

Terminal Safety & Security Training Reference book



All Regulations and procedures in this document are mandatory

**Second Edition
2011**

Document : Terminal Safety & Security Training
Processed by : D. Z. Kock – Head Instructor Airport Training Unit



Peter Steinmetz
Managing Director

Table of Contents

Training purpose	Page 3
Course Objectives	Page 3
General Information and Procedures	Page 4
PART 1	
Boundaries between restricted and non-restricted areas	Page 5
PART 2	
Types of AIRB ID Badges	Pages 6, 7, 8, 9
PART 3	
Responsibilities of AIRB ID Badge holders	Pages 9, 10, 11
PART 4	
Airport Emergency Situations and Procedures	Page 12, 13, and 14
PART 5	
Bomb Threat	Page 15
Evacuation procedures	Pages 16, 17 and 18

Training purpose

This training is conducted by the Aruba Airport Authority N.V. (AAA) with the purpose to enhance awareness of the Airport community on the Rules and Regulations, Safety and Security in and around the Airport Terminal Buildings of the Aeropuerto Internacional Reina Beatrix (AIRB)

YOU PLAY A CRUSIAL ROLE IN ENSURING A SAFE AND SECURE WORK ENVIRONMENT!

Course objectives

Upon completion of this training the participants will learn about the;

- ⇒ Airport rules and regulations
- ⇒ Airport Emergency Procedures
- ⇒ Reporting procedures when witnessing suspicious behavior and movements
- ⇒ Precautions in order to work and move safely around the Airport

General Information and Procedures

1. Description of the Terminal Safety & Security Training (TSST)

This training is intended for all persons who are currently working or will be working on AIRB premises and have access to the restricted areas of the Terminal Buildings.

2. The requirements to obtain a Terminal Access Badge from Aruba Airport Authority N.V. are:

Comply with all necessary AIRB ID badge application procedures and obtain a score of at least 70% on the Terminal Safety & Security Training (TSST) exam.

If the result is less than 70%, the participant has the opportunity to immediately redo the exam, or attend another TSST session.

There will be only two opportunities for the participant to successfully pass the TSST exam. If the applicant does not pass the TSST exam after the second attempt, the Aruba Airport Authority N.V. has the right to refuse the applicant an AIRB Badge.

3. Recurrent TSST

The AIRB ID badge is valid for one year. The badge holder is responsible to pass the recurrent training and test prior to the expiration date of the AIRB ID badge.

4. Obligation of the employer

It is the responsibility of the employer to keep their employees updated with changes of the AIRB procedures and regulations.

PART 1**BOUNDARIES BETWEEN RESTRICTED AND NON-RESTRICTED AREAS****1.1 The basic sections of the Aerodrome and Airside****Aerodrome**

Aerodrome or mainly called Airport is divided into 3 main parts, which is the **LANDSIDE**, **TERMINAL** and **AIRSIDE**.

LANDSIDE

The landside is the area which is being used by the public and employees. This area is for public use and there is no need for a security ID badge.

TERMINAL

The terminal consists of all buildings, used for both Departure and Arrival. The terminal is partially public and partially restricted to which you must be in the possession of an AIRB ID badge to have access to the restricted areas.

AIRSIDE

The airside is completely restricted and is not being used by the public. To have access to this area you must have an AIRB ID badge with a red color picture background.

PART 2

TYPES OF AIRB ID BADGES

What is the purpose of the Rules and Regulations for access Control and Security ID Badges?

The Rules & Regulations (R&R) for Access Control and Security ID Badge details the step-by-step procedures required in order to obtain an Aeropuerto Internacional Reina Beatrix (AIRB) Security Identification Badge (ID Badge). These R&R are promulgated under the Airport Security Program. Amendments may be issued in the form of Airport Director's Instructions (ADI's).

To whom are these rules and regulations distributed?

These R&R are distributed to the AAA N.V. personnel, Government Authorities with locations at the Airport, airlines & ground handlers, concessionaires, and other tenants conducting business at the AIRB.

