

YWG Goldwings Volunteer Program TRAINING MANUAL | 2024 - 2026



WINNIPEG
AIRPORTS AUTHORITY

Vision

Where bold journeys take flight

Mission

Connecting communities and
partnering to build a sustainable
future

Values

Safety • Respect • Teamwork
Inclusion • Excellence



Company Structure

Board of Directors (BOD)

WAA has a group of distinguished business leaders for its BOD.

Executive Team

Nick Hays President and Chief Executive Officer

Nicole Stefaniuk Chief Financial Officer &
Senior VP Corporate Services

Ken Gallant Senior VP, Operations

Scott Marohn VP, Commercial

Robin Steel VP, Human Resources

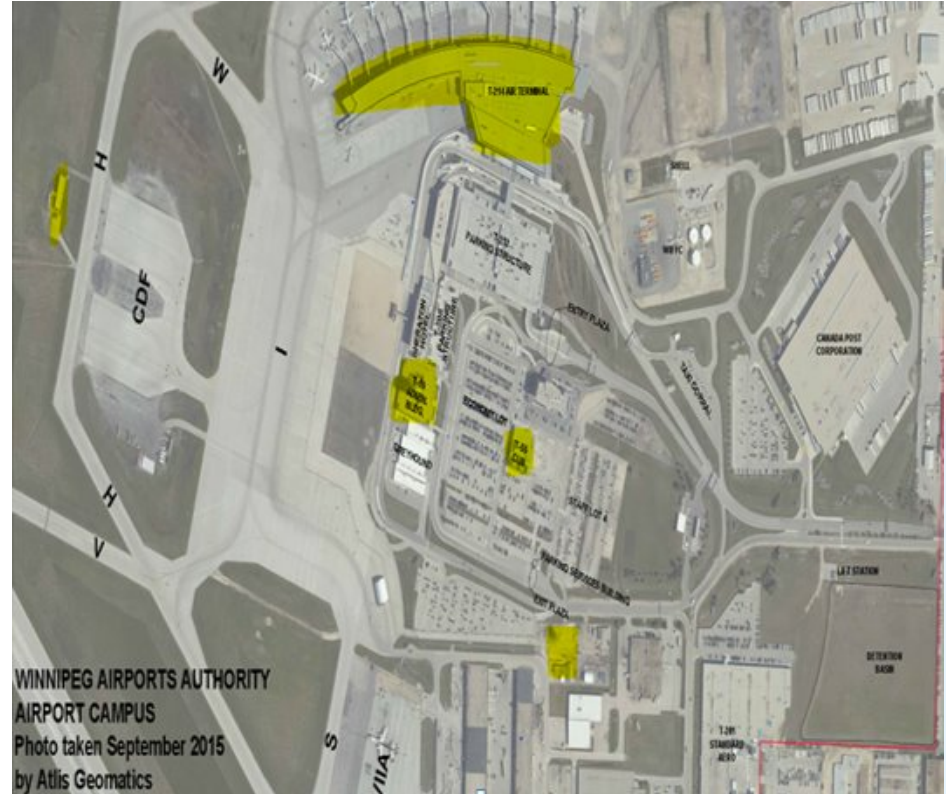


Nick Hays, President and CEO

WAA Employees

There are approx. 235 full time employees working out of six (6) locations:

- Administrative Building
- Air Terminal Building (ATB)
- Central Utility Building (CUB or Powerhouse)
- Combined Service Building (CSB)
- Groundside Building
- Field Electrical Centre (FEC)





History of the YWG Goldwings

- Started in January 1997
- Volunteer program operates 365 days a year
- Awards/Recognition
 - 2003 Manitoba Tourism Volunteer Award
 - 2006 Mayor's Volunteer Service Award
 - 2007 ACI | Excellence in Airport Marketing and Communications Awards
 - 2nd Place – Customer Service Initiatives
 - 2010 Met the Queen on her Royal Tour
 - 2024 Finalist for Volunteer of the Year | Tourism Winnipeg Awards
 - 2025 Volunteer of the Year | Tourism Winnipeg Awards winner!

Early Days of the Program

Winnipeg Airports Authority
Transfer Ceremony - 1997



Goldwing Ambassadors



Airport Site Redevelopment
Ground Breaking



YWG Goldwings Gold Standard

1. Welcome travelers and visitors to YWG
2. Provide assistance and information in a friendly, timely and courteous manner
3. Make passengers and visitors' time at the airport a pleasant and relaxing experience
4. Offer a warm and friendly impression of the airport, city and community

**All volunteers must read and sign the
YWG Goldwings Gold Standards Agreement**

Requirements

- Minimum 100 hours per calendar year (20 hours to be completed in first three months)
 - 3 and 4-hour shifts
 - 6 time slots per day
 - 7 days a week
 - Max 4 volunteers per shift
 - RAIC: Need and Right to be in the holdroom, otherwise not allowed
 - ex. Only permitted during scheduled shifts to assist passengers
- **We are flexible!**
 - Select the shift(s) that work for you
 - Does not have to be the same time and/or day each week



Conduct & Disciplinary Policy

The YWG Goldwings Volunteer Program maintains a two-strike system to support accountability and uphold high service standards

1) First Warning

- Formal written warning about specific conduct concern with corrective actions and expectations for improvement

2) Second Strike

- Final written notice and issued for a second breach of the Gold Standards Agreement
- Final opportunity to correct conduct and remain in the program.

