

## What is the Transborder Area?

This is the passenger sterile area provided for passengers who are travelling to the US and who have been cleared by U.S. Customs and Border Protection (USCBP) here at Toronto Pearson. It is an area regulated by both the Canadian and U.S. governments. All employees who are in this area must have both a NEED and a RIGHT to enter and remain there.

## What is a Passenger Sterile Area?

This is an area for passengers who have gone through CATSA security screening and are waiting for their flight to depart. The sterile area includes the departure lounges, corridors, and all services and amenities available to the passenger while waiting for their flight to depart. There are different passenger sterile areas for each terminal and departure area, i.e. Transborder, Domestic and International.

## Do you have the Need and Right?

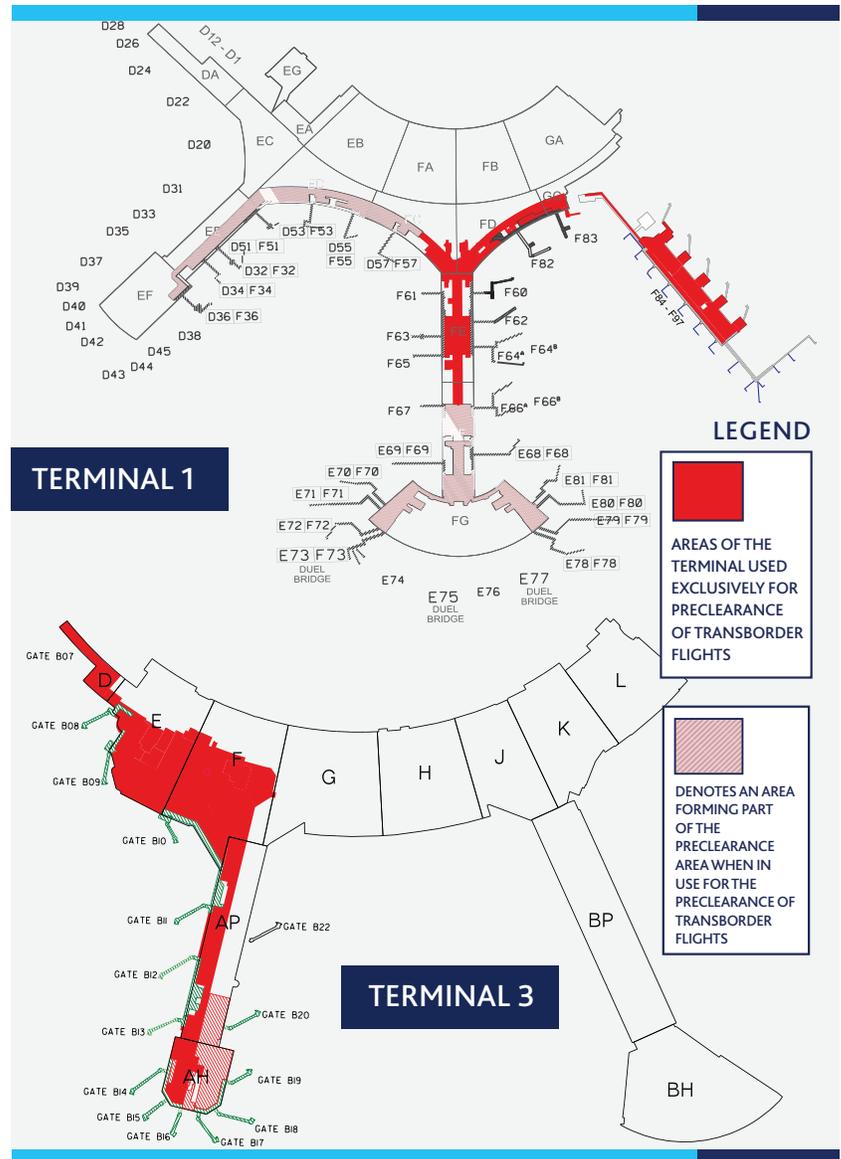
**Need** – The need is that your job duties are for the Transborder area at the current time. Your job duties MUST be for the passengers within the Transborder area or a supporting role within the Transborder area. When you have a legitimate work-related purpose to be in the Transborder area, you may use and access the amenities and services within the area.

**Right** – The right is having a valid Restricted Area Identify Card (RAIC), Security Control Pass or Temporary pass because there is a need for you to enter the area to do your job.

## KNOW before you GO

If you are not working in the Transborder area, you may NOT use the amenities and services in that sector i.e. restrooms, coffee shops, restaurants, etc. Amenities are available in other areas of the Terminal as needed. In addition, if you are transiting from one area to another i.e.: T1 Domestic to T1 International, you may NOT use the Transborder area as a shortcut. If you are found in the Transborder area, without a Need and Right, your pass will be confiscated by the GTAA and you will be required to attend a meeting with a GTAA Corporate Safety and Security representative, together with your employer, prior to your RAIC being returned. Please note that the time for the return of an employee's RAIC is dependent upon the employee's Need and Right violation, and is a minimum of four days.

