



**Charlotte·Douglas**<sup>®</sup>  
INTERNATIONAL AIRPORT



# **AVIATION SECURITY HANDBOOK**

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## 1. Working at Charlotte Douglas International Airport

### 1.1 Background

As an employee/tenant/contractor of the airport community, you play a vital role in ensuring Charlotte Douglas International Airport (CLT) maintains a safe and secure environment that is in compliance with aviation security policies and regulations including the Airport Security Plan (ASP) and 49 CFR 1542. CLT works closely with the Transportation Security Administration (TSA) and other entities to implement and enforce security regulations. All employees, badge holders, tenants and contractors must adhere to the contents of this CLT Security Handbook (Handbook) and the Airport Security Plan while *anywhere on Airport property*.

**It is important to note that if you are unwilling to comply with the provisions of the security program, you are not able to be employed at CLT in any capacity with any organization.**

The penalties described in this Handbook are guiding principles. Each incident will be evaluated as an independent incident based on the available information. Depending on the severity of the incident, the Airport Security Coordinator (ASC) may assess increased penalties to include up to a 30-day suspension or permanent revocation of an employee's ID Badge depending on the circumstances surrounding the incident. With the potential of such significant outcomes, it is **ESSENTIAL** that employees take the time to become familiar and stay familiar with the security procedures, violations and associated penalties discussed in this Handbook. As a badge holder at CLT, you will be held accountable for violations of security procedures and regulations. If you are unclear on a particular procedure or policy, ask your SIDA trainer or your supervisor for clarification.

When necessary, major updates to security policy will be issued via Aviation Director's Notices. Make certain to take the time to read and understand each Notice to ensure you have the latest information necessary to support the CLT security program and to avoid unfortunate and preventable violations.

### 1.2 The Foundation of the Security Program

Security is an essential program for any major airport around the world and CLT is no exception. As mentioned, security is everyone's responsibility at CLT and as a badge

holder/employee/contractor; **YOU** are the key to a successful security program. Remember to always:

- **Know and follow established security and safety policies and procedures**
- **Insist that other employees follow these same policies and procedures**
- **Be responsive to any incidents or potential security incidents**
- **Be aware of your surroundings and immediately report any suspicious activity**
- **If in doubt, report it!**

## 1.3 Reporting Security Incidents or Concerns

As a community working together to serve the customers at CLT, we depend on each other to be vigilant in our jobs, aware of our surroundings and to report any suspicious activity. Remember, the security of CLT and the safety of our customers is everyone's responsibility.

To report something;

**Urgent** - If you witness a security incident or security situation that requires an instant response, immediately call Airport Operations at: [704-359-4911](tel:704-359-4911).

**Routine** - If you have a general security concern that you want to share with CLT, please submit an email with your concern to: [securitywatch@cltairport.com](mailto:securitywatch@cltairport.com).

## 1.4 Important Information - Security Violations & Related Penalties

A combination of any **three** or more security violations within **three** years may result in **permanent revocation of the employee's ID badge**. If an employee does not commit another offense within **three** years, a future offense will be treated according to the rules as a **1st** offense.

**Companies, contractors, and tenants** at CLT can be penalized for security violations as well. Examples can include; *encouraging employees to commit violations, negligent actions, not being responsible in reference to security or not supporting and/or enforcing the Security Program and/or assessed citation penalties.*

## 1.5 TSA Penalties May Be Assessed

In addition to CLT penalties related to security violations, employees, companies, contractors and organizations may be subject to TSA penalties for violations of applicable Federal laws and/or regulations.

## 1.6 Appealing a Citation

Once a violation of the security program has occurred, a citation can be issued in several ways:

- **On the spot**
- **Delivered to your workplace**
- **Your ID Badge temporarily suspended until you are located**
- **Delivered to your supervisor/manager.**

\*For severe violations as described in Section 2 of this handbook, you may have your **badge confiscated**, be escorted to the non-sterile or public area, and receive a citation pending a scheduled hearing.

### 1.6.1 The Appeal Process

When you receive a citation you will be asked to sign it. By signing, you are not admitting guilt; you are just acknowledging that you received it. If you refuse to sign, the officer will make a notation indicating your refusal and you will still be given a copy of the citation.

After receipt of the citation you can appeal. You can locate the procedure and email address on the copy of the citation that you receive; [ASC@cltairport.com](mailto:ASC@cltairport.com).

#### To appeal:

- **You have three business days to appeal in writing to the Airport Security Coordinator (ASC)**
- **If you do not have access to a computer, see your supervisor**
- **In most cases, employees will be able to continue to use their badge while the adjudication process moves forward (see Section 2: Severe Violations)**

- **All relevant information will be considered by the Citation Review Board (CRB)**
- **The CRB, designated by the ASC, will determine a finding that is fair and supports CLT's Security Program: Dismissed, Warning, Penalties**
- **A letter is sent to the employee and employer with the CRB disposition of the violation**
- **Coordinate with your employer to satisfy the requirements of the CRB's findings and penalties as applicable**
- **The appeal process will typically take from seven to 30 days.**

## **1.6.2 Permanent Badge Revocation Hearing**

For severe violations where an employee's SIDA ID Badge is or can be immediately and/or permanently revoked, the employee may be offered a scheduled revocation hearing arranged by the ASC or their designee. At this meeting, all the information and facts related to the violation will be reviewed and evaluated to ensure the penalties assessed are appropriate for the severity of the violation. Every effort will be made to complete this process as soon as possible but may take up to 30 days.

