



Welcome

Toronto Pearson's Strategic Initiative on Airport Integration



For You. The World.



Toronto Pearson
International Airport | Aéroport International

GTAA Corporate Goals

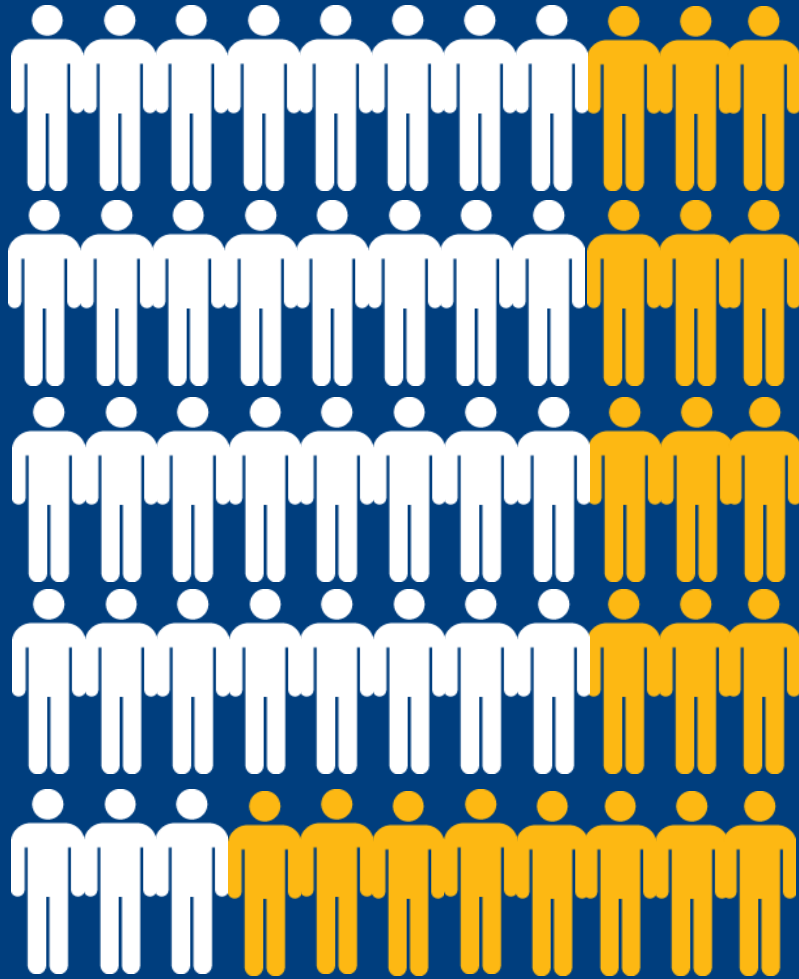
- Gateway to North America – connecting the GTA to markets around the world
- Best Practice for customer and stakeholder experience by meeting their needs now and in the future
- Creating an operational climate for success of on all levels
- Competitive, sustainable and adaptable airport



**Excellent
Health**

**Sustainable
Growth**

**Innovative
People**



From 35 million
passengers/year

To 55 million
passengers/year
by 2025

Changing Airport Business

Excellent
Health

Infrastructure
Business

Service
Business

Experience
Business



But how do we get there?

Excellent
Health

Modify.Reconstruct.Restore.

“Innovation isn’t throwing money at a problem. It’s solving a problem using the same resources and not spending.”

Excellent
Health

The airport
operation is a
business.

Our business
needs a
plan.

Setting standards

Excellent
Health



Toronto Pearson Standard



Toronto Pearson Standard



Toronto Pearson Baseline



Excellent
Health

Set. Meet. **Beat.**

Excellent
Health

Toronto Pearson Deliverables

Toronto Pearson shall be focused and working with key stakeholders and other partners towards:

- Management of Ground Support Equipment and ULD operations
- Adaptation of ISAGO methodology; to be compliant working in the direction of certification
- Recognition and support of best operational practices – ‘working better together’
- Development and adaption of procedures and new technologies in GSE and ULD operations

Toronto Pearson Initiatives

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Health

To provide for the Toronto Pearson deliverables and in consultation with the key stakeholders and partners, the GTAA will:

