



**Montréal-Trudeau**  
International  
Airport



# Welcome and Recognition Kit

2023

# Welcome on board for this new adventure!



# Our guiding vision

Gone are the days when international airports were little more than transit terminals. Today, they are reinventing themselves to meet the evolving expectations of passengers and clients. We too have begun transforming ourselves into attractive “destination brands” by giving the experience a Montréal twist all its own.

This typically Montréal experience is reflected in our vision, which defines what we want to be, what we want to accomplish:

**A North-American destination of choice where the experience is so rich, even time flies.**



# The values that drive us

**Audacity:** agility, entrepreneurship, opportunities, vision, ingenuity, proactivity, courage, innovation.

**Reliability:** excellence, depth of analysis, high quality standards, rigour, efficiency, ethics, coherence, integrity.

**Openness:** diversity, curiosity, listening, empathy, flexibility, inclusion, transparency, valuing difference, authenticity.

**Collaboration:** mutual assistance, mobilization, trust, transversality, team spirit, sense of belonging, sharing, synergy.

**Passion:** surpassing, pride, commitment to the heart, enthusiasm, ambition, optimism, pleasure, energy.

# We are committed to taking care of our planet

Aéroports de Montréal aims to become one of the best airport managers, distinguished by its rigour, efficiency and innovation, while respecting the environment.

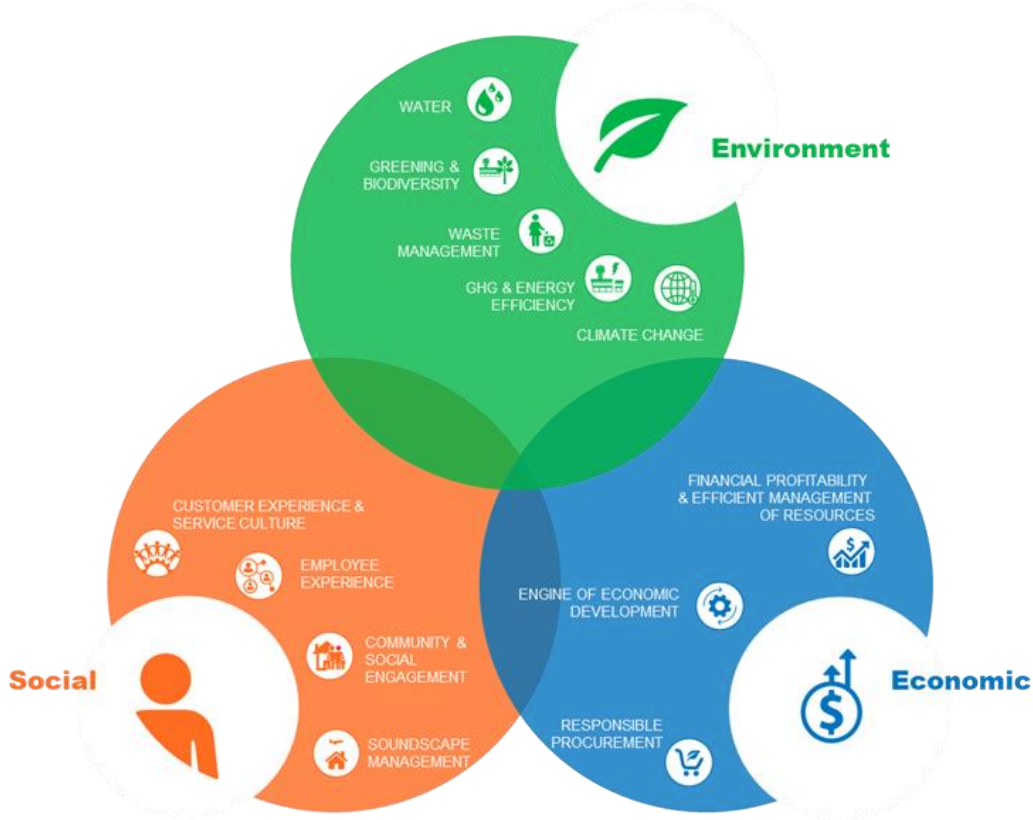
Aéroports de Montréal aims to maintain harmonious coexistence with its surroundings, particularly with regard to protecting the environment.

To this end, it has adopted a [commitment to sustainable development](#) and an [environmental policy](#) that identifies key areas for improvement in terms of environmental protection.