## 2. Violations that Result in Immediate and Permanent Revocation

### Severe Violations:

- ◆ **Loaning/Borrowing an ID Badge to/from Another Person  
(Revocation of *both person's badges*)**
- ◆ **Loaning/Borrowing Security Keys to/from Another Person  
(Revocation of *both person's badges*)**
- ◆ **Reproducing/Copying CLT Approved ID Media or Presenting False Documentation or Information for Credentialing purposes**
- ◆ **Bringing in or possessing weapons, explosives, and/or ammunition at the Airport**
- ◆ **Bypassing Screening - Employee access and Passenger screening**

### 2.1 **Loaning or Borrowing Badge/Keys**

**Offense:** A person shall not loan their issued **SIDA Badge or Security Keys** for use for any reason to any person at any time.

**Purpose:** The foundation for access control measures at the airport are SIDA Badges and Security Access Keys. Their distribution and use are monitored to help ensure that only those with access to specific locations gain access to those locations.

*Example:* You are ending your shift. Your co-worker reporting to work realizes he has forgotten his ID or keys at home. He asks if he can use your badge or keys for the day. You agree to let him borrow it as long as you get it back by the time you report to work the next day. You report to work to find out you are no longer granted the privilege to hold an ID badge.

## 2.2 Reproduction / Copying CLT Approved ID Media or Presenting False Documentation or Information for Credentialing Purposes

**Offense:** Knowingly, willingly, intentionally using materials, data, etc. to duplicate or reproduce CLT approved official ID media. Duplicating or reproducing CLT approved official ID Media for any purpose or presenting false information for the purpose of obtaining a SIDA Badge is prohibited and will result in an immediate and permanent revocation of your badge.

**Purpose:** To ensure only those with CLT approved and produced media gain access to SIDA, secured and sterile areas of CLT. Credentialing is the only authorized source of CLT approved media. Any other media is not authorized. In addition, presenting false identification, documentation for the purpose of obtaining a SIDA Badge will both result in immediate and permanent revocation of your badge.

*Example 1:* You are working in the E-concourse area. A customer walks up and says "You know, I can copy that badge for you. So if you lose it you have another; just \$25!" You don't believe him; he pulls a small device out of his backpack, scans your card and scans it over a blank card. You still don't believe him but you are uncertain. What do you do next? Immediately call Airport Operations and report the incident, provide a description of the individual and await arrival of CMPD.

*Example 2:* You have been working for a company at CLT for several years. You like your job, but you have waited to renew your SIDA Badge with a DR endorsement, which is due in just a couple of days. However, you lost your license a few weeks ago, and it will take some time to get it back. Luckily your friend knows "this guy" who is very good with IDs so you panic and obtain an impressive, but fraudulent ID which you then present to your authorized signer and then credentialing. Don't do it!

## 2.3 Introduction of Weapons/Explosives to the Airport

**Offense:** With the exception of limited, specific and approved Law Enforcement purposes, employees and contractors at CLT cannot introduce in any form, any weapon, any explosive or any ammunition for any purpose to the CLT Terminal, SIDA, and Sterile or Secured areas of the Airport.

**Purpose:** for obvious reasons - to minimize exposure or introduction of dangerous weapons explosives or ammunition to the Airport environment.

*Example:* You go to the range on Saturday and fire off several magazines from your favorite hand gun. You have a box of ammunition in your backpack, but it breaks open and several rounds drop to the bottom. Monday you return to work with the same backpack, and enter through the C Checkpoint and your lost rounds are found at the bottom of your bag. What happens next? Possible immediate and permanent revocation of your badge.

## 2.4 Bypassing Screening

**Offense:** Using Alternate Security Access Points and/or Bypassing Security or TSA Checkpoint or Direct Access Point Employee Screening;

- 1) Using a secured door to avoid TSA screening of checked/carry-on luggage**
- 2) Introducing unscreened checked or carry-on luggage into a secured or sterile area before or following travel (*Once luggage is introduced to the non-sterile or public area it is no longer considered screened*)**
- 3) Introducing equipment, cargo or other items into the Sterile or Secured area without proper screening**
- 4) Intentionally using an alternate route to the secured or sterile areas to avoid TSA or CLT Security employee/internal screening locations**

Employees/Contractors must submit to screening when asked/required by Airport/TSA personnel. All items entering the secured, sterile or SIDA area are subject to security screening. Avoiding/Seeking alternate routes to avoid screening measures will result in an immediate and permanent revocation of your SIDA Badge; **includes knowingly bypassing TSA or Security temporary screening locations.**

**NOTE:** *If you have questions or are uncertain whether your item(s) need screening - don't guess. Call Airport Operations or security before attempting to avoid a preventable security violation and a significant impact on your employment.*

**Purpose:** To follow consistent and comprehensive screening measures to minimize the potential that unscreened items, luggage or carry-ons from any individual or source are loaded onto or made available to be loaded onto an aircraft.

*Example 1:* You are finally in a position to take advantage of your company's exceptional employee travel benefits. You pack your carry-on full of your favorite vacation attire, certain not to

*forget that old Hawaiian shirt that your wife loves so much. You put your uniform on and arrive at work, eager to get your shift behind you. You swipe your badge, enter your pin and happily enter the secured area with your carry-on in tow. STOP! Before you ruin your day, your job and your vacation, your carry-on and any other luggage needs to go through TSA screening just like any other CLT passenger/customer!*

*Example 2: You just returned to CLT on a flight in time for your 8hr shift. You collect your bags from the baggage carousel with the other passengers & re-enter the secured area at door 3 to stow your bags until the end of your shift. Stop!*

*Example 3: You return on a flight and pick up your luggage at the baggage carousel. You want to catch a ride over to your car over at the south cargo area. Your friend meets you on the ramp with a company vehicle & takes you across to your car. Stop!*

