



Greater Toronto Airports Authority

Logistics Program

Plan of Operations

Version 3.1 Public

Toronto Pearson International Airport

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Specific procedures for operating systems at this facility have been adapted from information provided by the equipment manufacturers.

The controlled version of the *Logistics Program Plan of Security Operations* is available in i-share.

Version Control Sheet

Version	Date	Changes	Prepared By	Approved By
0.1	09/05/03	First Draft	D. Kielly	
0.2	09/19/03	Comments from review meeting (09/09/03) incorporated.	R. Furlan	
0.3	09/26/03	Comments from Eric Hopkins and Duncan MacLeod incorporated.	R. Furlan	
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3.1	05/02/06	Updates to 5.1, 5.2, 5.3 to update PLP	P. Newton	M. Morris



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Introduction to the Logistics Program

1.1 Introduction

The Integrated Logistics Program alters the way goods are moved at Toronto Pearson, affecting all Airport tenants, including airlines, duty free, retail, and food and beverage (F&B) operators. The intent of the Logistics Program can be summarized as:

- increasing the level of security in terminals by screening all goods that enter the terminals
- restructuring the responsibility of moving goods (forward and reverse) within the terminals to a single source
- coordinating the delivery of the vast majority of goods into the terminals at Toronto Pearson
- minimizing the number of electric vehicles and other large or cumbersome equipment used to move goods within the airport terminals
- reducing building maintenance and cleaning and risk to personnel through single-source responsibility
- providing a higher level of logistics service in a cost-effective manner

The GTAA recognizes that a Logistics Program should not and cannot move all goods within the terminal cost-effectively and efficiently. Tenants may move a reasonable volume of goods (as specified in Section 3.6 below) to support their operations within the airport using GTAA-specified dollies.

The GTAA has contracted GENCO Distribution System as the third-party logistics service provider. Basic logistics services as defined in this outline and performed by GENCO are provided at no cost to tenants. If tenants would like to enhance the services received such as increasing storage times, unpacking goods, or inventory control, they may elect to hire GENCO directly.

1.2 The Logistics Centre

The Logistics Centre (LC) opened in May of 2003. The LC is a 45,000 ft.² facility located in Cargo 2. The LC has ten landside loading bays and one airside door. The LC is a controlled space. GENCO has a number of procedures to control access to the LC. The address of the LC is:

GTAA Logistics Centre
Cargo West
Cargo 2
Stairway No. 6
2710 Britannia Road East, Suite 109
Mississauga, ON
L5P 1B2
Phone number: (416) 776-5444
Fax number: (416) 776-5420

1.3 Tenant Questions and Feedback

GENCO operates a customer service line at (416) 776-5444. This line is used to receive all tenant calls related to Logistics, to schedule deliveries, to query deliveries, and to provide feedback. All feedback is documented by GENCO and provided to the GTAA for quality assurance purposes.



1.4 The Logistics Process

The Logistics Program has a number of related steps. The involvement of the tenant is significantly reduced as long as goods are ordered and scheduled to meet the time constraints of the Logistics Program. GENCO will meet with tenants to set up initial schedules and delivery priorities.

1.4.1 Ordering of Goods by the Tenant

Tenants will order goods differently under the Logistics Program.

When goods are ordered, tenants must specify their airport location (terminal number and room number) in care of (c/o) the Logistics Centre. Depending on the delivery window (A, B, C, or D as outlined below), goods will be delivered to the terminal address within 2 to 24 hours of receipt at the Logistics Centre. GENCO will meet with tenants to set up delivery windows for different goods. Tenants should keep this in mind when setting up their ordering schedule.

If tenants are ordering products from the same vendor for different locations, the tenant must provide the vendor with the product split. Tenants (through their vendors) are required to separate the deliveries for each location with separate paperwork.

In addition, shipments from the same vendor must be segregated as fresh, frozen, time sensitive, or dry to each tenant location.

