



**Advisory # 2018-A-005**

**Subject- Terminal One- International to International Connections Program- Non-Travelling Passenger Egress**

**From:** Customer and Terminal Services

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Starting at 0900 on Wednesday, March 7 a new International to International Connections Program will be put into place in Terminal One. This program introduces an improved model of passenger connectivity at Toronto Pearson. This program will enable Toronto Pearson to compete with other global mega-hubs by improving the way in which the Canada Border Services Agency processes passengers choosing to transit from one international destination to another via Toronto Pearson.

The program will begin with passengers connecting through the E/F liner and will roll out to the HHF SPIL and the Node F SPIL over the coming weeks. As a result of this new program it is of critical importance that all airlines, agencies, and operational staff are aware of how to process passengers and communicate with regards to non-traveling passengers and cancelled flights in the international and transborder sectors. Any passenger that has already entered the secure area in either of these sectors and is no longer travelling on the same day **MUST** be sent to the CBSA PIL. The current practice of allowing passengers who are no longer travelling to egress to the public side via back flowing through the International PBS is no longer acceptable. All non-travelling passengers must see a CBSA officer.

To assist in proper processing of non-travelling passengers, airlines shall advise the Terminal One Terminal Support Representative (TSR) at 416-573-7414 of any flight cancellations in these sectors so that CBSA can be advised.

If you have any questions or concerns, please contact Paul Schenk, Manager, Terminal Development and Activation at 416-776-3471.