



# Year in Review

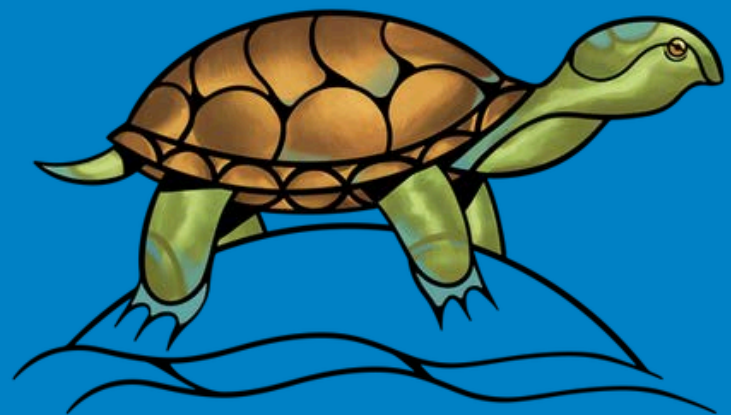
Powering meaningful connections

# 2025



# Land acknowledgement

Nieuport Aviation respectfully acknowledges that the lands upon which we operate are the traditional territory of the Mississaugas of the Credit First Nation (MCFN). The MCFN are the original caretakers of this land and we at Nieuport Aviation remain committed to ongoing and respectful relationship-building and reconciliation efforts to ensure the preservation of the Toronto Islands. We acknowledge the contributions of the Indigenous Peoples across Turtle Island, historically and presently, who now call Toronto home.



# Message from our CEO



As Nieuport Aviation marks its 10<sup>th</sup> year as the terminal partner at Billy Bishop Toronto City Airport, I am proud to share our 2025 Year in Review. This milestone is an opportunity to reflect on how far we have come and the impact we continue to create through partnerships, accountability and a shared sense of purpose.

Our work is guided by a clear mission: to conveniently connect travellers through a seamless, safe and elevated airport experience while helping drive economic prosperity for the city, province and country. In delivering on that mission, we remain focused on a set of core priorities that shape how we operate: a commitment to empowering and developing our people, advancing environmental sustainability through cleaner, greener and quieter operations, strengthening connectivity and economic impact, and deepening community relationships.

Our people are the foundation of everything we do. Last year, we introduced an evolved vision, mission and values framework that better reflects who we are today and where we are headed. We also ensured that Reconciliation was top of mind in everything we do, whether through completion of 4 Seasons of Reconciliation by all staff last year or the unveiling of "The Stories We Carry," the new large-scale mural on the exterior of the passenger terminal. Equally important were the moments that brought our team together—from airport-wide celebrations and volunteer opportunities to social gatherings among the Nieuport team—all of which reinforced the sense of shared purpose behind our work.

Passenger Experience



Community Engagement

Our People

Environmental Sustainability

Economic Sustainability

Working alongside our airport partners, we mitigated the impact of our operations through our waste diversion program, a continued focus on energy efficiency and an ongoing focus on sustainable practices across food and beverage and terminal operations.

Billy Bishop Airport continues to play an important role in supporting the economies of Toronto, Ontario and Canada. In partnership with the Toronto Port Authority, we remain focused on strengthening connectivity, supporting jobs and enabling progress that extends well beyond the airport. The completion of the airport's U.S. Preclearance facility in late 2025 marked a major step forward, creating expanded travel options, enhanced security and more convenient travel. Alongside new routes and ongoing infrastructure enhancements, these advancements are helping unlock new opportunities for businesses, supporting tourism and increasing access for the communities we serve.

Delivering an exceptional passenger experience remains core to our mission. Every decision we make is shaped by the goal of creating a journey that is efficient, welcoming and reflective of the city we serve. In 2025, this included industry-leading security wait times, enhanced amenities, and expanded programming that brings local culture into the terminal. Through initiatives such as our Love Local program, partnerships with artists and musicians, and premium lounge experiences, we are creating a terminal experience that feels distinctly Toronto while meeting the changing expectations of travellers.

Over the past year, we strengthened partnerships that support social well-being, create opportunities for connection and delivered tangible outcomes. Whether welcoming thousands of visitors during Doors Open Toronto or working alongside partners on initiatives like Haul for Hope, these efforts reflect our commitment to creating positive impact beyond the passenger terminal.

As we look ahead, we remain focused on building long-term value for Toronto, Ontario and Canada. The progress outlined in this report reflects the dedication of our team, the strength of our partnerships and a shared confidence in the future.

I am grateful to all of our airport and airline partners, service providers and teams who contribute every day to making Billy Bishop Toronto City Airport something our city can be proud of. I look forward to continuing this work together.