There are three (3) types of AIRB ID badges;

- ⇒ Regular AIRB ID Badge
- ⇒ Short-term pass ID Badge
- ⇒ Counter pass ID Badge

REGULAR ID BADGE



Regular AIRB ID Badges A regular AIRB Badge is only issued to an individual for a period of **twelve (12) months** or less, as the case may be. The AIRB ID Badge is issued only to individuals who are assigned to, or have continuing frequent presence at AIRB such as Airport Authorities, tenants, concessionaires, contractors, off-airport vendors and other service firms or agencies who are authorized unescorted access to the AIRB restricted areas. The ID Badge is only issued after a successful completion of the VDA background check with positive results. **This background check will have a validity of three (3) years.**

SHORT-TERM PASS ID BADGE



206

ESCORT REQUIRED

Short-Term Pass ID Badge

A short term pass ID badge is issued to an individual who needs access to restricted areas for a limited period of **time ranging from a few minutes up to one week**, depending on the need and purpose of his/her access. The person receiving a Short-term Pass ID Badge **has to hand over a valid identification** (passport, Aruban Cedula or driver's license) in order to receive the Pass. The identification will be returned to the individual upon return of the Short-Term Pass ID Badge. The individual in possession of a Short-Term Pass ID Badge **is only allowed to be in restricted areas with proper escort of a Regular ID Badge holder**. The Regular AIRB ID Badge holder, co-signs the Log-Sheet" for responsibility that if the Short-Term Pass is not returned to the ID Administration Office, his/her access will be discontinued. The Short-Term Pass will be issued at the ID Administration Office during office hours (Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours) and at the Head Security Officer (HSO)'s office on weekends/holidays from 08:00-11:00 hours. HSO-issued Short-Term Pass ID badges are issued for a maximum period of twenty four (24) hours.

Extensions to the one week validity period will be given upon a written request, only if a valid reason is presented and verified. Only two (2) extensions are allowed. Requests for additional extension of validity must be made writing to the Managing Director.

The company/organization requesting a Short-Term Pass for twenty four (24) hours or more, must submit a written request hereto by e-mail to idadmin@airportaruba.com . The request must be submitted one (1) workday in advance, by an authorized company representative and must state clearly and concisely the purpose and duration of the presence of the individual, and must include the areas this individual will need access to. Only companies/organizations with an agreement with AAA N.V. can request a Short-Term badge.

Individuals who have previously conducted a background check with negative results will not be able to receive a Short Term Pass ID Badge.

The Short-Term Pass is not intended to replace the regular AIRB ID Badge. Additional requirements may be requested in some cases.

COUNTER PASS ID BADGE



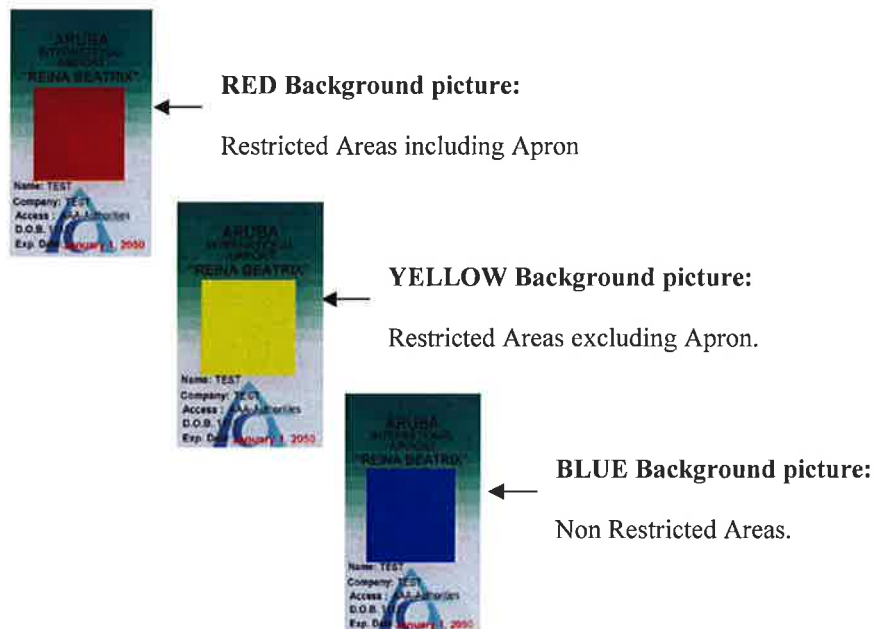
Counter Pass ID Badge

A Counter Pass ID Badge is issued to an airline or ground handling employee who needs access to restricted areas behind the check-in counters (US & Non-US) of the Airport to perform specific tasks and **under proper escort of an Airline or Ground handler representative** in possession of a regular AIRB ID Badge. The Counter Pass will be issued at the ID Administration Office only during office hours (Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours). The Counter Pass is valid for a maximum period of **twelve (12) weeks** and is intended to provide employees of Airlines and Ground handlers the opportunity to work **under escort** behind check-in counters, awaiting result of the completion of their background check for a Regular ID Badge. The Counter Pass **does not grant the holder access to other restricted areas of the Airport.**