*Example 4: You are a manager at a CLT restaurant that routinely provides entertainment. A contract band is going to play in your facility for the next 6-weeks. Their gear arrives and you need to get back into the sterile area. You meet them at baggage door 11 and load their stuff on a cart. You swipe, pin and off you go....Stop! Their gear needs to be screened! Call Airport Operations for direction.*

*Example: 5: You are assisting a customer in a wheel chair. You get the customer to the TSA checkpoint but do not want to go through the TSA screening process yourself. You leave your customer at the checkpoint & tell her you will assist her on the sterile side. You go down to a secured door swipe & utilize an elevator on the secured side. The customer passes through screening & you meet her again to assist; STOP before you bypass screening!*

*Example: 6: You are assisting an arriving customer to the curb in a wheelchair. You see them off, happy you provided exceptional customer service. It's mid-afternoon and the checkpoints are packed solid. You want to get back into the sterile areas quick as possible and head towards Baggage Door 3 to utilize the elevator – Stop! You must utilize checkpoint A or E. Only after all of the checkpoints close can you call for a SOO to be dispatched to inspect the wheelchairs before bringing them back in the Secured area.*

**\*In ALL above cases, you bypassed screening and you are no longer eligible to hold a Badge.**

*Example 7: You arrive at door 3 ready to get to work. You swipe and pin and, there "they" are, on the other side, Airport Security and TSA conducting inspections of employee personal bags and items yet again. You hastily consider going to another door, but quickly realize that that would*

*immediately end your employment. **Excellent!** You made the right decision, supported CLT's Security Program and most importantly avoided an immediate and permanent revocation of your badge.*

### **3. Violations that can result in SIDA Badge Suspension**

#### **The Following Twelve Violations of CLT Security Policy can result in:**

**1st Offense:** Badge Confiscation/up to three days - SIDA re-training - \$25 Badge reactivation fee

**2nd Offense:** Badge Confiscation/up to seven days - SIDA re-training with manager/supervisor - \$50 Badge reactivation fee

**3rd Offense:** Permanent revocation of Badge.

*Reference paragraph 1.4 above; reactivation fees are assessed to the employee in violation.*

- ◆ **Failure to Properly Reset an Alarm**
- ◆ **Leaving an Open Security Access Point Unattended**
- ◆ **Unauthorized Use of Security Access Point**
- ◆ **Piggybacking**
- ◆ **Failure to Follow Stop/Wait Procedures**
- ◆ **Failure to Properly Report Lost/Stolen Badge**
- ◆ **Challenging (Failure to Challenge/Respond)**
- ◆ **Failure to Display/Use of an Invalid ID Badge**
- ◆ **Negligence with a SIDA Badge**
- ◆ **Prohibited Items in a Restricted Area**
- ◆ **Unauthorized employee bags in Sterile or Secured Areas**

## ◆ Failure to Comply with Directives of Security, LEO, or TSA Personnel

### **3.1 Failure to Properly Reset an Alarm**

**Offense:** Failure to check the ramp, secured, restricted areas for intruders or source of possible breach and not providing proper resolution when resetting a door/access alarm.

***\*Accidentally setting off an alarm is not a security violation if you reset and immediately call Airport Operations with resolution and/or standby the access point if unable to call.***

If proper resolution is not possible, ensuring a thorough inspection of the area to identify the potential of unauthorized access by person(s), materials or items into a SIDA, Sterile or Secured area.

**Purpose:** To establish clear and consistent policy for responding to alarms and ensuring appropriate resolution is provided.

*All employees in the area of an alarm are required to respond and/or ensure there is an adequate response to include:*

- **Reset the alarm – if unable, stand by the location to prevent unauthorized access**
- **Check all possible areas to ensure no one/nothing has gained unauthorized access**
- **Contact Airport Operations at 704-359-4012 with “alarm resolution”**

*Alarm resolution consists of;*

- **Identifying who set the alarm off - call even if you are unable to identify the source**
- **Confirming no unauthorized persons accessed a secured, sterile or restricted area**

*Example 1:* When resetting an alarm, you are required to make sure that no unauthorized persons enter(ed) the secured areas. When you silence the alarm, inspect the ramp, stair towers and other areas for intruders. Call Airport Operations at 704-359-4012 with your findings and alarm resolution.

*Example 2:* You are at the end of your shift and exiting ENB2 on E – Concourse. You swipe your badge but enter your pin erroneously and push the door open. The alarm sounds, but you continue out of the turnstile hoping no one has seen you. Stop! You are in violation. It is your responsibility to take the time to ensure you have access, and accessed an area/door correctly. If the alarm sounds, do not let anyone else in or out; reset the alarm and quickly call Airport Operations with resolution. If unable to call, await the arrival of Security.

## 3.2 Leaving an Open Security Access Point Unattended

**Offense:** Leaving the area where there is or it is suspected that an unsecured access point is unattended

**Purpose:** Minimize the potential that a person or items will gain unauthorized access to a restricted area of the airport through an unmonitored and/or unsecured access point

Security is everyone's responsibility! When badge holder/employee observes or suspects a security access point is open and unattended, they must take action;

- **Immediately report it to Airport Operations (704) 359-4911**
- **Check if anyone has gained unauthorized access**
- **Secure it if possible**
- **Remain in the area until released by Airport Security or Operations**

*Example 1:* You report to work and are assigned to jet way door E11. You are the gate agent responsible for boarding passengers for the next flight out. You placed the door into timed override by swiping your badge and propping the door open. You need to leave the area for just a few minutes and wonder what should I do? – Remain at the door or secure it before departing.