1.4.2 Scheduled Delivery of Goods to the Logistics Centre

All deliveries to the LC require a scheduled appointment.

Appointments are made by calling GENCO at the LC at least 48 hours in advance. GENCO will then schedule both the receipt and delivery of goods to the tenant's terminal location.

Tenants may make standing appointments (regularly scheduled daily or weekly receiving appointment) with GENCO. However, these appointments will be removed from the schedule if they are not used. GENCO will use a "three strikes rule" for standing appointments. Standing appointments will be for a specific tenant for a specific receiving day and time. The quantity of goods received can vary from one scheduled delivery to the next.

Scheduled deliveries are a fundamental component of the GTAA's Logistics Security Program.



Scheduled receiving appointments are set at a specific day and time +/- 15 minutes. If an appointment is missed or a delivery to the LC is late, the tenant must contact GENCO to reschedule the delivery. Whenever possible, GENCO will attempt to reschedule for the next available opportunity if an appointment is missed. However, no guarantees are provided to reschedule these appointments. If an appointment is missed outside of the +/- 15 minutes receiving window and GENCO does not receive the appropriate notice, the goods will be turned away with no exceptions.

1.4.3 Delivery Windows from the LC to the Terminals

All goods require a delivery window. The delivery windows are levels of service the delivery requires. For example newspapers and time and temperature sensitive food products have a four hour delivery window. However, these goods are often delivered to the tenant within two hours of receipt.

- Deliver Window A guarantees delivery within 2 hours
- Deliver Window B guarantees delivery within 4 hours
- Deliver Window C guarantees delivery within 8 hours (generally within the same shift)
- Deliver Window D guarantees delivery within 24 hours (generally overnight)

Tenants are encouraged to set reasonable delivery windows. The LC has more loading docks than the airport terminals, but if all tenants assign a two hour delivery window to their deliveries during peak hours in the morning delays will be inevitable.

Tenants are encouraged to use the LC for temporary storage of less than 24 hours, enabling goods to be processed through the LC and delivered to tenant locations when required. GENCO will be meeting with all tenants to set delivery windows that meet tenants' business processes.

GENCO can provide long-term or additional storage for tenants' goods for an additional fee.

1.4.4 Security Screening of Goods

The Logistics Centre is both routinely and randomly inspected by Public Safety Officers of the GTAA Canine Unit. Additional security measures are also in effect.

If a suspicious delivery is received at the LC, the Airport Operations Control Centre will be called and the driver will be required to remain on-hand until the appropriate authorities have inspected the delivery. The tenant will be notified in the event of the LC receiving a suspicious delivery.



Once goods have been security processed they will be received by the GENCO staff and will then be prepared and cross-docked for delivery.

1.4.4.1 Security Seals

All goods entering Airport Restricted Areas require a blue or red security seal. Red security seals are required to be accompanied by a waiver signed by the holder of a Restricted Area Pass (RAP).

All goods leaving the LC will have a blue security seal placed on the delivery container by GENCO. The unique number of the seal will be recorded. All goods must have a seal in order to pass through security into a Restricted Area. If a seal is not applied or is broken, the goods will have to be inspected.

When a delivery is made to a pre-security location within a terminal, the tenant will remove the security seal in order to dismantle the delivery. When the tenant wants to make a delivery to a Restricted Area from an unrestricted area, the tenant will need to secure the delivery and apply a red tenant seal to the delivery accompanied with a waiver signed by a RAP holder and referencing the red seal number. The RAP holder will acknowledge by signature awareness of the contents of the delivery. Tenants will be provided with red security seals and waivers free of charge by the GTAA.

If a security guard requires a delivery to be opened, the RAP holder who signed the waiver will be called to the Primary Security Line screening point.

1.4.5 Goods Delivered to the Logistics Centre

All goods received by GENCO at the LC require a delivery destination within the terminals.