Jennifer Quinn  
Chief Executive Officer  
Nieuport Aviation



# 2025: A year of connections

**JANUARY**  
Nieuport launches the Sunflower lanyard program

**FEBRUARY**  
Nieuport celebrates Black History Month with three in-terminal art exhibits

**MARCH**  
Nieuport celebrates 10 years at Billy Bishop Airport



**MARCH**  
Norwegian Aviator Turi Widerøe is unveiled as a Women in Aviation Wall of Fame honoree to celebrate International Women's Day

**APRIL**  
Nieuport joins teams from across the airport to clean up Toronto's Music Garden for Earth Day

**MAY**  
Love Local Program launched in collaboration with TABIA

**MAY**  
Nieuport joins the entire airport community in welcoming 18,000 visitors for Doors Open Toronto

**AUGUST**  
Large-scale external mural celebrating community and Indigenous culture completed

**JUNE**  
Nieuport Aviation's Zaina Alhillou wins an Airport Workers Day award from the Canadian Airports Council

**JUNE**  
"This Light (Greater than the sum of the sun)" by artist Joshua Vettivelu is unveiled to celebrate Pride Month

**SEPTEMBER**  
Nieuport Aviation celebrates Safety Week across the terminal

**SEPTEMBER**  
Nieuport joins partners across the airport and beyond for the Haul for Hope, raising over \$100,000.

**OCTOBER**  
Nieuport Aviation introduces its evolved vision, mission and values

**OCTOBER**  
Nieuport organizes the speaker series for the popular Girls Take Flight event

**NOVEMBER**  
Nieuport and cleaning partner Bee-Clean celebrate 10 years of partnership

**NOVEMBER**  
Nieuport and Toronto Port Authority partner with Daily Bread to address food insecurity

**OCTOBER**  
Construction begins on Pilot Coffee in our transborder lounge

**DECEMBER**  
Nieuport completes work on the new Preclearance facility at Billy Bishop Airport, the first new airport Preclearance location in Canada in 20 years.

# Our people

## Our evolved Vision, Mission and Values: Elevating the journey and helping communities thrive



Our people are the foundation of Nieuport Aviation’s success. In 2025, we continued to cultivate a workplace where employees feel valued, supported, and empowered to deliver an exceptional airport experience. Our approach reflects our belief that our people are essential to long-term operational excellence and community trust.



### At Nieuport

-  90% employee satisfaction
-  89% of employees recommend working at Nieuport
-  87% of employees agree with Nieuport’s focus on DEI
-  95% of employees satisfied in their role
-  Zero lost-time injuries recorded

# Moments that brought us together in 2025



**National Airport Workers Day**



**Music Garden cleanup**



**All employees completed 4 Seasons of Reconciliation training in 2025.**



**Haul for Hope**



**Broad Reach sailing day**



**First Canadian airport Preclearance facility in 20 years completed.**



**Cooking to benefit a local shelter at Dish in Toronto**

# Cleaner, greener, and quieter

Environmental stewardship remains central to how Nieuport operates. In 2025, we continued working alongside airport partners to reduce waste, lower emissions, and protect the Toronto Islands and harbour ecosystems.

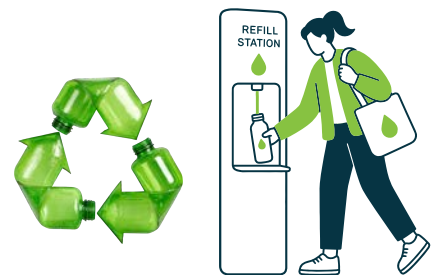


**140 metric tonnes**  
of waste diverted annually from landfill through our waste diversion program (energy to waste).

**100%**  
of waste generated by terminal retailers and food and beverage partners diverted.



Nieuport supports the Trash Trapping program, a partnership between Toronto Port Authority and University of Toronto. Through the program, 525 kilograms of debris were removed from Toronto Harbour in 2025, including 147,418 small plastic pieces.



Our water bottle filling stations have dispensed the volume equivalent of nearly **480,000** plastic water bottles since their introduction in 2015.