*Example 2:* It's early; you are the assigned gate agent preparing E24 for boarding. You arrive at the jet way and observe the door open. You see this happen all of the time, so you ignore it and go about your business. **STOP!** You must immediately take action. Call Airport Operations. Check to see no one has gained unauthorized access, secure door and await direction from Airport Operations or Security.

*Example 3:* You enter gate 47 in your company vehicle; swipe your badge. You get through and wait, but the gate does not close. You wait another 2mins & it is still open. You call your supervisor and report it and drive off with the gate still open - Stop! You are in violation. You need to call Airport Operations, wait for assistance and do not allow anyone to access the gate unless approved by Airport Operations or Security.

### 3.3 Unauthorized Use of a Security Access Point

**Offense:** Pushing/Using a secured door or gate:

- **Without proper access permissions or**
- **Without utilization of authorized ID badge or security key**
- **Failing to immediately notify Airport Operations of an access incident**
- **Not submitting your badge for visual inspection at a manned Access Point**

**To access a door/location;**

- **Ensure you have authorization for the access point/area (don't guess)**
- **Enter the required validation (Scan Badge, Pin, Key)**
- **Wait for access authentication (Sound, Flashing Lights)**
- **Enter and close door behind you**
- **Ensure no alarms have been set off**
- **If in doubt call Airport Operations (704)359-4012**

It is the badge holder's responsibility to know what access points they are authorized to use and must ensure the proper access procedures are followed each and every time. If you are unsure whether you have access to a door, elevator, jet way etc., contact your supervisor.

**Purpose:** Administer individual access requirements to limit employee access to specific locations for specific purposes to minimize the exposure to potential security threats.

*Example1:* You have come into the concourse from the ramp to get something to eat. You only have a few minutes to get back to work. You remember that there is a stair tower that is close by and you could just hit the panic bar and open the door to get back to work - WRONG!, DO NOT ENTER!

*Example 2:* You drive up to gate 80 to access the ramp. The Officer is assisting another employee at the watch shack. You are busy, on official duty and grow impatient. It is clear that you are

*badged; you go through gate 80 "all the time." So you just swipe, the gate opens and in you go – Stop! You were required to have your Badge inspected by the officer staffing the gate.*

## 3.4 Piggybacking

**Offense:** *Piggybacking* occurs when someone follows through an access point without using their own ID badge or security key.

**Purpose:** To ensure only those authorized can gain access to secured, sterile or SIDA areas of the airport. *"1-Swipe, 1-Person."*

If a person knowingly allows someone through an access point without the other person using their own ID badge/security key, both persons will be cited for piggybacking. To access/exit a door/location:

- **Ensure you have authorization for the access point/area (don't guess)**
- **Enter the required validation (Scan Badge, Pin, Key)**
- **Wait for access authentication (Sound, Flashing Lights)**
- **Enter/Exit & close the door behind you (Do not "swing" the door open)**
- **Ensure no one has entered or attempted to enter with you (Unless escorting)**
- **Remember; you are responsible for the access point until it is properly closed**

If a person follows someone through an access point without using their own badge or security key and without the other person's knowledge, the individual following is cited for piggybacking and the other person is cited for failure to follow 'stop & wait' procedures.

*Example 1:* You are running late for work. You must get to the job site on time because you have been warned by your supervisor not to be late again. As you rush towards the secured door, an individual has swiped and cleared entry to the area. You run towards the door to grab it before it closes. You made it to work on time, but you are in violation – you piggybacked. The individual who opened the door will be cited for failure to follow 'stop and wait' procedures. A citation for piggybacking will be issued to you.

*Example 2:* You are in the passenger seat of a company vehicle approaching Gate 1 heading over to the terminal. Your supervisor is driving and talking to you yet again about your exceptional customer service skills. She pulls up to the gate and scans her badge. The gate opens and she goes

through. Wait! **YOU** just Piggy backed through Gate 1. Remember, every badged person in the vehicle needs to badge in/out of access points. The driver will also be cited.

## 3.5 Failure to Follow Stop and Wait Procedures

**Offense:** Failing to ensure a door or gate has completely secured behind you or allowing unauthorized access. You are responsible for the gate, door or other security access point until it closes behind you, or where required, another badge holder with access has taken control by swiping and/or entering their pin.

Employees need to remember that stop and wait procedures apply to all gates, doors that have access to Secured, Sterile or SIDA areas whether you are entering or exiting a restricted area; **if in doubt, Stop and Wait!**

**Important:**

Access gates/doors with "direct access" to/from a secured or SIDA area "directly to/from" a public area **MUST** close completely each and every time before a person or vehicle can proceed or swipe to enter.

**Purpose:** Closely related to Piggybacking, establishes clear and consistent procedures to ensure no one, or no vehicle follows through an access point that you have activated/opened.

*Example 1:* You need to access the airfield via a vehicle gate. You swipe your badge & the vehicle gate opens to allow you access. You proceed through the gate & continue driving to your job site. **STOP!** Someone is following through the open gate behind you. Have they swiped a badge?—Do they have access? Are they authorized?

*Example 2:* You are entering baggage door 3 for your shift. You swipe & enter your pin & gain access. You "swing" the door open & enter. The person behind you grabs the handle before it closes & enters. You look & it is one of your co-workers so you continue on – Stop! You & your co-worker are in violation: you for failure to Follow Stop & Wait Procedures & your co-worker for Piggybacking.