When a delivery arrives at the LC, the driver will be required to enter the LC and be directed to a loading dock door. The driver, paperwork, and driver's license will then be photographed and the vehicle keys will be held by GENCO. The driver may then offload the vehicle at the LC and GENCO will inspect and sign for the receipt of goods, noting any shortages, damage or other discrepancies. In the event of any discrepancies, GENCO will contact the tenant to receive further instructions. GENCO will not break down shipments to confirm loose materials, carton counts, or to verify the condition of the contents. GENCO will generate the appropriate paperwork and may temporarily store goods. GENCO has a freezer, a refrigerator, and dry storage areas.



1.4.6 Receipt of Goods at Loading Docks

GENCO controls the access to all loading docks at Terminal 1, Terminal 3, and the Infield Terminal (IFT). Normally, all receipts will go to the LC. However, in special pre-authorized circumstances GENCO may receive goods directly at a terminal loading dock.

Pre-authorized parties must have a scheduled appointment to gain access to a terminal loading dock. Pre-authorized parties include:

- Terminal 3 maintenance
- Delayed baggage couriers
- Certain airline couriers
- Government Agencies

These parties must still contact GENCO in order to schedule an appointment for the use of a loading dock at any of the terminals noted above.

Drivers will receive a controlled area parking permit for the loading dock. Drivers are required to surrender their keys and driver's license to GENCO in order to use the dock.

1.4.7 Delivery to Tenant Locations Within the Terminal Buildings

GENCO will off-load and deliver goods to specified tenant locations in Terminal 1, Terminal 3, the Infield Terminal, and Terminal 3 Satellite. Deliveries may be made to the storefront or tenant locations in public space, post-security, or to various tenant storage locations within the terminals.

Tenants must be present to receive the delivery. The tenant will be required to inspect and sign for the delivery. The tenant will receive the original paperwork.

1.4.8 Returns

GENCO will collect and manage tenant returns in a similar manner to deliveries. Returns are a scheduled operation and require 48 hours prior notice to set an appointment time. Tenants are required to prepare the return including contacting the carrier to pick up returns from the LC and scheduling the return carrier's appointment at the LC. Returns pickup from the LC may be part of a regular delivery and therefore may not require a separately scheduled appointment.

GENCO will store tenant returns for up to one week at no charge. Storage of returns at the LC for longer durations will be subject to a fee for enhanced services.



1.4.9 Request for Pickup

Tenants may request a pickup, such as an outgoing courier package, from their location. Pickups require 48 hours prior notice to set an appointment time. GENCO has specific pickup times to meet courier pickups schedules at the LC. Please contact GENCO for more information on outgoing courier schedules.

1.4.10 Movement of Goods Between Tenant Locations in a Terminal

For more information on seals, please refer to Section 1.4.4.1 "Security Seals" in Chapter 1, page 5.

GENCO will move goods from one tenant location to another within a terminal. If a delivery is to cross from a location in public space to a location in a Restricted Area, the tenant will be required to seal the delivery with a security seal and provide a signed waiver as discussed earlier in this document.

GENCO requires 48 hours notice to schedule location-to-location moves. Tenants may set up regularly scheduled location-to-location moves. The quantity of goods to be moved may vary but the pickup and delivery windows will be fixed. If a tenant is unable to set up a scheduled delivery of this type, the tenant may call GENCO for a pickup and delivery. When a delivery is not regularly scheduled, GENCO will perform the pickup within a 24 hour period.

1.4.11 Terminal-to-Terminal Moves

GENCO will also make scheduled deliveries from one terminal to another for terminals currently serviced. For Terminal 2, which is not currently served by GENCO, tenants will be required to schedule their deliveries between Terminal 2 and Terminal 1, Terminal 3 or the Infield Terminal. Tenants will require a scheduled appointment to use a terminal loading dock for deliveries to or from Terminal 2.