**For the year 2025, Nieuport's scope 1 GHG emissions totaled 546 tCO<sub>2</sub>e, while scope 3 GHG emissions (location-based) totaled 206 tCO<sub>2</sub>e.\***



*Billy Bishop Toronto City Airport's long-standing partnership with Bullfrog Power has helped avoid more than 25,916 tCO<sub>2</sub>e of greenhouse gas emissions since 2010 by sourcing renewable Electricity certificates.*

**Nieuport's complimentary shuttle serves some 300,000 passenger per year. In 2025, the service helped eliminate approximately 200,000 car trips from Toronto's roads assuming an average car occupancy of 1.5.**

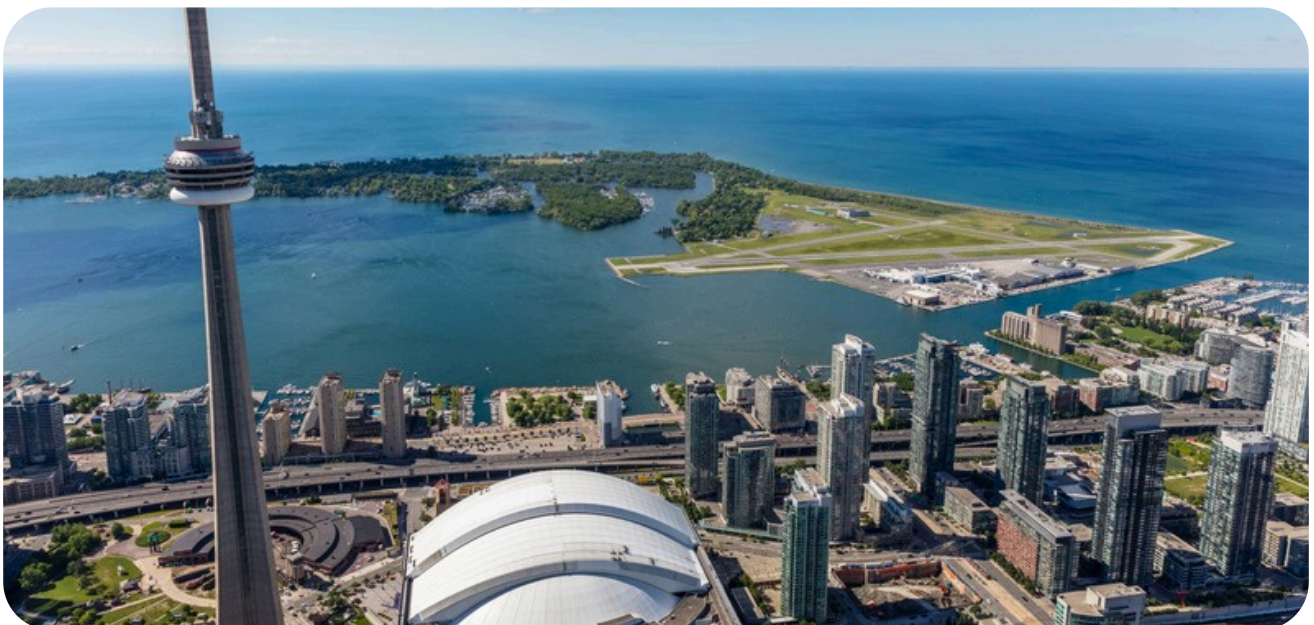


*\*2025 emissions encompass regular operations and short-term construction work for the U.S. CBP Preclearance facility. Since a portion of the emissions reported are tied to a one-time project, they do not reflect a lasting change in day-to-day operations.*

# Economic sustainability

Nieuport Aviation is the terminal partner at Billy Bishop Airport, working closely with the Toronto Port Authority and a host of partners to deliver the world-class travel experience for which the airport is known. Billy Bishop Airport continues to be a vital economic engine for the city, province and country, generating far-reaching benefits that extend well beyond the waterfront.

As a key gateway to downtown Toronto, the airport plays an essential role in facilitating business travel, supporting regional connectivity and strengthening the visitor economy. With the launch of U.S. Preclearance, a collaborative effort among Nieuport Aviation, Toronto Port Authority, a variety of partners both on and off airport, and governments on both sides of the border, the airport is expanding passenger choice, enhancing connectivity and unlocking additional economic opportunities for the region. Together, these advances enable more efficient access for professionals, patients, families and visitors alike, while supporting thousands of livelihoods and reinforcing the long-term competitiveness of Toronto and Ontario.



# U.S. Preclearance

## Opening up a new era at Billy Bishop Airport



**\$5.3 billion**

potential net economic impact as the result of Preclearance

Approximately

**200,000**

union hours of labour



**\$215 million**

total annual tax revenue



**3,680**  
on-site jobs

**5**

new routes announced



**15**



union trades helped to deliver the U.S. Preclearance facility at Billy Bishop Airport

### Departures

Destination

**BOS**

**IAD**

**LGA**

**MDW**

**ORD**

# More destinations, more choice



Billy Bishop Airport operates 20,000+ flights annually, connecting passengers to over 20 destinations in Canada and the U.S. where they can explore, work and reconnect. Whether it's a weekend in a historic capital, a coastal getaway, a Northern Ontario adventure or a quick hop to a major U.S. hub, the airport makes cross-border and domestic travel simple and accessible.