- Facilitate an Airport lead task force of key stakeholders, partners and subject matter experts to support and move the Toronto Pearson program forward
- Evaluate the stakeholder GSE/ULD requirements
- Promote awareness and understanding of the importance of correct and proper GSE/ULD handling
- Develop a plan to support best practices for the staging, parking and storage of GSE/ULD
- Facilitate actions that foster and support the goals and objectives of the Toronto Pearson plan including endorsing and mandating ISAGO methodology

Toronto Pearson Apron Goals

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Health

Toronto Pearson in support of apron operational efficiency and in developing a strong business with its partners will, on a go forward basis:

- Enhance the overall safety and security of the airport operation
- Promote a culture of “working better together”
- Increase efficiency by delivering value through innovative products and services
- Eliminate waste and the improvement of programs to allow the business to succeed and grow
- Ensure standardization of services provided to or by stakeholders operating at Toronto Pearson
- Clearly articulate and communicate the GTAA apron operating philosophy

Innovative
People

Our People.

Leaders with courage

Have courage to.

• Innovate • Succeed • Fail • Lead

Giving our employees the
courage, ability, confidence
and training to make it

Innovative
People

It's about
Trust

Trust

Innovative
People

- How we talk to each other can be a barrier
- We need to be simple, clear succinct
- “Working Better Together”

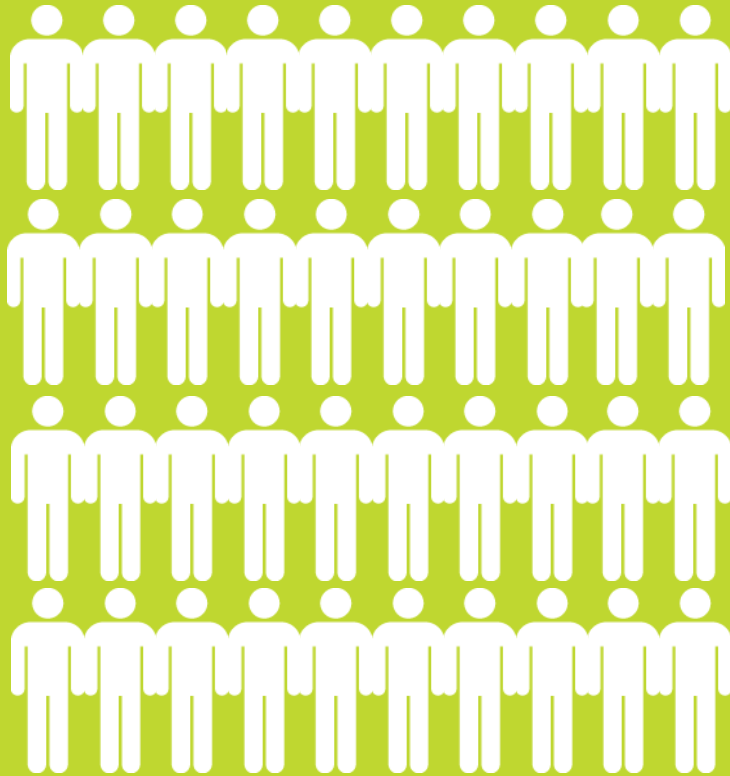
Innovative
People

**Be Leaders,
not followers**

Innovative
People

**Don't just lead
ourselves. Lead
the 40,000.**

Being the integrator



Innovative
People

Excellent
Health

Toronto Pearson Dilemma/Opportunity

- We're accountable and responsible to our external stakeholders and customers to deliver a safe, reliable and dependable product and service
- Unfortunately....we're not the "owners" of many of the operational requirements
- We struggle to "control" it

How do we lead?

Innovative
People

Change our mindset

Not:

“How do we make the 40K deliver on our strategy?”

But rather:

“How do we help the 40K move towards making Toronto Pearson the best airport in the world?”

Understand their barriers



*“A society grows great when
old men plant trees whose
shade they know they shall
never sit in.”*

Greek Proverb

Welcome to the
The Best
Airport in the World

Thank you

For your time.....