



# Toronto Pearson Handbook for Business Partners

**Toronto Pearson International Airport**



*For You. The World.*



**Toronto Pearson**  
International Airport | Aéroport International

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## Document Governance

This Handbook for Business Partners is a living document. As Toronto Pearson evolves, amendments will be made to this electronic document, available on [TorontoPearson.com](http://TorontoPearson.com).

This Handbook shall be reviewed in its entirety at least annually, and updates made as required. Please refer to this online version frequently for the latest information.

If you have any feedback to offer, click on the link below and send us your thoughts by e-mail: [publication@GTAA.com](mailto:publication@GTAA.com).

## Version Control

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## PREFACE



This Toronto Pearson Handbook for Business Partners provides a useful reference for commercial users, tenants, contractors, employees and others working at Toronto Pearson to ensure both their success and the success of the entire Toronto Pearson community. It states the rules of the GTAA who operate Toronto Pearson to ensure the safety, security and sustainability of all operations at the Airport.

This Handbook replaces the GTAA's Rules and Regulations, dated March 1, 1997. The GTAA derives its authority to operate the Airport and establish its rules through federal legislation and a Ground Lease between Her Majesty the Queen as landlord and the GTAA as tenant.

This Handbook recites the GTAA's basic rules and provides useful information on how to comply with such rules. This Handbook does not recite in full the GTAA's policies, but refers to the most important policies and provides links to either the policies themselves or contact persons who can provide the necessary information.

Every person or company conducting business at Toronto Pearson is subject to government laws and regulations, as well as the rules and policies of the GTAA. This Handbook does not list or reference the government laws and regulations that apply. Users are expected to familiarize themselves with and comply with the applicable laws and regulations.

In the event of a conflict or inconsistency between rules in this Handbook and any law or regulation, the applicable law or regulation shall prevail to the extent of the inconsistency or conflict.

The rules set out in this Handbook are incorporated by reference into the GTAA's agreements, licences and leases with Toronto Pearson community members. A breach of these rules may result in the GTAA terminating an agreement, license or lease.

From time to time, the GTAA issues directives to the Toronto Pearson community. These directives are deemed to be incorporated into the rules of the Toronto Pearson Handbook for Business Partners.

We trust you will read the Handbook and find it helpful.

Howard Eng  
President and Chief Executive Officer





## General

### 1.1 Safety

Toronto Pearson is a city in itself. On an average day, 95,000 passengers move through the Airport. There are 40,000 employees working at Toronto Pearson. We have our own division of Peel Regional Police, our own Fire and Emergency Services, our own snow removal and maintenance support. We also have our own call centre for emergencies and security or safety concerns.

The safety and security of everyone who works, visits or flies through Toronto Pearson is a shared responsibility. All 40,000 of us have a duty to ensure that our airport is free of hazards and operated in a safe and secure manner to support our vision of zero injuries.

### 1.2 Reporting Emergencies and Concerns

All tenants, stakeholders, agencies and employees shall report all emergencies, incidents or accidents that occur at Toronto Pearson. This includes leased spaces as well as public areas.

The GTAA shall keep all such reports confidential and shall use the compiled data to create safety awareness campaigns and promote a culture of safety at the airport to support our vision of zero injuries.

#### Emergencies

Report all emergencies, such as fire, medical or vehicle accidents occurring at Toronto Pearson, on the Airport Emergency Line to ensure the fastest and most appropriate response.

**Contact:** Airport Emergency Line, 416-776-3033

#### Non-Emergency Accidents or Injuries

Non-emergency accidents or injuries are those where the threat to life or safety is neither present nor imminent.

Report all non-emergency accidents, incidents and injuries occurring at Toronto Pearson to the Integrated Operations Control Centre as soon as possible.

**Contact:** Integrated Operations Control Centre, 416-776-3055

### **Security Concerns**

To maintain the high level of security at Toronto Pearson, report any security concerns or threats immediately on the Airport Emergency Line, including such concerns as:

- suspicious behaviour, such as unnecessary loitering near or prolonged observation of secure areas, people obviously out of place for the environment
- threats against aircraft
- infrastructure deficiencies that could compromise security
- unattended items, such as luggage or packages

**Contact:** Airport Emergency Line, 416-776-3033

### **Safety Concerns**

See it, report it. Prevent it.

Report all safety concerns wherever they occur that are likely to cause injury to any person or damage the environment or Airport property, or that address any other concerns, to the Integrated Operations Control Centre as soon as they become known.

**Contact:** Integrated Operations Control Centre, 416-776-3055, or [report\\_it@gtaa.com](mailto:report_it@gtaa.com)

## **1.3 Emergency Management**

Emergency Management is a comprehensive set of processes aimed at mitigating, preventing, preparing for, responding to, and recovering from emergencies.

As part of the Airport's emergency response process, the GTAA has developed and made available to all business partners the Emergency Response Plan (ERP). All Airport business partners are expected to develop emergency preparedness plans in compliance with the ERP.

**Contact:** Manager, Emergency Management and Operational Continuity, 416-776-4364

## 1.4 Airport Construction

All construction at Toronto Pearson, initiated by GTAA, any tenant or other person, requires a [Facility Alteration Permit \(FAP\)](#) issued in accordance with the requirements of the [Airport Construction Code](#).

**Contact:** [Construction Control Office](#), 416-776-5400  
GTAA Administration Building, 3111 Convair Drive,  
Toronto, ON L5P 1B2

## 1.5 Obstruction Control

An assessment and permit from the GTAA is required whenever any physical object on land could potentially obstruct the airspace reserved for aircraft approaching or departing the Airport.

**Contact:** [Aerodrome Planning](#), 416-776-5022 for an assessment;  
for a permit, Aviation Compliance and Coordination, 416-776-4260

## 1.6 Damage to Airport Property

If you become aware of any damage to the Airport or any property at the Airport, report it immediately to the Integrated Operations Control Centre.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 1.7 Unauthorized Activities

No person shall assist or permit any person to engage in any activity at the Airport that is contrary to any applicable laws, this Handbook, or to any directives or instructions of the GTAA.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 1.8 Special Events

All persons planning to conduct a non-operational activity at Toronto Pearson must obtain an [Activity Permit](#) prior to the event.