# Our sustainable development priorities



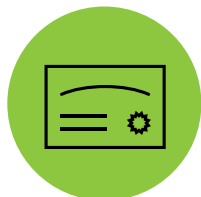
# Some of our environmental achievements



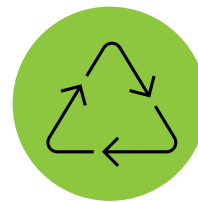
- **Greening projects on ADM property and in the community.**
- Creation of an **ecological park** at YUL.



- Installation of a **sound barrier** to separate the residential sector of *Thorncrest Avenue* in Dorval from the airport area (including the planting of **500 trees and shrubs**).



- **BOMA BEST** Gold and **LEED** Silver certification for the international jetty.
- Agreement with **SOFIAC** to reduce **GHGs**.



- Implementation of **sorting stations** in the terminal to separate recyclable, compostable and residual materials.
- Implementation of a **sorting centre** in each of the jetties to improve the recovery rate of residual materials.
- Recovery, recycling and reuse of **glycol**.



- Installation of **charging stations** for electric baggage tractors.
- Participation in the **SAF+ Consortium**.
- Revised the selection process to increase the fleet of **electric taxis** (64% of vehicles are electric or hybrid).
- **Public transit service.**
- Began construction of the **REM** project.

To learn about all our achievements, go to the [Metrio](#) platform.



# Our code of conduct at YUL



I make contact with the customer quickly. I say “Bonjour/Hi.” I am polite to the customer.



I put the customer ahead of my other tasks. I am proactive: I always offer my help before I am asked.



I listen carefully, reassure and respond using simple words.



I provide equitable service without discrimination. I provide service without prejudice.



I put myself in the customer’s shoes. I show kindness and empathy.



I find a solution “right here, right now”: I always have alternatives to offer, and I can call on available resources.



I know my airport. I make sure I know the responsibilities of the other partners and I continue to deepen my knowledge.



I have a 360o vision: I stay alert to what is going on around me.



I work with the entire airport community. My partners are my allies, and I don’t devalue anyone.



I am flexible in the face of change. I am willing to adapt.



# Working at YUL means:



Working for an international airport that welcomes nearly **20 million passengers per year**.



Collaborating within a community of over **28,000 direct employees on site**.



Receiving discounts at most of the airport's shops and restaurants.

**And much more!**

- BIG WINNER -  
**Best Airport Staff  
in North America**



- 5<sup>th</sup> position -  
**Best Airport  
in North America**

- 8<sup>th</sup> position -  
**Cleanest Airport  
in North America**

# Employee parking

*P-10 and P-11*



As a YUL employee, you have the option of parking your vehicle in parking lots P-10 and P-11 on the airport grounds.

Please contact your manager to find out which parking lot you have access to and how to obtain your permit, if required.

The parking lot office is located on the **3rd floor of the terminal building.**

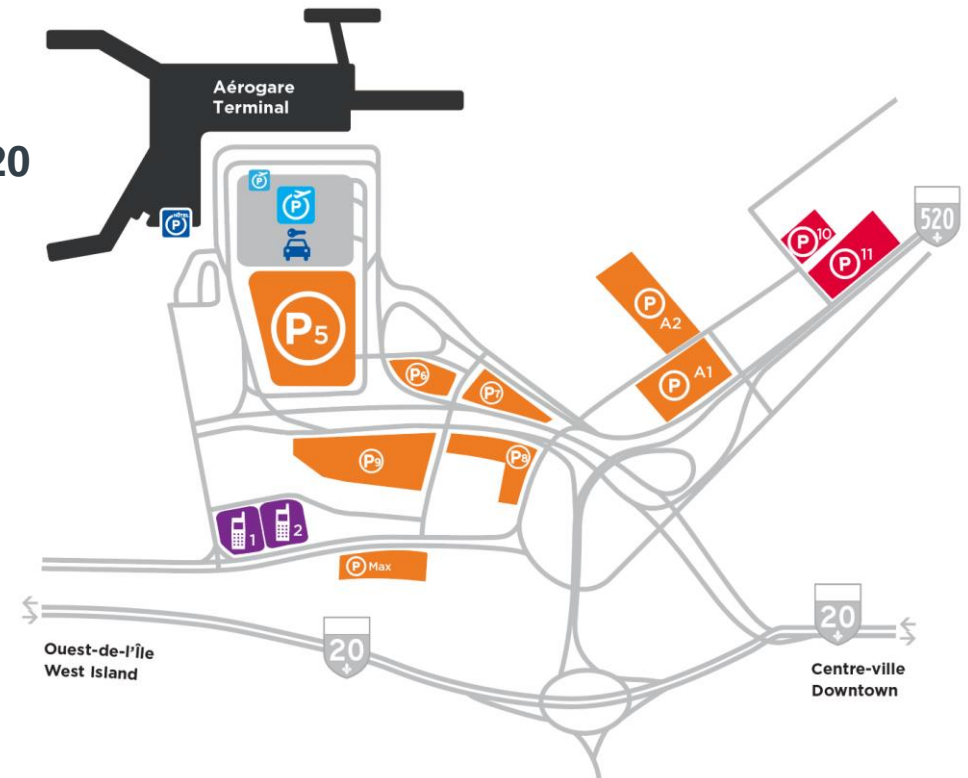
Please note that there is a shuttle service between the parking lots and the terminal building. The frequency of the shuttle service varies between 10 and 15 minutes depending on the time of year and traffic.