Dismissal

- Failure to meet expectations following a second warning will result in removal from the program
- Failure to complete the minimum 100-hours of volunteering within the calendar year will result in removal from the program
- All WAA-issued items must be returned: uniform, lanyard, name tag and RAIC

Perks

- Complimentary parking in Parkade (validations at InfoBooth)
 - Parkade Level 4 (rooftop)
 - If you arrive for your shift and security is stationed outside of the parkade deemed **full**, security will ask if you reservation, to which you will need to respond “no, I am a volunteer” to be allowed to enter to park.
- Winnipeg Transit bus tickets
- Complimentary hot beverages in the YWG Goldwings Lounge
- 10 - 20% off at various airport concessionaires
- Appreciation events

YWG Goldwings Lounge

- Secure room only accessible by authorized persons using their RAIC
- Sign In/Out wall-mounted touchscreen
- TV screen with volunteer information and updates
- Tablets to use during your shift
- Water cooler, microwave, hot beverage machine, fridge
- Lockers to store your personal items
- Coat hooks



Authorized persons:

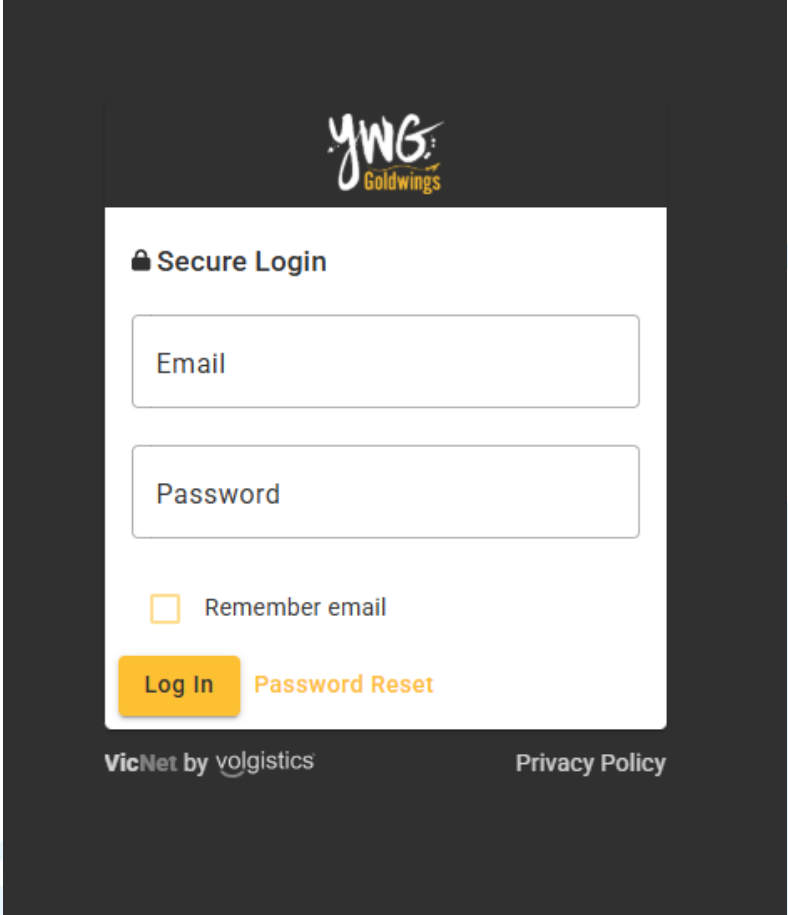
YWG Goldwing Volunteers
MAO, RCMP/ WPS, Security Staff +
authorized WAA Staff

Unauthorized persons:

Passengers/visitors
Family and friends
Airport Staff

VicNet

- Volunteer Management Software
 - Schedule shifts
- Sign-in and sign-out for your shift using your individual VicNet ID



The image shows a screenshot of a web application interface for 'YWGB Goldwings'. The page has a dark grey background. At the top center is the 'YWGB Goldwings' logo, with 'YWGB' in a stylized white font and 'Goldwings' in a smaller yellow font below it. Below the logo is a white rectangular box containing the login form. The form is titled 'Secure Login' with a small lock icon. It features two input fields: 'Email' and 'Password'. Below these fields is a checkbox labeled 'Remember email'. At the bottom of the form are two buttons: a yellow 'Log In' button and a yellow 'Password Reset' link. Below the white box, at the bottom of the dark grey area, are two links: 'VicNet by volgistics' and 'Privacy Policy'.

YWGB Goldwings

Secure Login

Email

Password

☐ Remember email

Log In Password Reset

VicNet by volgistics Privacy Policy

Uniform & Dress Code

- YWG Goldwings Black Top
 - Cold wash inside out, hang to dry
- YWG Goldwings lanyard with RAIC
- YWG Goldwings magnetic name badge
 - Parallel with the logo, on your right side
- Bottoms – black dress pants, dark or black jeans (no tears or holes)
 - No sweatpants, yoga pants, leggings or shorts
- Undershirt is allowed, black or white
- Dress shoes, boots, heels, sneakers or loafers (black, white or grey)
 - No flip-flops, Crocs or unsecured footwear



Personal Appearance & Grooming

- Uniform must be clean, in good condition and fit appropriately
- Neat and well-groomed hair (including sideburns, moustaches and beards)
- Tattoos that are perceived as offensive, hostile or provocative must be covered and not visible to passengers, staff, or visitors
- Anything that displays offensive, political or discriminatory images or messages or would otherwise violate WAA's Workplace Harassment and Violence Prevention Policy is **not allowed**

Excellence in Customer Service



Meet Sunny

Sunny was created to be a guide for YWG Goldwings volunteers to share helpful reminders, useful tips, and lighthearted messages. Sunny's role is to support volunteers in creating a confident, positive, and approachable experience for travellers throughout the airport.