AIRB ID Badge colors



TYPES OF ACCESS AIRB ID BADGE



PART 3

RESPONSIBILITIES OF AIRB ID BADGE HOLDERS

- ☞ Under no circumstances may an individual who a new AIRB ID has been issued to, transfer his/her AIRB ID Badge to another individual.
- ☞ Each new AIRB ID Badge holder will have an individual PIN assigned. Under no circumstances may this AIRB ID Badge and/or PIN be used by another person than the person to whom the AIRB ID Badge and/or PIN was issued to.
- ☞ All persons who are on restricted areas of the AIRB shall overly display on an outer garment, **above the waist but below the neck**, an appropriate AIRB ID Badge.



If any of the above mentioned points are violated, it will result in the Confiscation of the AIRB ID Badge by the Airport Security Department, which is the authority in charge with access control at the AIRB

ESCORT PROCEDURES

A Regular AIRB Badge holder (Escorter) may escort a maximum of five (5) temporary visitors (Escorted individual) who do not have independent access to the restricted and/or Air Operations Area's (AOA) of the airport, provided the Escorter is authorized such access and that the visitor (Escorted individual) has in his/her possession a Short-Term Pass.

It is the responsibility of the Escorter to ensure that the individual being escorted remains in direct line of sight of him/her at all times. If the escorted individual is challenged by an airport employee or security personnel, the person must immediately identify his/her escort. If at any time the escorted individual does not follow the Escorter's directions, the Escorter must contact the Airport Security Unit immediately and have the individual removed from the restricted and/or AOA areas.

The Escorter remains at all time responsible for all actions taken by the escorted individual.

AIRB ID Badge Fees

Regular AIRB ID Badges	Fees
Initial issue	Awg. 20,00
First reissue	Awg. 30,00
Second or more reissues	Awg. 75,00
Annual renewal	Awg. 20,00
Unreturned Badge (termination/suspension)	Awg. 100,00

Reissue is defined as replacement of a lost, stolen or damaged AIRB ID Badge. Replacement of an inoperable AIRB ID Badge will be free of charge.

Short-Term Pass ID Badges	Fees
Initial issue	Awg. 10,00
Each one-week extension	Awg. 20,00
Replacement fee	Awg. 100,00

Replacement is defined as replacement of a lost, stolen, misplaced or damaged AIRB Short Term Pass ID Badge. The Short-Term Pass ID Badges are available for use by individuals who do not possess a Regular AIRB ID Badge. A non-refundable fee of Awg. 20,00 will apply for each one-week extension of the Short-Term Pass ID Badge.

Counter Pass	Fees
Initial issue	Awg. 20,00
Replacement fee	Awg. 100,00
Unreturned Badge	Awg. 100,00

AIRB ID Badge: PROPERTY

The AIRB ID Badge remains property of the Aruba Airport Authority N.V. and must be surrendered upon the request of the Authority authorized personnel. Any attempt by an AIRB ID Badge holder to help, assist or aid anyone in circumventing Airport security and screening systems will result in temporary or permanent suspension of access and can lead to legal prosecution.