# Employee parking

## Access Directions to parkings *P-10* and *P-11* from Expressway 20

1. Take Exit 56 on the expressway 20 toward P.E-TRUDEAU / A520 / Av. Dorval.
2. Follow directions toward the airport in the Dorval roundabout.
3. Turn right toward avenue Michel-Jasmin (after the underpass).
4. Turn left onto avenue Marshall (on the overpass) at the stoplight.
5. Turn right to stay on avenue Marshall.
6. Turn left onto avenue English.
7. The *P-10* entrance will be on your left and the *P-11* entrance will be on your right.

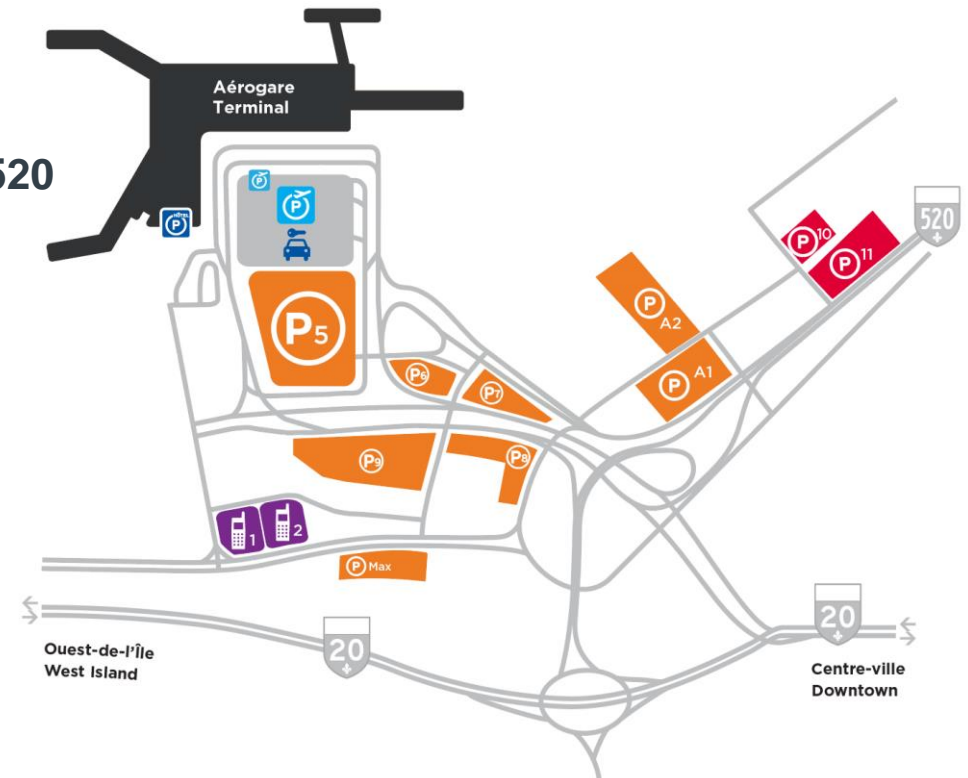


HotelParc	EconoParc P5	Max	P10
ValetParc	EconoParc P6	AeroParc 1	P11
Étagé	EconoParc P7	AeroParc 2	
CellParc 1 et 2	EconoParc P8		
	EconoParc P9		

# Employee parking

## Access Directions to parkings P-10 and P-11 from Expressway 520

1. Take Exit 1E of the Expressway 520 west toward P.E-TRUDEAU / Av. Cardinal.
2. Turn right onto avenue Marshall.
3. Turn right onto avenue English.
4. The P-10 entrance will be on your left and the P-11 entrance will be on your right.



