

TORONTO PEARSON MEDIA GUIDE

REPORTING ON AIR TRAVEL POST-COVID-19

Due to the devastating COVID-19 pandemic, there have been many changes to the passenger and employee experience at Toronto Pearson.

To help you report accurately and effectively, this guide has been designed to provide you with key information, such as background details, statistics and contact info for various agencies and organizations that have roles and responsibilities at the airport.

It will also outline the changes implemented by the Greater Toronto Airports Authority (GTAA) to support a safe and healthy airport experience for our passengers and employees.

NOTE: Due to COVID-19, media wishing to access the airport must first email media.relations@gtaa.com and provide name(s), date, time and location.

HEALTH MEASURES IMPLEMENTED BY THE GTAA

The GTAA's responsibility lies in safely moving passengers through the airport once they've arrived. We work in collaboration with the more than 400 organizations operating at the airport to develop and maintain a safe and healthy airport for passengers and employees.

Working with airlines, government agencies, innovators, and public health agencies, we've worked to deploy the latest hygiene practices for a Healthy Airport.



Face coverings and terminal access restrictions:

As of June 1, 2020, face coverings are required for passengers and employees in all public areas of the airport, including the pre- and post-security screening areas of the terminals, parking facilities, the LINK train, sidewalks/curbs outside the terminals and other outdoor public areas.

NOTE: In September, Transport Canada provided an update on the types of face coverings that are not acceptable on aircraft based on evidence of their ineffectiveness.

These include:

- Masks with exhalation valves, also known as "vented masks";
- Bandanas and neck gaiters;
- Militaristic masks such as gas masks; and
- Face coverings that cover the entire face.

Clear face shields are also not sufficient as a face covering if worn on their own. Clear face shields must be combined with an approved face covering that covers the nose and mouth.

Terminal access is also restricted to passengers who are travelling on the same day and airport employees on duty. Those picking up or dropping off friends and loved ones at the airport are not permitted to enter the terminals, with some exceptions.



CLEANING AND PHYSICAL DISTANCING

Increased cleaning has been implemented in all areas. Baggage carts and wheelchairs are being disinfected at the curbside in between use, and high touch areas—such as escalator railings—are continuously cleaned.

Our approach involves four levels for disinfection using Tersano, Oxivir, Ultra-Lyte, and Microbial/Probiotic, as recommended by our industrial hygienist and approved by the Public Health Agency of Canada.

We've also worked with an industrial hygienist to find the right location for approximately 500 no-touch hand sanitizer stations, including high touchpoint areas such as check-in or after security screening.

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To help promote physical distancing, many shops and restaurants have been closed or have moved to take-out only. Markers have been placed on floors within the terminals to advise passengers to physically distance themselves from others. We've removed seating, or blocked seats, and are advising passengers not to sit next to each other unless they're in the same family.

INNOVATIVE SOLUTIONS & NEW TECHNOLOGY

Disinfection corridor: A passenger disinfection corridor is currently available, which mists passengers and employees with a fresh-smelling, non-toxic salt-water solution (hypochlorous) that will disinfect clothing, luggage and more.

Plexiglass barriers: Approximately three kilometres of plexiglass barriers have been installed at check-in counters and screening areas to help provide separation between passengers and staff. Plexiglass barriers have also been installed at point of sale locations in shops and restaurants in the terminals.



Touchless check-in: We're working with our airline partners to make the check-in and boarding process as touchless as possible; that includes reconfiguring boarding pass scanners to have a self-scan option and providing contactless bag drops in several locations, with more being added.

Taxi barriers: Plexiglass barriers separating the front and back seats have been installed in 600+ licensed taxis and limos operating at Toronto Pearson.

Air quality: We've made enhancements to the heating, ventilation and air conditioning systems in our terminals, as well as to our monitoring procedures, to help ensure a safe airport environment:

- Industry-approved air filters have been installed throughout both terminals.
- We have optimized airflow patterns in our terminals to improve flow and ventilation.
- We have installed two air quality monitoring stations, one in Terminal 1 and one in Terminal 3, to continually monitor air quality in our terminals.

Air quality monitoring data is available to the public via a system designed by Rotek Environmental, a trusted name in air quality monitoring. To view data related to air quality at Toronto Pearson's terminals, please visit <http://airquality.torontopearson.com>.

Robot floor cleaners: Six autonomous floor cleaners are in operation throughout the terminal to clean and disinfect floor surfaces, all using new UV sterilizing light as an additional protective measure.