**Contact:** [Commercial Agreement Administration](#), 416-776-7398

## 1.9 Directives to the Toronto Pearson Community

[Directives](#) to the Toronto Pearson community issued by the GTAA from time to time shall be considered as addenda to this Handbook. At least annually, directives in force will be reviewed and where appropriate included in this Handbook.

Some directives may contain confidential information. Access to these directives is provided only to authorized members of the Toronto Pearson community.

**Contact:** Director, Integrated Operations Control Centre, 416-776-3054



## Aircraft and Airside Operations

GTAA Aviation Services provides procedures and coordination to ensure the safe and efficient movement of aircraft and vehicles using the runways, taxiways, aprons and service roads at Toronto Pearson. Related activities include, but are not limited to, the following: safety management, airside construction coordination, airside parking allocation, airfield standards, apron management service, deicing operations, noise management and low visibility operations.

### 2.1 Safety Management Systems

Safety Management Systems are a process-driven method that involves all Airport employees in support of a proactive approach to safety management on the airside area. Aviation safety is our collective responsibility and remains our highest priority in all airside activities.

Our Safety Management Systems rely on all employees reporting their aviation safety concerns in a timely manner, either proactively, or as an incident or accident occurs.

All persons must promptly report safety concerns to the Integrated Operations Control Centre.

**Contact:** Integrated Operations Control Centre, 416-776-3055  
Proactive concerns can be sent by e-mail: [report\\_it@GTAA.com](mailto:report_it@GTAA.com)

### 2.2 Foreign Object Debris

All persons holding a Restricted Area Identification Card (RAIC) are responsible for controlling foreign object debris (FOD) on the Movement Area and in all areas adjacent to the Movement Area where FOD can be generated, including but not limited to baggage rooms, holdrooms, ready rooms, service areas, garages and terminal service roads. FOD shall be removed immediately and deposited in an appropriate container or storage area. When FOD cannot be removed safely, contact the Integrated Operations Control Centre.

**Contact:** Integrated Operations Control Centre, 416-776-3055—provide location and description of the observed FOD.

## 2.3 Airside Vehicle Operators Permits

Airside Vehicle Operators Permits (AVOPs) are issued by the GTAA to certify those that demonstrate a regular and ongoing operational need to drive airside in our gate, runway and taxiway areas. AVOP holders must comply with the [Airport Traffic Directives](#) (ATDs).

**Contact:** AVOP Office, 416-776-2867

# Aircraft Operations

## 2.4 Operation of Aircraft

All persons shall navigate, land, service, maintain and repair aircraft at Toronto Pearson in compliance with all applicable laws, orders, rules and regulations issued by [Transport Canada](#), [Nav Canada](#) and the GTAA.

**Contact:** Manager, Aviation Programs, 416-776-7117, or [Manager, Operations—Airside/Groundside](#), 416-776-1102

## 2.5 Aircraft Accident or Incident Reports

An aircraft operator involved in an accident causing personal injury or property damage shall immediately call the Airport Emergency Line. All reports required by federal or provincial agencies, pursuant to any federal or provincial statute or regulation, shall also be submitted to the GTAA Associate Director, Operations and Response, or designate.

**Contact:** Associate Director, Operations and Response, 416-776-4655  
GTAA Administration Building, 3111 Convair Drive,  
Toronto, ON L5P 1B2

## 2.6 Disabled Aircraft

Any owner, lessee, operator or other person having the control, or right of control, of any disabled aircraft shall be responsible for the prompt removal and disposal thereof, and any and all parts thereof, subject to any requirements or direction by the [Transportation Safety Board of Canada](#) (TSB) or the GTAA that such removal or disposal be delayed pending an investigation of an accident or other cause of the disability.

If the responsible party cannot remove the disabled aircraft expeditiously, the GTAA will arrange for the disabled aircraft to be removed at the cost of the responsible party.

**Contact:** [Manager, Operations—Airside/Groundside](#), 416-776-1102

## 2.7 Taxiing or Moving of Aircraft on Operational Areas

Except for re-positioning of aircraft on leased land, whenever any aircraft is being taxied, towed or otherwise moved on the Movement Areas, contact must be established with Ground Control or Apron Management as appropriate, prior to moving the aircraft. There shall be a person attending the controls of the aircraft and a person in the aircraft monitoring by radio the transmitting frequency in use by either the Control Tower or Apron Management. For all related activities, please review the Apron and Maintenance Run Procedures.

**Contact:** Manager, Aviation Programs, 416-776-7117, or [Manager, Operations—Airside/Groundside](#), 416-776-1102

## 2.8 Apron Operations and Maintenance Run Procedures

Rules specific to operations on apron areas can be found in the Apron and Maintenance Run Procedures.

This document includes, but is not limited to, the following:

- starting or running of aircraft engines
- run-up of aircraft engines
- use of auxillary power units (APUs) on aircraft gates
- aircraft parking responsibility
- aircraft repairs

**Contact:** Manager, Aviation Programs, 416-776-7117, or [Manager, Operations—Airside/Groundside](#), 416-776-1102

## 2.9 Terminal, Apron and Gate Restrictions

General aviation, private, business or corporate aircraft shall not enter or use gates at the terminal buildings without prior permission of the GTAA. If permission is granted, the owner or operator making the request for such entry or use assumes sole and full responsibility for the safety and security of all aircraft, the terminal building and persons using such facilities.

Further, no surface painting or marking on the apron or gate areas is allowed without a Facility Alteration Permit as described in [1.3 Airport Construction](#).

**Contact:** Manager, Aviation Programs, 416-776-7117, or [Manager, Operations—Airside/Groundside](#), 416-776-1102

## 2.10 Slot Reservations

Toronto Pearson is designated as an [International Air Transport Association](#) (IATA) Level 3 Slot Co-ordinated Airport. Slot allocation is obtained through the established process, as outlined in the [International Air Transport Association's Worldwide Slot Guidelines](#).

**Contact:** Manager, Slots and Capacity Allocation, 416-776-4566

## 2.11 Ground Handling

All persons, companies, air carriers or service providers engaged in any activities as defined in the current version of Annex A of the [International Air Transport Association's](#) Standard Ground Handling Agreement shall obtain a ground handling licence issued by the GTAA and operate in accordance with the GTAA Ground Handling Policy.