HotelParc	EconoParc P5	Max	P10
ValetParc	EconoParc P6	AeroParc 1	P11
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CellParc 1 et 2	EconoParc P8		
	EconoParc P9		

# Dogs working at YUL



Did you know that dogs are often considered man's best friend and that they have recognized and proven therapeutic benefits?

Composed of volunteers from the Centre d'adoption d'animaux de compagnie du Québec (CaacQ) and about 30 dogs, the **YUL Pet Squad** aims to offer moments of comfort and reassurance to travellers, especially children, and to reduce their anxiety about their departure.

Visit the YUL website to find out more about the team:

<https://yulsatisfaction.admtl.com/hc/en-ca/articles/360001331377-YUL-Pet-Squad>.





# Dogs working at YUL



You have already seen them at the airport, walking with their handler. These German Shepherds work with **Airport Patrol** to ensure the safety of passengers.

The canine unit's mission is to protect our facilities, airplanes and passengers. You may even have seen them in action during one of their exercises!

Visit the YUL website to learn more about the unit:

<https://yulsatisfaction.admtl.com/hc/en-ca/articles/360001803958-What-does-the-canine-unit-do-at-the-airport->

For the **Canada Border Services Agency** (CBSA), detector dogs, such as Labrador Retrievers and Beagles, are used to detect contraband. Beagles, for example, detect food, plant and animal products, while German Shepherds provide front-line border officers with an effective method of detecting drugs and firearms.

In fact, they are always looking for new dogs. Don't hesitate to refer one if you think it fits the CBSA's profile!

Visit the CBSA website to learn more about the program:

<https://www.cbsa-asfc.gc.ca/security-securite/dds-scd/menu-eng.html>.



# Services available at YUL for people with disabilities or reduced mobility

YUL provides a number of facilities for people with **disabilities or reduced mobility**, free of charge:

- **Assistance at boarding gates (departures and arrivals)**
- **Priority lines at YUL**
- **Facilities for the visually impaired**
- **Services for the hearing impaired**
- **Facilities for people using service dogs, including 4 relief areas in the terminal**

Visit the YUL website to find out more about these services:

<https://www.admtl.com/en/guide/accessibility/services-facilities>.



# Stay in touch with what is happening in your community

There is never a dull moment at YUL! No two days are ever the same and that's what really motivates our teams!

We are a close-knit community, and it is our service-oriented culture that sets us apart at YUL. Every day we strive to provide the best possible service to our travellers, and we do it with a smile. And most importantly, we're all about having fun and celebrating our successes, all year round!

Subscribe to the YULExpress newsletter to receive news from your airport community via email and SMS!

<https://www.yulexpress.com/inscription/>.

Follow us on our social networks to stay informed of our achievements!

<https://www.instagram.com/yulaeroport/>.

<https://www.facebook.com/yulaeroport/>.

<https://twitter.com/yulaeroport>.

<https://www.tiktok.com/@yulaeroport>.



# Do you have questions, comments or complaints about what is happening in your community?

Don't hesitate to use the YULsatisfaction platform. A member of the team will be happy to answer you as soon as possible.

<https://yulsatisfaction.admtl.com/hc/en-ca/requests/new>.

# Administration and Permits Office

The Airport Patrol's Administration and Permits Office manages the various security components for access to the restricted area (RAIC), as well as Airside Vehicle Operator's Permits (AVOP). It is located on the **2nd floor of the terminal**.

**\*Important** : Your RAIC allows you access to restricted areas of the airport. Please ensure that you comply with its entry requirements and that you access these areas for your duties only! You can access these areas via the non-passenger checkpoints located at various points on the YUL site.

Visit ADM's website to learn more about the APO:

<https://www.admtl.com/en/adm/safety/administration-and-permits-office>.

# Your discounts and special offers at YUL

Did you know that as a YUL employee, you can receive discounts and special offers at most stores and restaurants?

To find out more, subscribe to the YULExpress newsletter:

<https://www.yulexpress.com/en/register/>.