Infectious disease monitoring: The GTAA has partnered with BlueDot to monitor and manage risk from COVID-19 and other infectious diseases. The Toronto-based technology firm's outbreak risk software safeguards lives by mitigating exposure to infectious diseases that threaten human health, security and prosperity.

PPE vending machines: Personal Protective Equipment (PPE) vending machines have been introduced in both terminals to provide easy access to items such as face masks, hand sanitizer and wipes. The machines are cashless and can be found in six convenient locations pre-security (four in Terminal 1 and two in Terminal 3).

Touchless elevators pilot: We're testing touchless Bluetooth technology that enables elevators and doors to be controlled using a Smartphone.

UV Light: Four different applications of UV light are in place for sanitization throughout the airport, cleaning circulated air, high touch surfaces and personal devices. This includes CleanSlate, which can sanitize phones, tablets and other small electronics. It's easy to use, and only takes 20 seconds. Once it's done, the lid automatically opens for retrieval of the device. It's been shown to remove 99.99% of the coronavirus on smartphones in just 20 seconds without the use of any chemicals.

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TRANSPORT CANADA-MANDATED TEMPERATURE SCREENING:

Effective July 30, 2020, Transport Canada requires temperature checks for all originating departing passengers from Toronto Pearson and the three other designated Canadian international airports. Beginning in late September, temperature checks have also been implemented at other Canadian airports. These checks are carried out by the Canadian Air Transport Security Agency (CATSA).

For international flights to Canada, air operators must conduct temperature screenings at the point of departure, unless the local authority has an equivalent measure in place, in addition to the existing required health check questions for symptoms prior to boarding.



PROCESS FOR ARRIVING INTERNATIONAL PASSENGERS:

The Government of Canada has established a process for managing passengers arriving from international locations. As one of four airports designated by the government to receive international flights back in March, we're working closely with government, public health and airport partners to manage the arrival of these international passengers.

This is the process that is being followed:

- Before a plane takes off for Canada, Transport Canada requires that all airlines take passengers' temperatures
- As of November 21, the Canadian government requires internationally arriving passengers to submit a quarantine plan and other information through the ArriveCAN app, prior to departure.
- Passengers can also submit a self-assessment of signs and symptoms, and quarantine updates, using the ArriveCAN app.
- Once in the primary inspection hall, a CBSA Officer will ask COVID-19 screening questions and ensure the traveller has a suitable plan for quarantine, unless exempted.
- If a passenger declares they have COVID-19 symptoms and/or they don't have a suitable plan for quarantine, they will be referred to a Public Health Agency of Canada (PHAC) Officer for further assessment.
- Passengers receive a handout that includes instructions on the mandatory 14-day quarantine.
- In the community, should a passenger test positive, the local Public Health Unit is responsible for contact tracing.
- PHAC has a process in place for verifying compliance with the mandatory 14-day quarantine that includes phone calls, texts and/or emails to all international arriving passengers.
- PHAC also collaborates with local police to assist with enforcement of the mandatory quarantine order.

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AGENCIES AND ORGANIZATIONS AT TORONTO PEARSON

There are many agencies and organizations with specific roles and responsibilities operating at the airport. Each have a part to play in the passenger journey.



Canada Border Services Agency (CBSA)

CBSA is the agency responsible for facilitating the flow of legitimate travellers and trade into and out of Canada. For questions specific to the screening of inbound international passengers at Canada's airports, you can contact them at media@cbsa-asfc.gc.ca or 1-877-764-5945.



Public Health Agency of Canada (PHAC)

The Public Health Agency of Canada is the lead agency responsible for determining the public health response to COVID-19, including determining new health screening measures at Canada's airports, such as temperature checks for arriving passengers.



Canadian Air Transport Security Authority (CATSA)

CATSA is responsible for screening departing passengers and their baggage. Contact CATSA at media@catsa.gc.ca or at 613-998-4527.



Airlines

Airlines operating at Pearson may at times develop airline-specific policies and protocols, whether proactively or as mandated by government, such as temperature checks of departing passengers. Airlines are also the best source of information regarding medical events on-board planes or mechanical issues involving aircraft. Air Canada and Westjet are the two main airlines operating at Pearson. To contact Westjet, email media@westjet.com or call 1-888-954-6397. For Air Canada, email media@aircanada.ca.



USEFUL LINKS

- [Torontopearson.com/healthyairport](https://torontopearson.com/healthyairport)
- [Canada.ca/coronavirus](https://canada.ca/coronavirus)
- <https://www.tc.gc.ca/>