

Guidelines Full Airside ID Pass

AGS Airports Ltd -

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Guidelines – Full Airside ID Pass Application

Getting It Right First Time

To be Used in Conjunction with the Help Guide and Templates

Do you want your full airside ID pass application cleared first time? A full pass application can be cleared first time only if you get it right first time.

These guidelines are to assist you in getting a full airside ID pass application right first time.

It is the Signatory's decision to submit the application and the Signatory's responsibility to verify that all components of the application are genuine and compliant. Only when certain that the application is compliant and when satisfied with the applicant's suitability should the full pass application be submitted. The Signatory is responsible for all input from any others assisting with the application so must check their input before submitting the application.

The Signatory must verify that each part of the application is true and compliant. The ID Security Audit Team will criteria check each section to ensure that this has been done satisfactorily. Where compliant the application will be cleared for an appointment to be made. Final checks at the appointment confirm if a pass can be issued to the applicant.

Where it is found that the Signatory has not picked up on errors or omissions or even fraudulent documents, all of the documents for that company will be liable to verification. You may be asked for further information or for original documents to be audited. Furthermore each referee may be contacted by the ID Security Audit team. **This adds considerably to the time taken to clear an application.** Please be aware that future full pass applications are likely to require extra time as they too may be subject to further checks.

Checking your application thoroughly prior to submitting will assist in achieving a timely pass clearance.

Following audit of your application by the ID Security Audit team, the applicant will potentially be given an access to areas which you have authorised. You must always be aware of the potential insider threat and recognize the potential consequences of misuse of a pass. You have to get it right every time as it takes only one

instance of getting it wrong for there to be possible serious consequences. If in any doubt, do not submit the application until you have made further checks.

It is your responsibility as a Signatory to get it right first time.

Required Checks for a Full Airside ID Pass Application

- Compliant references for the 5 year period immediately prior to submission of the application, ensuring that at no point there are any gaps of more than 28 days not covered by a reference. This includes the period immediately prior to submission. Ensure that the reference covering the most recent period, which is usually but not always the pass sponsoring company reference, is no more than 28 days old
- If the applicant has turned 16 years of age in the last 5 years, references are not required prior to the reference which includes the applicant's 16th birthday,
- Original ID to be examined and a copy taken,
- Criminal Record Check (CRC) for each country where the applicant has spent a minimum of 6 continuous months in the last 5 years,
- A security interview applicant declaration completed by the applicant,
- General Security Awareness Training (GSAT) certificate unless approved exception,
- If you are the only signatory for full airside ID passes for your company submitting your own full airside ID pass application please contact us for advice,
- If there is another Signatory for full airside ID passes for your company you cannot submit the application for your own full airside ID pass application.

Prior to Requesting a Reference - Advice to Pre-empt Common Non-Compliance

- With the applicant's help, find out what the applicant was doing, where they were and how they were supporting themselves for the previous 5 years. The applicant should be encouraged to provide exact dates if possible. However these are approximate dates until confirmed by the referees who you will subsequently contact. The applicant should be encouraged to declare *all* employment, education, periods claiming allowances and volunteering regardless of length of time or perceived difficulty in contacting referees,
- Consider who would and who would not be a suitable referee. The applicant may give an ex colleague's contact details but, for example, an HR department would be more appropriate than a near colleague. Ensure that the decision as to who provides a reference is yours and is not the applicant's decision,
- The applicant cannot be involved in requesting or obtaining a reference unless it is a DWP, JobCentre Plus or HMRC reference. For other types of references, the applicant may be required to sign a consent to information being disclosed before the referee will complete a reference. This is permitted,
- You are encouraged to use the templates on the airport website, adding the relevant information regarding your company and applicant. This will ensure that the required information is requested. You can adapt the templates to your company's requirements so long as the minimum information is requested,
- The referee must be made aware that it is the sponsoring company (the company that is applying for and responsible for the pass) that is requesting the reference and they must be made aware that the reference will be used as part of an application for an airport pass. Some mention of the sponsoring company name must be either on the reference or on the reference request. This could be in the form of the company's logo. If an agency is requesting the reference they must advise that they are requesting it on behalf of the sponsoring company, giving the sponsoring company name,
- You must make referees aware that they are giving references for security purposes and that to knowingly give false information

could lead to prosecution under the Aviation Security Act 1982, as amended by the Aviation and Maritime Security Act 1990,

- Use the applicant's full forename and full surname as it appears on their ID. Shortened names or known by names are not acceptable. A hyphen, apostrophe or spacing, either added in error or omitted in error means that the name does not match. If a middle name is used it must match their ID,
- Check each reference request prior to sending, to ensure that there are no errors on the request which could compromise the information given. A lack of attention to detail leads to delays. A significant number of references fail due to errors with basic facts such as the applicant's name and date of birth. If any error is found do not use, instead replace before sending,
- It may be helpful to call the referee before sending the request. This could be a useful check that they are a suitable referee, to find out if they are authorised to complete references and have for example an acceptable email address (further guidance given later)
- If requesting a reference by email remember to add the reference request as an attachment. Without this a referee does not have all of the necessary information. Without this they do not know what is required and may provide little information such as dates only.

