

# Signer Newsletter



## Badging Office coronavirus updates and best practices



Protecting our staff and customers is the highest priority for the Badging Office.

Because air transportation is an essential service, Minneapolis-St. Paul International Airport continues to be open and operational – which includes the Badging Office.

There have been no changes to our hours of operation or training classes (Signer and SIDA) due to the virus. However, we will be limiting the number of attendees allowed to take Signer Training at one time. This is to ensure we can provide the distance between individuals that the Minnesota Department of Health recommends

for social distancing. If hours of operation need to change, they will be posted on our website, [www.mymsspconnect.com/badging](http://www.mymsspconnect.com/badging).

Cleaning and sanitizing of the employee portal surfaces is occurring throughout the day. Hand sanitizer dispensers are also now available upon entrance to the secure side from the employee portal at Terminal 1 and on the back wall of the employee portal at Terminal 2.

To protect those around you from the COVID-19 virus and other illnesses, we ask customers who are sick and/or are coughing/sneezing, and those who have fevers or other symptoms of illness, to please re-schedule their badging appointment. Those with fevers should be fever-free for three or more days before rescheduling. Please inform badge applicants of this request.

All customers processed in our office will be required to use hand sanitizer wipes prior to service. Thank you for your cooperation in our efforts to keep the Badging Office safe for our employees and customers.

Updates to badging hours or procedures related to COVID-19 will be found at <http://www.mymsspconnect.com/badging>

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## Meeting update

The April 15, 2020 Security Consortium meeting is canceled.

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## Company name; keep it the same

All badge applications, company documents and related correspondence submitted to the Badging Office or Police Administration should identify your company name exactly as it displays on an employee's badge.

More than 700 companies operate at MSP Airport. Many have similar names, so it is very important we select the correct company when processing paperwork. Please write the company name exactly the way it appears on the badge.



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## Reminder on changes to badge status

Please notify the Badging Office to report changes in employee badge status. To do so, use the [Badging@mspmac.org](mailto:Badging@mspmac.org) email address.



For immediate action, call 612-467-0623, and choose option 5. A follow up email will be required.

Outside of normal Badging Office hours – which are 7 a.m. to 3 p.m., Monday-Friday – and on MAC-observed holidays, changes to badge status need to be called into the Emergency Communications Center at 612-726-5577.

Your email should include whether the company or the badge holder is in possession of the badge.

[Click here](#) for the email badge-status-change template.

You must notify the Badging Office when any of the following circumstances apply to a badged employee:

**Suspension** -- badge has been suspended pending an investigation or Human Resources action

**Leave of Absence** – badge holder will be out of work for 30 or more days for a vacation or medical reason, or for a layoff (this includes companies suspending operations due to the COVID-19). The badge must be deactivated during that period. Companies are required to retain possession of the badge in a locked drawer or safe. We require an email notification at least two (2) business days prior to the employee returning to work to reactivate the badge.

**Termination** – this includes terminations, retirements and resignations

**Lost or Stolen** – include the date of the loss or theft and any known circumstances surrounding the loss or theft.

The following terms are not used to describe employee badge status: Deactivate, pend, decline, delete. Using them could result in the incorrect action applied to a badge.

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#### Quick Links

[Badging Webpage](#)  
[Authorized Signer Information](#)  
[Badging Application Signer Guide](#)  
[MyMSP News](#)

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