



# SECURITY AWARENESS BULLETIN

Bulletin by CLT Security  
October 2021

## Welcome to Issue #2 of the CLT Security Awareness Bulletin.

Fall is in the air and the Airport is the busiest (maybe even busier) than it has been since early 2019. We are heading toward the holiday season, and I think we can all agree, we have some hard work ahead of us to make sure our passengers get through our facility with ease. We can do it! This Airport community has a habit of coming together and working hard to make sure we keep things moving. This sense of community is one of the best things about working at CLT.

As we have discussed before, a successful security program has multiple layers seamlessly embedded throughout so that each layer works with and builds upon the foundation creating a solid security posture. This quarter's Security Awareness Bulletin highlights some of the many different layers of security and how they work

together to make up our security program. You may notice a few safety-focused articles as well. Safety is very important in our Airport community and is an underlying principle in everything we do to work toward a safe, secure and efficient operation. All facets of the Airport community need to work together in harmony to keep the operation running smoothly.

As always, I would like to remind you that CLT's security program would not be a success without Airport badge holders like YOU, and we would like to make sure you have the latest information available. Thank YOU for being a member of our CLT Security Team! I hope you enjoy this issue of the Security Awareness Bulletin.

**Renee Tufts**  
CLT Security  
Operations Manager

## Have you reviewed the CLT Airport Evacuation Plan?

The purpose of the Airport Evacuation Plan is to provide a general direction for the effective emergency action for employees, passengers and customers at CLT. This plan provides guidelines for orderly and coordinated emergency responses to an emergency event that include

A spontaneous event is an immediate, life-threatening incident that occurs without warning. There may not be an announcement for an evacuation or relocation due to the incident immediacy and severity (such as natural disasters or other "no-notice" hazardous events).

A controlled emergency event is an incident that is hazardous, or potentially hazardous, but does not pose an immediate life-threatening or safety hazard yet requires an evacuation and/or relocation of passengers to ensure safety and security (e.g., security issues, threats, incident on ramp).

A life safety event is an incident that is hazardous, or potentially hazardous, that could

pose a life safety threat and requires an evacuation and/or relocation of passengers to ensure safety and security (bomb threats, IED, small fires).

A secure-in-place event is a security event or weather event that poses an immediate threat to passengers and personnel (e.g., explosion, tornado, active shooter).

It is the responsibility of all CLT badge

holders to know how to prepare, respond and recover from all these types of emergency events. The severity of these events will determine whether a full or partial passenger terminal evacuation will occur. The plan also includes the terminal egress routes, the process to relocate passengers and personnel, evacuation routes and assembly points, storm shelter locations, life safety devices, communicating to passengers and the public and guidance on when to repopulate the terminal after an emergency.

securing, relocating and evacuating passengers in the CLT terminal. There are four types of emergency events discussed within the plan: Spontaneous Event, Controlled Emergency Event, Life Safety Event and Secure-in-Place Event. As the Airport expands, it is vital we all understand how to respond to different emergency events that can occur on or near CLT.



## Quarterly Construction Project Spotlight

Construction at CLT is moving along. This quarter, we are focused on the latest phase of the Concourse E Phase 9 Expansion. The project team will bring additional gates and new concessions options to our passengers. This project is especially sensitive in the security world due to proximity to aircraft.

Are you familiar with the rules and regulations governing the use of tools and other prohibited items that construction personnel use to complete these projects? If not, here are a few reminders:

- Badged employees (and personnel under escort) are only permitted to bring in tools that are necessary to perform their job function(s).
- All tools must be accompanied by an inventory log that should be available at any time for audit.
- If you lose a tool, you must report the loss to the Airport Operations Center immediately.

Special thanks to the Piedmont Airlines employees who recovered a Sawzall left unattended on a belt loader in August. Your efforts prevented this item from potentially being introduced into a live flight environment. A great testament to the See Something, Say Something initiative!

Speaking of contractors, have you encountered someone with a lavender "contractor" SIDA badge while working at CLT? If not, this is

a great time to review the current badge colors CLT issues. This information is available in the CLT Security Standards. Being aware of badge types is a great way to be proactive while working in restricted areas. In all restricted areas, and especially in high traffic areas, such as construction sites, you must always challenge anyone who does not display a SIDA badge. In addition, the person being challenged must always challenge the requestor! This is very important to ensure that you are being challenged by someone who has valid credentials to be in the same restricted area. Always be sure to immediately report to the Airport Operations Center anyone who refuses to show you their badge.

As a reminder, it is never acceptable to allow someone to piggyback through a card reader - controlled door unless you have explicit permission to do so by Airport Operations or security personnel. If someone's badge does not have the appropriate access assigned to it, please coordinate an access request with your Authorized Signer. Someone asking you to let them into a space probably means they should not be there in the first place.