Name origin: Inspired by Manitoba's weather, it can be as cold as -40C, yet the sun still shines!

Birthday: January 1, 1997 (program start date)

Favourite Memories:

- Watching joyful reunions on the Hug Rug in Arrivals (cue the happy tears!)
- Helping nervous passengers feel at ease
- Brightening the day with a simple smile or friendly greeting, proving it's the little things that make the biggest impact

Personality: Friendly, cheerful, and always ready to guide passengers with a sunny attitude!



Language Service



Responsibilities

- Be reliable and prompt – arrive 15 minutes prior to your shift
- Before the start of each shift, view all updated information on the TV screen in the lounge
- Smile, say “Hi, Bonjour” and establish eye contact
- If capable and comfortable, interpret and translate for passengers
- Listen to the passenger(s) and find out what they are asking
- Be proactive
- Be professional
- Respect confidentiality
- Strictly adhere to the rules, responsibilities and restrictions as a volunteer
- Strictly adhere to the dress code
- Strictly adhere to the airport’s safety and security regulations
- Treat your fellow YWG Goldwings with respect



Responsibilities

- Know key locations of the airport
- When directing a passenger to an area, show them by taking them there
- Spend your time where the passengers are, don't stay in one spot for too long
- Distribute activity books and crayons to children airside
- For any airline questions or assistance, direct passenger to airline personnel
- Stop unsupervised children from playing on escalators and attempting to go onto the baggage carousels
- Report anything that may cause injury and direct people away until airport staff arrive

Lost items

On a plane → Direct
to Airline

In ATB → Direct
to InfoBooth

Don't's

- Use your RAIC to access airside/domestic holdroom if you are not on duty
- Ask the InfoBooth to hold items for passengers while they travel (ex. keys, bags, etc)
- Assist/touch the airline check-in kiosks for a passenger
- Request a passenger list from the airlines
- Push a passenger/visitor in a wheelchair
- Enter the Transborder Holdroom (U.S. Departures)
- Stand with others for a lengthy amount of time
- Anything to do with baggage (watch, push/hold/carry, etc)



Airport Zones

Level 1 - Arrivals

- Groundside
- International Arrivals
- CBSA

Assisting passengers and greeters

Greet and assist arriving passengers

Greet and assist arriving passengers who need to clear customs when arriving to Winnipeg (ex. USA, Mexico, etc)

Level 2 - Departures

- Groundside
- Airside (Queen's Court)

Direct passengers to airlines and assist checked-in passengers to screening area

Direct and assist screened passengers to gates, retail and concessions

InfoBooth

- Located on Arrivals Level 1, Door 2
- Open 24/7
- Bilingual Staff
- Operated by ASP (third party contractor)
 - Lost & Found
 - Tourism Information
 - General airport information
 - Transit bus schedules
 - Languages Services → CanTalk
 - Sensory Kit (only to be handed out by airline agents)
 - Sunflower lanyards → solid green indicates individual needs help, green with white indicates individual who can help (available at airline check-in counters as well)



If you ever have any questions, the InfoBooth is the place to go!

Media

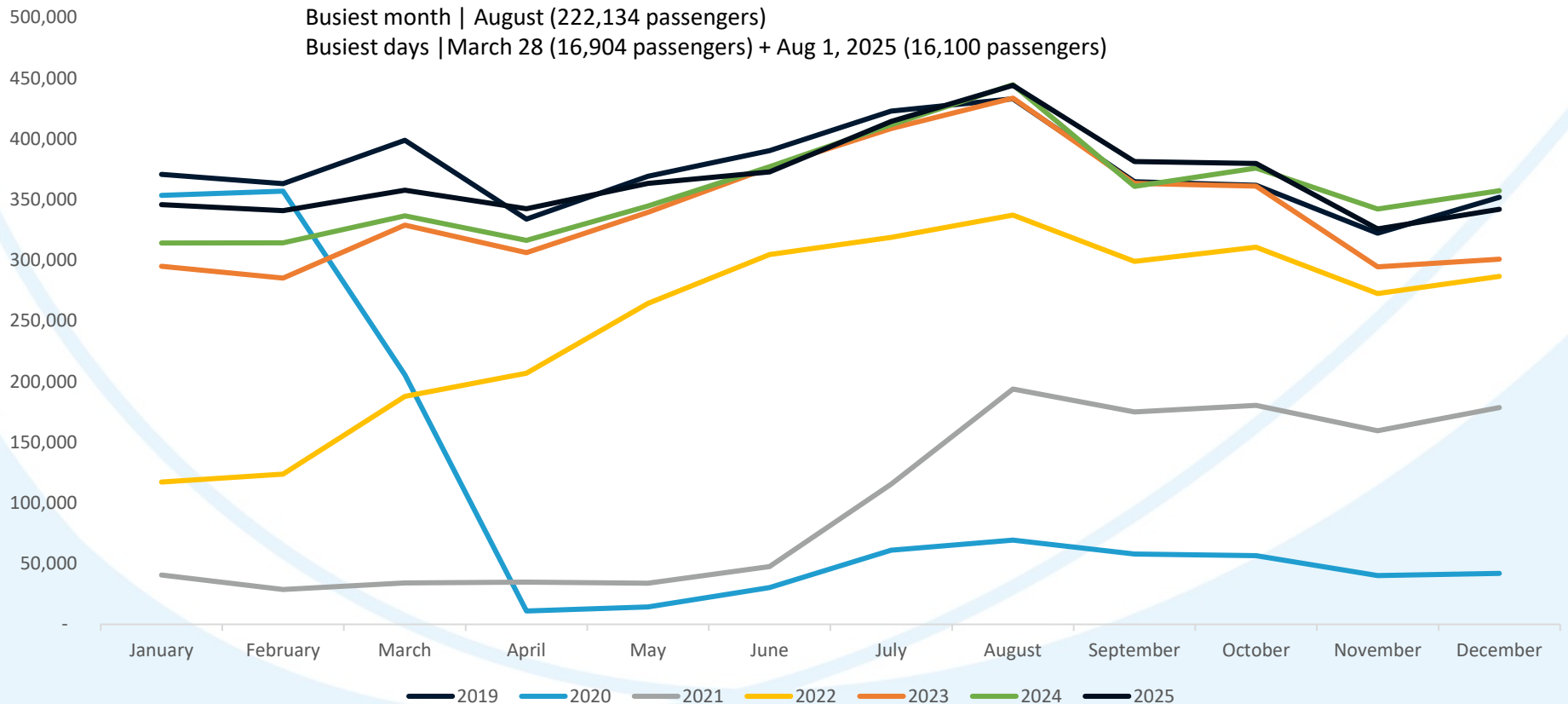
If any member of the media approaches
you for a comment, please refer them
to the 24-hour media line at
204-987-1522

