenings at PortsToronto

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 PortsToronto, 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. Revenue is generated through PortsToronto's four core business operations —Billy Bishop Airport, the Port of Toronto, the Outer Harbour Marina and property ownership and leasing. Profits from these businesses are then reinvested to continue improving the infrastructure and services that make Toronto a world-class city and a great place to live, work and play.

PortsToronto'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 2046⁸. 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 cities⁹.

Investing in the Waterfront

Since the beginning of the 20th century, PortsToronto has made strategic investments in Toronto's waterfront and in developing transportation infrastructure for the city. As the owner and operator of one of Canada's most important inland ports and Billy Bishop Airport along the waterfront, PortsToronto reinvested \$15 million in waterfront and transportation infrastructure in 2019.

Dock Wall Enhancement Bathurst Quay Neighbourhood Plan

PortsToronto is working closely with the City of Toronto's Planning Division and Waterfront Secretariat on various elements of the city-led 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.



On October 25, PortsToronto Chief Executive Officer, Geoffrey Wilson, joined City of Toronto Mayor John Tory, Councillor Joe Cressy, Robert Kearns from the Ireland Park Foundation and TDSB Trustee Stephanie Donaldson to mark the official start of work on the City of Toronto-led Bathurst Quay Neighbourhood Plan.

⁸ Ontario Ministry of Finance, *Ontario Population Projections, 2018-2046*
⁹ *Canada 2020: The Defining Forces Disrupting Business*

II. Supporting Local Job Creation



As key international transportation hubs, Billy Bishop Airport and the Port of Toronto serve as economic engines that contribute to their local market profitability and support job creation in the communities they serve. Efficiently moving both cargo and people, these transportation networks create links between communities and regions that foster economic growth across multiple industries.

Marine cargo arriving and managed at the Port of Toronto generated \$377.7 million in economic activity and 1,566 jobs in Ontario in 2017.¹⁰



Job Creation

The Port of Toronto continues to be a vital connection to the world, not only boosting tourism and trade, but also providing sustainable employment for terminal workers and other jobs related directly to the shipping industry. Additionally, the Port of Toronto supports indirect job creation by providing businesses with a convenient, environmentally responsible and cost-effective way to get goods and people into the heart of downtown Toronto.

PortsToronto also contributes to the success of Toronto's \$2-billion film industry by providing filming locations. In 2019, PortsToronto supported 15 productions, including *The Handmaid's Tale*, *Kim's Convenience* and *You Brought the Sunshine*.



¹⁰Economic Impacts of Maritime Shipping in the Great Lakes (2018) was carried out by economic consultants Martin Associates of Lancaster, Pennsylvania, retained to conduct this analysis by a coalition of Canadian and American Great Lakes and St. Lawrence marine industry stakeholders. The methodology for this study is based on analysis of a core group of 40 Canadian and U.S. Great Lakes-St. Lawrence River ports. The study team conducted detailed interviews with marine terminal operators, service providers, railroads, port tenants and other stakeholders at each port.

II. Supporting Local Job Creation



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 taxes¹².

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 million¹¹ 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 government.

The Southern Ontario Airport Network

- The Southern Ontario Airport Network (SOAN) was formed by 11 commercially significant regional airports to meet the challenges of increasing travel demand. SOAN looks to address the demand for air travel by identifying opportunities to have airports specialize and work together to free up capacity. SOAN's goal is to enable the region's airports to accommodate all the air service needs of the region, and continue to be drivers of local and regional economic opportunities.
- In 2016, 49 million passengers and more than 47,000 tonnes of cargo flowed through Southern Ontario's airports.



¹¹ Canadian Airports Council (CAC) 2019 Canada's Airports, Working for Travellers
¹² The Guardian "Percentage of Global Population Living In Cities."

II. Supporting Local Job Creation



Cinespace

Cinespace's Toronto studio facilities, which occupy PortsToronto's Marine Terminal 51 and portions of the Cruise Ship Terminal, are known for housing award-winning productions such as TV series *The Handmaid's Tale*, and Oscar Best Picture winner *The Shape of Water*. Cinespace is a significant employer and contributor to a vibrant film and television industry in Canada.

According to the City of Toronto's plan titled *Spotlight on Toronto: A Strategic Action Plan for the Film, Television and Digital Media Industry*, the sector is a key economic driver for Toronto and continues to experience significant year-over-year growth. Home to a diverse array of filming locations and a widely respected pool of on- and off-screen talent, Toronto has many of the key market fundamentals needed to thrive as one of the leading global centres for film, television and digital media.