**Contact:** Manager, Aviation Programs, 416-776-7117

## 2.12 Noise Management

All owners, lessees, operators or other persons having the control or right of control of any aircraft at the Airport must comply with regulations under the [Aeronautics Act](#) for noise abatement and noise emission standards, and all GTAA policies regarding noise mitigation procedures, including without limitation, preferential runway use, night flight restrictions and aircraft operating procedures.

To minimize noise, the GTAA works with [Nav Canada](#) to maintain flight procedures for arriving and departing aircraft at Toronto Pearson. For more information, please refer to the current [Canada Air Pilot](#) and [Canada Flight Supplement](#) publication.

All aircraft operations are monitored for compliance. Failure to comply may result in enforcement through the [Canadian Aviation Regulations](#).

**Contact:** Manager, Aviation Compliance and Coordination, 416-776-6310

## 2.13 Aircraft Deicing

No person shall engage in deicing or anti-icing activities without a Deicing Operations and Mitigation Plan that was approved by Manager, Airside Procedures.

In order to maintain environmental compliance and facilitate the process of determining cause, responsibility and corrective action, the GTAA shall allow only one deicing service provider in a defined area and only in areas where glycol recovery is possible and under conditions specified in the approved plan.

The GTAA reserves the right to inspect operations to ensure compliance with the approved plan. In the event that the approved plan does not ensure environmental compliance, additional mitigation efforts will be required before engaging in deicing or anti-icing activities.

**Contact:** Manager, Aviation Compliance and Coordination,  
416-776-6310

## Deicing Locations

Deicing and anti-icing shall occur only at the Central Deicing Facility (CDF) or in specified locations designated by the GTAA in accordance with [2.13 Aircraft Deicing](#) above.

**Contact:** Manager, Aviation Compliance and Coordination,  
416-776-6310

# Fuelling of Aircraft

## 2.14 Fuelling Medevac

If the aircraft being fuelled is operating as a medevac and contains a passenger, GTAA Fire and Emergency Services shall be present.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 2.15 Fuel Spills

In the event of a fuel spill, the air carrier, aircraft operator or fuelling company shall call the Airport Emergency Line and immediately ensure that all appropriate precautions are taken to contain and clean up the spill.

When there is no apparent presence of fire, fuel delivery units shall not be moved until the spillage is removed or remediated to the satisfaction of the GTAA. Spilled fuel shall be cleaned up immediately and the area secured. Every effort shall be made to contain the fuel and keep it from entering the storm drains. No aircraft or vehicle movement shall be allowed in the area until authorized by GTAA Fire and Emergency Services.

Should passengers be evacuated because of a fuel spill, passengers shall not be re-admitted to the loading bridge or the aircraft until authorized by the GTAA Fire and Emergency Services.

**Contact:** Airport Emergency Line, 416-776-3033

## 2.16 Lavatory Spills

Spilled lavatory fluids are treated as a hazardous materials spill. All spills shall be reported immediately to the Airport Emergency Line.

Under no circumstance shall a lavatory spill be washed into the storm sewer or sanitary sewer. The air carrier, aircraft operator or other responsible person shall comply with the current Environmental Emergency Contingency Plan (see [7.1 Environmental Emergency Contingency Plan](#)) regarding cleanup of contaminated (used) and uncontaminated (unused) lavatory fluid.

**Contact:** Airport Emergency Line, 416-776-3033

## 2.17 Clean-Up and Containment of Spills

No person shall allow fuel, oil, hydraulic fluid or any other contaminants of any kind to leak or spill onto the Airport property. No fuel, oil, hydraulic fluid, or any other contaminants of any kind, including detergents used to wash aircraft or other surfaces, shall be allowed to flow into or be placed in any sewer system or open water areas.

Whenever a hazardous material spill or leak occurs, the owner, agent in control or the generator of the hazardous material shall immediately take all steps necessary to discover (including notifying appropriate parties), contain, clean up, dispose of and follow up on the spill or leak, in compliance with the current Environmental Emergency Contingency Plan. Additional remediation and restoration of the affected area may be required as instructed by the GTAA.

All spills shall be reported immediately to the Airport Emergency Line.

**Contact:** Airport Emergency Line, 416-776-3033

## 2.18 Non-Compliance

If any person, owner, agent in control or the generator of the hazardous material fails to contain and clean up any hazardous material, spill or leak forthwith upon becoming aware of the spill or leak at the Airport, the GTAA may, in addition to its rights and remedies described in [9 Enforcement](#), contain and clean up such hazardous material, spill or leak at that person's cost. The said person shall pay all costs including labour, materials and services required, including overhead, as incurred or determined by the GTAA as necessary to contain and clean up such hazardous material, spill or leak.

**Contact:** Manager, Environmental Services, 416-776-3049



## Terminal Buildings and Landside Areas

We are committed to ensuring that all guests have a comfortable and positive experience when visiting Toronto Pearson. Many persons want to join the Toronto Pearson community and conduct business with our guests. By obtaining the required permits, business partners ensure that their activities contribute to the success of all and offer our guests a delightful experience.

### 3.1 Airport Signs

No signs exposed to public view shall be installed on the Airport without prior written approval from the GTAA. Sign installations shall conform to the requirements of the [Airport Construction Code](#).

No person shall post, distribute, or display signs, advertisements, circulars, printed or written matter at the Airport, without the express written approval of the GTAA.

**Contact:** Manager, Guest Flow and Facilitation, 416-776-9649

### 3.2 Logistics

To maintain the safety and security of the Airport and the effective movement of goods and materials through the terminal buildings, the GTAA has developed and established a [Logistics Program](#). An on-site logistics company delivers the program.

Goods and materials transported through the terminal buildings must first be verified and authorized to prevent the introduction of prohibited items. All tenants and service providers shall adhere to the Logistics Program and the security measures associated with the program.

**Contact:** Logistics service provider, 416-776-5444

### 3.3 Commercial Activities

Persons conducting any business or commercial undertaking at the Airport shall have either a permit from the GTAA or shall have entered into a lease, licence agreement or other contract with the GTAA in respect to the operation of their business or undertaking.