Tenants are required to give 48 hours notice for scheduling a terminal-to-terminal delivery appointment. Tenant wanting a quicker delivery may have to make deliveries to the LC instead of directly from one terminal to another.

GENCO will set delivery windows for terminal-to-terminal deliveries using the same delivery window schedule provided above.

Terminal-to-terminal deliveries may be made between public spaces without a security seal. A red seal and waiver will be required for deliveries from a public space to a space within a Restricted Area (in Terminal 1, Terminal 3, or the Infield Terminal).



1.5 Equipment for Movement of Goods

GENCO has specific equipment for moving goods in the terminals, including electric pallet jacks, fork lifts and tow motors, trailers, security cages, super dollies, and pump trucks. GENCO has a number of super dollies available for tenants to sign out and use on a temporary basis. Tenants may use super dollies to move goods throughout the terminal. The tenant shall be responsible for any loss of or damage to equipment under their care.

1.6 Tenants' Own Movement of Goods

Tenants are permitted to move small quantities of goods from one location to another. Tenants are able to use a super dolly for this purpose. The GTAA's super dolly is the Magliner Gemini Senior Cart. Tenants must ensure super dollies are not overloaded. Carts can be loaded up to 1500 mm from the ground with a maximum load of 150 kg.

Larger single loads will require a tenant to contact GENCO for an appointment.

1.7 Enhanced Services

GENCO is mandated by the GTAA to perform logistics services to a specified service level. These service levels are noted in this document. If a tenant would like to receive additional services such as long term storage, sorting goods, unloading deliveries, stocking shelves at stores, inventory management, or dedicated services, the tenant should contact GENCO directly to discuss their needs and specific requirements.

Tenants should contact GENCO for any further enquiries about any services beyond the service levels provided in this document.

1.8 Tenant Fit-Up

It is recognized that fit-up may require the movement of large or heavy goods. The GTAA has developed a procedure and separate document outlining the movement of construction-related goods.





Delivery of Construction Materials and Components

5.1 Introduction

The movement of all goods, building materials, and components in and out of Toronto Pearson shall be undertaken in a controlled and procedural manner. Such controls provide security to Contractors, tenants, GTAA personnel and property, and the general public.

Contractors performing work in terminals or other designated buildings at Toronto Pearson shall comply with the requirements of this section which forms part of GTAA Security Policy and Procedures.

The means and methods required to access construction locations shall be known as the Project Logistics Plan (PLP) and this shall be the procedure to be followed by the Contractor and all subcontractors and suppliers for the duration of the project.

Questions regarding details beyond those expressed herein shall be answered at the Pre-Construction meeting and subsequent walk-through in response to the requirements of the contract.

5.2 Project Logistics Plan

Subsequent to the Pre-Construction meeting, the Contractor, the GTAA Project Manager, and where applicable, the Logistics Service Provider shall jointly design the PLP, taking into account the restrictions and opportunities afforded by the project location. Once the requirements and restrictions of the PLP have been agreed upon, the Contractor shall document the information and distribute it to their subtrades and suppliers.

Projects outside of terminal buildings and which can be established as an entirely Groundside jobsite shall not be subject to the Logistics Service Provider delivery implications.

Projects not in terminal buildings which are Airside shall not be subject to the Logistics Program but the GTAA Restricted Area Access Program and its associated escort provisions. Refer to part 6 of the Airport Construction Code.

Projects in Terminal Buildings are subject to the Logistics Service Provider delivery implications as described below, regardless of whether or not the project is in Restricted Area. Projects in a Restricted Area are subject to the additional requirements of security and escort service provisions.

5.3 Logistics Service Provider

The role of the Logistics Service Provider is to ensure that the Contractor complies with the necessary requirements for the protection of the Terminal building's finishes, and that the vehicles used for transporting equipment and materials to and from the site do not pose a risk to finishes and floor loadings.



