



Comox Valley Airport Operations Manager Directive

Directive number: 2023-003
(Supersedes Directive 2010 – 003)

Date: 8 Nov 2023

To: Allied Universal Security Services (AUS), Air Canada Jazz, Pacific Coastal, WestJet/Executive Aviation, North Island Aviation, and CVAC staff

Subject: **CVAC Passenger / Luggage Reconciliation Procedure**

1. Situations exist where screened passengers are required to be re-united with their checked luggage for either secondary screening, or to retrieve a critical item of importance (identification or medication). The purpose of this procedure is to ensure that airline representatives, security screeners, baggage handlers, and airport staff members all follow a standard method of reconciling passengers with checked luggage in a secure, safe, and efficient manner. The following method must be used when providing a screened passenger access to their luggage:

- a. **Passengers in the hold room:** The passenger must be escorted by an airline customer service agent (CSA) or an AUS-CATSA staff from the hold room/post PBS area through the double doors to the Hold Baggage Screening (HBS) secondary search table. The baggage handler will retrieve the appropriate bag and deliver it to AUS in HBS via the ramp room and cargo room doors for placement on the search tables. The secondary search (or id/medication retrieval) may only occur under the supervision of AUS-CATSA staff. On completion of the check (or retrieval of a critical item) the CSA or CATSA will escort the passenger back to the hold room. If at any time the passenger is deemed to require re-screening for re-entry into the restricted area, the passenger will be escorted out of HBS via the cargo desks and back to PBS entrance; and
- b. **Passengers on the ramp:** In the unlikely event that a passenger is on the ramp or the aircraft and requires a critical item from their checked baggage, the passenger must be escorted by a CSA back into the hold room via the boarding gate and follow procedures in para a. above.

2. This policy prevents the requirement to rescreen passengers and ensures the process is completed in secure manner. This policy is presently in effect.

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