Before affixing, installing or placing anything at the Airport for the purpose of a business or commercial undertaking, persons must obtain a permit from the GTAA issued pursuant to the [Airport Construction Code](#).

**Contact:** Senior Manager, Retail Development, 416-776-3255, submit a [Business Interest Application form](#), or Senior Manager, Property Leasing and Development, 416-776-5187

### 3.4 Commercial Photography

Other than representatives of the news media on official assignments, all still, motion, television, or sound pictures filmed at the Airport for commercial purposes shall only be conducted in accordance with GTAA policies and procedures.

**Contact:** [Commercial Agreement Administration](#), 416-776-7398

### 3.5 Litter and Refuse

No person shall place, discharge, or deposit in any manner, papers, trash, rubbish or other refuse anywhere at the Airport, except in receptacles and other such places. All litter and refuse must be covered when transported in vehicles, and all receptacles for said materials must have covers.

Any deposit of garbage, debris or refuse in unauthorized locations shall be collected and removed from the Airport by the responsible tenant. The GTAA may arrange for collection and removal, and charge the responsible tenant for all costs incurred in so doing.

### 3.6 Dogs and Other Animals

No person shall enter a terminal building with any animal except:

- a service animal
- a house pet properly confined or ready for shipment
- dogs used by enforcement agencies, such as police

### **3.7 Labour Disputes**

Employers and unions who conduct business at the Airport shall notify the GTAA of any pending labour disruption or other labour activity, including picketing, to be conducted in connection with any legal lockout or strike involving the employer at the Airport.

Strike and informational pickets may only be conducted in connection with a legal lockout or strike. The GTAA requires that unions sign a picket protocol before engaging in any picketing activity.

**Contact:** Security Intelligence, 416-776-5760

### **3.8 Religious, Political or Charitable Activities**

Religious, political or charitable activities shall only be conducted at the Airport in accordance with GTAA policies and procedures.

**Contact:** [Commercial Agreement Administration](#), 416-776-7398





## Real Estate

Any company that needs land or building premises to operate their business at Toronto Pearson may make a request to the GTAA. Due to limited space availability, the GTAA will determine whether such request will be granted. Land is not available for sale at Toronto Pearson.

If the GTAA determines that it will lease or license premises to the company, the company shall enter into a lease or licence with the GTAA as the landlord or licensor as applicable.

A number of approvals are necessary for tenants to improve their premises at the Airport. Tenants are required to obtain a [Facility Alteration Permit \(FAP\)](#) from the GTAA Construction Control Office before constructing or renovating its premises. Arrangements need to be made to supply utilities to the premises. Land tenants may also require approvals from the City of Mississauga or the Region of Peel if they require new access from a public road. Tenants constructing their own building require approval from Nav Canada.

**Contact:** [Senior Manager, Property Leasing and Development](#),  
416-776-5187





## Ground Transportation

At Toronto Pearson, ground transportation service providers play a significant role in serving our guests. There are many different categories ranging from taxis and limousines, to pre-arranged, off-airport, car rentals, out-of-town van service, Downtown Express and hotel shuttles. Operators of these services may access commercial curbs designated by class at Terminal 1, Terminal 3, and at the Viscount Station. All commercial operators are required to obtain a permit or a licence before they conduct business at Toronto Pearson.

### 5.1 Taxi and Limousine Licenses

Toronto Pearson has a dedicated taxi and limousine fleet to serve the Airport. These vehicles pick up passengers at the taxi and limousine stands located at the terminal curbs on a first come, first serve basis.

Taxi and limousine licences are issued on an infrequent basis through a competitive process, not on the basis of seniority. Individuals who wish to drive an existing GTAA taxi or limousine must be sponsored by a holder of a taxi or limousine permit or licence. The GTAA requires that all drivers hold municipal licenses, successfully complete sensitivity training and defensive driving, and pass the GTAA's driver examination prior to receiving an Airport Drivers Certificate.

**Contact:** Commercial Vehicle Clerk, 416-776-4529

### 5.2 Pre-Arranged Services

The GTAA has established a pre-arranged service to allow any municipally licensed taxi, limousine or charter bus to pick up passengers at the Airport on a pre-arranged basis. To arrange for a taxi or limousine of your choice, please contact your preferred taxi or limousine company. Upon arrival at the Airport, proceed to the designated area listed below, and notify the Pre-Arranged Dispatcher there that you are waiting. The designated areas follow:

- Terminal 1—Door B3
- Terminal 3—Post 29

Taxi and limousine drivers shall attend the pre-arranged service building, located on the approach road to Terminal 3 at 6340-1 Silverdart Drive, to obtain a permit. Upon receipt of the permit, the driver shall remain in the staging lot there until dispatched to the terminal curb. The cost of pre-arranged permits is published on [TorontoPearson.com](http://TorontoPearson.com).

**Contact:** Pre-Arranged Dispatcher, 416-776-7048

### 5.3 Out of Town Van Services

Currently, there are many [ground transportation service providers](#) operating from Toronto Pearson to destinations in Ontario and the United States. Individuals who wish to provide service from Toronto Pearson require special licensing from the [Ontario Highway Transport Board \(OHTB\)](#) and a licence from the GTAA.

**Contact:** Manager, Ground Transportation, 416-776-4519

### 5.4 Hotel Shuttles

Many hotels close to Toronto Pearson have complimentary shuttles to and from the Airport. These shuttles operate at Toronto Pearson under a permit or licence from the GTAA.

**Contact:** Your hotel for service

### 5.5 Illegal Taxi/Limousine Operators

Persons who perform commercial pickups for hire are reminded that a permit or licence is required to operate at Toronto Pearson. Individuals who fail to obtain a permit or licence are subject to significant fines under the Ontario Highway Traffic Act, and their vehicle may be impounded.

Employees who notice unauthorized persons soliciting passengers for taxi cabs or limousines should immediately call the Airport Emergency Line.

