



Supersedes: 2023-D-014

Directive # 2023-D-015

Subject Air Carrier Security Training: Terminal Swing Gate Operation

From: Airport Operations

Contact: Amaury Godin, Associate Director Terminal and Groundside Planning
amaury.godin@gtaa.com, 416 -776 -9649

Date of Issue: 2023-11-30

Effective Date: 2023-12-14

Amaury Godin, Associate Director Terminal and Groundside Planning,
amaury.godin@gtaa.com, 416 -776 -9649

Purpose

The purpose of this Directive is to ensure that all airline / Ground Handler personnel working flights on swing gates are trained appropriately for the Terminal and/or sector they are operating in, in order to prevent security breaches (see attached drawing for swing gate locations).

Background

There has been an unacceptable increase in the number of incidents where the security of the Transborder area has been breached by airline and/or ground handler staff who have disembarked passengers from arrival flights into the Transborder area. This has resulted in containment measures that have disrupted airport operations and led to delays in passenger processing and flight departures.

Expected Action:

All air carriers operating on swing gates will be required to confirm that their employees and/or contracted employees serving those flights are trained and qualified to operate the

swing gates. In addition, each air carrier will be required to institute a refresher training program to all employees, inclusive of contracted Ground Handlers, working in these areas.

Furthermore, effective December 14, 2023, a new requirement will apply when a domestic flight is gated on a swing gate. This new requirement **is to have a minimum of two qualified airline / ground handler agents or personnel** meet an arriving flight to assist with passenger flow as well as managing the care and control of passengers. Under no circumstances is a flight to be met with just one airline agent regardless of the lounge configuration.

This new requirement shall remain in place until new mechanisms are implemented to enhance the control measures and until air carriers / ground handlers have demonstrated that agents are fully trained on swing gate operations.

Enforcement Action:

The GTAA reserves the right to audit training plans and compliance with this Directive. It also reserves the right to take or require an airline to take such additional or corrective measures as are deemed necessary to maintain the integrity of security controls within the terminal.



Craig Bradbrook
Chief Operating Officer



