



HIGH-LEVEL SECURITY PROTECTING TORONTO'S ISLAND AIRPORT

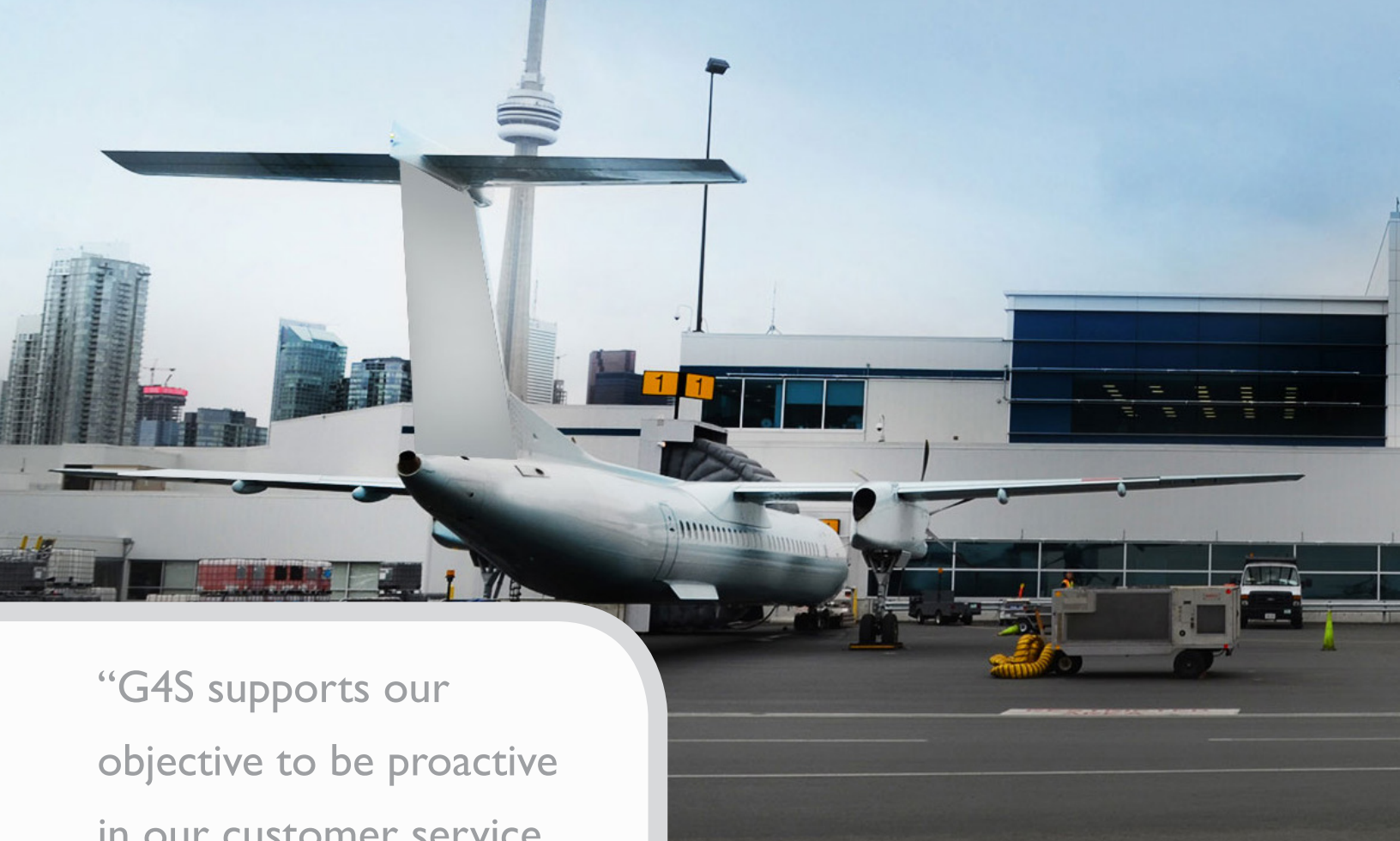
In the next twenty years, the aviation industry will be unrecognizable. Passengers want to rediscover the magic of air travel, and are no longer content to be treated like cargo. They expect a low-stress, pleasant, friendly experience, all while safely and efficiently reaching their destinations.

At the same time, airlines and airports are looking for new revenue sources. Ongoing investments in shopping and leisure facilities are transforming airports from transportation hubs to retail destinations, and revenue-sharing partnerships between airports and airlines are on the rise.