AIRPORT POLICY AND RULES/PROCEDURES REGARDING IDENTIFICATION OF EMPLOYEES AND VISITORS

1. All persons working in a restricted area of the Airport and those persons who have a regular need to enter restricted areas of the Airport must display at all times a AIRB ID Badge on their outer garments, while in such areas.
2. The AIRB ID badge shall **not** be used for **Private** purposes.
3. For aircraft crew not based in Aruba, a crew member's license or certification issued in compliance with relevant ICAO specifications will also be accepted as a valid identification document, particularly when the crew identity is verified by a photographic laminated identification card.
4. Uniformed police, Immigration, Customs and Military personnel not stationed at the airport are not required to wear a Security ID badge, provided that its identity is verified by an approved valid identity document (legitimatie bewijs)
5. The Airport Authority retains the right at any time to prohibit the badge holder from entering any restricted area on the airport.
6. The Regular AIRB ID Badge must incorporate a photograph of the individual as an integral part of the badge and must show name of badge holder, employer and location to which access is authorized.
7. The AIRB ID Badge must be issued by the Airport Security ID Administration Department.
8. An AIRB ID Badge will not be issued to non-airport personnel except in cases approved by the Airport Management.
9. All companies and organizations must vouch for validity of and need for an AIRB ID Badge by their staff. This entails a responsibility on their part to have completed adequate pre-employment or other inquiries to ensure that the individual will not be a potential threat to the Airport security program.
10. No Regular AIRB ID Badge will be issued to non-residents or to persons who have no valid work permit.
11. No Regular AIRB ID Badge will be issued to persons under the age of 18 years.
12. An AIRB ID Badge may not be issued to persons arrested, convicted for any offense or crime even though subject of pardon, amnesty, or other such legal action.
13. Individuals who failed to pass successfully the background check are not eligible to receive any AIRB ID Badge.
14. Any person whose Security ID badge is lost, stolen or misplaced must promptly report such lost to his supervisor who must ensure that the Security ID Administration department is advised immediately.

15. Use by a person other than the person to whom the security ID Badge and/or Pin number was issued will result in the confiscation of the badge.
16. The Security ID Badge remains the property of the Aruba Airport Authority N.V. and must **be returned**;
 - ~ Upon request
 - ~ For inspection and verification
 - ~ When the individual's access authorization is terminated due to transfers, termination of services or suspensions.
17. The Airport Security must stop any individual found at a place on the Airport to which his/her access is not authorized.
18. The Airport Security is entitled to search each pass-holder, including the items in his possession and vehicle in which he transports items and/or himself. This rule is applicable at all access points to or within all restricted areas.
19. Short Term Passes may be issued by the Security ID Administration Department to individuals who need access to restricted areas to perform specific tasks of short duration, on an exceptional basis. Short Term passes will be issued only on Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours) and at the Head Security Officer (HSO)'s office on weekends/holidays from 08:00-11:00 hours. HSO-issued Short-Term Pass ID badges are issued for a maximum period of twenty four (24) hours.

RULES AND REGULATIONS FOR AIRB ID BADGE HOLDERS

- ~ Under no circumstances may an AIRB ID Badge holder allow anyone else to use his/her ID Badge.
- ~ **Any AIRB ID Badge holder has the responsibility to challenge any individual who finds him/her self in a restricted area without an ID badge.**
- ~ The AIRB ID Badge holders must ensure the proper closing and locking of any Security door or gate after use.
- ~ The AIRB ID Badge holders must never allow any individual to follow them through any door or gate.
- ~ The AIRB ID Badge holder must never open any door or gate for another AIRB ID Badge holder.
- ~ The AIRB ID Badge holder must immediately report the theft or lost of their ID Badge at the Airport ID Administration Department or Airport Security.
- ~ The AIRB ID Badge holder must immediately report any security violation they witness to the Airport Security.

PART 4**AIRPORT EMERGENCY SITUATIONS AND PROCEDURES****In cases of:**

- ✓ Fire
- ✓ Witness of theft
- ✓ Accident
- ✓ Unattended bag
- ✓ Suspicious item
- ✓ Bomb threat
- ✓ Suspicious behavior
- ✓ Anything out of the ordinary



Immediately report any of the above mentioned incidents or accidents to the Communication and Surveillance Center (Charlie Charlie) at extensions: **145 or 156**

The **Head Security Officer** can also be called at extension **201** if the CSC is busy.

If you are going to report an emergency via cellphone the numbers are: **5242145 or 5242156**

It is important that you try to remain calm when you report an emergency. Depending on the situation it is important to report the following information:

- Your location
- What did you see, smell, hear or feel
- Description of person(s) or vehicle(s) involved
- Time of emergency
- Position in which the injured person is lying on the ground

Never move a person that has fallen or collapsed because you might cause more harm than good.



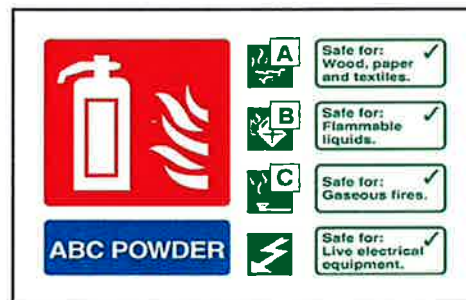
In case you choose to fight a fire, you must first consider the following;

- Is there considerable heat?
- Is there significant smoke or fumes?
- Is there any possibility that you will be trapped by the fire?