**Contact:** Coordinator, Ground Transportation, 416-776-9867  
Integrated Operations Control Centre, 416-776-3055



## Fire and Safety

All persons conducting business or other approved activities at the Airport shall comply with all fire and fire-related safety provisions of this Handbook, including hazardous materials, and shall abide by applicable laws, rules and regulations, including the [National Fire Code of Canada](#), the [National Fire Protection Association \(NFPA\)](#) and all other GTAA directives and standards relating to fire and life safety enforced by the Airport Fire Chief.

### 6.1 Fire Chief

The Airport Fire Chief, Fire and Emergency Services, as the authority having jurisdiction, shall enforce all applicable sections of this Handbook pertaining to life safety, fire protection, fire prevention and fire spread control at Toronto Pearson.

All building, structures and premises shall be inspected annually by Fire and Emergency Services to ensure compliance with this Handbook.

### 6.2 Reporting Fire and Emergencies

Every person shall immediately report all emergencies on Airport property to the Airport Emergency Line. This will ensure a multi-agency response of fire, police, and ambulance services as appropriate. Persons without immediate access to a phone may report emergencies by GTAA radio or door intercom.

Persons reporting emergencies shall identify themselves by name and organization, giving contact information; describe the nature of the emergency, such as fire, medical emergency, motor vehicle accident; the location of the emergency, giving specifics; and any other pertinent information, such as actions taken.

**Contact:** Airport Emergency Line, 416-776-3033

## 6.3 Fire and Life Safety Hazards

Every person shall report fire and life safety hazards immediately to the Integrated Operations Control Centre.

All reports of fire and life safety hazards will be investigated and kept confidential.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 6.4 Fire Extinguishers and Equipment

All fire extinguishers and other such equipment shall be regularly inspected by tenants or their contractors, and shall meet the requirements of the [National Fire Code of Canada](#).

Fire extinguishers and equipment shall not be tampered with at any time, nor used for any purpose other than dealing with a fire emergency. Portable fire extinguishers are intended as a first line of defence to cope with fires of limited size.

Anyone who discovers defective or missing life safety equipment shall report the matter immediately to the Integrated Operations Control Centre.

All employees shall be trained in the use of portable fire extinguishers. Training is available through the Fire and Emergency Services Training Institute (FESTI).

**Contact:** Integrated Operations Control Centre, 416-776-3055 to report, or to arrange training, FESTI, 416-776-5997

## 6.5 Inspection and Cleaning of Commercial Cooking Equipment

Maintenance and cleaning procedures for commercial cooking exhaust systems and related equipment on Airport lands shall comply with the GTAA Fire and Emergency Services Kitchen Exhaust System Cleaning Protocol FP-02.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.6 Fire Department Access to Buildings

Access to buildings shall be maintained in good repair and free of obstructions at all times so fire vehicles can respond quickly to any location at any time. Similarly, access to fire department connections for sprinkler, standpipe systems, fire hydrants and other emergency equipment used by firefighters shall be maintained free of obstructions at all times.

Vehicles shall be parked only in approved areas to maintain free access to building for fire department vehicles. Signs shall be posted identifying approved parking areas and prohibiting parking in areas required for fire department access.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.7 Fire Safety Plan

A fire safety plan is required by all North American national, state and provincial fire codes based on building use or occupancy types. Generally, the owner of the building is responsible for the preparation of a fire safety plan. Developing plans for buildings with elaborate emergency systems may require the assistance of a fire protection consultant.

Fire safety plans for Airport buildings must be submitted to the Airport Fire Chief or authority having jurisdiction for approval. Once the plan is approved, the owner is responsible for implementing the fire safety plan and training all staff in their duties. It is also the owner's responsibility to ensure that all visitors and staff are informed of their duties in case of fire. During a fire emergency, a copy of the approved fire safety plan shall be prominently posted on each floor area or tenant space for the responding fire departments to use.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.8 Building and Occupant Fire Safety

Tenants shall keep their premises free from rubbish and debris at all times. For the safety of the occupants in existing buildings, tenants shall comply with the [National Fire Code of Canada](#), Division B, Part 2, dealing with eliminating or controlling fire hazards in and around buildings, installing and maintaining certain life safety systems in buildings, and installing and maintaining related signs and information.

Tenants shall ensure that fire safety training is provided to all of their employees including emergency procedures, use of portable fire extinguisher, and any special fire equipment within their areas. Training records shall be kept for at least two years and shall be made available to GTAA Fire and Emergency Services for review upon request.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.9 Fire Protection Installations

Fire protection installations shall be maintained in operating condition for the intended use of the system.

### 6.9.1 Shutdown Notification

When tests, repairs or alterations are made to fire protection installations, including sprinkler and standpipe systems, the following shutdown notifications shall be made in advance whenever possible:

- Integrated Operations Control Centre, who will inform GTAA Fire and Emergency Services
- third-party monitoring agency
- supervisory staff in the building
- occupants of the building

**Contact:** Integrated Operations Control Centre, 416-776-3055

### 6.9.2 Protection During Shutdown

When any portion of a fire protection system is temporarily shut down, alternative measures shall be taken to ensure that the level of safety intended by the [National Fire Code of Canada](#) is maintained.

Interruption of normal operation of a fire protection system for any purpose constitutes a “temporary shutdown.” Types of interruptions include, but are not limited to, periodic inspection, testing, maintenance, and repairs.

When a sprinkler system is shut down, alternative measures that can be taken include providing emergency hose lines, portable extinguishers, extra fire watch service, and where practicable temporary water connections to the sprinkler system.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.10 Open Flames or Fire

No person shall start any open flames or fire of any type on any part of the Airport without permission from the Airport Fire Chief.

No person shall operate an oxyacetylene torch, electric arc or similar flame or spark-producing device on any part of the Airport except in areas specifically designated for such use by the GTAA, unless a hot work permit from the Airport Fire Chief has first been obtained. Such a permit may be obtained by calling the Integrated Operations Control Centre.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 6.11 Flammable and Combustible Liquids

Wherever flammable or combustible liquids are used or stored, the [National Fire Code of Canada](#), Part 4, applies.

**Contact:** GTAA Fire and Emergency Services, 416-776-4515

## 6.12 Hazardous Activities

Activities that create a hazard and that were not considered in the original building design shall not be carried out in a building unless provisions are made to control the hazard in compliance with the [National Fire Code of Canada](#).