Fun in the Terminal

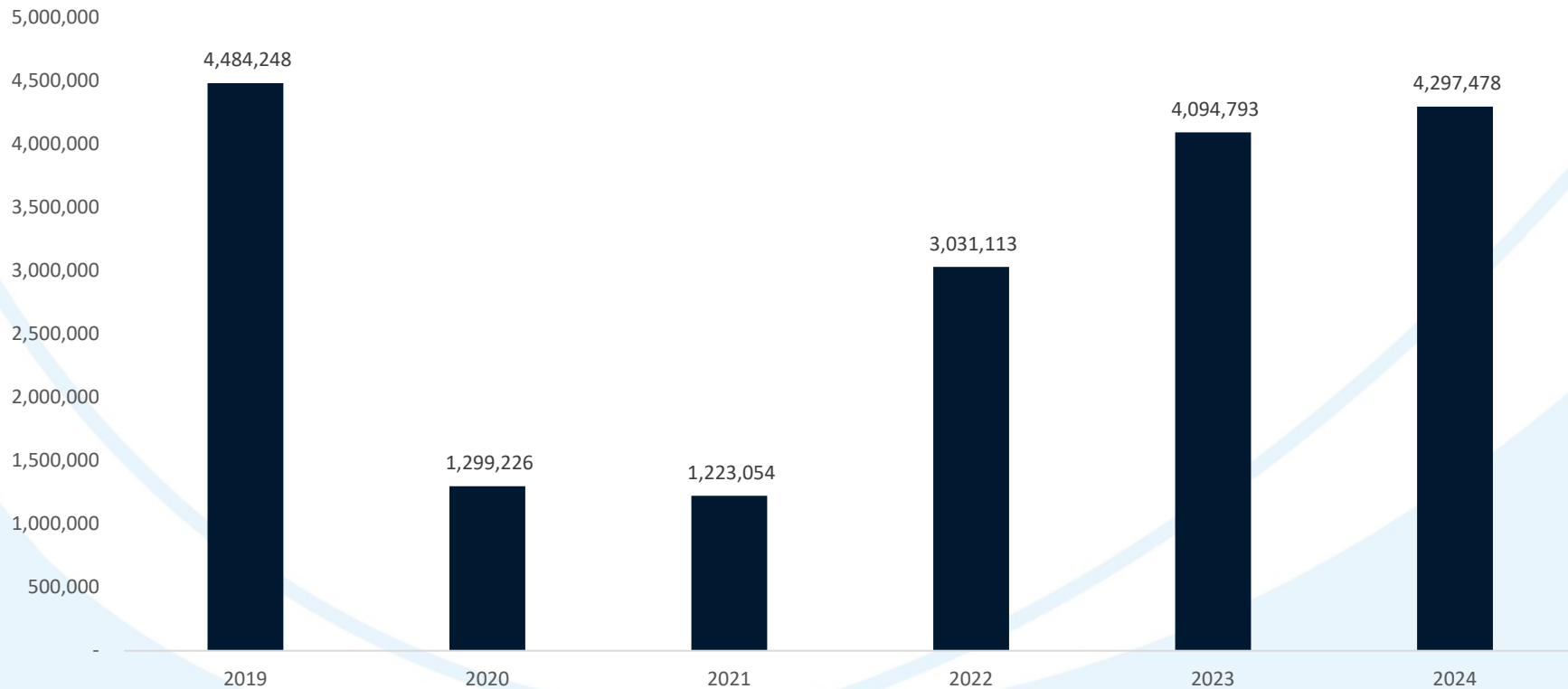




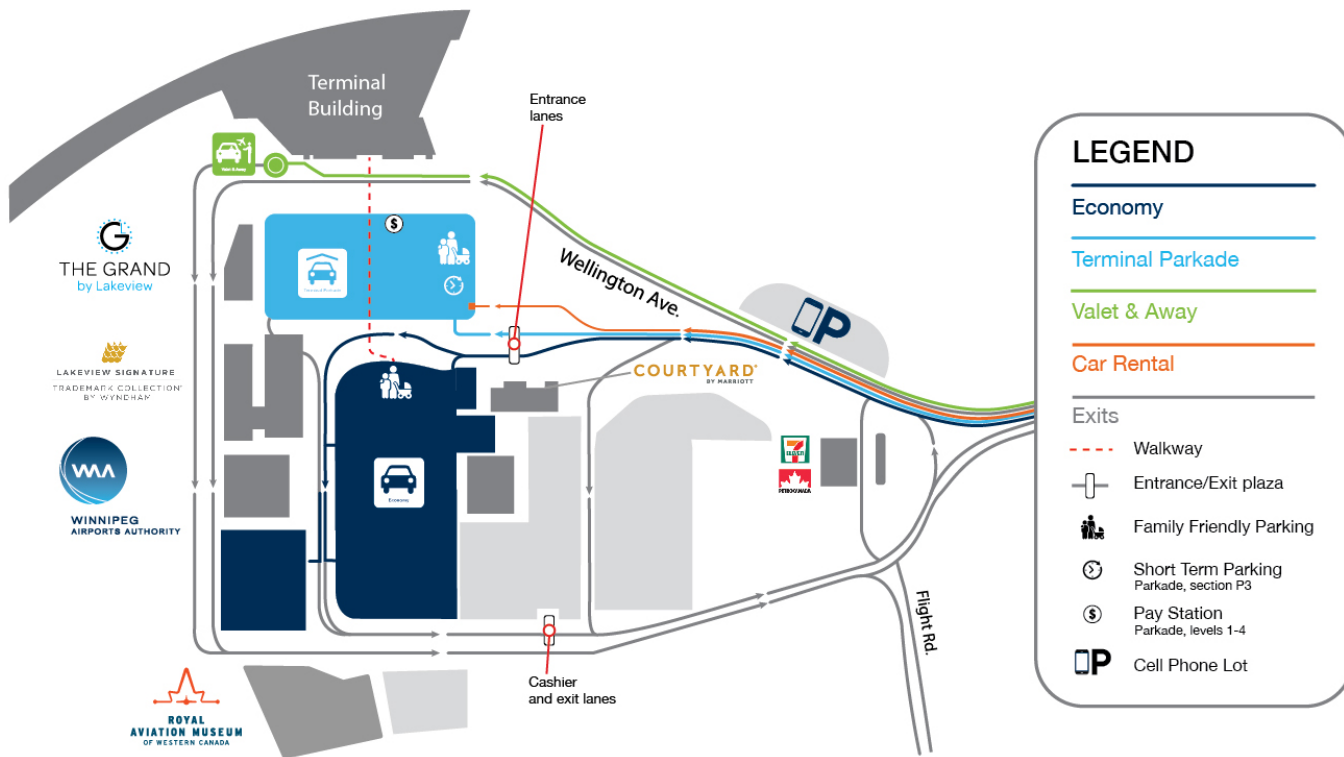
Monthly Passengers – 2019 to 2025



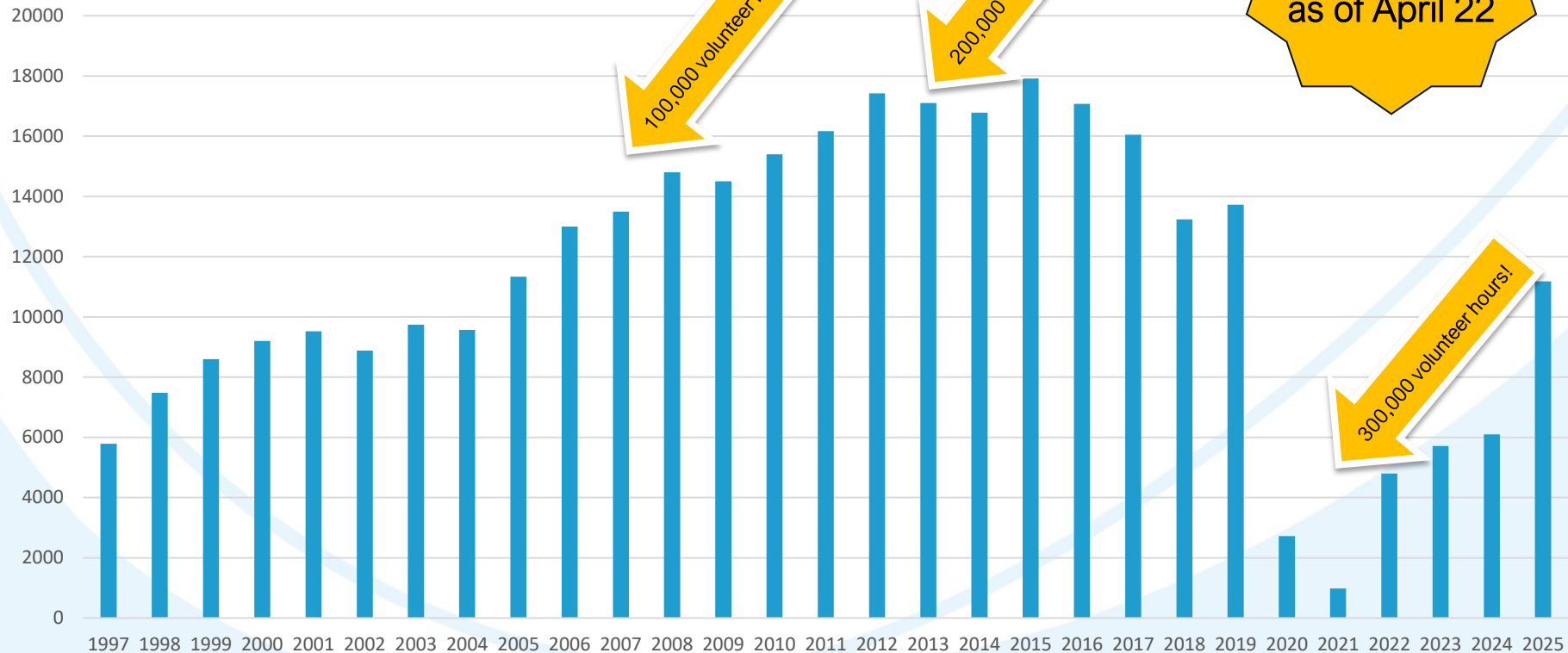
Yearly Passengers



Airport Campus Map



Volunteer Hours



WAA 2026 Destinations



Airlines



Transportation

There are multiple options for transportation to and from Winnipeg Richardson International Airport:

- Parking (Economy Lots, Parkade, Valet and Away)
- Picking up & dropping off (Cell Phone Lot)
- Car Rentals (P1 – parkade)
- Taxis & Limos (Arrivals Level 1, Door 3)
- Rideshare & Uber (Arrivals Level 1, Door 1)
- Public transit (Arrivals Level 1, Door 3)
- Shuttle & bus services (InfoBooth for further information)
- Cycling (bike rack on Arrivals Level 1, Door 1, locks not provided)

YWG Amenities

[Services - Winnipeg Airports Authority \(ywg.ca\)](http://ywg.ca)

