

OPERATIONAL ADVISORY

Important Information Regarding Pass Control Office Available Services and The Procedure for Returning RAICs/ Passes Due to Layoffs During The COVID-19 Pandemic

Date: Monday, March 23, 2020

Time: 07:30

Why: In Response to the COVID-19 Pandemic

Impact: All Aerodrome Employees

The Pass Control Office Available Services:

The Pass Control Office will no longer be accepting walk-ins and will only be accepting appointments that meet the following criteria:

- Emergency new RAIC applications (consultation with YYC Security required)
- RAIC renewals if expiring within 3 months
- Re-issue of RAIC/ Passes due to lost/ stolen

Unless you have been personally contacted via email, all previously scheduled appointments have been cancelled and must be rebooked based on the above listed criteria.

Please remember that if you are exhibiting or experiencing illness or any symptoms of COVID-19, we ask that you do not attend your appointment and contact the Pass Office at (403)735-1320 to reschedule your appointment.

The Returning of Documents of Entitlement:

The Calgary Airport Authority recognizes that thousands of people have been affected by this crisis and it is important for everyone to stay safe and healthy during this time. We are aware that there have been many layoffs for airport and airline staff as companies start to see a drop-in passenger volume and flight movements.

With that, The Calgary Airport Authority is required to retrieve all RAIC's and keys under Transport Canada Regulations for those who do not currently require access to the Restricted Area.

While it would be preferential to have all RAIC's, Passes and Keys returned to the Pass Control Office, we understand that these items may not be returned immediately due to the circumstances and to maintain social distancing.

Instead, The Calgary Airport Authority is requesting that each stakeholder provide an updated list of those RAIC/ Pass holders that have been laid off as soon as possible. Please send updated lists showing all affected company personnel to security@yyc.com so that Restricted Area access and prox access from those RAIC's can be removed during the period of layoff. We request that all RAICs be held by the company's Senior Signing Authority or designated management and be stored in a secured location, with limited access, so that we can recover efficiently once staff begin to return to work.

To be clear, we will not be cancelling security clearances for laid off staff unless directed to do so by company management. If a security clearance is directed to be cancelled, the RAIC must be dropped off at the Pass Office side door mail slot located on the Mezzanine Level.

Please be advised, any employee that attempts to enter the restricted area with a disabled pass will be denied entry, their RAIC will be confiscated and they will not be able to sign out a visitor pass until we have transitioned into a state of recovery. Company management will be notified and follow up with YYC's Security Department will be required.

Thank you for your continued cooperation and understanding as we navigate these unprecedented times.

Please contact Security@yyc.com with any operational concerns relating to this directive.

Date distributed: March 22, 2020