**Contact:** GTAA Fire and Emergency Services, 416-776-4515





## Environment

The GTAA is committed to ensuring that activities undertaken at Toronto Pearson are carried out in an environmentally responsible manner, in compliance with applicable environmental laws and regulations, good environmental management practices, and with sensitivity to community and public concerns. The GTAA has made significant operational and capital investments to mitigate the environmental impact of Airport operations.

### 7.1 Environmental Emergency Contingency Plan

The GTAA makes its Environmental Emergency Contingency Plan (EECP) available to all business partners at the Airport. Tenants are required to develop their own contingency plans, consistent with the EECP, relating to their operations.

**Contact:** Manager, Environmental Services, 416-776-3049

### 7.2 Unauthorized Release of Hazardous Material

Tenants shall comply with the GTAA's current Environmental Emergency Contingency Plan. Every person shall immediately report any release or threatened release of a hazardous material on the Airport property using the Airport Emergency Line.

**Contact:** Airport Emergency Line, 416-776-3033

### 7.3 Waste Water

Tenants shall comply with the current [Airport Construction Code](#) and the applicable provisions of their leases or occupancy agreements, including the municipal sewer use bylaws regarding the discharge of

sanitary sewage and industrial waste, and the limitations on the concentration of specified constituents.

**Contact:** Manager, Environmental Services, 416-776-3049



## Security

At Toronto Pearson, security is critical to our collective success. As the busiest airport in Canada, moving 35 million passengers a year, as a key port of entry into Canada and a place where 40,000 people are employed, we all share the responsibility for keeping Toronto Pearson safe and secure.

Threats at the Airport exist and must be managed by the GTAA and our Airport security partners. These threats can take many forms ranging from threats against civil aviation to criminal acts.

In response to threats against civil aviation, [Transport Canada](#) may increase the national Aviation Security Level, and the GTAA will respond by making appropriate adjustments in the Airport security program. We ask that business partners remain flexible and accommodating with any identified requirements. Examples of security program changes may include, but are not limited to:

- Increase in security patrols
- Fewer airside or terminal access points open or available
- Increased vigilance and awareness

### 8.1 Roles and Responsibilities

There are many organizations within the Toronto Pearson community that form part of the Airport security program. A few are listed below.

#### 8.1.1 Greater Toronto Airports Authority

The GTAA coordinates security activities collaboratively with tenants, airlines and security partners. This approach ensures that the Airport is protected against legitimate threat scenarios without compromising the well-being of guests.

### 8.1.2 Business Partners

All business partners play an integral role in the Airport security program by remaining vigilant in their everyday activities, participating in security committees, reporting security concerns, complying with all applicable legal requirements and supporting Airport security initiatives.

### 8.1.3 Peel Regional Police

[Peel Regional Police](#) are the police service of jurisdiction and provide full police response and enforcement at Toronto Pearson. The Airport division protect life and property, and prevent or investigate criminal acts. They are an integral part of the Airport security program.

**Information:** Peel Regional Police Airport division, 905-453-3311

### 8.1.4 Primary Security Line Partners

Primary security line partners (with some exceptions) are businesses that occupy an area that is on the Airport's Primary Security Line and that have an access point into the Restricted Area. These businesses have specific duties and obligations under the [Canadian Aviation Security Regulations](#).

All primary security line partners are responsible to prevent the following actions:

- unauthorized persons from accessing the restricted area from the facility under their responsibility or control
- unauthorized persons from accessing aircraft, cargo or other assets within a tenant's facility
- the introduction of any weapons, explosives or incendiary devices, and components of such devices that may be used to commit an unlawful act against civil aviation

These partners report any security incidents immediately to the GTAA Integrated Operations Control Centre so that the incident can be mitigated.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 8.2 Security Programs

The following security programs are ongoing at Toronto Pearson.

### 8.2.1 Restricted Area Identification Card Process

The GTAA [Pass/Permit Control Office](#) issues and administers security clearances, Restricted Area Identification Cards (RAICs) and other security items to Airport business partners that have demonstrated a frequent need and right of entry into Airport restricted areas while in the performance of their duties.

Business partners shall designate a management representative who shall contact the Manager, Pass/Permit Control Office, and coordinate requirements, on behalf of the company, for the issuance of security items relevant to duties performed in restricted areas.

The designated management representative shall be the point of contact and assist the Pass/Permit Control Office in the administration and control of any security items issued to that company or any employee of that company.

**Contact:** Manager, Pass/Permit Control Office, 416-776-7277

**Information:** [Pass/Permit Control Office page](#) on TorontoPearson.com

### 8.2.2 Security Awareness

To provide a better understanding of the role our business partners play at Toronto Pearson, the GTAA provides a mandatory security awareness program for all RAIC holders that includes an interactive session for persons who have a requirement to access the restricted area throughout the facilities.

**Information:** [Security Awareness Training page](#) on TorontoPearson.com

### 8.2.3 Primary Security Line Partners/Tenant Security Program

Primary security line tenants play an important role in controlling access to restricted areas at Toronto Pearson.

The Tenant Security Program identifies the security obligations of tenants who have or control access to the Airport's restricted areas as part of their business operations. All primary security line tenants, including their sub-tenants, shall develop and submit a Tenant Security Plan to GTAA in compliance with the program and the [Canadian Aviation Security Regulations](#).

**Contact:** Manager, Aviation Safety and Security Response Programs, 416-776-4700

### 8.2.4 Unscreened Flights

Air carriers and ground handling agencies seeking approval for regularly scheduled, unscreened flight arrivals into Terminals 1 or 3 shall forward a written request detailing the specifics of the flight to the GTAA.

**Contact:** Associate Director, Corporate Policy, Safety and Security, 416-776-3260

### 8.2.5 Trespass Control

The GTAA maintains a trespass control program and can issue trespass notices. Any person encountering a person who is not considered a travelling passenger or greeter and who is engaged in questionable

behaviour such as loitering, cart scooping or illegal taxi operations, shall contact the Integrated Operations Control Centre.

**Contact:** Integrated Operations Control Centre, 416-776-3055

## 8.3 Security Controls

Security controls include barriers and the prohibition of certain items at the Airport.