The screen-based industries have grown to become one of Toronto's key economic drivers, contributing a record-breaking investment of over \$2 billion to the city's economy in 2016 and supporting an estimated 30,000 jobs.

Cinespace has also recently partnered with Netflix on a long-term deal to establish a Production Hub that will bring thousands of new jobs to the Toronto area and surrounding region.



III. Contributing to Toronto's Economic Growth



The unique downtown locations of Billy Bishop Toronto City Airport and the Port of Toronto make them key urban transportation hubs 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 2019¹³.

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 Google.¹⁴

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.

The Port of Toronto is also a growing hub for tourism as Toronto is becoming an increasingly popular cruise destination for travellers making their way through the magnificent Great Lakes. Thousands of cruise ship passengers arrive through the Port of Toronto Cruise Ship Terminal each year, often staying for several days to visit the city's restaurants, shops, and countless events and attractions. In fact, 2019 marked the Port of Toronto's busiest yet as the number of cruise ships visiting Toronto more than doubled, with 36 ships calling at the Port of Toronto last summer and fall, bringing approximately 12,500 visitors to Toronto.

¹³ Tourism Toronto report

¹⁴ 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.



“The Cruise the Great Lakes initiative is a landmark development for tourism along the Great Lakes and for Ontario. Together with our American colleagues and our industry partners we’re showcasing the Great Lakes as a world-class cruise destination and supporting economies in port communities across the province.”

— Michael Tibollo, former Ontario Tourism Minister



The Honourable Michael Tibollo, former Ontario Minister of Tourism, Culture and Sport, joined representatives of Cruise the Great Lakes, PortsToronto and Victory Cruise Lines aboard the 202-passenger Victory I luxury cruise ship at the Port of Toronto to highlight the emerging cruise ship industry in Ontario.





IV. Financial Sustainability

Financial Sustainability

PortsToronto is a financially self-sufficient business enterprise, with revenue generated through PortsToronto's four core business operations: Billy Bishop Airport, the Port of Toronto, the Outer Harbour Marina and Real Estate and Property Leasing. Profits from PortsToronto businesses are reinvested to continue improving the infrastructure and services that make Toronto a world-class city and a great place to live, work and play.

In 2019, PortsToronto contributed \$3.1 million in Payments in Lieu of Taxes (PILTs) to the City of Toronto, as well as paying \$2.5 million toward realty taxes. This resulted in a total contribution of slightly under \$5.6 million that can be used to benefit taxpayers in Toronto and across the country.

2019 marked twelve consecutive years of profitability for PortsToronto, with operating net income of \$3.5 million and all business units reporting strong results. Billy Bishop Airport welcomed approximately 2.8 million passengers in 2019 and generated revenue of \$41.7 million, which included \$15.4 million in revenue from Airport Improvement Fees.

In 2019, the Port of Toronto moved a record 2.3 million metric tonnes of cargo, marking the highest recorded cargo levels in 15 years. From supplying salt for our roads, sugar for our food and beverage sector and essential supplies such as cement and steel to support the Greater Toronto Area's booming construction industry, the goods delivered through the Port of Toronto are part of an important supply chain that supports Canada's largest city. The port and its activities reported revenues of \$11.6 million and operating income from all sources of \$5.2 million, up from \$3.6 million the year prior due to higher property, cargo handling and storage revenues at the Terminal Property.

The Outer Harbour Marina's operating income decreased slightly to \$1.8 million on revenues of \$4.7 million in 2019. The marina's summer berthing occupancy rate was 88 per cent in 2019 slightly down from 91 per cent in 2018. Property and other holdings also reported operating income of \$0.3 million on revenues of \$0.5 million which include leasing revenues from properties such as Pier 6 and 5 Queens Quay West. Investment income was \$2.5 million, up from \$2.3 million in 2018.

PortsToronto's 2019 audited financial statements were prepared in accordance with International Financial Reporting Standards and were audited by Deloitte LLP. Complete financial statements and the Auditor's Report are available on PortsToronto's website.





Part 5: Going Forward

Next Steps

In this report, we once again put our organization through its paces — highlighting areas where we are succeeding while also reflecting on how we can continue to improve in order to maximize the impact of our sustainability efforts. In 2020 and beyond, PortsToronto will continue to enhance our sustainability strategy and reporting and strive to achieve a rigorous carbon reduction by 2030. Further, in an effort to engage with our government and community stakeholders, we will continue to provide ongoing transparent reporting on our business in the areas of environmental stewardship, community, people, health and wellness and economic performance.