As always, thank you to the dedicated staff who continue to serve CLT and its passengers. Your proactive approach to security as the Airport continues to evolve is appreciated!

If you have further questions regarding the terminal evacuation plan or any CLT emergency plans, please contact CLT Airport Emergency Management at [EmergencyMgmt@cltairport.com](mailto:EmergencyMgmt@cltairport.com).







## Active Shooter Survival Training



CMPD's Active Shooter Survival: *The ABC'S to Active Shooter Response* training is a free two-hour course designed to provide and empower individuals with the survival skills to stay alive until law enforcement arrives and ultimately survive an active shooter event. These

skills translate to a workplace, school, place of worship, shopping mall or any other location in which an active shooter can be a threat. This is a high-energy presentation with interactions and demonstrations. We do not use hands-on training or surprise scenarios.

Date	Time	Location
11/16/21	2 pm - 4 pm	Eagle
12/16/21	7 pm - 9 pm	Eagle

## Aviation Security: A Layered Approach to Closing the Holes

*Jesse Jay, Lead Transportation Security Inspector, TSA - CLT*

When many people think about aviation security, the first thing that pops into their mind is checkpoint screening. We know that when we travel, we must have both our person and our property screened for prohibited items not allowed on an aircraft or that could possibly endanger others. Aviation security, however, is much more than the screening process we observe at checkpoints run by Transportation Security Administration officers. In fact, TSA lists 20 layers of security that makes everyone more secure. Many of these layers are unseen but very important.

For example, we have teams diligently working behind the scenes to identify those who may have intent to do harm and ensure steps are taken to prevent a potential threat. Passenger pre-screening is performed to vet passengers and others accessing the sterile area against watch lists. There also is a system to vet Airport and airline employees before a person is hired to work in the Airport environment. TSA and the Airport conduct random employee screening at access points and on the ramp.

Around the Airport, employees are made aware of the things they must do to help create a safe and secure environment. Reporting suspicious behavior, challenging individuals not displaying appropriate credentials, preventing others from gaining access behind you at restricted entry points and ensuring that persons under escort are continuously monitored while they are in any restricted area are some of the ways

an employee contributes to a safer and secure workplace. Because of these crucial functions that the airport employees perform, you are a critical part of the security environment, and help ensure the security of everyone. Think of the layers of security as something like a package of Swiss cheese. When you pull out just one slice, you can see right through the holes. Add a second layer of cheese and you notice that, although you may still be able to see through a little, the holes are much smaller. When you add more layers, suddenly the holes are covered, and nothing can get through. Each layer of security is important and works together to keep adversaries away and our transportation systems safe and secure. As we all work together with these things in mind, we create that layered approach, and close the holes that others may wish to exploit. It takes all of us. For more information on the "20 Layers of Security," please visit [TSA.gov](https://www.tsa.gov).



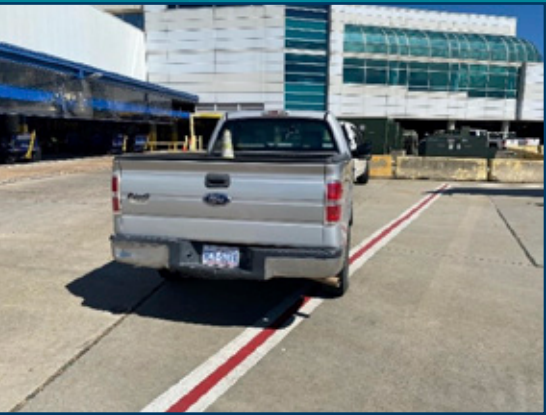
## Airside Ops WELCOME

Hello from Airside Operations! This quarter, we're covering topics relevant to the Airport Operating Area (AOA) over the last couple of months. As always, Airside Operations is here to educate and promote safety on the apron and movement area. The Airport Operations Center and Airside Operations team can be reached 24/7 at 704.359.4012. As always, please dial 704.359.4911 or 4912 if you have an emergency and need police, fire or medic.

### Improper Parking (B-Connector)

Parking within the AOA is vastly different than parking anywhere outside of the perimeter fence. Improper parking can cause major safety hazards, security issues, and flight delays. With many tenants and contractors driving around the AOA, it is imperative to park in designated parking spots for safe and efficient operations.