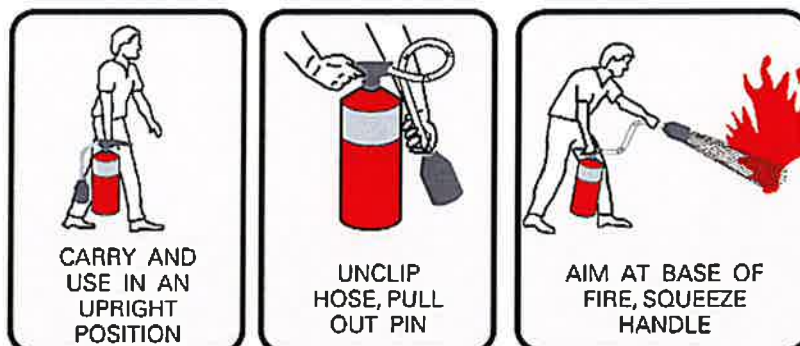
If any of these questions is **yes**, **DO NOT FIGHT THE FIRE YOUR-SELF.**

If none of the above is applicable, you must first do the following;

1. Chose the correct extinguisher for the type of fire.
All fire extinguishers at the AIRB are combination fire extinguishers and can be used both A, B and C type of fires.



2. Use the extinguisher wisely in the following matter;
 - a) **P**ull the pin
 - b) **A**im low by holding the extinguisher upright, and aim at the base of the fire and not directly into the fire
 - c) **S**queeze the trigger
 - d) **S**weep from side-to-side, driving the fire back. As the fire closest to you is extinguished you may move forward, but continue to sweeping motion.



PART 5

BOMB THREAT

In case of a telephone Bomb Threat, take the following measures;

- ✓ Remain calm and try to get as much information as possible about the bomb from the person on the telephone.
- ✓ If possible, the person answering the call should signal co-workers of the threatening call while the call is still in progress.
- ✓ It is also desirable that more than one person listen in on the call.
- ✓ Have a list of emergency agency telephone numbers available, as well of the airport officials to be immediately contacted.
- ✓ It is recommended that the telephone threat be taped.
- ✓ Caller ID or other types of tracing devices should also be considered.
- ✓ The Aruba Airport Authority N.V. Bomb threat instruction card should be placed next to the telephones.

EVACUATION PROCEDURES

In case of an emergency evacuation the Emergency Response Team (ERT) Shift Leaders and Head Security Officer (HSO) together with a team of Emergency Response Team members will carry the responsibilities within the Terminal buildings, Landside and Apron areas to provide assistance until the government response services arrive.

ERT notification

The ERT members are notified through the alarm signal in case of a fire or in evacuation or via telephone or 2-way radio. It is of course also possible that an ERT member is made aware of an incident through a colleague, a passer-by or through self-observation.

Whose instructions should you follow in case that you must evacuate an area?

Other airport users present at the time have to follow instructions of the ERT-team. They will have to abandon the risk area and direct themselves by means of the shortest evacuation routes to the rendezvous point. Any actions taken by non ERT members during an emergency evacuation will be completely on their own responsibility.

Reaction time

In order to provide assistance the ERT members have to be at the place of the incident within 3 minutes after having received a notification hereof.

ERT coverage during the day within the Terminal Buildings

The ERT coverage for the airport is available daily between 07:00 – 23:00 hours, 7 days a week. Between 23:00 – 07:00 hours the terminal is under surveillance of CSC and HSO.

Rendezvous points Terminal Buildings

In case the Terminal, or sections hereof, need to be evacuated, all persons have to report outside on landside or airside at the clearly marked rendezvous point. This serves to check if there are any persons missing. The rendezvous points ensure that the persons gather at a point is sufficiently far away from the building. Of course one can deviate from these rendezvous points in certain (dangerous) situations.



