

PDX HAWKS GUIDE



ABSTRACT

HAWKS (Helping Airport Workers Know Security) is an airport-wide program, similar to a neighborhood watch program. The HAWKS program creates a more secure environment for everyone at PDX by enlisting the support of all badge holders as an extra layer of security in observing and reporting suspicious activity.

TABLE OF CONTENTS

Introduction.

Badgeholder Responsibilities.

- ✓ Displaying Your Badge.
- ✓ Using Your Badge.
- ✓ Challenging.
- ✓ Escorting.
- ✓ Reporting.

Enforcement Matrix.

Appeal Process.

Recommended Best Practices.

Important Reminders.

Important Phone Numbers.

Airport Map.

YOUR ROLL WORKING AT PORTLAND INTERNATIONAL AIRPORT (PDX)



As an employee at Portland International Airport, you have an essential role in ensuring a safe and secure work environment in partnership with the Port of Portland and the Transportation Security Administration.

HAWKS (Helping Airport Workers Know Security) is an airport-wide program, similar to a neighborhood watch program. The HAWKS program creates a more secure environment for everyone at PDX by enlisting the support of all badgeholders as an extra layer of security in observing and reporting suspicious activity.

This booklet provides the information you need to become part of the airport community's HAWKS team and highlights your responsibilities. These responsibilities are also outlined in Chapter 3 of the Portland International Airport Rules at https://popcdn.azureedge.net/pdfs/PDX_Rules.pdf.

Every employee at PDX is important to the HAWKS program, and we appreciate your participation. Please contact us at aviationsecurityoperations@portofportland.com to

- Recognize employees for good security practices
- Ask security questions
- Request training or outreach

Thank you for your partnership in keeping PDX a safe and secure place to work and travel.

PDX BADGEHOLDER RESPONSIBILITIES

The Port and TSA require that PDX security badges only be used for **legitimate business purposes**, which support your job duties. As a badgeholder, you are responsible for the following security requirements:

DISPLAYING YOUR BADGE

You are required to display your badge at all times above your waist on the outermost garment while in the Air Operations Area and the Secured Area.

- You may not display an expired badge; all expired badges must immediately be returned to the PDX Security Badging Office.
- PDX security badges are not transferable. Do not allow another person to use your badge.
- Badges must not be altered by covering up the photo, badge number, expiration date, employee name or company name.

USING YOUR BADGE

- You must submit to TSA screening when flying on a commercial airline flight. You are not allowed to bypass the TSA screening checkpoint when traveling.
- When you access any doors, vehicle gates, or bag belts, you must ensure they are secured or closed.
- Do not allow anyone else to enter doors or gates behind you. This is piggybacking, which is not allowed.
- When using an elevator to access the Sterile or Secured Areas, each badgeholder must swipe and receive a green light prior to exiting.

CHALLENGING

Challenging is vital because it identifies people who are somewhere they are not supposed to be.

If you see someone in the Secured Area or AOA that is not displaying a badge, you are required to challenge them.

- If they show you a badge, check that they match the picture on the badge and that it is not expired.
- If they do not have a valid badge, call the PDX Communications Center at (503) 460-4000.
- If you feel unsafe about challenging someone, call the PDX Communications Center and provide a detailed description of the person and the location.
- You must cooperate with anyone who challenges you by showing your badge.
- Remember that TSA regularly conducts badge tests.

. If you challenge someone under escort in the Secured Area or AOA, you are required to:

- Verify that the person escorting has a valid PDX security badge with an 'E' icon, check that they match the picture on the badge and that it is not expired.
- Verify they are in possession of an escort confirmation number, or escort authorization issued by Aviation Security Department, or a valid PDX security badge.
- If they do not have one of these pieces, call the PDX Communications Center at (503) 460-4000.
- If you feel unsafe about challenging someone, call the PDX Communications Center and provide a detailed description of the person and the location.
- You must cooperate with anyone who challenges you by showing your badge.

ESCORTING

Badgeholders must have an 'E' icon on their PDX Security Badge before they can escort an unbadged person into the Sterile, AOA, GA, or Secured Areas. Badgeholders with an 'E' icon on their PDX Security Badges must comply with the following procedures in order to escort unbadged individuals:

- A. Ensure the individual(s) being escorted has a legitimate business purpose to be in a restricted area.
- B. Only provide escort in areas you have access to.
- C. Register the escort at <http://www.pdx.com/escort>. This does not apply to Port personnel when responding to an emergency or when conducting law enforcement duties.
- D. While escorting, be able to provide proof of escort registration via the confirmation number emailed to you.
- E. Escort no more than 3 individuals or vehicles and continuously monitor all individuals and vehicles under escort.
- F. Responsibility for the escort may be transferred to another authorized badgeholder. The individual assuming responsibility for the escort must positively acknowledge the specific number of individuals being escorted and obtain the escort confirmation number prior to relieving the original escort.