***\*Malfunctioning gate or door - If you swipe and a gate/door malfunctions, it is still your responsibility to contact Airport Operations. Do not allow anyone to access and await further direction from Airport Operations or Security.***

## 3.6 Failure to Properly Report a Lost or Stolen Badge

**Offense:** Failure to immediately report a lost or stolen badge.

**Purpose:** Limit the potential of unauthorized access or security breach related to loss or stolen badges.

Lost/Stolen badges must be immediately reported by the badge holder to Airport Credentialing office during business hours, or Airport Operations after hours by phone or in person. Failure to do so will result in a security citation and could result in permanent revocation of the ID badge. Do not wait! As soon as you determine that your badge is lost or stolen, contact the Airport Credentialing Office (704) 359-4910 or Airport Operations (704) 359-4012.

**Replacement badge:** Due to the need to maintain control of the creation and distribution of badges and the large volume of lost badges, the following fee schedule and with applicable waiting periods is established. Contact your Authorized Signer for additional information and be prepared to pay the fee schedule below;

- **First Offense:** \$50 Fine
- **Second Offense:** (24) hour waiting period in hopes of finding badge and \$150 Fine
- **Third Offense:** (48) hour waiting period in hopes of finding badge and \$300 Fine
- **Fourth Offense:** Replacements are not allowed

Example: You are home ready for work. You grab your lunch & keys, pet your dog on the way out & realize you don't have your SIDA badge. You turn back into the house looking for it. After a short time, you realize you don't know where it is. You call your supervisor & tell him it's misplaced & that you may be a little late, feeling confident you have done all you need to do.

**STOP!** You are in violation! You personally need to call Credentialing or Airport Operations to report it lost/stolen even if you notified your supervisor. It is not your supervisor's responsibility. Do not wait until you get to work.

## 3.7 Challenging (Failure to Challenge or Respond)

**Offense:** Anyone that fails to challenge someone in a restricted area who is not displaying an ID badge or who is piggybacking and/or failing to show ID when challenged.

**Purpose:** Challenging is a critical part of CLT's Security posture that helps to ensure only those that are permitted have access to the Secured, SIDA or Sterile areas. Testing of challenge procedures is routinely conducted by CLT Officials, & other agencies to validate CLT security procedures.

Remember:

You **must** challenge anyone who:

- **Is not displaying a SIDA Badge**
- **Is acting suspiciously – looks out of place**
- **Is attempting to piggyback or gain access to an area they are not authorized**
- **Has challenged you**

When challenging, ensure the following:

- **The ID badge belongs to the person you are challenging and is still valid**
- **Has access to the area they are in (*color – see appendix*)**
- **Has the appropriate endorsements for what they are doing; ESCORT, DR**
- **Always “Respond to the Challenge” by asking for their ID Badge and following the same challenge procedure**

*If you feel threatened / afraid to approach a person, immediately notify Airport Operations and keep the person in sight if it is safe to do so.*

## 3.8 Failure to Display or Use of an Invalid ID Badge

**Offense:** Not displaying an ID Badge and/or Displaying or using an ID badge that does not meet the requirements of valid identification.

**Purpose:** Visual check that requires all employees to be on the lookout for and ensure those accessing or attempting to access, working or transiting through a Secured, Sterile, SIDA area are authorized.

**When in a Secured, Sterile or SIDA areas at CLT, AOA, ID Badges must at all times be:**

- **Valid**
- **Visible**
- **Displayed above the waist and below the neck**
- **Attached to the outermost garment**

**Note:** Once a badge is no longer valid (expired, reported Lost or Stolen) it cannot be used or displayed. It must be turned in immediately to Credentialing or your Authorized Signer.

*Example 1:* You are working 3<sup>rd</sup> shift and are running late for work, you scan and pin at Door 11A and enter placing your badge back in your pocket. You get to work on time but your Supervisor taps his watch noting how close you cut it again. Already frustrated, you make your way onto the ramp and are now approached by Airport Security, making your night only that much better. The officer asks if you have a badge and you reply "yes, how do you think I got here" and keep walking. Now consider the following possible outcomes: A) Cited for not displaying your badge as required. B) Cited for not following the directives of CLT Security or C) You reach into your pocket and display your Valid Badge in accordance with CLT Security Policy.

*Example 2:* You report to work, swipe your badge at Door 9; it does not work. You try it a 2nd and a 3<sup>rd</sup> time and the reader does not validate your entry. You have to get to work and are very frustrated. There is a problem with your badge. You should immediately go to the Credentialing office or call 704-359-4903 or Airport Operations at 704-359-4012 after hours.

## 3.9 Negligence with a SIDA Badge or Security Keys

**Offense:** The SIDA badge and Security Keys are for official use only - Using a SIDA badge, Keys or an approved employee badge to gain access to the SIDA, secured or sterile area(s) for anything other than official business is a security violation without prior approval of the ASC or their designee. In addition, treating the badge or keys in a negligent, irresponsible manner and exposing CLT to a potential breach is a violation.

**Note:** You are personally responsible for your SIDA badge/Keys. Make certain you know their whereabouts at all times, and they are used *only* by you and for official business.

**Purpose:** Ensures the SIDA badge/Keys are used for official business only and that they are safeguarded with the outmost care to minimize the potential of a security incident.

*Example 1: Leaving your badge or keys in a location where you can lose track or accountability and/or they are accessible to other people i.e. vehicle overnight, gym bag in the breakroom*

**YOU!** need to call Airport Credentialing office at 704-359-4010 or Airport Operations 704-359-4012 as soon as you realize you cannot find your badge, so it can be de-activated. Do not expose the Airport to a possibility of a breach, even unknowingly.