Psst! Need a place to eat your lunch or rest during your break? Feel free to use the employee cafeteria located on the 2nd floor of the terminal.



# Public transportation routes

There are many transportation options, including several bus routes.

- Route 747 runs 24 hours a day, 7 days a week between the airport and downtown Montreal.
- Route 460 (express) runs Monday to Friday between the airport and Anjou (stops at Crémazie station).

For more information, please visit the ADM Aéroports de Montréal website: <https://www.admtl.com/en/access/transports>.

# Useful numbers

*In case of emergency*



Service	Phone	Description
Emergency Centre	514-420-5000	Number to be used to report any emergency or situation that requires special attention or verification by Airport Patrol, even before calling 911: <ul style="list-style-type: none"><li>• Medical emergency</li><li>• Suspicious suitcase or package</li><li>• Unusual behaviour</li><li>• Extremist group</li><li>• Secure door left open</li><li>• Vehicle abandoned on upper ramp</li><li>• Odor of chemical substance</li></ul>
Emergency situation Anonymous line	514-420-2020	This number can be used to make a report to Airport Patrol on an anonymous basis. The caller does not have to identify him or herself. This is the Airport Patrol information line.
Non-urgent situation	514-420-5004	This number is used to report any non-emergency situation that requires an intervention from Airport Patrol: <ul style="list-style-type: none"><li>• Loss of passport</li><li>• Assistance in finding your vehicle</li></ul>

# Useful numbers

## Services at YUL



Service	Phone	Description
Operations Coordination Centre	514-633-3223	Number to be used for all maintenance of equipment and facilities: <ul style="list-style-type: none"><li>• Damage in the terminal</li><li>• Water leakage</li><li>• Dirty toilets</li><li>• Non-functional elevator or stairs</li><li>• Passenger information display (multimedia wall, FIDS, etc.)</li></ul>
DTI	514-633-3194	Number to use for all electronic equipment: <ul style="list-style-type: none"><li>• BIDS</li><li>• CIDS</li><li>• FIDS</li><li>• Wi-Fi</li><li>• Multimedia walls</li><li>• Display problems on the terminal screens</li></ul>
Locker/lost object	514-633-2076 514-633-2077	Number to be used for all matters concerning: <ul style="list-style-type: none"><li>• Cloakroom service:<ul style="list-style-type: none"><li>• Coat</li><li>• Boots</li><li>• Suitcases</li><li>• Baby car seat</li></ul></li><li>• Service for lost items in the terminal (restroom, restaurant parking or boarding area) or in a taxi</li></ul>



# Useful numbers

## Federal agencies



Service	Phone/website	Description
<b>CATSA</b> Canadian Transportation Safety Administration	<b>1-888-294-2202</b> <a href="https://www.catsa-acsta.gc.ca/en">https://www.catsa-acsta.gc.ca/en</a>	<ul style="list-style-type: none"><li>The Canadian Air Transport Security Authority is a Crown corporation responsible for ensuring the security of critical aspects of the air transportation system - from passenger and baggage screening to airport employee screening.</li></ul>
<b>CBSA</b> Canada Border Services Agency	<b>1-800-461-9999</b> <a href="https://www.cbsa-asfc.gc.ca/menu-eng.html">https://www.cbsa-asfc.gc.ca/menu-eng.html</a>	<ul style="list-style-type: none"><li>The Canada Border Services Agency (CBSA) contributes to the security and prosperity of Canadians by facilitating and monitoring international trade and travel at Canada's borders.</li></ul>
<b>IRCC</b> Immigration, Refugees and Citizenship Canada	<b>1-888-242-2100</b> <a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html</a>	<ul style="list-style-type: none"><li>Immigration, Refugees and Citizenship Canada (IRCC) was established in 1994 to:<ul style="list-style-type: none"><li>Consolidate immigration and citizenship services;</li><li>Promote the special ideals shared by all Canadians;</li><li>Help build a stronger Canada.</li></ul></li></ul>
<b>PHAC</b> Public Health Agency of Canada	<b>1-833-784-4397</b> <a href="https://www.canada.ca/en/public-health.html">https://www.canada.ca/en/public-health.html</a>	<ul style="list-style-type: none"><li>The Public Health Agency of Canada was created to fulfill the Government of Canada's promise to help protect the health and safety of all Canadians. Its activities focus on the prevention of chronic diseases such as cancer and cardiovascular disease, injury prevention and emergency response to public health and infectious disease outbreaks.</li></ul>