Situational awareness is critical when it comes to parking on the AOA. It is important to avoid parking in places that restrict access to fire hydrants, fire extinguishers, emergency access gates, aircraft taxi lanes, designated roadways, under passenger loading bridges, dumpsters, fuel shut offs, ingress/egress lanes and within the aircraft safety envelope. The aircraft safety envelope is the area on the apron that is covered by an aircraft's shadow while it is motionless. The area is outlined with red and white markings (also known as the aircraft footprint). Parking within these



parameters is unsafe and can cause flight delays. It could also prevent emergency vehicles from responding to an emergency. Please review the CLT AOA standards and coordinate where you will be parking with your escort prior to entering the AOA.

### Driving Through HAZMAT Spills - What's that liquid?

The AOA is a busy place with hundreds of flights a day and constantly moving baggage carts. Lavatory trucks and construction vehicles. It is inevitable that hazardous materials (HAZMAT) will end up on the apron or in the movement area.

Hazardous and non-hazardous waste may be generated during ground vehicle maintenance, aircraft cleaning or maintenance, fueling operations, aircraft repair or engine

test cell operations. It is essential to avoid driving or walking through an unknown material on the apron. It can be difficult to identify or flammable if driven through. All HAZMAT spills (i.e., fuel, oil, hydraulic fluids, lavatory content.) MUST be reported immediately by calling 704.359.4012, regardless of who



caused the spill. Inform Airside Operations of the location, type and approximate number of materials spilled. Airside Operations will confirm the size of the spill, type of HAZMAT involved, weather conditions that might affect the area, as well as the equipment involved and any dangers posed to aircraft, the terminal, or personnel. Once you have reported the spill, you must begin cleanup efforts immediately. Prevent persons and vehicles from walking or driving through the spill area until emergency response vehicles arrive.

The Charlotte Fire Department is trained to assess HAZMAT spills and determine the best course of action. Do not park between the spill and responding emergency vehicles.

The owner of the spilled HAZMAT is ultimately responsible for its containment and cleanup. Until the spill is contained and cleaned up, ensure the safety of other employees by rerouting all traffic around the spill.

Please reach out to the Airport Operations Center 24/7 at 704.359.4012 with any questions you may have. For an emergency needing police, fire, or medic, please dial 704.359.4911 or 4912.







# Badge Accountability

## Deactivating and Returning Badges

Badge accountability is a critical component in mitigating security risks at CLT. Each company must ensure it has effective internal controls in place for the retrieval and return of badges. Companies must create a culture where the return of all badges is mandatory. The company must make every effort to retrieve badges from it's employees. Per TSA regulatory standards, both the Airport and the company are held accountable for high percentages of unreturned badges.

Recently, we have seen an uptick in badges not being deactivated or returned within required timeframes. Unfortunately, a considerable percentage of badges are never returned, which creates a vulnerability for our Airport. Badges that are not deactivated immediately or correctly will result in a security violation for the Authorized Signer (AS).



An Authorized Signer should use their portal to deactivate badges. There is a distinction between suspending, revoking or reporting a lost badge. A badge is only suspended if the employee is not returning to the job (example on medical or military

leave). Report a badge lost when the badge location is unknown. When a badge holder no longer has a need to access Airport property, the badge must be deactivated immediately. The badge must be returned to the Credentialing Office within two days of receipt/ deactivation. **THIS IS REQUIRED FOR BOTH SUSPENDED AND REVOKED BADGES.**

If the Authorized Signer does not have portal access, please call the Credentialing Office at 704.359.4010 (dial option 5) to deactivate. If deactivating a badge after office hours, call Airport Operations at 704.359.4012. Operations will only deactivate badges when the Credentialing Office is not open for business. It is important that you communicate to your employees that they are ultimately responsible for reporting their lost badge. In addition, the Authorized Signer, should call the badging office immediately to report a lost badge.

Authorized Signers are advised to use the "Badge Deactivation/Return Form" found on the Credentialing website when returning badges to the Credentialing Office. This will serve as a signed, receipt of return.

# Escorting Requirements

Due to an increase in escort and access violations, here is a clarification of escort requirements:

**Escort** - can be performed by any employee who has access and has the word ESCORT on their badge in the yellow field.

**Escortee** is the person being escorted.

Any escort must make sure that the escortee is continuously accompanied, monitored, and under the control of the escort while in the Secured Area, Sterile Area, and SIDA. It must be done in a manner sufficient to identify whether the individual is engaged in activities other than those for which escorted access was granted. All escortees are required to have their valid, government-issued picture ID on their person when under escort. They must present this ID upon request.

Individuals who are eligible to be escorted are:

- Unbadged individuals requiring access into the Secured Area, SIDA or Sterile Area for a business purpose.
- Individuals who are awaiting clearance after beginning the badging process. This is allowed for up to 30 days.