### 8.3.1 Security Barriers

All buildings, obstacles and fences that form a part of the security barrier must comply with the [Canadian Aviation Security Regulations](#). The security barrier must remain secure while not in use and be kept clear of obstructions. No one is permitted to undertake any modifications or construction activities that could impact the security barrier or security posture without GTAA approval.

Snow, baggage carts, containers and equipment parking may encroach on the clearance limits of the security barrier. If the GTAA determines it necessary to remove these materials or equipment, they may be removed at the owner's expense.

Persons authorized to access or control access through the security barrier are required to prevent access by unauthorized persons.

**Information:** Senior Manager, Security Plans and Infrastructure, 416-776-3567

### 8.3.2 Sale of Weapons

The sale of weapons or any model or miniature of a weapon at Toronto Pearson is strictly prohibited.

**Information:** Senior Manager, Security Plans and Infrastructure, 416-776-3567

### 8.3.3 Prohibited Items on the Airport

The list of prohibited items published by the [Canada Air Transport Security Authority](#) identifies items that are not permitted within the secure area at Toronto Pearson as they may interfere with the safe and secure operation of aircraft or Airport facilities.

Employees may enter the secure area with prohibited items provided they are approved as tools of the trade.

Weapons, ammunition and explosives are not permitted to be accessible or in the possession of any person on Airport property unless the person is authorized by regulations and is licensed to carry such weapons, ammunition or explosives.

Authorized persons may have a firearm in their possession or accessible to them while engaged by the GTAA in wildlife control at Toronto Pearson.

**Information:** [Transport Canada's website](#)





## Enforcement

This Handbook has been developed in part to assist business partners and others in understanding their obligations with respect to the business or activities they conduct at the Airport. This Handbook establishes minimum standards of behaviour that must be complied with to ensure the safe, secure, and efficient operation of the Airport.

In addition to any action that may be taken by government authorities or agencies relating to a violation of any statute, regulation, by-law or other lawful requirement, the GTAA shall take such action and pursue the remedies available to it that it believes are appropriate in the event any of the provisions of this Handbook are violated.

Some of the actions and remedies that the GTAA may take include, but are not limited to, the following:

1. Seek restitution by requiring the person to compensate the GTAA for any loss, damage or injury suffered by the GTAA or the Airport, including to property or the environment.
2. Require the person to rectify at their expense any loss, damage or injury caused by the person to the GTAA's property, the Airport, the property of others, or the environment.
3. Deny the person access or use of any part or all of the Airport or any facility.
4. Require the person to pay the GTAA \$5,000 as a genuine pre-estimate of the GTAA's loss, damage or injury, and not as a penalty.
5. Publish the name of any person who violates any provision contained in this Handbook.

In addition, because this Handbook is incorporated into any contract that any person may have with the GTAA—such as a lease, license or permit—any breach of this Handbook will result in a breach of such contract. In that event, the GTAA may pursue the rights and remedies described in the contract, including termination of the contract.





# A

## Glossary

The following terms are used in this Handbook.

Term	Definition
Access Control System	a system designed to control access through a barrier at a restricted area access point
air carrier	an aircraft operator licensed by the National Transportation Agency of Canada to transport persons, mail and goods by air for remuneration
aircraft	any and all machines capable of deriving support in the atmosphere from reactions of the air
aircraft operator	in respect of an aircraft, the person who is in charge of the aircraft, whether or not the person is actually attending the controls of the aircraft
Airport	all land and improvements within the geographical boundaries of Lester B. Pearson International Airport, also known as Toronto Pearson
Airport Construction Code	the manual issued by the GTAA from time to time that regulates construction at the Airport
Airport People Mover (APM)	automated elevated rail connection between stations at Terminals 1 and 3, and the Viscount Station, also known as the LINK train
Airport Terminal Information System	a continuous broadcast of recorded non-control information for pilots containing essential information such as weather, active runways, available approaches and important Notices to Airmen

Term	Definition
Airport Traffic Directives (ATDs)	description of the driving environment and rules and regulations for operating a motor vehicle on the airside area of Toronto Pearson, complies with Transport Canada's <a href="#">Aerodrome Standards and Recommended Practices</a>
airside area	the subsystem of the Airport that provides the means for the operation and maintenance of aircraft, including such facilities as runways, taxiways, gates, aprons, aircraft holding areas, aircraft servicing and maintenance areas, and the air traffic control system
Airside Vehicle Operator's Permit (AVOP)	designation issued by the GTAA to certify that the holder can operate a motor vehicle safely on the airside area for the purpose of performing work-related duties, requires the holder to maintain a valid provincial driver's licence, RAIC, and successfully complete AVOP program testing
apron	the part of the Airport, other than the Manoeuvring Area, intended to accommodate the loading and unloading of passengers and cargo; the refuelling, servicing, maintenance and parking of aircraft; and any movement of aircraft, vehicles and pedestrians necessary for such purposes
bus	a commercial passenger vehicle operated on a per-passenger fare basis and serving a specific route or destination
business partner	commercial users of Toronto Pearson, including but not limited to air carriers, tenants, contractors, service providers, and their employees
Central Deicing Facility (CDF)	Toronto Pearson airside facility dedicated to deicing and anti-icing aircraft with a glycol processing system
Chapter 2 aircraft	The International Civil Aviation Organization's initial <a href="#">noise standard</a> for jet-powered aircraft designed before 1977, included in Chapter 2 of Annex 16, <i>Environmental Protection</i> , Volume I, of the <i>Aircraft Noise to the Convention on International Civil Aviation</i> .  Examples of Chapter 2 aircraft include the Boeing 727 and the Douglas DC-9.