Rendezvous point
sign

RENDEZVOUS POINTS



Rendezvous point ①
Located on the landside
between the car rental
offices in front of the
Airport Terminal



Rendezvous point ②
Located on the airside
next to the Aircraft
parking position
number 1



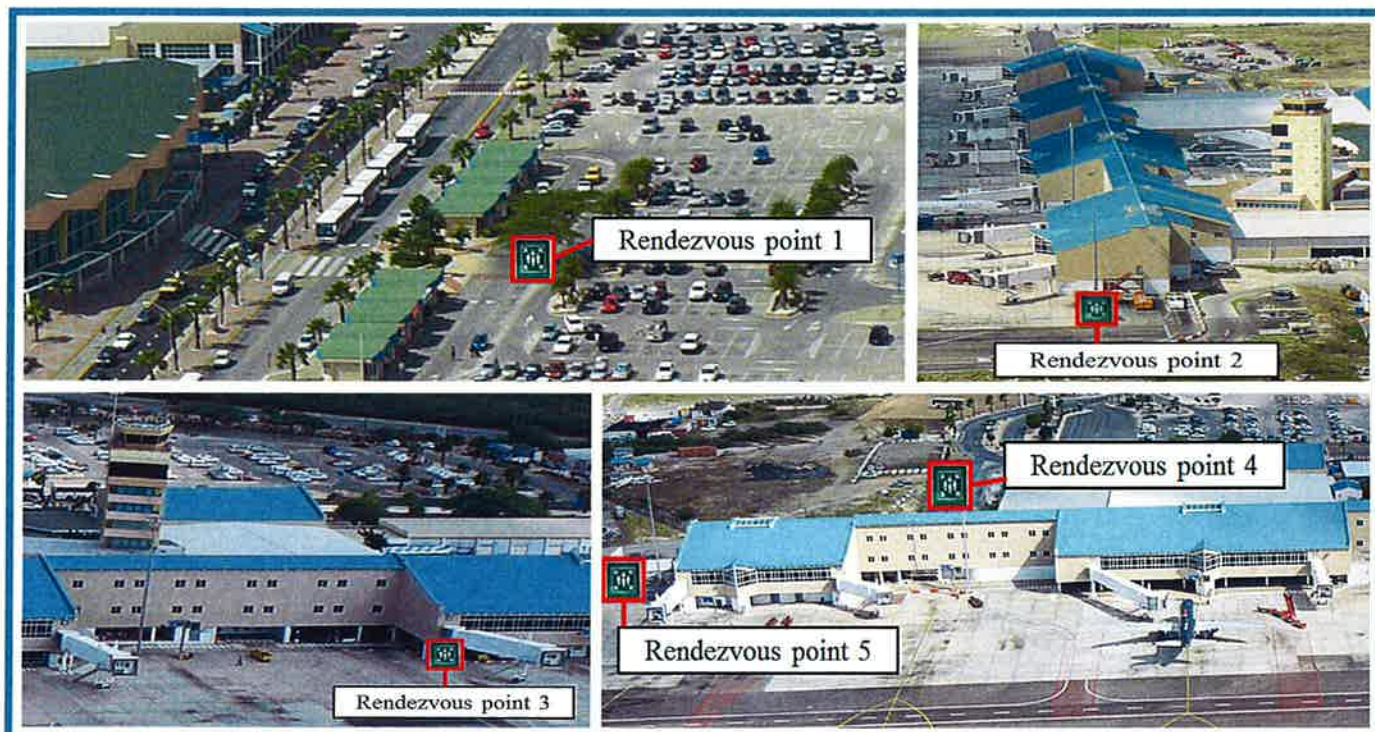
Rendezvous point ③
Located on the airside
next to the Passenger
Boarding Bridge
number 2



Rendezvous point ④
Located on the airside behind the
Main Gate building



Rendezvous point ⑤
Located on the airside behind
the garbage compactor wall on
the west end of the Airport
Terminal Building



ALARM NOTIFICATION

There are various ways in which an alarm notification can be emitted in case of fire:

1. Through the automatic fire alarm notification
2. Through the manual fire alarm
3. Through telephone



The evacuation installation also can be activated in various ways:

1. Automatically through the fire alarm notification installation
2. Through the manual fire alarm
3. CSC can activate the installation within the various building areas

By means of the evacuation alarm installation the complete building can be evacuated.

The elevators do not automatically go to the ground floor, except for the elevator located within the Tower Building.



The evacuation alarm notification can be activated in event of one of the following situations;

- Fire
- Dangerous Substances
- Bomb-threat
- Threat of danger from outside
- Other acts of unlawful interference

What should you do in the event of an Evacuation?

1. An ERT member or Head Security Officer will proceed to the location of the alarm and determine if evacuation should be commenced (*this can also be done automatically through the fire notification system*).
2. The ERT members will be wearing a yellow ERT vest and will make sure that everyone exits the building through the indicated escape routes and emergency exits. ERT members will give the following instruction in the event of an evacuation; ***“we need to evacuate the building”***.

You must follow their instructions and evacuate the threat area immediately.