All individuals requiring an escort in the Sterile Area must access the Sterile Area through a security screening checkpoint. The authorized company representative must request a visitor pass for this individual at least 24 hours in advance. Visitor passes are issued at the Airport Services counter on the ticketing level of the terminal. The visitor must present a

valid, government-issued picture ID to be receive a pass. Once in the Sterile Area, they must remain under escort in all areas not accessible to public.

Maintenance workers, and those who have items they cannot bring through a security screening checkpoint, such as tools required for the performance of their duties, can be escorted into the Sterile Area through another access point. They are required to have an inventory of all the tools they are bringing into the Sterile Area. This inventory must be available at all times and presented to Airport Security or TSA upon request. Once in the Sterile Area, they must remain under escort in all areas until they leave or are re-screened at a TSA security checkpoint.

Individuals who do not qualify for an escort are:

- Anyone who has failed a criminal history record check or a security threat assessment.
- Anyone who has been issued a SIDA badge but has lost, forgotten or allowed it to expire.
- Anyone without valid identification.
- Anyone not conducting official business.
- Workers who haven't begun the badging process and access aircraft as part of their duties.

All these requirements can be found in the CLT Security Standards located at [cltarport.com/business/Credentialing](http://cltarport.com/business/Credentialing).

## Upcoming Safety Event:

**Oct. 28: Virtual Safety Day 2021**

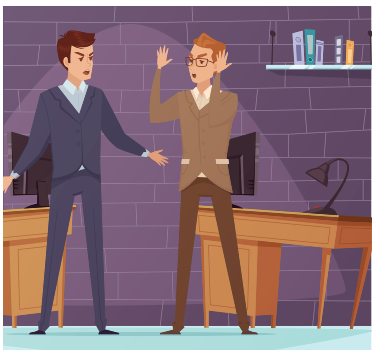
- Vendor Presentations
- Hazard Hunts
- Food Trucks



# Airport Employee Conduct

- Please remind all employees (and potential employees) CLT expects everyone to always maintain professionalism. The use of profane language or hostile actions toward others will not be tolerated.
- Harassment or violent behavior against any CLT employee, passenger or badge holder will result in loss of parking privileges and possibly your CLT badge!
- We are currently averaging three employee conduct hearings a week. We must do better as an airport community. Our passengers and our employees deserve better behavior from all our badge holders.

- Interfering with law enforcement will not be tolerated. All reported incidents of interference will be investigated.
- Airport badge holders cited for inappropriate conduct may be subject to a conduct hearing.



CLT Security Operations Coordinator, Isaac Vargas of Mount Holly, NC uses his creativity and craftsmanship to bring a little bit of spooky spirit into his community. This year's Halloween display is "The Haunting of Scaleybark Manor". Isaac constantly amazes me with his seasonal displays.

**Happy Halloween, everyone!**

-Renee





# Learn the Sounds of Fire Safety™



Is there a beep or a chirp coming out of your smoke or carbon monoxide alarm? What does it all mean? Knowing the difference can save you, your home, and your family! Make sure everyone in the home understands the sounds of the smoke and carbon monoxide alarms and knows how to respond. Learn the sounds of your smoke and carbon monoxide alarms by checking the user guide or search the brand and model online.

## What is your alarm telling you?

### SMOKE ALARMS

- A continued set of three loud beeps—beep, beep, beep—means smoke or fire. Get out, call **9-1-1**, and stay out.
- A single “chirp” every 30 or 60 seconds means the battery is low and must be changed.
- All smoke alarms must be replaced after 10 years.
- Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced.

### CARBON MONOXIDE (CO) ALARMS

- A continuous set of four loud beeps—beep, beep, beep, beep—means carbon monoxide is present in your home. Go outside, call **9-1-1** and stay out.
- A single chirp every 30 or 60 seconds means the battery is low and must be replaced.
- CO alarms also have “end of life” sounds that vary by manufacturer. This means it’s time to get a new CO alarm.
- Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced.

Make sure your smoke and CO alarms meet the needs of everyone in your home, including those with sensory or physical disabilities.

#### Some tips:

- ✓ Install a bedside alert device that responds to the sound of the smoke and CO alarms. Use of a low frequency alarm can also wake a sleeping person with mild to severe hearing loss.
- ✓ Sleep with your mobility device, glasses, and phone close to your bed.
- ✓ Keep pathways like hallways lit with night lights and free from clutter to make sure everyone can get out safely.

## Hear a Beep, Get On Your Feet!

Get out and stay out! Call 9-1-1 from outside.



## Hear a Chirp, Make a Change!

A chirping alarm needs attention. Replace the batteries or the entire unit if it's over 10 years old. If you don't remember how old the unit is, replace it!



**FIRE  
PREVENTION  
WEEK™**



For fire safety tips, visit [firepreventionweek.org](https://firepreventionweek.org) and [sparky.org](https://sparky.org)

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