*Example 2: You are off, bored and miss your old friends from 2<sup>nd</sup> shift. You hop in the car and drive to CLT to hopefully catch up with them. You are in civilian clothes, scan your badge at door 3 baggage claim and enter the secured area to find your buddies - Stop! You are in violation – your use of the Badge was not for official business. Socializing with peers, visiting a family member is not official business. Official business would include; coming in for a regularly scheduled shift, volunteering for an official event, covering a shift, training or having a scheduled meeting with a manager etc. Your supervisor should be able to verify that your use of your badge/ID is for official business.*

### 3.10 Prohibited Items in a Restricted Area

**Offense:** Only prohibited items allowed in the Secured, Sterile, or SIDA Areas are those items that are necessary for performance of the job (includes entry via gates & Loading Docks). Introducing prohibited items not necessary in the performance of a job, and/or any prohibited item left unattended or unsecured in a secured, sterile or SIDA area of CLT is a serious violation.

**Purpose:** Minimize the introduction of prohibited item or items/substances that can do harm into the secured, sterile or SIDA area of the Airport to only those items/substances necessary for the performance of a specific job.

The prohibited items list can be found by visiting [www.tsa.gov](http://www.tsa.gov) (Carry on Standard)

If you have a prohibited item(s) and you want to access a restricted area you must:

- Have a written inventory of the items
- Ensure the item(s) are required for the job you are currently performing
- Control/Accountability of the item(s) is maintained 100% of the time
- Items(s) are locked and secured and/or In sight of you when not in use
- To store the item(s), ensure the area is secured with a lock
- Contact Airport Operations/Security if you have any prohibited items questions

**\*Concessions and Knife Audits (restaurants, shops, ...):** will be conducted on a random basis to validate CLT concessionaire's ability to maintain control and accountability of prohibited items and knives used in the sterile area. In addition, the Concessions Audit will validate that businesses/concessionaires are not offering prohibited items for sale or carrying them in their inventory. Violations of security procedures identified during the Concessions/Knife Audit will be documented with a security citation.

**Bringing in and/or possessing weapons, explosives, and/or ammunition are serious offenses, and will result in an immediate and permanent revocation of your SIDA badge. The offense may warrant a criminal investigation.**

## 3.11 Unauthorized Bag in Secured or Sterile Area

**Offense:** All employees working at CLT are only authorized one Clear Bag and one lunch bag in the Secured/Sterile Areas of the Airport for transport of personal items. Any personal bag will be subject to search at an access point or anywhere in the secured, SIDA, or sterile areas.

**Purpose:** Provides a quick and effective way of inspecting and minimizing the potential exposure of prohibited items/substances being introduced to the Airport environment.

**Clear Bag:** Total dimensions cannot be more than 37 inches ( $H + W + D < 37''$ ). The contents must allow visual observation of the contents and not be obstructed by logos, design, etc.

**Lunch Bag:** Total dimensions cannot be more than 32 inches ( $H + W + D < 32''$ ) and must be used only for food, drinks and perishable food items.

### Exceptions:

- **Opaque bags/items in the Sterile Area screened by TSA**
- **Walmart, other supermarket plastic bags for food in lieu of a lunch bag**
- **Airline employees utilizing the Known Crewmember portal (not SIDA Badge holders)**
- **Employees arriving on a flight and starting their shift (must have boarding pass)**
- **Gov't employees on official duty; credentialed TSIs, LEOs**
- **Small "clutch" purse  $< 6.5 \times 4.5''$ ; has to be inside clear bag & is subject to search**
- **Escorted persons – their escorts are responsible for ensuring no prohibited items**
- **Airline Mechanics in uniform traveling on official business**

**\*For Clear Bag policy and Lessons Learned (Visit [cltairport.com/operations](http://cltairport.com/operations))**

**Note:** Any employee/contractor (and their items) utilizing an Airport badge to access the secured or sterile areas are subject to inspection by Airport, TSA and Law Enforcement Officials.

*Example 1:* You are going to work, it's chilly and you decide you need a sweatshirt and stuff it into your old camouflaged Army backpack that you have had for years. You grab your lunch and stuff

*that in as well, happy it all fits. With your bag over your shoulder, you swipe and pin at door 3 and enter: STOP, your bag is not authorized in the Secured Area and you are in violation!*

*Example 2: You are a gate agent heading to work at E concourse. You have your purse and your bag full of different personal items. You normally go through turnstile (gate 83), but today since you didn't have time to move everything over from your personal bag into the clear bag, you decide to go through TSA screening at C Checkpoint; Well Done! As long as the opaque bag never enters the secured area.*

*Always try to find ways to comply with the Clear Bag Policy and avoid trying to find ways around it.*

*Do not put personal opaque backpacks, bags or purses larger (>6.5"x4.5") inside of your clear backpack to store personal items; a small clutch purse for example is acceptable when privacy is desired. Remember that all items are subject to inspection and must be in the clear bag.*

*Do not store personal opaque bags/purses on work carts/equipment to gain access to the secured area.*

*Do not store any personal items inside a work issued/related opaque bag, and do not store any personal items inside your opaque lunch box/bag.*

*Food items in small quantities may be carried inside of a "Food Lion/Walmart" type bag or eatery take-out bag in lieu of the insulated lunch bag. Larger quantities of food must be approved beforehand and inspected prior to their introduction into the secured area.*

## **3.12 Failure to Comply with Directives of Security, LEO or TSA Personnel**

**Offense:** While on CLT Airport property - Refusing to comply with directives of Airport, Security, Law Enforcement or TSA Personnel in the conduct of their official duties.

**Purpose:** Enables enforcement and compliance with the provisions of the Airport Security Plan

*Example 1: You are picking someone up on the upper level and a traffic control officer asks you to move. You refuse to do so, since it will be just a minute until your party comes out. The officer recognizes your uniform and asks to see your badge to document the situation and you again refuse. You are in violation for not moving and not presenting your ID/Badge when requested since the Officer is enforcing provisions of the Airport Security Program.*

*Example 2:* A bus driver from the employee parking lot gives you a directive, you are required to comply with it otherwise you are in violation.

