SCHEDULE

(Section 11)

DESCRIPTION OF TRAINING PROGRAM

Greater Toronto Airports Authority

Toronto Pearson International Airport

3111 Convair Drive, Toronto, Ontario L5P 1B2

GTAA Contractors

Date: March 15, 2013

1. Name and title of GTAA persons working with the contractors providing transportation related services

    Phil David, Director Parking and Ground Transportation.
    Janik Reigate, Director Customer Service Development
    Charlene Gulka, Manager Corporate Learning, People and Culture

2. Target group of the training program (specify):

(a)	contractors who interact with the public;
(b)	contractors who provide physical assistance;
(c)	contractors who handle mobility aids;
(d)	contractors who assist with special equipment or aids.

3. List of contractors required to receive training
    - Corp of Commissionaires
    - Downtown Express bus Transportation
    - Car Rentals on and off the Airport
    - Hotel Shuttles
    - On and Off Airport Parking
    - Out of Town Shuttles/buses
    - Public Transit
    - Contractors providing the following services: Operational Support Representatives, Porters, and Airport Customer Assistance Program

4. Subject matter covered in the training program

    Varies based on the need of the role.
    - Know about the needs of persons with disabilities
    - Understand the different types of disabilities
    - Communicating effectively and with sensitively with persons with disabilities
    - Customer service requirements and standards of serving persons with disabilities
    - Types of mobility devices and aids
    - Responsibilities of transfer, mobility devices when to action how to action.

5. Principal teaching methods and types of educational and support materials used in the training program

The majority of the contractors provide classroom training with presentations, exercises and case studies

6. Number of hours of training provided in the initial training program

   They range based on the needs and roles of the contractor's employee. Typically from 1 hour to 1 week of training.

7. Average period between the beginning of employment and the initial training

   The time varies, but the GTAA requires training to occur no longer than 60 days after the contractor hires an employee to work at Toronto Pearson. However some contractors do not allow their employees to start working at the airport until this training is completed.

8. Frequency, nature and number of hours of refresher training sessions required

   The GTAA has requested refresher training at least every three years, however some contractors have their own requirements that the training be done on an annual basis.

9. Qualifications and title of the person who provides the initial training and refresher training sessions

   Each contractor uses either internal or external resources to design and develop their training.

10. Where a person with a disability is involved in the training program, the nature of the involvement

    The employees assist persons with disabilities.

11. Means used by the organization to ensure that employees receive a level of training appropriate to the requirements of their function

    The GTAA use contractual provisions to ensure contractors comply with their training obligations under the Canada Transportation Act

12. The recording and monitoring of the completion of the initial training and each refresher training session

    Records of training are submitted to:

    - Kurush Minocher, Manager Airline Programs
    - Amuary Godin, Manager Guest Flow and Facilitation
    - Giovanna Verrilli, Manager Guest Programs and Services
    - Marina Marchetti, Manager Ground Transportation
    - Carlo Cordi, Manager Parking Operations

13. Where the organization uses contractors, the means used to ensure that the contractors receive a level of training appropriate to the requirements of their function
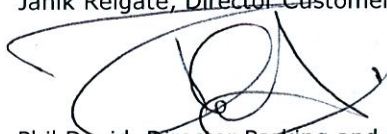
    Contractor companies are surveyed every 2-3 years to confirm they have received the required training.

Janik Reigate, Director Customer Service Development

Charlene Gulka, Manager Corporate Learning, People and Culture

Phil David, Director Parking and Ground Transportation