## Be in the know about Transborder Access – Your RAIC could be at stake!



Employees accessing the Transborder area **MUST** have a **NEED** and a **RIGHT** to do so.



**BE AWARE**

*I WATCH FOR HAZARDS, ENSURE THE AIRPORT IS SECURE, AND REPORT MY SAFETY CONCERNS.*

**Be Aware of Service Level Safety**

*By Hitesh Patel, Officer, Public Safety Management Systems, GTAA*



As we cater to 50 million passengers, 50 thousand employees, and upwards of 100 million visitors that come to pick up or drop off passengers, supplies are in constant need of replenishment. Our food, beverage, and retail stakeholders go through an incredible amount of goods. Thanks to our logistics provider, these stakeholders can keep their supply levels adequate and the customers happy.

Continued growth here at Toronto Pearson means that there are more and more goods being moved around our buildings. Utilizing the service level, our logistics provider delivers goods to food and beverage retailers, concessions, as well as our airlines, government agencies and other supporting companies. Many of these companies and agencies have staff moving about the service level to their respective work locations. The Service Level can be a very busy place.

It is important that anyone using the Service Level exercises caution and pays attention to their surroundings. Make safety a priority not only for yourself but for those around you. This can include taking off your headphones to hear hazards or putting your mobile phone away to focus on where you are going and what is around you.

Companies that use vehicles on the Service Level have been encouraged to remind their staff to use caution while driving near pedestrians and doorways, travel at a safe speed, use audible warning devices, and ensure they drive a safe distance from walls and walkways whenever possible.

Pedestrians should always be aware of and respect vehicles and use caution while walking throughout Service Level. Given that this area is used for deliveries and that forklifts and other vehicles are present in the area, YOU need to be aware of the hazards around YOU too! Do you look both ways before crossing a street?

**We will continue to monitor this and other areas along the Service Level. If there are dates, times, specific drivers or people that are causing your team concern, please call the Non-Emergency number 416-776-3055 to report it.**

**Be Aware – Our Customers are Watching**

*By Altino Bairos, Manager, Public Safety Operations, GTAA*

For those of you that enjoy smoking or need that jolt of nicotine, be aware because our customers are watching and are letting us know more than ever when they are being affected by second hand smoke.

Our Customer Service team are seeing a considerable increase in the number of complaints directly attributed to employees not smoking in designated locations, but near the entrances. They are complaining of having to 'walk through clouds of smoke' and about the 'ground littered with cigarette butts.' They recognize our status as employees and expect us to do better.

It doesn't matter who we work for. To our customers, we are all employees of Toronto Pearson. Whether they are passengers that are travelling, meeters and greeters, colleagues, family or friends; they are the ones that are having to walk through those clouds of smoke.

Let's change our behaviour. If heading outside to smoke, do so in the appropriate locations. If you witness a colleague smoking in the wrong area, invite them to join you in the appropriate location. These actions will influence our customers to do the same. If they see employees smoking in designated areas, they are more likely to do so too.

We know the warm air from the vestibules provides some warmth from the cold, and so it can be preferable to just stand near them to smoke. Fortunately, the cold weather will soon come to an end and temperatures will begin to climb again. Until then, dress appropriately and make your way to the designated smoking areas.

**Let's show them that we care. We are Toronto Pearson!**



## Eye on Safety Awards Recipients

**Zaidoun Al-Twahi** who works at the GTAA's Central De-icing Facility (CDF) was nominated by his manager Chris Schock for a Tier 2 Eye on Safety Award in January 2019. While deicing an MD-11F aircraft, Zaidoun observed a metal spoiler panel that was damaged. This could have resulted in further damage occurring and possible flight control issues. He immediately notified the flight crew of his observation and a maintenance engineer was requested to conduct an inspection of the damaged area. Thanks to his vigilance and attention to detail, Zaidoun prevented possible negative consequences. Congratulations, Zaidoun! You are a great example of going above and beyond your day to day duties to ensure Toronto Pearson is a safe place to be!

**Puvithas Sivapatham** of Valet Services, Indigo was nominated by Hitesh Patel, Officer, Terminal & Groundside Safety, GTAA for a Tier 2 Eye on Safety Award in February 2019. Puvithas witnessed several passengers with significantly overloaded carts on a moving walkway. Rather than ignore the situation and assume all will be well, he took the time to walk over to the top of the unit and wait for the passengers to get to the end, to ensure they exited safely. As the passengers got to the top of the walkway, they struggled to push the overloaded cart off the unit. Puvithas pressed the emergency stop and prevented a pile up and possible injury. Puvithas was recognized for his situational awareness and quick reaction. Thank you Puvithas for your diligence and safety mindset that help to make Toronto Pearson a safe place for all.