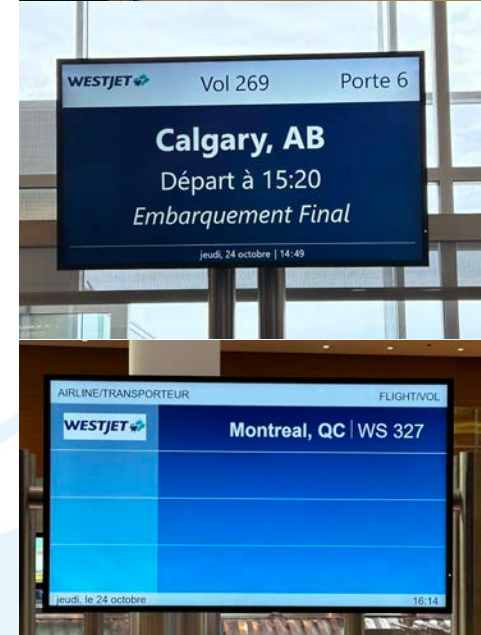
[Dining - Winnipeg Airports Authority \(ywg.ca\)](http://ywg.ca)

[Shopping - Winnipeg Airports Authority \(ywg.ca\)](http://ywg.ca)

[Accessibility - Winnipeg Airports Authority \(ywg.ca\)](http://ywg.ca)

Information Displays

- FIDS (Flight Information Displays)
 - Provide destination/departing city name, airline, flight number, departure/arrival time, gate/baggage carousel number and status of flight (on time, delayed, cancelled, arrived)
- VIDS (Visual Information Displays)
 - Provide messaging and paging information in text and graphics within the terminal including announcements
- GIDS (Gate Information Displays)
 - Display destination city name, departure time, airline, flight number and flight status
- BIDS (Baggage Information Displays)
 - Located on baggage carousels
 - Display arriving city name, airline and flight number



Hug Rug

- Introduced in 2013, the Hug Rug is located at the base of the escalator in the Arrivals Hall
- Initially meant for special occasions, the Hug Rug quickly became a beloved feature that was here to stay at the airport for families and loved ones to have a special spot to reconnect
- Added an International Arrivals HUG RUG in 2023
- Added HOLIDAY HUG RUGS in 2023
- Special Grey Cup Festival Hug Rug created to welcome festival goers



St. John Ambulance Therapy Dogs

- Partnership with St. John Ambulance to provide a relaxed and friendly environment
- Dogs wear a YWG & SJA branded red bandana and red leash
- Their role is to assist with relieving stress for nervous or anxious passengers and visitors
- Therapy Dog Teams (handler + dog) schedule is displayed on the TV screen in the YWG Goldwings Lounge
- Teams stay for 1.5 hours, and are present almost every day of the month!