*Example 3:* Your work week is over and you are ready to start your hard earned weekend. You exit D Door lower level, sling your vest over your shoulder and see the employee bus quickly filling up. The Traffic Control Officer has directed you and several others to stop to allow vehicles to pass. You ignore her and proceed across because you believe pedestrians always have the right of way even though there is an officer there directing traffic. **Stop!** You are in violation, do not cross unless directed to do so by the officer controlling vehicle and pedestrian traffic. Be prepared to provide your ID/SIDA Badge to the officer when requested so the Officer can document the incident.

## 4. Special Situations

The following special situations have distinctive policies and procedures that require more detailed explanation and/or will carry unique penalties.

- ◆ **Company, Tenant, Contractor Non-compliance**
- ◆ **Improper or Lack of Signage on Vehicles**
- ◆ **Violation of Escort Procedures & Best Practices**

### 4.1 Company, Tenant, Contractor Non-compliance and/or Non-enforcement of the Airport Security Program

**Offense:** Companies, tenants and contractors and their employees conducting business on CLT property must reliably and decisively adhere to, support and enforce the CLT Security Policies while conducting operations.

**Purpose:** CLT security is everyone's responsibility and companies, tenants and contractors play a vital and proactive role in ensuring their operations and employees adhere to the provisions of the Airport and/or Corporate Security Plan through dedicated training, enforcement and accountability of security procedures.

**Note:** Redundant and preventable infractions of the security program places a needless burden on already limited airport and company resources and puts the airport at increased security risk. Examples can include;

- ◆ Excessive or disproportionate number of employee citations/actions overburdening security resources
- ◆ Consistent non-enforcement of ASC assessed penalties
- ◆ Repetitive company, tenant or contractor violations with no corrective actions taken
- ◆ Encouragement of employees to disregard and/or commit security infractions

***Fines: At the ASC's discretion, chronic and/or blatant violations of security procedures may result in fines of up to \$10K depending on the severity and circumstances of the violation(s). Appeals by Company, Tenant, Contractor fines can be submitted in writing to the Deputy Aviation Director for consideration.***

Examples: *encouraging employees to commit violations, negligent actions, not being responsible in reference to security or not supporting and/or enforcing the Security Program and/or assessed citation penalties*

## 4.2 Improper or No Signage on Vehicle

**Offense:** Vehicles must meet sign/placard requirements anywhere on the AOA and Loading Dock. Signs must be of commercial design minimum 3-inch high, be displayed on both sides of the vehicle with the company name for which it is currently operating; placards can only be used for official company business.

**Purpose:** Eases identification of authorized vehicles operating in the Secured and SIDA areas of the Airport.

**First Offense:** Vehicle removed from AOA. Confiscation of ID badge for one day. Retake SIDA training. Badge reactivation fee \$25.

**Second Offense:** Vehicle removed from AOA. Confiscation of ID badge for three days. Offender and manager/supervisor Retake SIDA training. Badge reactivation fee \$50.

**Third Offense:** Vehicle removed from AOA. Confiscation of ID badge for seven days. Offender and manager/supervisor Retake SIDA training. Badge reactivation fee \$75.

**Example: 1:** *You are required to operate a vehicle on the AOA for your company. Your manager/supervisor tells you to use another vehicle due to the fact your regular vehicle is in the shop for repairs. You are responsible to ensure that the vehicle you are operating meets the signage requirements (commercial design with a minimum of 3-inch lettering). If it doesn't, bring it*

to the attention of your manager/supervisor, but do not attempt to drive on the AOA until the situation is corrected.

*Example 2:* You are a "Smith Service" contractor operating a rental van with markings from a well-known national rental company and want to gain access at gate 47 to deliver supplies at a work site. The van has only the markings of the rental company and you think you are good to go. **STOP!** If you proceed you will be in violation. "Smith Service" placards/markings need to be displayed as described above.

*Example 3:* You are a maintenance worker for "ACME Cleaners" and have placards to utilize at the Loading Dock and AOA for urgent maintenance calls. You also work part-time weekends for "AAA Buffet." It's the weekend; loading dock is empty so you utilize your placards for your AAA shift to avoid having to use the employee parking area. **STOP!**

## 4.3 Violation of Escort Procedures – Policy and Best Practice

**Offense:** Not following proper procedures while escorting a person(s) into a restricted area.

**Purpose:** Ensure those being escorted are authorized, accounted for and only doing businesses for which they are being escorted.

Any person with a CLT issued ID badge with an "Escort" designation, may escort under the following conditions:

- **The escort is for official business**
- **Person(s) not currently badged**
- **Person(s) must present a valid official photo ID – Driver's License, Military ID, Passport**
- **Has not been previously denied a badge for any reason**
- **Person(s) is/are accompanied, monitored & under control of the escort(s) at all times**
- **Person(s) only released to a badge holder with escort privileges that has access to the area of escort**
- **Only engaged in activities they were escorted for (immediately removed if non-compliant)**
- **Person(s) and items are inspected for authorized prohibited items – (a written inventory of tools/prohibited items shall be available for inspection)**

**Caution:** Escorted person(s) & their items are your responsibility while you are escorting them!

**Note:** Red, Gray and White badged Persons CAN be escorted

**First Offense:** Confiscation of ID badge for up to three days. Retake SIDA training. Employee will also lose their escort privileges for **minimum of** six months. Badge reactivation fee \$25.

**Second Offense:** Confiscation of ID badge for up to seven days. Retake SIDA training with manager/supervisor. Employee will also lose their escort privileges for **minimum of** one year. Badge reactivation fee \$50.