For every traveller that passes through Billy Bishop Airport, there's a reason the connectivity the airport provides matters, from family getaways and business trips to access to healthcare and much more. Whether arriving, departing or connecting, we're pleased to welcome these travellers through our terminal.



# Passenger experience



At Nieuport Aviation, the passenger experience is guided by a clear sense of purpose: to deliver a seamless airport journey that connects people to and from Toronto efficiently, comfortably, and with care. Every aspect of the terminal—from operations and amenities to accessibility and service—is shaped by a commitment to respect, collaboration and accountability, ensuring travellers feel supported from arrival to departure.

**1.5 minutes** average domestic security wait time

**35 musical performances** as part of our Music on the Fly program with the City of Toronto and Arthaus

**30 local businesses** supported as part of our Love Local program with the Toronto Association of Business Improvement Areas

**Best Domestic Lounge in Canada**  
The Aspire | Air Canada Café receives accolades from the World Luxury Travel Awards

**1.1 minutes** average transborder security wait time

**5 art exhibitions:** from local artists; celebrating community and Indigenous culture

**Approximately 3 million riders** on our complementary shuttle bus since the service's inception 10 years ago

**58 hours of dog cuddles provided** in partnership with St. John Ambulance Therapy Dog program

New local favourites like Pilot Coffee introduced

1704 ARRIVAL 23.09.2017 TORONTO CANADA

MADE WHILE ON THE AIR

DEPARTED

CANADA TORONTO

Goodland

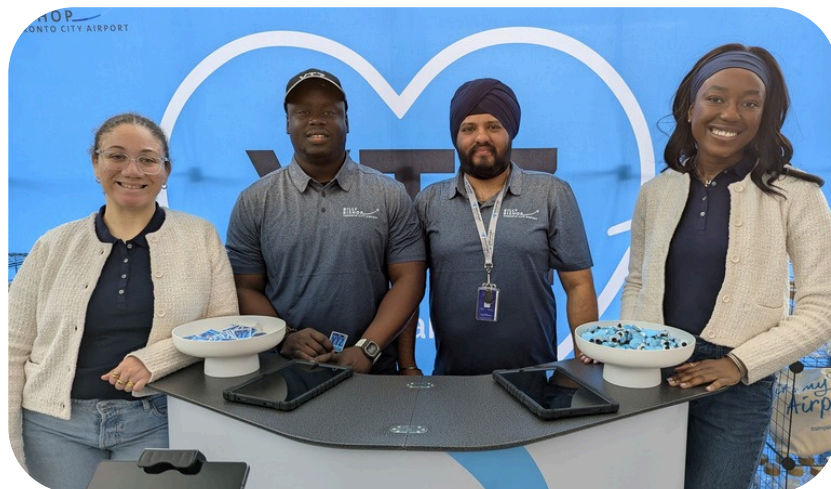
BRATISLAVA CANADA

BRUXELLES BELGIQUE

# Community engagement



Community engagement is rooted in the belief that airports can—and should—be active, responsible contributors to the places they serve. By working alongside partners, employees and local organizations, we support opportunities that strengthen social well-being, encourage inclusion and contribute to a more connected and resilient city.



# Partnerships creating positive impact



Support of Swim Drink Fish's Artists for Water Gala helped the organization raise **\$484,000\***

**RCAF Foundation\***  
10 scholarships to support the next generation of leaders in aviation, aerospace and STEM



**Connected North**  
30 arts-based sessions delivered in Northern Ontario schools



Haul for Hope, in partnership with Hope Air\*  
**\$100,000 raised**

Three Future Leadership for Youth tours delivered



**Anishnawbe Health Foundation**  
175 families supported through holiday hampers

\*in partnership with Toronto Port Authority



Nieuport's donation provided 15,000 meals to community members in 2025



**TABIA Love Local**  
Over 30 local businesses and events featured in the terminal



**Doors Open Toronto\***  
18,000 community members welcomed



**Sunflower Lanyards**  
525 travellers served through the program, which supports travellers with non-apparent disabilities.



**Indspire**  
Nieuport's support provided bursaries to 13 Indigenous students studying aviation/aerospace



# Year in Review

# 2025



[647-826-6900](tel:647-826-6900)



[info@nieuport.com](mailto:info@nieuport.com)



[www.nieuport.com](http://www.nieuport.com)