# Useful numbers

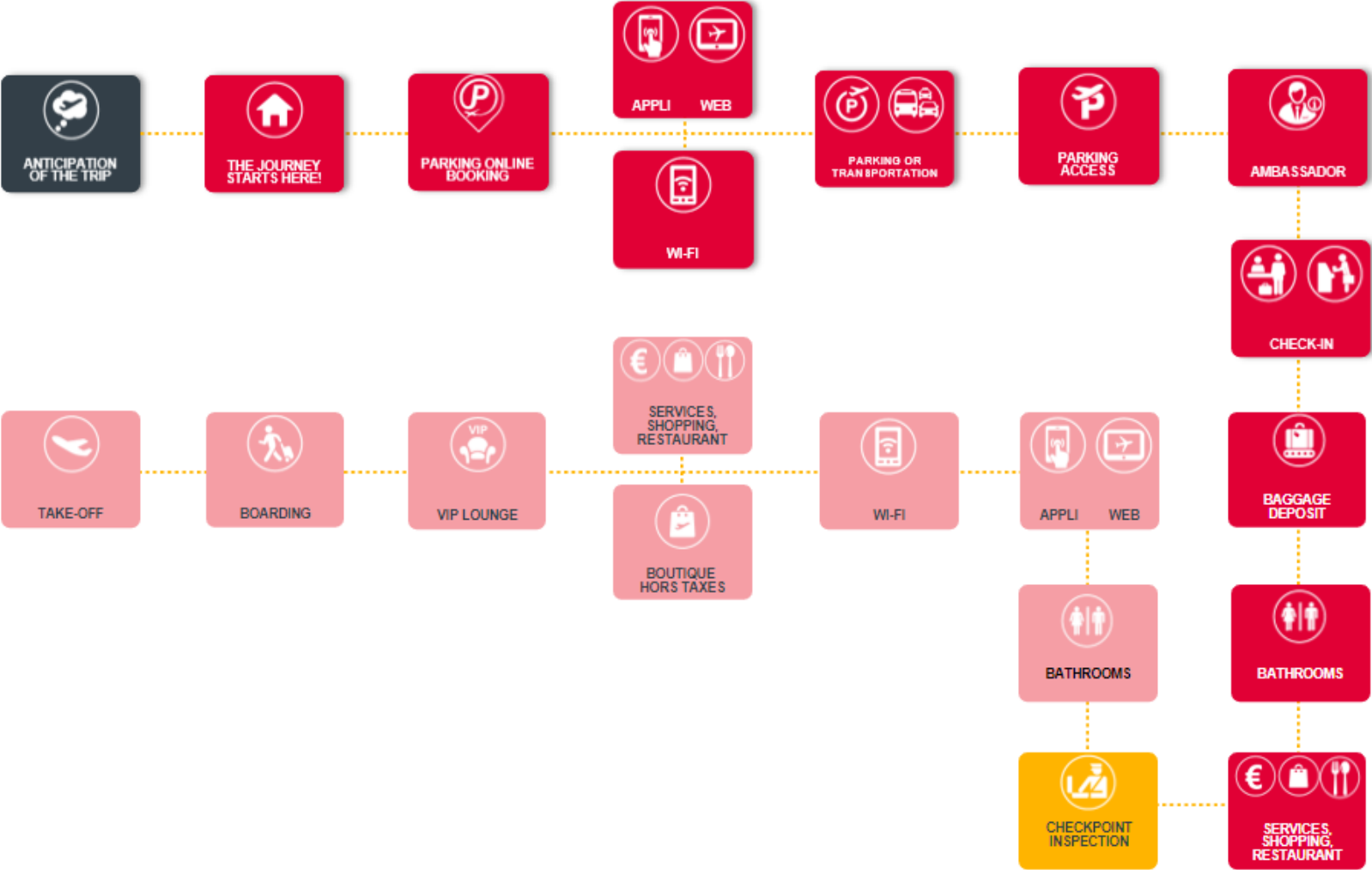
## *Federal agencies*



Service	Phone / web	Description
CTA Canadian Transportation Agency	<b>1-888-222-2592</b> <a href="https://otc-cta.gc.ca/eng">https://otc-cta.gc.ca/eng</a>	<ul style="list-style-type: none"><li>The Canadian Transportation Agency (CTA) is an independent quasi-judicial tribunal and regulatory body that has all the powers of a superior court for all purposes related to its jurisdiction.</li></ul>
USCBP US Customs and Border Protection	<b>1-877-227-5511</b> <a href="https://www.cbp.gov/contact">https://www.cbp.gov/contact</a>	<ul style="list-style-type: none"><li>The USCBP contributes to the security of Americans by facilitating and monitoring international travel and trade at the U.S. border.</li></ul>

