

Airport Security Guide



Introduction

The Airport Security Team is made up of four major players each with their own areas of responsibility. The team includes the Transportation Security Administration (TSA), San Francisco International Airport (the Airport)-including the SFPD-AB, the Airport's tenants and vendors, and you.

The Transportation Security Administration, or TSA, is the federal agency with responsibility to establish and enforce aviation security regulations, as well as conduct passenger screening operations at the Airport consistent with direction from Congress.

The Airport has several responsibilities, including:

- creating and enforcing airport security procedures
- controlling and monitoring access to secured areas of the Airport
- providing law enforcement and emergency response support

From airlines to restaurants, every business at the Airport (tenants), as well as those doing business with the Airport (vendors), has important security-related responsibilities to ensure that all employees applying for an Airport I.D. badge:

- meet employment qualifications
- pass the required criminal history records check (CHRC) and security threat assessments (STA), and
- have proof of U.S. citizenship or work authorization.

Airport security starts with you and can be as simple as closing a door or reporting a suspicious person -- so stay alert and be aware of activities around you. You are also responsible to protect Airport security by not sharing information such as door codes, not even with family or friends.

How to Obtain an Airport I.D. Badge (AOA, Sterile or Terminal)

Step 1: Pre-enroll by Authorized Signatory

You should sit down with your employer and complete the online badge application. Ensure to provide a current and valid address and phone number.

Step 2: Fingerprint

Schedule a fingerprint appointment which will include a Criminal History Records Check and Security Threat Assessment (STA). This can be accessed through the the Security Access Office (SAO) website at sfoconnect.com/badging-security.

All Airport I.D. Badge applicants are required to bring two forms of identification to this appointment. The names on the forms of identification presented must match exactly. The SAO will determine if documents presented are acceptable. For samples of what forms of ID are required please visit sfoconnect.com/acceptable-ids.

Step 3: Computer Based Training

Following receipt of CHRC and STA clearance, you or your employer will need to schedule a Computer Based Training class with the SAO. Depending on the type of access required by your job, you will attend the appropriate Airport Security Training. These classes are scheduled by visiting the SAO website at sfoconnect.com/badging-security.

Step 4: Airport I.D. Badge

Once you have successfully completed your Computer Based Training, you will be eligible to receive an Airport I.D. badge.

Please make an appointment by visiting the SAO website at sfoconnect.com/badging-security. Please ensure you provide the same **two** personal identification presented during the Fingerprint appointment.

Using your Airport I.D. Badge

Your badge must be displayed at all times during work hours on your outermost garment at or above your waist. **Only use your badge when you are scheduled to work.** Some employees who work in the post-security screening area of the terminals and all employees who work on the AOA will need to use a card reader or combination card reader/biometric reader to open a door. Your Airport I.D. badge is programmed to open only doors leading to and from your work areas. **Do not tailgate or follow another employee through a door.** Contact the Security Operations Center (SOC) at (650) 821-3915 or visit the Security Access Office to report an access problem. Every access control door is set to alarm if held open past a predetermined length of time.

Emergency Exit Doors

You may never bypass a card reader and push the panic bar on an emergency exit door except in a life-threatening situation such as a fire. When the panic bar is pushed without properly presenting your badge to a card reader, an alarm goes off in the Airport Communications Center and an emergency responder is dispatched to investigate. If an alarm is inadvertently activated, contact the SOC at (650) 821-3915 and remain at the door.

Escorting

Only employees who have obtained an AOA "ESCORT" privilege will be authorized to escort another employee or visitor in the Sterile, SIDA or AOA areas. The AOA Airport I.D. Badge will have the word "ESCORT" located in the lower left corner of the badge. To obtain authorization, your employer must request for this privilege through the Airport's Security Access Office Airport Identity Management System. Following the request and once approved, you must successfully complete an Escort Authority Computer Based Training Course which can be scheduled by visiting the SAO website at sfoconnect.com/badging-security. All individuals being escorted must have been issued and display a Temporary "T" Badge.

Who may I escort?

Your visitor(s) must have a legitimate business purpose – escorts are strictly prohibited from using “T” Badges to escort passengers, friends or family into the Sterile Area, or SIDA. In addition to wearing the “T” Temporary badge on the outermost garment above the waist, your visitor(s) must carry unexpired government-issued I.D. You may escort no more than eight (8) individuals at a time. Remember, you are responsible for your visitor’s actions and you must maintain control at all times. All individuals being escorted must enter the Sterile, Secured, or AOA areas through a passenger/employee screening or Vehicle Checkpoint. With mutual agreement, it is acceptable to transfer escort responsibility to another authorized employee.

How to Use a “T” Badge

All visitors using a “T” Badge must enter the Sterile or Secured Area via a passenger/employee screening checkpoint or vehicle checkpoint only. You may not escort them using a bypass door, direct access point or turnstile.

Lost Badges

If your I.D. badge is lost or stolen:

Call the Security Operations Center 24/7 at **(650) 821-3914** so that the badge can be deactivated to prevent unauthorized use. Please leave a message if directed to voice mail.

Replacement badge requirements:

- Authorization from Signatory
- Payment of fee
- One form of I.D. to the Security Access Office in order to obtain a replacement badge.

Security Keys

Security keys are issued through the Security Access Office. For information regarding new, lost or additional keys; broken and re-keying locks, contact the Security Access Office at **(650) 821-5200**.

Security Enforcement Program

As an employee of the Airport community, your assistance is vital in ensuring a safe and secure environment. A security violation may result from an employee’s failure to comply with Airport Rules & Regulations. As a badge holder at SFO, you will be held accountable for violations of security procedures and regulations. It is important that you become familiar with the following section 7 Airport Rules and Regulations and the following Security Violations and the penalties associated with violations of these regulations. A violation of the Airport’s security requirements may result in a written citation and fines, as outlined in the Airport Rules and Regulations.

Those individuals not properly displaying an Airport ID Badge should be “challenged.” Ask to see the badge, check its expiration date and compare the photo to the badge wearer. If the badge is missing, or appears suspicious, dial 911. Do not attempt to physically restrain the individual, just keep them under observation until security personnel arrive.

Security Enforcement Program Penalties

1st Offense:

- Citation issued
- Airport I.D. badge confiscated – suspended for one (1) day
- Employer notified of suspension
- Rules and Regulations Fine

2nd Offense (within 24 months):

- Citation issued
- Airport I.D. badge confiscated – suspended for three (3) consecutive days
- Employer notified of suspension
- Rules and Regulations Failure Fine

3rd Offense (within 24 months):

- Citation issued
- Airport I.D. badge confiscated – suspended for ten (10) consecutive days
- Employer notified of suspension
- Rules and Regulations Fine

4th Offense (within 24 months):

- Citation issued
- Airport I.D. badge confiscated – permanently revoked
- Employer notified of Airport-issued I.D. badge permanent revocation
- Rules and Regulations Fine

Note: Severe Safety or Security violations may result in an immediate revocation of driving and/or badge access privileges.

Contact Information

Life-Threatening Emergency: From any phone 911

Police Non-Emergency: (650) 876-2424

Aviation Security: (650) 821-3900

Security Operations Center: (650) 821-3915

Security Access Office: (650) 821-5200

Visit our website: sfoconnect.com/badging-security