

**ADMINISTRATIVE INSTRUCTIONS FOR
SECURITY ACCESS AT ICAO HEADQUARTERS**



Effective date: 04 July 2019

1. OBJECTIVE

These Administrative Instructions outline Security Access Control in effect at the International Civil Aviation Organization (ICAO) Headquarters, in Montréal, Canada.

2. ACCESS CONTROLS FOR HOLDERS OF PERMANENT ELECTRONIC BUILDING ACCESS CARDS

Holders of Permanent electronic building access cards may enter the ICAO Headquarters building through the Main Lobby at 999 Robert-Bourassa Boulevard, or through the Atrium doors leading to/from the *Place de la Cité Internationale* corridor on St. Antoine Street.

Please note that the **Atrium entrance is available for use by holders of Permanent electronic access cards only**, and no exceptions will be made. Access through this entrance should not be attempted in cases where the card holder is carrying any bulky items as that will hinder the smooth access through the turnstiles and can be a safety hazard. Doubling up through the turnstile entrance is prohibited and will result in having access through this entrance revoked.

Should holders of Permanent electronic building access cards lose or fail to present their access cards, they have to identify themselves at the Main Lobby Security Desk to obtain a Temporary pass. Please note that access through the Atrium will not be granted by Security, and the red buzzer is linked to the emergency alarm system and should only be used in case of emergency.

3. ACCESS PROTOCOL FOR VISITORS

Upon arrival, all visitors must identify themselves to ICAO Security and undergo Security screening.

Visitors may request to be screened by same sex Security personnel at any time.

The ICAO Secretariat or the National Delegation concerned will be informed by Security personnel of the presence of visitors. Visitors will be asked to leave a valid photo ID at the Security Desk prior to the issuance of Visitor passes. A staff member from the Secretariat or the National Delegation receiving the visitors will be required at the ICAO Security Desk to sign in the visitor(s) and escort the visitor(s) from and back to the Main Lobby.

Holders of Permanent electronic building access cards may not, at any time, take items from visitors in order to bypass Security screening controls. Anyone unwilling to comply with ICAO Security protocols will be refused access to the premises.

ICAO Security personnel have been trained and will assist persons with handicaps or special needs. These needs are to be communicated to Security personnel upon arrival. Animals or pets are not allowed on the ICAO Headquarters premises, with the exception of officially-licensed service animals.

4. ACCESS PROTOCOL FOR HIGH-LEVEL OFFICIALS

The following categories of high-level officials are exempt from Security screening:

- Head of State, Head of Government;

- Deputy Head of State, Deputy Head of Government;
- Head of Federal Ministry;
- United Nations Secretary-General, Under-Secretary-General, Assistant Secretary-General;
- Head of the United Nations System's Organization/Agency;
- Ambassador Extraordinary and Plenipotentiary/High Commissioner to Canada;
- Royalty.

Prior notification of high-level visits shall be communicated to ICAO Security (at SecurityHQ@icao.int). Should any protocol assistance be required, the External Relations team of the Legal Affairs and External Relations Bureau (LEB/ER) should be notified as well.

5. ACCESS PROTOCOL FOR UNITED NATIONS LAISSEZ-PASSER HOLDERS (UNLP)

Upon arrival, holders of valid UNLPs must identify themselves to ICAO Security and will be issued with a Temporary Pass. Holders of valid UNLPs, after being issued a Temporary pass, should normally be **exempt from Security screening**.

6. PERMANENT ELECTRONIC BUILDING ACCESS CARDS AND TEMPORARY PASSES

Permanent electronic building access cards, as well as Temporary and Visitor passes are required to be visibly worn at all times, and ICAO Security personnel have instructions to verify compliance.

In the event of a Secretariat employee or a Delegation member not bearing his/her Permanent electronic building access card, a Temporary pass will be provided in exchange for a valid photo ID. Such Temporary pass must be returned at the end of the day to recover the photo ID.

Please note that Security screening is mandatory for Temporary pass holders upon each entrance to the ICAO Headquarters. In addition, Temporary passes will not operate the Atrium entrance turnstiles.

7. TYPES OF ACCESS CARDS, PASSES AND BADGES

Permanent electronic building access cards (with holder's photo) – will be issued to the individuals whose official duties require regular access to the ICAO Headquarters, such as:

- President of the Council and Secretary General of ICAO (and their spouses);
- Secretariat employees (staff members and consultants);
- Representatives and Alternate Representatives on the Council and to ICAO (both resident and non-resident), Members of the Air Navigation Commission (ANC);
- Advisors, Technical Experts, Administrative and Service staff members, and Interns of resident National Delegations;
- Non-resident ANC observers of Members States (for the duration of ANC sessions);

- Spouses of: resident Representatives, Alternate Representatives, Members of ANC, Advisors and Technical Experts;
- Staff of International Organizations permanently assigned to ICAO Headquarters.
- Staff of Public Services and Procurement Canada (PSPC) and Brookfield GIS permanently assigned to ICAO Headquarters;

Temporary passes (with letter “T” in place of a photo) – will be issued (i) to temporary Secretariat staff hired by ICAO; and (ii) on specific request of resident National Delegations for visiting officials from the respective Member States present at ICAO for up to five business days, and will not be issued for week-ends and holidays. **Security screening is mandatory for Temporary pass holders at all time.**

Requests for the issuance of Temporary passes are to be submitted through: (i) the ICAO Bureau of Administration and Services – in regard of the temporary Secretariat staff, and (ii) LEB/ER team – in regard of visiting officials, as mentioned above.

Visitors passes (with the letter “V” in place of a photo) – will be issued to individuals who require access to the ICAO Headquarters for the duration of one day only, upon request of a Secretariat staff member or a resident National Delegation concerned (*for further details – Part 3 of this document refers*). **Security screening is mandatory for Visitor pass holders at all time.**

Contractor passes (with the letter “C” in place of a photo) – will be issued to the registered contractors once cleared and approved by PSPC, to allow access to limited areas of the premises of the ICAO Headquarters building, in line with the contract assigned. **Security screening is mandatory for Contractor pass holders at all times.**

Event badges – will be provided to participants of ICAO meetings and events, based on due and timely registration for those meetings/events, in line with the applicable registration procedure.

Temporary/Visitor passes will **not** be issued to participants of ICAO meetings/events already holding pertinent badges (since no secondary access passes should normally be required for the duration of the ICAO meetings/events).

All access cards and passes remain the property of the Organization and should be returned to the ICAO Security upon completion of mandate or contract.

8. LOST BUILDING ACCESS CARDS AND PASSES

Loss or theft of any ICAO access card or pass constitutes a security threat for the Organization and must be **immediately** reported to the ICAO Security. An incident report will be filled in at the Main Lobby Security Desk, and further action will be determined by the Administration.

9. ICAO HEADQUARTERS GARAGE ACCESS

Access to the ICAO Headquarters garage is granted to the garage occupants only, and is managed by remote control issued by ICAO Security.

Each vehicle entering the garage is visually inspected by ICAO Security via the Security Control Centre through closed-circuit video.

Occupants of the garage shall park their vehicles in the allotted parking spaces **only**. Using any other parking space is prohibited, and such vehicles are subject to removal at the expense of the vehicle's owner.

10. SHIPPING AND RECEIVING PROCEDURE

Delivery of goods, mail parcels, technical equipment and other items and supplies is conducted **only** through the Shipping and Receiving entrance, located on Viger Street.

All goods and mail are subject to Security screening.

The Shipping and Receiving entrance is open during working days **from 0800 to 1230 hours** and **from 1300 to 1700** hours, and is closed during weekends and official holidays.

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