Term	Definition
commercial passenger vehicle	a rental motor vehicle or a motor vehicle that is used in the transportation of persons for compensation
construction	any new facilities; and alteration, replacement, renovation, relocation or demolition of existing facilities at the Airport
courtesy vehicle	a motor vehicle operated by a commercial enterprise for the purpose of transporting customers of that enterprise between the Airport and the place of business of that enterprise
directive	Toronto Pearson community communication published by the GTAA from time to time that amends this Handbook
driver	with respect to a motor vehicle, the person who is driving or has care and control of that motor vehicle
emergency	an accident or incident requiring a prompt response to protect life or the safety of people, property, or the environment due to a present or imminent threat <i>See also non-emergency</i>
Emergency Response Plan (ERP)	GTAA plan that identifies the integrated response strategies for handling different emergencies at Toronto Pearson, complies with <a href="#">Canadian Aviation Regulations</a> , Canadian Aerodrome Security Measures, and <a href="#">Canadian Aviation Security Regulations</a>
Environmental Emergency Contingency Plan (EECP)	GTAA contingency plan that outlines emergency procedures to be used in the event of an environmental incident at Toronto Pearson to ensure a prompt and orderly response
federal statute or regulation	legislation passed under the authority of Her Majesty in Right of Canada
foreign object debris or damage (FOD)	any metal, plastic or paper litter that could potentially cause damage to jet engines and injury to persons
general vehicle station	an area at the Airport described or delineated pursuant to Rule 4 for the parking and standing of a courtesy vehicle or a commercial passenger vehicle, other than a taxi cab or limousine, used to provide transportation for passengers or goods

<b>Term</b>	<b>Definition</b>
Greater Toronto Airports Authority (GTAA)	the Canadian Airport Authority that manages Toronto Pearson International Airport
groundside	the subsystem of the Airport that provides the means of interchange, for both passengers and goods, between ground transport and air transport, including such facilities as terminal buildings, parking areas and structures, and the road system on the Airport property
Guest Services Representatives (GSRs)	GTAA service representatives dedicated to Toronto Pearson's guests, answering public calls, inquiries, and staffing information counters
hazardous materials	any biological, chemical or physical agent or material that could harm people, other living organisms or the environment because of its quantity, concentration or physical or chemical properties; classified as flammable, combustible, explosive, toxic, radioactive or corrosive materials; oxidizers; aerosols; or compressed gases
Integrated Operations Control Centre	GTAA call centre for emergency, security and maintenance issues; coordinates response; monitors systems; reports
key	any device designed to provide access to a restricted area at a restricted area access point
Lightning Detection System (LDS)	system that warns of imminent lightning strikes at Toronto Pearson using a combination of real-time lightning strike information and sensors that measure the local electric field
limousine	a commercial passenger vehicle other than a bus that has a seating capacity of not more than six passengers, including the driver, that is used for the transportation of passengers on a zone fare basis
limousine station	an area at the Airport described or delineated pursuant to Rule 4 for the parking or standing of any limousines
Manoeuvring Area	that part of the Airport used for the takeoff and landing of aircraft, and for the movement of aircraft associated with takeoff and landing, excluding aprons

Term	Definition
Movement Area	that part of the Airport used for the surface movement of aircraft, including the Manoeuvring Area and aprons
non-emergency	an accident or incident where the threat to life or the safety of people, property, or the environment is neither present nor imminent <i>See also</i> emergency
Notice to Airmen (NOTAM)	alerts to pilots of any hazards en route to a specific location, published by government agencies and airport operators
operator	in respect of commercial passenger vehicles or courtesy vehicles, the person who is in charge of the vehicle, whether or not the actual driver
permit	a licence to operate at Toronto Pearson issued pursuant to Rule 4
permit holder	the operator specified in the permit
person	any individual, firm, co-partnership, corporation, company, association or political body, including any trustee, receiver, assignee, or representative thereof
plate	a plate, card, sticker or other device provided pursuant to Rule 4
police officer	a person employed by a municipal or regional police service to preserve the public peace, and who is engaged in the execution of his or her duties
provincial statute or regulation	legislation passed under the authority of Her Majesty in Right of Ontario
restricted area	an area of the Airport designated by a sign as an area to which access by persons or vehicles requires the authorization (RAIC) and need and right
restricted area access point	a point in a barrier at which an access control system is in place
Restricted Area Identification Card (RAIC)	a document or other piece of identification approved or issued by or under the authority of the Chief Executive Officer authorizing its holder to have access to a restricted area

Term	Definition
roadway	that portion of a highway or street improved, designed, or ordinarily used for vehicular travel
Safety and Security Officer (SSO)	GTAA safety and security response and enforcement officers who patrol the Toronto Pearson site from the access roads and parking garages (Guest and Terminal Services Safety and Security Officer— GTS-SSO), to the secure apron areas around the aircraft (Aviation Services Safety and Security Officer—AVS-SSO)
screening	the measures established, maintained and carried out for the control, identification, observation inspection or search of persons, personal belongings, baggage and cargo to prevent the unauthorized possession and carriage of weapons, explosives and incendiaries on the Airport or on-board aircraft
security barrier	any physical structure or natural feature designed or used to prevent or deter access by unauthorized persons to a restricted area of the Airport
security measures	measures aimed at preventing unlawful interference with civil aviation or actions that are contrary to this Handbook
security personnel	persons employed at the Airport to provide services aimed at preventing unlawful interference with civil aviation and ensuring that appropriate action is taken where that interference occurs or is likely to occur
service animal	any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability
taxi cab	a commercial passenger vehicle, other than a bus or limousine, fitted with a meter that is used to determine the fee to be paid pursuant to Rule 4
taxi cab station	an area at the Airport described or delineated pursuant to Rule 4 for the parking or standing of any taxi cab
tenant	a leaseholder, licensee or other occupant of land or premises within the boundaries of the Airport, and his or her subleases or duly authorized agents

Term	Definition
Tenant/Airline Representatives (TARs)	GTAA service representatives dedicated to Toronto Pearson's airline customers, tenants and government agencies
terminal building	all buildings and structures located within the Airport and open to the public for the purpose of flight ticket purchase, public lobby waiting, baggage check-in and other services related to public air travel, including Terminals 1 and 3
vehicle	any automobile, truck, bus, or any self propelled vehicle or device in which any person or property can be transported, carried, or conveyed on land, but does not include an aircraft
vehicle operator	in respect of commercial passenger vehicles or courtesy vehicles, the person who is in charge of the vehicle, whether or not the person is actually the driver
weapon	anything used or intended for use in causing death or injury to persons, whether designed for such purpose or not, or anything used or intended for use for the purpose of threatening or intimidating any person, and, without restricting the generality of the foregoing, includes any firearm