High-quality and efficient security staff are a requirement in this high-profile, dynamic environment. The aviation sector looks for security providers with the capacity to provide responsive, customized solutions for evolving circumstances – a task G4S has successfully accomplished for over 85 airlines and 120 airports in 45 countries around the world.

A case in point is Billy Bishop Toronto City Airport, owned and operated by the Toronto Port Authority. The only airport located entirely within Toronto's boundaries, Billy Bishop faced unique security challenges which required a security partner with the experience and innovation of G4S.

Billy Bishop needed a high-quality, tactical security presence, with the skill and experience to handle possible situations, such as lost children, missing bags, threats to public safety, and medical emergencies, all while providing high-quality, mature customer service. G4S worked closely with Billy Bishop to customize and deploy the Elite Protection Professionals™, a level of security personnel unmatched in the industry, to support and secure this important facility.



“G4S supports our objective to be proactive in our customer service approach for all passengers and employees at the very highest level.”

Located on Toronto Islands, Billy Bishop is Canada's ninth busiest airport and welcomes more than 2,000,000 business and leisure travellers each year. Passengers travel from Billy Bishop to 18 cities in Canada and the U.S., and connect to more than 80 international destinations.

Currently, a ferry is the only way to travel from downtown Toronto to the airport terminal. (A pedestrian tunnel is under construction, scheduled to open in Winter 2014/2015.) This isolation creates unusual security challenges for an airport. Billy Bishop must protect the health, safety and welfare of employees and passengers, all without

the support of a dedicated police detachment.

Managers at Billy Bishop reached out to the security experts at G4S to create a solution which addressed their challenges. The result was the deployment of the Elite Protection Professional™, or EPP™.

Security personnel provided through the EPP™ program are ideally suited for the airport environment. EPPs™ are selected for their ability to provide service excellence in sensitive situations, situations with a heavy degree of public contact, and situations where quasi-law enforcement procedures and duties are required. The EPP™ Program ensures that security personnel possess stability, mature judgment, an authoritative appearance and demeanour, and high levels of physical ability.

“I couldn't be happier with the EPP™ Program”, says Gene Cabral, Executive Vice-President, Toronto Port Authority and Billy Bishop Toronto City Airport. “G4S supports our objective to be



proactive in our customer service approach at the very highest level. EPPs™ help to keep the airport safe and secure, while providing an excellent experience for our travellers.”

When recruiting for the EPP™ Program, G4S looks for a minimum of one to three years’ police or military service, as well as one to two years’ supervisory or management experience in a security-related industry. EPPs™ are selected to be the best of the best – and, at Billy Bishop, it shows.

Elite Protection Professionals™ are deployed at Billy Bishop during all hours of operation working in teams of two. They are responsible for all key security duties, including escorts of personnel and equipment, as well as emergency response. They are also charged with de-escalating threats, such as intoxicated individuals; supporting customs agents and screeners; and assisting the travelling public.

Additionally, EPPs™ are trained to act as first responders, and are the first on the scene whenever a call for medical assistance is received.

Deploying advanced first aid training, EPPs™ save precious moments for medical and emergency calls, while emergency personnel are en route to the scene.

A highly-trained, highly-experienced and tactical deployment, EPPs™ have the skills needed to deal with dangerous, high-risk situations. But members of the Program pride themselves on their ability to resolve problems peacefully, and provide excellent customer service. All EPPs™ believe firmly that their role as security professionals is to make passengers feel comfortable and safe as they travel through Billy Bishop Airport.

Securing Your World

Facing dynamic competitive, economic, and security pressures, airlines and airports are being challenged to transform their operations. Passengers expect to be treated as guests and partners, rather than as potential threats. Airports are becoming more than hallways and waiting lounges, including extensive hospitality and retail services. At G4S, we know that the key to releasing wider benefits in challenging circumstances is to always consider comprehensive, adaptable solutions.

G4S is Canada's leading security solutions company, offering integrated security services to clients across the aviation sector. Bringing together our expertise in personnel, technology, and project management, we design our solutions to analyze and mitigate risk, provide service excellence, and add value to our clients.

In Canada, G4S employees proudly protect public safety at 21 airports in the Pacific Region, under contract to the Canadian Air Transport Security Authority (CATSA), including pre-board, checked baggage and non-passenger screening. We also proudly provide security services to airports and airlines across Canada, including access control, static and perimeter protection services, and innovative secure technology solutions.

Let us help you to see the opportunities that exist in the challenge of securing your world.



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