- You cannot escort someone around the TSA security screening checkpoint who is traveling on a commercial airline flight.
- Individuals with a valid Secured Area badge with an 'E' icon may escort through the TSA security screening checkpoint, security doors in the terminal designated for escorting, or the midfield security checkpoints on the airfield for business purposes only. The badgeholder must validate their badge at the Ticket Document Checker (TDC) location, identify the person under escort to the TSA, and ensure that they complete TSA screening.
- If you escort a vehicle, you must control its movement by keeping it directly behind your vehicle.
- You are prohibited from escorting someone in possession of a revoked, suspended or expired security badge or whose badge was left at home.
- You may not escort someone who was disqualified from getting a security badge.
- Secured Area PDX Security Badge's with an 'E' icon have escort authority within the entirety of the Restricted Area at PDX.
- AOA PDX Security Badges with an 'E' icon have escort authority within the AOA and GA.
- GA PDX Security Badges with an 'E' icon have escort authority within the GA only.
- Sterile Area PDX Security Badges have no escort authority and are ineligible for the 'E' icon.
- A badgeholder with an 'E' icon is allowed to escort another badgeholder provided that 1) they are in possession of a valid PDX security badge and 2) they don't have access to areas in which escort is being performed. Note that completing escort registration process is not required in this case.

REPORTING

- Report any suspicious activity or security violations immediately to the PDX Communications Center by calling (503) 460-4000.
- If you hear an audible alarm/chime sounding at any security doors, you are responsible for securing the door and contacting the PDX Communications Center by calling (503) 460-4000.
- Badgeholders and companies are required to report lost, stolen or terminated employee badges immediately to the PDX Security Badging Office at (503) 460-4500 Monday-Friday between 8 a.m. and 4 p.m., or to the PDX Communications Center at (503) 460-4000 outside of those hours.
- You must wear and store your badge, so it does not get lost or stolen. If you lose possession of your badge, call the PDX Communications Center at (503) 460-4000.
- PDX badges are property of the Port and must be returned when no longer needed.

SECURITY VIOLATIONS

Security violations are serious. The Aviation Security Department will conduct investigations on all security violations. Once a finding is made by the Airport Security Coordinator, a Decision Letter will be sent to the badgeholder's manager that outlines the actions that need to be taken.

The Airport Security Coordinator reserves the right to exercise reasonable discretion in determining the outcome of the violation. Each incident is evaluated based upon the severity of the violation, previous incidents with the same badge holder, previous incidents with the same company, length of time the employee has been badged and other circumstances.

Along with enforcement actions required by the Port, the TSA may also impose civil penalties on badge holders who violate security procedures.



ENFORCEMENT ACTIONS

First Offense may result in any of the following actions:

- Retraining
- Badge Suspension of 1-6 days
- Company Action Plan
- Badge Revocation

Second Offense may result in any of the following actions:

- Retraining
- Badge Suspension of 7-14 days
- Company Action Plan
- Badge Revocation

Third Offense may result in any of the following actions:

- Badge Suspension of 15-30 days
- Company Action Plan
- Badge Revocation



APPEAL PROCESS

Individuals who have received a security violation have the right to appeal the decision. The written appeal must include justification to support the appeal, be signed and dated by the badgeholder, and be submitted within 10 days of the date of the Decision Letter.

Mail appeals to:

Director of Public Safety & Security
Port of Portland
7200 NE Airport Way
Portland, OR 97218

RECOMMENDED BEST PRACTICES

- A 10-foot clear zone should be established on both sides of the airfield security fence to avoid creating a climbing platform. Your company may be asked to move vehicles or items stored or stacked within 10 feet of the security fence.
- If Tools of the Trade are required for a specific job function, Secured Area badgeholders providing escorts into the Sterile Area should enter through one of the two bypass doors next to TSA screening checkpoints. Note that the TSA will not allow any. "Tools of the Trade" to enter the sterile area via TSA security checkpoints.

IMPORTANT REMINDERS

- In the Sterile Area, all prohibited items (tools, sharp objects, blades, liquids, gels and aerosols) must be attended at all times by a badgeholder, locked in a lock box, or secured behind a mall-wall.
- Badgeholders are required to notify the airport operator within 24 hours of any conviction of a disqualifying crime listed in CFR 1542.209. This must be reported to the on-call Airport Security Coordinator by calling the PDX Communications Center at (503) 460-4000.
- There are fees for lost badges and limits on the number of replacement badges you can obtain. See Page 108, Appendix C of Portland International Airport Rules, https://popcdn.azureedge.net/pdfs/PDX_Rules.pdf
- Additional copies or information concerning this guide may be obtained by contacting PDX Security Badging Office or at <http://flypdx.com/badging>.

IMPORTANT PDX PHONE NUMBERS

PDX Communications Center

Emergency. (503) 460-4000
Non-emergency. (503) 460-4747

PDX Security Badging Office

(503) 460-4500

PDX MAP AND CORRESPONDING BADGE TYPES

