

## Why sustainability matters to our business

As the operator of Toronto's downtown airport terminal, our business plays a key role in connectivity for our city and the region beyond and helps to support prosperity and opportunity for the communities around us. We recognise that our location, operations and partnerships bring significant responsibilities, to demonstrate how we operate in ways that optimise positive impacts while striving to minimise or negate negative ones and aim to be a sustainable operator. This policy sets out our commitments and thematic Environmental, Social and Governance (ESG) objectives.

## Our overarching sustainability commitments

- Demonstrate ethical leadership for a sustainable and resilient business that is forward looking and mindful of its impacts, risks and responsibilities through continuous, active stakeholder engagement and horizon scanning.
- Implement ESG activities, programmes and systems as an on-going and integral part of how we do business, ensuring our team, our partners and those we do business with understand the value of this to our business, and that our own team are equipped and empowered to contribute to improving our sustainability performance.
- Comply with applicable regulations and go beyond compliance with best practice wherever possible in our operations, including the protection of human rights, workplace and public health and safety and protection of the environment.
- Operate our business with the highest standards of ethical conduct through clear policy, training and communications, and business processes designed to avoid risk and conflicts of interest.
- Keeping safety, security and resilience at the heart of our business, being mindful of changing and sometimes increasing risks that could affect our business and our stakeholders.
- Working with our supply and operational partners to drive innovation for a more sustainable airport.

## Our thematic sustainable business objectives

### Leadership, partnerships and ethics

- Demonstrating the highest standards of governance, including independence and diversity within our structures, and oversight of ESG matters
- Maintaining management systems throughout our business and working with our supply chain to operate a safe, resilient and sustainable terminal at all times.
- Operating with integrity and respect across the whole of our value chain, including our suppliers, and applying appropriate risk, compliance and business ethics policies, systems and checks to avoid conflicts of interest, protect human rights, and ensure the protection of whistleblowers.
- Protecting our customers, suppliers and our own business from cybersecurity and other key risks.

### Our People and Health, Safety & Wellbeing

- Providing a safe place of work for all our employees, supply chain and others with jobs in our terminal and surroundings and promoting a strong safety and wellbeing culture.
- Creating a employee experience and inclusive team culture that fosters employee engagement and nurtures everyone's talents to enable them to fulfil their potential.
- Recruiting locally and building a strong and diverse range of outlooks and skills across our team.

### Caring for our Customers

- Maintaining safety and security for customers and other visitors to the airport is our first priority. Striving to give all our users an exceptional experience and making customer satisfaction our daily focus.
- Making our airport fully accessible to everyone, every day.
- Providing inclusive choice, quality and sustainable options across our customer offer; helping our customers with their own sustainability and listening to their feedback.

### Climate and the wider environment

- Integrating Net Zero objectives within our environmental management planning and building resilience to climate change impacts, including extreme weather events and related environmental stress.
- Operating a robust environmental management system, with objectives and targets aimed at reducing impacts of resource inputs and waste outputs, including in relation to our supply chain, and our day-to-day operations.
- Work with airport stakeholders and partners to manage light emissions, noise, pollution prevention and air quality.

### Community and Neighbourliness

- Actively minimising environmental and other impacts of our operations on local neighbourhoods including work to mitigate traffic and pollution in local residential areas by creating sustainable transit options.
- Operating a multi-stranded community programme aimed at listening to local concerns and aspirations and contributing to community development and the prosperity of Toronto, Ontario and Canada.
- Seeking to represent our local and regional communities in our workforce operations.
- Reflecting the importance of reconciliation with Canada's Indigenous and First Nations Peoples, continue dialogue, engagement and impactful partnerships that meet the Truth and Reconciliation Call to Action 92 for Canadian corporations
- Enabling our team to participate in our community engagement.

## Our ESG objectives

- Nieuport has an objective of zero environmental violations annually.
- Nieuport aims to maintain zero lost time injuries and incidents.
- Nieuport commits to maintaining a 100% waste diversion rate from landfill annually.
- Nieuport aims to be a meaningful partner to charitable and community organizations by providing dedicated spaces within the terminal for students, local businesses and local artists supporting both community development and local employment/economic development.
- Nieuport seeks to offer structured opportunities for employees to engage in volunteer activities and community support initiatives each year.
- Nieuport commits to ensuring 100% of our employees are paid a living wage.
- Nieuport has an objective of having 100% of employees review and sign Nieuport's employee handbook, which includes a code of conduct.
- Nieuport has an objective of achieving 100% employee participation in cybersecurity training.

## Managing our policy commitment

We commit to supporting Nieuport Aviation to meet its sustainability commitments and will review this policy's effectiveness on a regular basis, along with relevant events, progress reports and related stakeholder considerations

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