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June 26, 2020

Mayor Tory and Toronto City Council  
100 Queen St. W  
Toronto, Ontario  
M5H 2N2

Dear Mayor and Council:

First, I want to acknowledge the efforts of the City of Toronto and all of Toronto City Council in managing through the challenges of COVID-19. The travel and tourism sector, including Toronto Pearson, has been devastated by the downturn in travel and the resulting financial impacts.

I am writing with respect to the June 23 report to City Council on COVID-19 Actions and Council Directions, particularly the section entitled “Screening at Toronto Pearson Airport”. In addition to the information contained in the staff report, I want to bring to your attention Toronto Pearson’s “Healthy Airport” commitment, which was formally launched by the Greater Toronto Airports Authority (GTAA) on June 23.

The federal government’s screening practices that apply at all Canadian airports and flights are complemented by Toronto Pearson’s Healthy Airport program, and together they serve to protect the health of our passengers, employees, and local communities.

Toronto Pearson’s Healthy Airport commitment is a comprehensive program that outlines the steps the airport and its partners are taking to be ready for the new realities of air travel. In addition to measures introduced by the GTAA on June 1 – mandatory masks, limited access to airport facilities, continued enhanced cleaning and hygiene and increased signage for physical distancing – Toronto Pearson’s Healthy Airport program includes the following commitment to passengers and airport workers:

- We commit to making passenger and employee health our top priority.
- We commit to working with our partners to set strong, consistent standards for passenger and airport worker health.



- We will deploy multi-layered tools and adjust quickly to changes and current intelligence.
- We will ensure our approach is best in class and aligned with international aviation standards.
- We will explore all innovative and technologically advanced solutions for ensuring the safety of our passengers and employees.

Toronto Pearson's Healthy Airport commitment and health measures are aligned with the global aviation measures established by the International Civil Aviation Organization, International Air Transport Association, and Transport Canada's framework for addressing COVID-19 and the recovery of the aviation sector. We have also worked closely with the Public Health Agency of Canada and Peel Public Health.

Passengers will experience the airport's five point Healthy Airport commitment, which includes the highest standards for cleaning and hygiene, clear communications and the introduction of innovative technology advancements, including touchless check-in, a disinfection corridor for airport workers, facility monitoring for congestion, autonomous floor cleaning machines and air quality monitors. Additionally, the GTAA has partnered with BlueDot to monitor and manage risk from COVID-19 and other infectious diseases. The Canadian technology company's world-leading insights platform will power the GTAA's commitment to preparedness and resilience.

Many of the 400-plus organizations operating out of Toronto Pearson—including air carriers and transit agencies—are implementing health and cleaning measures, and are working with the GTAA to ensure their employees comply with the airport's new commitment, as well as with requirements established by federal, provincial and municipal health authorities. In addition to conducting airport-wide workforce education sessions, the GTAA has worked with public health officials and a growing number of airport employers to develop a voluntary COVID-19 case log. Moreover, the GTAA is working with Wipro, a global technology leader, to conduct a pilot of wearable tracing and physical distancing technology for airport workers.

Passenger confidence in Canada's travel industry is of the utmost importance, and the Toronto Pearson workforce is dedicated to building public trust that the aviation sector takes health issues and their well-being seriously.



As provincial and national rules and restrictions ease in the coming weeks and months, Toronto Pearson will continue to work with the Government of Canada to assess risk and to encourage a logical and reasonable return of domestic and international travels.

We look forward to continuing our strong working relationship with the City of Toronto towards our shared goal of protecting the health and safety of Toronto residents travelling through and working at Toronto Pearson and to welcoming travellers coming to visit our City again soon. At any time, we would be pleased to make a virtual presentation to Toronto City Council about Toronto Pearson's Healthy Airport commitment.

Sincerely,

Hillary Marshall  
Vice President Stakeholder Relations and Communications  
Greater Toronto Airports Authority

# OUR HEALTHY AIRPORT COMMITMENT

## WE COMMIT TO MAKING PASSENGER AND EMPLOYEE HEALTH OUR TOP PRIORITY.

- Passengers and employees are required to wear masks
- Continuous cleaning with innovative cleaning approaches
- 4 level approach to disinfection using Tersano, Oxivir, Ultra-Lyte, and Microbial/Probiotic as recommended by our contracted industrial hygienist
- Disinfection focused on high traffic areas, including escalators, moving walkways, handrails, stairways, baggage carts and kiosks
- Terminal access is restricted to travelling passengers and employees on shift
- Floor decals, stanchions and additional signage to help with physical distancing
- Log of COVID-19 cases within the workforce

## WE COMMIT TO WORKING WITH OUR PARTNERS TO SET STRONG, CONSISTENT STANDARDS FOR PASSENGER AND AIRPORT WORKER HEALTH.

- Temperature checks for all passengers travelling to Canada by July 9 and all departing passengers by late July, as coordinated by the Government of Canada
- Updates via Twitter (@torontop Pearson)
- Health and COVID-19 response information available at [torontop Pearson.com](https://torontop Pearson.com)
- In-terminal digital screens, signs, floor decals and public announcements

## WE WILL DEPLOY MULTI-LAYERED TOOLS AND ADJUST QUICKLY TO CHANGES AND CURRENT INTELLIGENCE.

- New filters in HVAC system for more filtered air and increased flow
- More than 300 plexiglass barriers installed, with a total of 600 planned throughout the terminals and more coming to taxis and limos
- Touchless technology deployed in kiosks, elevators and bag drops

## WE WILL ENSURE OUR APPROACH IS BEST IN CLASS AND ALIGNED WITH INTERNATIONAL AVIATION STANDARDS.

- Using guidance outlined by the International Civil Aviation Organization (ICAO), Toronto Pearson's measures meet and, in many cases, exceed recommendations

## WE WILL EXPLORE ALL INNOVATIVE AND TECHNOLOGICALLY ADVANCED SOLUTIONS FOR ENSURING THE SAFETY OF OUR PASSENGERS AND EMPLOYEES.

- A strategic partnership with BlueDot, a leader in advanced data analytics and technologies to predict and monitor infectious disease risks.
- 6 autonomous floor cleaners in use
- Air quality monitoring stations inside both terminals
- Virtual customer service officers
- Disinfection corridor pilot for workers