

At Toronto Pearson, safety and security come first. As the airport operator, the Greater Toronto Airports Authority (GTAA) is responsible for making sure airport access is managed safely and securely. This policy is established with the legislative authority of the Aeronautics Act, the Canadian Aviation Security Regulations, 2012, and the GTAA's responsibility as the airport operator.

Access to any airport facility – whether restricted or non-restricted – is not automatic. It must support legitimate airport business, protect operational integrity, and maintain public trust and the airport's reputation. Compliance with **Need and Right of Access** is a condition of access to Toronto Pearson. It applies to all employees, contractors, tenants, permit holders, service providers, government agencies, and any other persons granted access to Toronto Pearson.

Put simply: if you do not need to be in an area for work, and you do not have valid authorization to be there, you should not be there.

NEED AND RIGHT OF ACCESS POLICY

Need: The person must be entering the area to perform assigned work duties that require access to that specific area. Right: The person must hold a valid document of entitlement that authorizes access to that area.
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Acting in the course of employment means you are on shift or within your hours of work, being paid to perform assigned duties, and those duties require you to be physically present in that specific area. Once the work is complete, the **Need** is over. At that point, the area should be vacated. Being curious, taking a shortcut, meeting someone, waiting, or using the area for personal convenience does not create a valid Need.

A document of entitlement confirms that the person has been authorized to access certain airport areas. Without a valid pass, the **Right** is not present, even if the person works at the airport or has a business reason to be nearby. For Restricted Areas, this may include a Restricted Area Identity Card (RAIC), Security Control Pass, yellow picture pass, or another GTAA-authorized temporary restricted area access pass.

All employees must use designated Restricted Area Access Points, such as staffed gates, approved doors, or screening checkpoints. These points are in place to confirm identity and validate both Need and Right of Access to a Restricted Area. Anyone entering a Sterile or Critical Restricted Area must also present for screening and comply with Canadian Air Transport Security Authority (CATSA) screening requirements for themselves and their belongings.

PROHIBITIONS

Anyone, whether working alone or with others, found to be knowingly assisting, facilitating, concealing, or participating in conduct that circumvents the principles of Need and Right of Access (including security controls, access requirements, identity verification or screening requirements) will be considered in violation of this Policy.

Anyone found to be: 1) conducting unauthorized observation or surveillance; or 2) collecting photos, recordings, maps, and documentation, or information related to Need and Right of Access (including security controls, access controls, identity verification or screening requirements) will be considered in violation of this Policy.

EXCEPTION

For the purposes of this Policy, an on-duty individual who is authorized to be present in a Domestic or International Restricted Area may be considered to have a valid Need and Right of Access to concession spaces within that same area for the purpose of purchasing or consuming food, beverages, or other retail items, provided the individual remains within areas where they are authorized and does not materially deviate from employment duties. **This exception does not apply to the Transborder Restricted Area (U.S. Preclearance Area), where personal purchases and the consumption of purchased items are not recognized as a valid Need and Right of Access.**

TENANT RESPONSIBILITIES

Tenants with facilities along the Primary Security Line (PSL) must apply the same standard at access points under their control, including hangar doors, facility doors, and gates on leased premises. Tenants are responsible for verifying identity, confirming the person has a legitimate work-related **Need**, and confirming the person has the **Right** to access the area before entry is granted.

REPORTING

Security culture depends on everyone following the rules and speaking up when something does not look right. Valid RAIC holders and temporary pass holders are expected to, where appropriate and safe to do so, challenge suspicious behaviour that does not align with Need and Right of Access and have a responsibility to promptly report.

Clear examples include loitering in an area without a work reason, allowing piggybacking or tailgating, accessing areas not required for assigned duties, using a RAIC or other pass for personal reasons, bringing non-work-related personal items into controlled areas, helping someone bypass an access control process, requests to misuse access privileges, or sharing passes.

Suspected violations must be reported to GTAA Security Operations Control (SOC) immediately at 416-776-7381. Anyone making a report in good faith can do so without fear of reprisal.¹

COMPLIANCE AND ENFORCEMENT

The GTAA may implement proactive monitoring, inspections, and audits to ensure compliance with Need and Right of Access requirements. Such activities may include scheduled and random audits of Toronto Pearson facilities and remote monitoring of Restricted Area access transactions, as required, to validate ongoing compliance and safeguard airport operations.

Violations will be treated seriously. Anyone reasonably confirmed to have violated the Need and Right of Access Policy may be subject to a GTAA Security investigation, temporary or permanent revocation of access, and any other actions available under airport security requirements. Incidents will be assessed based on the circumstances, nature of conduct, risk created, prior history, and any other factors the GTAA deems relevant.

Independent of any GTAA enforcement, Transport Canada Security Inspectors may also take enforcement action, including monetary penalties against the individual, employer, or tenant involved. Nothing in this Policy limits an employer's ability to take disciplinary or corrective action in accordance with its own policies, collective agreements, or applicable law.

¹ Exclusions Included: [Toronto Pearson Non-Punitive Reporting Policy](#)

DEFINITIONS:

- **Critical Restricted Area (CRA):** A type of Restricted Area where screening is required to enter. A CRA includes
 - terminal aprons and other areas as designated by GTAA; and
 - areas accessed by entering through Non-Passenger Screening Vehicle (NPSV) checkpoints.
- **Document of Entitlement:** A document that serves as proof of authorization and appropriate clearance to enter a Restricted Area. Employment documents of entitlement include a RAIC, a Security Control Pass, or a temporary access pass (for Restricted Areas or other facilities) authorized by the GTAA.
- **Identity Verification:** The process by which a person has their document of entitlement checked to ensure appropriate Need and Right to enter a Restricted Area. Requires biometric verification when a document of entitlement has biometrics enabled. Occurs upon entry to the Restricted Area and at NPS and NPSV checkpoints for access to Sterile and Critical Areas.
- **Loitering:** means an individual who is observed wandering, standing and/or sitting within a Toronto Pearson facility, including Restricted Areas, without an identifiable or operational, business, safety, security, regulatory or employment-related purpose.
- **Piggybacking/Tailgating:** means an individual is circumventing identity verification by entering closely behind another individual through a Restricted Area Access Point and/or without independently completing required identity verification.
- **RAIC:** Restricted Area Identity Card. A biometrically enabled pass, sponsored by an employer, issued by the GTAA upon an individual's receipt of Transportation Security Clearance and U.S. Preclearance Access Clearance from Transport Canada.
- **Restricted Area:** Airport operational areas where only authorized access is allowed. Identity verification is carried out upon entry to the Restricted Area.
- **Screening:** The process by which the Screening Authority confirms that the person entering the Restricted Area is not bringing prohibited items with them. NPS includes screening the individuals and their belongings entering the Sterile Area. NPSV includes screening the individuals, their belongings, and their vehicles entering the CRA.
- **Sterile Area:** A type of Restricted Area where screening is required to enter. A Sterile Area includes
 - terminal restricted areas used by passengers to board flights; and
 - areas accessed by entering through Non-Passenger Screening (NPS) checkpoints.



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