



April 24, 2025

Pearson Incident – Employee Support

YYZHUB #42

Hello/Bonjour,

We are deeply saddened by the incident that occurred at the airport this morning. Our hearts go out to everyone affected. This was an isolated incident and there are no known threats to employee safety.

Further to Bob Palmer's (Vice President, Safety) message, events like this are unsettling and can evoke a range of emotions. Please know that your well-being is our top priority. If you are feeling overwhelmed by the news, remember that we are here to support you.

If you need someone to talk to, please reach out to your manager. Additionally, we have set up extra support at the airport:

- **UBY Resource Centre:** In addition to mental health well-being services, UBY will be on-site to provide trauma support.
 - Thursday, April 24: 10:00 – 20:00
 - Friday, April 25: 0500-1600
- **Employee Family Assistance Program (EAP):** We encourage you to use our EAP, which offers confidential counseling and support services. Get support anytime by calling 1-833-754-3884.

Take care of yourself and look out for one another.

Managing Director, Customer Experience –
Toronto and Ontario Airport Operations