**Third Offense:** Permanent revocation of badge.

#### 4.3.1 Additional Escort Policy Information:

- **Red, Gray and White badges CAN be escorted**
- **Exceptions to the Escort Policy must have prior approval of the ASC or designee**
- **Individual Escort Policy does apply to badge holders escorting people in vehicles**
- **Contact Airport Ops immediately for incidents of non-compliance and/or removal**

*Best practice:*

- Always know who the Escorted are and what items they have in their possession.
- You should escort a reasonable number of people depending on circumstances; ensuring positive control is maintained at all times. It is *recommended* that groups of two or more people have at least two escorts to allow for schedule changes, bathroom and refreshment breaks.
- To release a person to another escort within your organization, you must ensure they are badged with escort privileges. They must then acknowledge and take responsibility for the individual(s) being escorted.

*Example 1:* You escort a new employee who is currently in the process of receiving their ID badge. It is imperative that you remain with escorted individuals at all times. Only pass persons off to another badged person with escort privileges with access to the area of the escort.

*Example 2:* You are a contractor that has had escort privileges for years and tonight you are escorting and supervising 5 workers doing maintenance around the Atrium and C concourse. You have learned it's much more efficient to just assign the jobs to the workers and move between sites checking on them from time to time. **STOP!** You can't do that. Your escorts must be accompanied, monitored & under your control at all times. You need more escorts or consolidate your workforce.

*Example 3:* You are a worker at a store at CLT. Your store has entertainment scheduled to support National Airport Great Employee Month. They will be coming and going throughout the month in groups of 3-5. Your manager escorts them in, and they set up and start playing. The shift changes and your manager promptly heads home asking you to take over escort responsibilities. You agree but 2-hours later your shift ends. You top off your Dr. Pepper, tell your ride that is patiently waiting at the Cell Phone Lot that you are on your way out. **WAIT!** You need to either escort the entertainment out or clearly transfer the escort to another appropriately badged employee to avoid a citation.

*Example 4:* You are a badged contractor doing outdoor work at a remote CLT site in the secured area. It's a weekend and your staffing leaves you as the only one with escort privileges. Several un-badged subcontractors are working for you and are in close proximity. One needs to use a Porta-Potty down the hill that is barely visible. You have 3 choices, 2 of which are violations of escort procedures. Error on the side of caution and accompany all of your escorts down the hill to the Potty to avoid a citation.

## 4.4 Violation of Authorized Signer Responsibilities

**Offense:** Any willful or gross negligence of authorized signer responsibilities. Examples include application falsification, forgery, and negligent acts pertaining to audits and recordkeeping, failure to immediately de-activate a badge by a phone call, or in person.

**Purpose:** To clarify and enforce administration of the SIDA Badge procedures to limit exposure to security threats related to lost, stolen and/or mishandled Badges and documentation.

**First Offense:** Confiscation of ID badge for up to five days. Retake SIDA and Authorized Signer training. Employee will also lose their Authorized Signer privileges for **minimum of 60-days**. Badge reactivation fee \$25.

**Second Offense:** Confiscation of ID badge for up to 10 days. Retake SIDA and Authorized Signer training with manager/supervisor. Employee will also lose their escort privileges for **minimum of** 90-days. Badge reactivation fee \$50.

**Third Offense:** Permanent revocation of ID badge.

*Example 1: An employee presents a badge request form with another authorized signer's name printed in the authorized signer field, so you sign that person's name in the signature field. Stop! You are forging another signer's signature, which is a serious violation.*

*Example 2: You have terminated, or suspended an employee. You must call Airport Credentialing and Compliance office at 704-359-4010, or Airport Operations at 704-359-4012, when the Credentialing office is closed, to de-activate the ID. Follow this request up with an email referencing, who you spoke with on the phone.*

## 5 Appendices

### Appendix A: Important Numbers

#### Important Phone Numbers

Airport Law Enforcement - <i>Emergencies</i>	704-359-4911
Airport Credentialing and Compliance Office	704-359-4910
Airport Operations	704-359-4012
Security (Urgent Matters Contact Operations)	704-359-4039
Airport Security Coordinator	704-359-4844

## Appendix B: Badge Key

Color	Area	Access
	<b>RED Sterile Area Only</b>	Sterile Area only <b>Can be Escorted</b>
	<b>Green - CLT Secured/Cargo Areas</b>	Secured Area, the AOA west of runway 18L/36R, and the Sterile Areas
	<b>Orange - CLT GA/South Cargo Areas</b>	AOA south of taxiway C8, the FBO east of runway 18L/36R, and Sterile Areas
	<b>Gray - CLT Public Areas</b>	Access to the areas prior to security checkpoints only. Issued to taxicab drivers, curbside valet personnel. <b>Can be Escorted</b>
	<b>White - CLT No Access</b>	<b>No Access</b> badge is issued in lieu of visitors pass for access to public Sterile Areas and for official business only. <b>Can be Escorted</b>
	<b>Blue - CLT All Areas</b>	All areas of CLT

### Endorsements by Badge

**AS – Authorized Signer**

**Escort** – Escort Privileges

**DR – AOA Driving privileges**

**Command Post** authorization to enter the ICC or emergency scene

## Appendix C: Definitions

**Sterile Area:** Begins immediately after screening checkpoints and extends to the boundaries of the secured and/or SIDA areas.

**SIDA Area:** Refers to requirement to display badge. Access controls less stringent.

**Secured Area:** Highest level of security. Always includes SIDA display and requires enhanced access control measures.

**AOA:** Basic access controls as defined by local airport authority.

**ASC:** Airport Security Coordinator