# Our passenger process

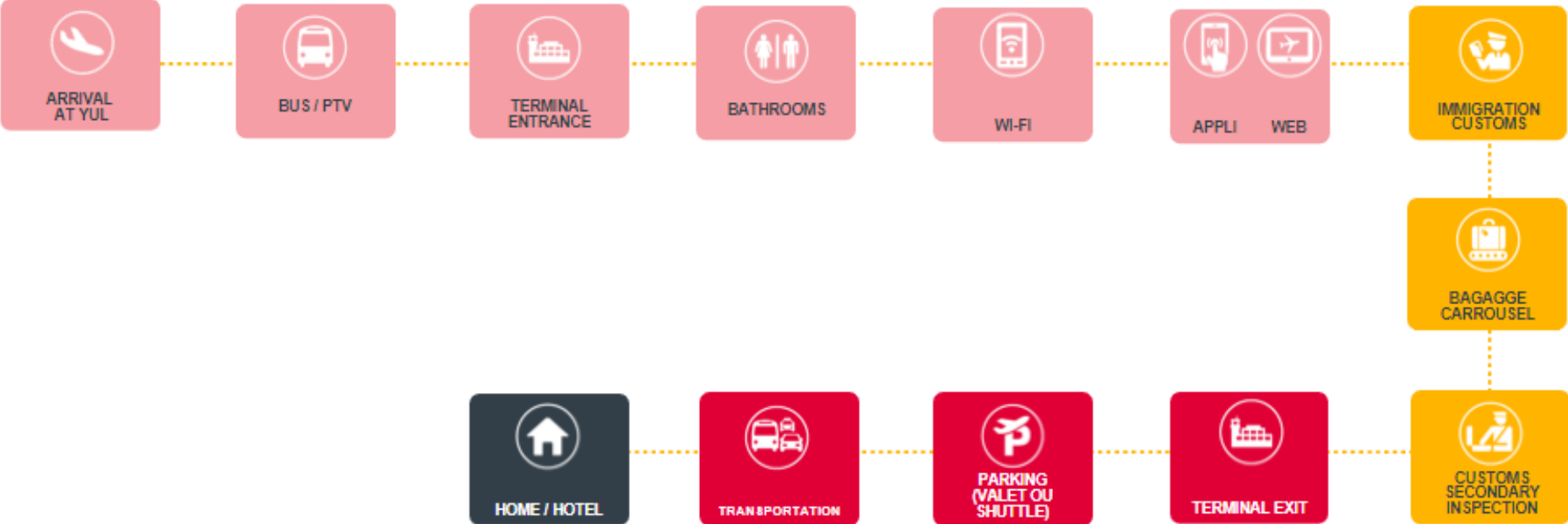
## Departures area





# Our passenger process

## Arrivals area



# At YUL, it's zero tolerance!

Airport Patrol is on site **24 hours a day** to ensure everyone's safety.

If you are a victim or witness to an act of physical or verbal violence, here are some tips:

1. Establish a code or sign with your colleagues if such a situation arises;
2. Do not confront the passenger;
3. Do not leave your work area, stay behind your counter;
4. If you notice a passenger acting aggressively (e.g., clenched fists, red face, yelling or throwing objects), you should call **514-420-5000** immediately and provide the information so our teams can intervene;
5. If you work in an office, lock the door.



**Aucune intimidation ou menace  
de violence ne sera tolérée.**  
**Bullying or any threat of violence  
will not be tolerated.**

# Safety is everyone's responsibility!

We have a collective responsibility to our colleagues and passengers to ensure that our airport remains a safe and secure place. Please remain vigilant and do not hesitate to report any observations or unusual or emergency situations to Airport Patrol. The team can be reached at any time at 514-420-5000.





**YUL**<sup>TM</sup>

**Montréal-Trudeau**  
International  
Airport



**Thank you and, once  
again, welcome!**