Top Groundside Questions

1. Where are the bathrooms?
2. Where are the car rentals?
3. Where can I exchange money? Where is the ATM?
4. Where do I go to connect to my flight to the US?
5. Where can I take my dog to go to the bathroom before we fly?
6. Where is the Pass Office?
7. Where is xxx airline?
8. Where is xxx airline Customer Service Desk?
9. Can you get me a wheelchair?
10. Where do I pay for my parking?
11. My luggage has not arrived, what do I do?
12. Where do I meet my Uber? Where do I get a taxi?
13. I left my cellphone/something on the plane, can I just run up the stairs/how do I get it?
14. I left my bag in International Arrivals, how do I get it back?
15. Where is the Nexus Office? I have an appointment, no one is answering the phone and the office is empty, can you help?
16. Where is the US Departures?
17. If I have a boarding pass and carry-on luggage, do I have to go to the airline counter to check in?
18. Where can I smoke at the airport?

Top Airside Questions

1. Where is Tim Hortons/Starbucks?
2. Which way is my gate?
3. Where are the washrooms?
4. Where can I fill up my water bottle?
5. Where do I go to connect to my flight to the US?
6. Where do I go to connect to my flight (to another Canadian destination)?
7. Does my Global Entry card work in the Nexus machine?
8. Where can I smoke at the airport?
9. Why does the FID show a different departure gate than my boarding pass?

Security



Security Services

- **Airport Operations Centre (AOC)**
 - Answers airport operational phone lines
 - OneCall, Emergency Line, Info Line, etc.
 - Records information and coordinates responses
 - Coordinates aircraft gating and apron parking
- **Emergency Operations Centre (EOC)**
 - Central command and control facility responsible for emergency management functions during an emergency event
- **Logixx**
 - 24/7 service responsible for providing security on the airfield, terminal, and groundside areas

Transport Canada

- Federal government agency responsible for regulating and enforcing various Acts, Regulations, and Measures that WAA must comply with

Policing Services

- RCMP: Current police of jurisdiction within the terminal building and airside areas
- Winnipeg Police: Police of jurisdiction for groundside areas

CATSA

Canadian Air Transport Security Authority

- Oversees screening of passengers and baggage at all Canadian airports
- Visit www.catsa-acsta.gc.ca/en to find out what can be brought through security and how to pack specific items
- Shared domestic/international screening area is located on Departures Level 2 near Door 3

CBSA

Canadian Border Services Agency

- Anyone arriving from an international or transborder flight (ex. Cancun or LAX), must clear Canadian Customs prior to be given entry or being allowed to access their checked bags. This is a restricted area, only accessible to those who have a need and right to be in the area.
- When encountering someone who wants to speak to an officer in CBSA, please direct them to the courtesy phone near the doors of International Arrivals. Inform them that if the officers don't answer, they can leave a message. Instructions are also posted next to the phone.

USCBP

United States Customs and Border Protection

- **Travelling to the US**
When travelling to the US, passengers go to the separate pre-board screening area located behind the airline check-in counters Door 2 on Departures Level 2. Passengers will cross a small bridge to enter the transborder screening area.

Access to Restricted Areas

- Access to the restricted area is limited to those with a RAIC
- Have a demonstrated need to be in the area at the time
 - Only permitted in areas that their job requires them to be in while they are working
 - YWG Goldwings are not permitted to restricted areas when off duty
- Access to restricted areas within the ATB is possible through Anti-Tailgating Portals (ATAPs)
 - Use your RAIC at a biometric reader inside the portal
 - When you are positively identified, security clearance is valid, and no tailgating is detected, you will be permitted through (only one person at a time)
 - When exiting:
 - Don't use biometric readers
 - More than one person can exit, same pathway as passengers down the stairs/escalator

OneCall

204-987-9798

- Unattended luggage
- Spills (not hazardous)
- Dirty floors and/or walls
- Broken window, furniture or door
- Problems with escalator or elevators
- Dirty washroom (room number on the bottom of the sign)
- Burnt out lighting
- Suspicious activity
- Inoperable parking stations

Emergency Line

204-987-9797

- Aircraft collision or imminent risk of aircraft collision
- Someone in need of medical assistance
- Fire or smoke
- Contact with a utility service
- Incident involving a major structural collapse or hoist crane
- Large foreign object debris (FOD) headed towards/on airfield
- Any spill/release of hazardous material
- Any accident
- Any other serious hazard to people, property or the environment

Trust your instincts! Never be embarrassed in reporting suspicious activity; security would rather have a false alarm than an accident.

See Something, Say Something

- A security program which encourages all airport stakeholders to report suspicious behaviour, packages, or incidents.
- If you see something that could lead to potential harm, call **OneCall at 204-987-9798**
 - Smoke or smell of smoke
 - Security or fire doors propped open
 - Unattended baggage
 - Improper use or storage of flammable liquids
 - Damaged or missing firefighting equipment

“If you **see**
something **say** something”