**Keith Lawrence** of Jervis B. Webb Airport Services was nominated by Dan Szul, Manager of Operations and Customer Service for a Tier 3 Eye on Safety Award in March 2019. As station manager, Keith has helped to make safety the highest priority. Numerous safety initiatives have been started under his direction. Thanks to Keith, monthly walkthroughs of the baggage systems are done with Air Canada to address common issues including baggage road driving habits and the use of diesel vehicles. A safety coordinator was hired under Keith's leadership. Safety concerns, displays, and updates are now prominently displayed in front of the Control Room on a safety wall for all to see. An application was introduced that allows for more timely and improved tracking of all safety issues, concerns and hazard reporting. A training center was established which provides a more hands on approach to training which in turn minimizes the potential for workplace injuries. Keith has really made a difference to ensure that safety goals are adopted at all levels of leadership and by all staff. He is truly a safety champion!



Left: Parm Sidhu, Officer, Toronto Pearson Safety Program  
Right: Zaidoun Al-Twahi, Specialist, Aircraft Deicing

The nomination form is available on our website at [www.torontopearson.com/eos](http://www.torontopearson.com/eos)

## THE 5<sup>TH</sup> ANNUAL Eyeonsafety AWARDS CEREMONY



### Nominations for Toronto Pearson's Eye on Safety Awards being accepted

Have you noticed a co-worker contributing to safety or security at Toronto Pearson? The Eye on Safety Awards promote and recognize employees who contribute to a safe and secure environment at Toronto Pearson.

See it, report it. Prevent it.

For more information and/or to nominate a colleague, go to [www.TorontoPearson.com/eos](http://www.TorontoPearson.com/eos)



The Toronto Pearson Safety Program (TPSP) and the Canadian Airports Council (CAC) are excited to announce that Canadian Airports Safety Week (CASW) will be taking place again this year from June 17 – 21, 2019. This nationwide safety initiative aims to promote healthy and safe work practices among airport employees. All airport staff will be encouraged to take part in various safety discussions and events throughout the week.

Employers are encouraged to take advantage of this week, to conduct safety-related activities with their staff. More information about activities taking place around the airport during CASW will be provided closer to the dates.

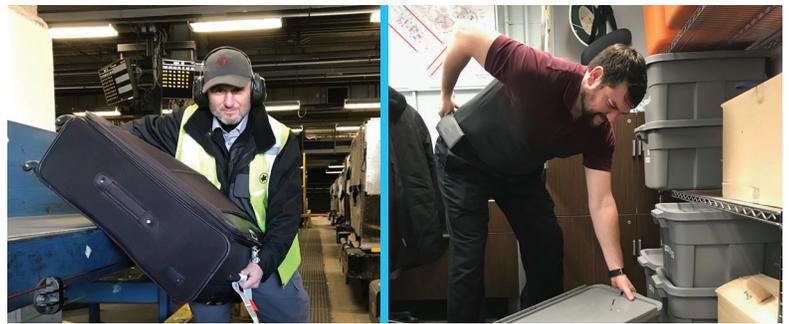


# TEAM PRISTINE

## KEEP YOURSELF IN PRISTINE CONDITION

## Have you joined Team Pristine?

Have you experienced back pain because of something you did at work or at home? Chances are that you lifted something incorrectly or moved wrong while carrying a heavy article. It has likely happened to every one of us at one point or another. Many of us do manual handling tasks as part of our jobs. Perhaps you handle baggage, push passengers in wheelchairs, move supplies or load paper into a photocopier. When you are not at work, maybe you pick up children, put groceries into the car, or carry the vacuum cleaner up and down the stairs. Have you ever stopped to think of all the things you enjoy doing that you could not do if you injured your back? Enjoying time with family, playing sports or other hobbies, and even driving can be difficult and painful.



**Pristine Condition International** are world leaders in manual handling training, and we are proud to have introduced their program at Toronto Pearson. Since launching the program during Canadian Airports Safety Week last September, some of our major employers have sent their staff on training called POPS – or Passing on the Principles Staff. Their new POPS coaches have been equipped to pass the Pristine Condition principles on to the rest of their company's staff, to coach and encourage them, making sure they continue to use the techniques. The Pristine program is based on Olympic weightlifting principles which are scientifically proven to take more than 70% of the pressure off the body and reduce the risk of injury to you. It's like doing 70% less work for the same pay and who wouldn't want to do that?

If you have not yet been trained in the Pristine principles, speak with your company Health and Safety representative or contact us at [tpsp@gtaa.com](mailto:tpsp@gtaa.com). The Toronto Pearson Safety Program will provide the resources needed to roll out this program in your company.

Other companies have eliminated their manual handling injuries. How about making Toronto Pearson the very first airport? All that's needed is for you and your company to get on board!

In the June 2019 issue of *Eye on Safety*, watch this space for videos links containing a special message from Pristine Condition about how to apply the Pristine principles to manual handling tasks in your work area - Ramp and Baggage, Security, Stores & Catering, GTAA Aviation Services and Office.