5.3.1 Capabilities and Types of Vehicles

The PLP shall include the capacities and types of vehicles to be used and the arrangements for equipment and materials that may be overweight or oversized, all to meet the following requirements:

- Palleted goods may only move through Terminal buildings on the Service Level.
- Pallet jacks are not permitted on Levels 1, 2, 3, or 4 in New Terminal 1 as well as the Arrivals Level and Departures Levels of Terminal 3, Terminal 3 Satellite, and the Infield Terminal (IFT).
- Palleted goods must be moved on flat bed vehicles in public spaces subject to the restrictions noted below.
- All goods must be tied down and secured to delivery carts.
- Delivery carts may be flat beds, cages, or specific equipment designed for the goods being moved.
- All delivery carts must have non-marking pneumatic tires or non-marking solid soft rubber tires. All carts shall have a brake and locking mechanism for at least one pair of wheels.
- Each loaded delivery cart may weigh a maximum of 400 kg.
- Number of handler/operators dictated by size of loaded delivery cart:
 - Up to 1.5m high x up to 1.83m long x up to 0.92m wide and less than 250 kg, requires only one handler/operator.
 - Greater than 2.2m high x greater than 2.4m long x greater than 1.2m wide and less than 400 kg, requires three handler/operators.
 - Any combination which falls between the two examples above requires two handler/operators.

It is not intended that the Logistics Service Provider escort every delivery and removal, but at the initiation of the project, the Contractor, the Service Provider, and the GTAA's Project Manager with the successful Contractor will perform a further walk-through of the route(s) to be followed, the procedures to be observed and the protection to be provided, all in accordance with the PLP.

From time to time the Contractor's delivery and removal movements will be monitored.

5.3.2 GENCO Contact Information

The Logistics Program Service Provider is:

GENCO Distribution System
Attention: Wayne White, Facility Manager
2710 Britannia Road East
Suite 109, Cargo Building 2



Toronto AMF, Ontario L5P 1B2
Telephone (416) 776-5769
Facsimile (416) 776-5420
E mail whitew@genco.com

Genco's services relate to Terminal buildings only.

5.4 Contractor's Operations

Contractors shall contact the GTAA's Groundside Operations Office 48 hours in advance to arrange for delivery of goods, materials, and components to the various loading docks or building sites identified in the PLP as overweight or oversized. Such deliveries, depending on schedules and quantities, may be restricted to non-busy day hours, or hours between 23:00 and 05:00.

All goods, materials, and components shall be unloaded by the Contractor's own forces whether at the loading dock, curbside or at the construction site and may be subject to GTAA Security Inspection requirements.

5.4.1 Vehicles

It is generally anticipated that the Contractor will provide its own vehicles or containers to transport the loads to the construction site but shall make arrangements with the Service Provider that they are suitable for the purpose and are of a type described in Article 3.2 above. If the Contractor's vehicles are deemed inappropriate, the Contractor is required to provide alternatives to the approval of the Logistics Service Provider. No goods may be slid or dragged across floors.

5.4.2 Oversized Materials

Oversized materials that cannot be maneuvered through a building nor fitted into an elevator, may be delivered curbside under the supervision of the GTAA but only in special circumstances, at special hours and with a special curbside parking permit, to be obtained by the Contractor in advance from the GTAA Groundside Operations Office.



5.4.3 Sites Behind the Primary Security Line

Should the construction site be located beyond the Primary Security Line, the Contractor's personnel delivering the materials shall be required to possess the appropriate security passes issued by the GTAA Pass Control Office. Should they not be in possession of the required passes, the Contractor shall arrange and pay for the necessary security escort services to fulfill this obligation.

The Contractor is required to plan, co-ordinate and make timely arrangements for such deliveries, removals and permissions to meet the PLP and shall allow, within its schedule for the construction of the project, suitable timeframes to accommodate the requirements of this Section.

There is no service charge levied against the Contractor for any Service Provider function.







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