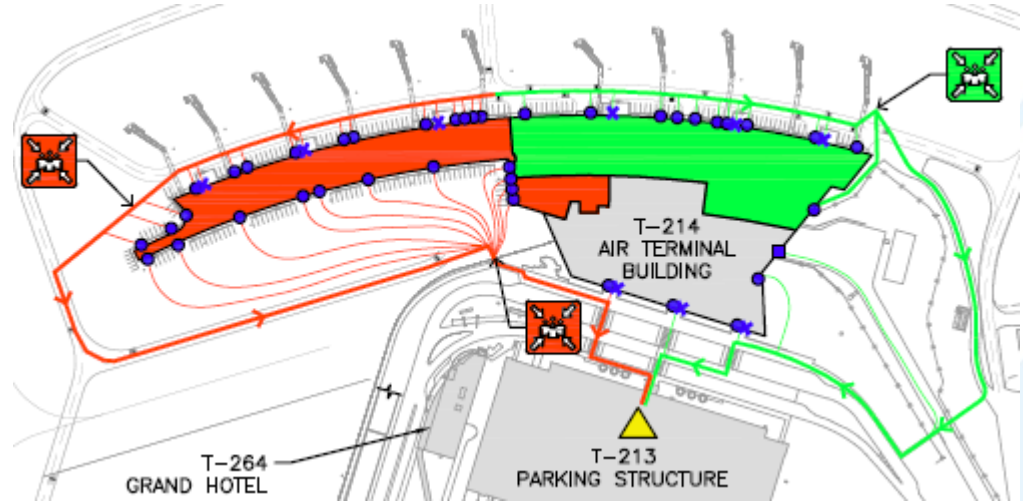
Building Alarm System

Stage 1

- No audible alarm in the terminal
- Only AOC receives the notification during this time, dedicated personnel are investigating cause

Stage 2

- Audible alarm is heard throughout the terminal signal to **evacuate the building**



Your role is to evacuate the building and go to the Designated Meeting Place (DMP) based on your location.

As you evacuate, alert people that the building is being evacuated and advise them to leave.

DO NOT negotiate with anyone who refuses to leave.

Go to the DMP and report and people left behind to the Security staff located there.

Safe Walk & Camera Program

Safe Walk → 15 mins notification required

Starting your shift: Call OneCall at 204-987-9798 and request a Safe Walk for your vehicle.

Finishing your shift: Proceed to the InfoBooth during normal business hours and request the Safe Walk Program

Camera Watch

If you don't need an escort but would like to feel more secure, you can request camera monitoring by the AOC.

To request, call OneCall at 204-987-9798. You will need to identify your path of travel to your vehicle and description of your clothing.

Airport Glossary & Terms



Airport Glossary & Terms (1)

Air Terminal Building (ATB): building and structure located within the airport and open to the public for the purpose of flight ticket purchase, public lobby waiting, baggage check-in, the loading and unloading of commercial passengers to and from aircraft and those other services related to commercial air travel by the public.

Access Control System: a system designed to control access through a security barrier at a restricted Area Access Point.

Air Carrier: an aircraft operator licensed by the Canadian Transport Agency of Canada to transport persons or goods by air for remuneration.

Aircraft: any and all machines capable of deriving support in the atmosphere from reactions with the air.

Aircraft Operator: the person who is in charge of the aircraft, whether or not they are actually attending the controls of the aircraft.

Airport: all land and improvements within the geographical boundaries of Winnipeg Richardson International Airport.

Airside: the restricted subsystem of the airport which provides the means for the operations and maintenance of aircraft including such facilities as runways, taxiways, gates, aprons and air traffic control systems.

Apron: that part of the airport, other than the maneuvering area, intended to accommodate the loading and unloading of passengers and cargo, the refueling, servicing, maintenance and parking of aircraft and any movement of aircraft, vehicles and pedestrians necessary for such purposes.

AOC: Airport Operations Centre

ATAP: Anti-tailgating access portal.

Airport Glossary & Terms (2)

Authorized Personnel: any person who has a right and need to work in the restricted area.

CDF: Central De-icing Facility, that part of the airport to be used specifically for the de-icing of the aircraft.

Domestic Holdroom: the area post-security on level 2 for passengers travelling to all destinations excluding the US.

Emergency Operations Centre (EOC): a fixed, designated area at the airport, located in the ATB, equipped to support and coordinate operations during airport emergency situations.

Leased Premises: the area of land and/or building that is subject to the lease agreement between the tenant and the WAA.

Manager of Airport Operations (MAO): The WAA MAO who, in the absence of WAA's Airport Chief Operating Officer or representative, is in charge of the integrated operation of the airport and its facilities.

Maneuvering Area: the part of the airport intended to be used for the takeoff and landing of aircraft and for the movement of aircraft associated with takeoff and landing, excluding aprons.

Movement Area: the part of the airport to be used for the surface movement of aircraft and includes the maneuvering area and aprons.

RAIC: Restricted Area Identification Card. An identification card containing a small chip that includes a microprocessor and memory to store two kinds of biometric data to identify workers.

Restricted Area: an area of the airport designated by a sign as an area to which access by persons or vehicles requires valid authorization to have access to the area and includes, without limitation, sterile passenger holdrooms and concourses, baggage make-up areas, terminal service roads, the movement area and such other areas as may be designated by the Airport Chief Operating Officer or designate from time to time.

Airport Glossary & Terms (3)

Security Barrier: any physical structure or natural feature designed or used to prevent or deter access by unauthorized persons to a restricted area of the airport.

Security Measures: measures aimed at preventing unlawful interference with civil aviation or actions which are contrary to these rules and regulations.

Tenant: a leaseholder, licensee holder, permit holder or other occupant of land, the lessee of the leased premises or other users granted rights to operate within the boundaries of the airport, or who, by agreement, occupy space within the airport.

WAA: Winnipeg Airports Authority

WPS: Winnipeg Police Services

Questions?



Next Steps

- Sign YWG Goldwings Gold Standard Agreement
- Sign Media Release form
- Receive uniform
- Receive VicNet ID and learn how to schedule
- Emails to be sent by Beth
 - YWG Goldwings bi-weekly newsletter, Tablet email, VicNet information, ATAP reminder, Contact information, Accessibility Video