Compliant Reference Checks

- The applicant has not been involved in requesting, completing or obtaining the reference,
- The applicant's forename(s) and surname(s) must match the applicant's ID. Be aware that a hyphen, apostrophe or spacing, either added in error or omitted in error means that the name does not match. If a middle name is used it must match their ID,
- The date-of-birth must match their ID,
- The dates that the reference cover are the full dates i.e. dd/mm/yy,
- The information completed by the referee covers these dates fully, for example if a casual worker or on a zero hours contract then you need to confirm with the referee that the applicant worked throughout the full period and detail in the supporting notes section

on the online application how and when you verified this with the referee,

- The date that the reference was completed by the referee is the full date i.e. dd/mm/yy. Please note that no referee can provide information for the future. If the date that the reference was written is prior to the end date of the period being covered then the reference can cover only until the date that the reference was written,
- The referee must be made aware of the sponsoring company name. The sponsoring company name must be visible either on the reference, on the reference request or in the email trail. This can be in the form of the company's logo. If the name of the sponsoring company does not show on the reference or it is not addressed to the person at the sponsoring company who has made the request then a copy of the request letter showing the sponsoring company name should be submitted as part of the reference. If an agency has requested the reference they must have advised that the request is on behalf of the sponsoring company, giving the sponsoring company name,
- The referee's name and contact details have been completed. Please note that references held on file can be used if compliant. However, although references can be verified in various ways, all references must still be verifiable with the contact details provided,
- If it is a hardcopy original reference it has been signed by the referee. If the reference is pp signed you must detail in the supporting notes section of the online application how you verified with the referee that they authorised the other person to sign on their behalf. Detail how you contacted the referee and when. Do not verify this with the person who signed. Please note that references received by email (not permitted for a gap reference) do not need a signature as a valid email address substitutes this,
- If received as a hard copy there must be authentication. Acceptable authentication is the company/organisation stamp or headed paper or a compliments slip. If this type of authentication is not available please contact us for further advice on how to authenticate a genuine reference. DO NOT accept a business card, appointments card or a menu as authentication as these are too readily obtained by others. Please note this is NOT required for a gap reference,

- If received by email the full email trail must be visible (N.B. a gap reference is not permitted by email)
An acceptable email address is for example the referee's name @ the company name/organisation name/educational establishment name or HR @ the company name/organisation name or for example student records @ the educational establishment name. The referee's forename, surname, position and contact details must be provided by the referee on the reference
DO NOT accept the referee's name @gmail or @hotmail or @yahoo or other search engines. The email trail is proof of who completed the reference and replaces the need for a signature. If the reference is completed by one person but sent by another you must verify with the referee that they authorised the other person to email the reference on their behalf. Do not verify with the person who sent the email. In the supporting notes section of the online application confirm that you verified this with the referee, on what number and on what date. If the email address could be used by more than one person you must phone the referee to check that they did complete and send the reference. In the supporting notes section of the online application confirm that you verified this with the referee, on what number and on what date,
- Any alteration to the reference must be initialled or countersigned by the referee,
- The reference must be submitted in its entirety,
- The referee is not related to the applicant,
- The referee does not live at the same address,
- The referee is authorised to provide a reference,
- You have read and verified the detail provided by the referee. By submitting a reference you are accepting the content of that reference,
- Where clarification is required, for example that the referee and the applicant have the same name but are not related, detail your verification in the supporting notes section of the online application. Remember that if the reference is invalid do not try to "fix" it. Do not submit an invalid reference. Instead, request a replacement reference with valid information from a suitable referee,
- If an applicant has been dismissed you must ensure that the reason for dismissal is part of your verification. You must continue

only if you can add a supporting note to the online application confirming that you are satisfied that the referee gave no indication and you have no reason to believe that there could be a security risk

- Attention to detail prevents delays. Be aware that if multiple periods are covered on the same reference and there is an error, not only will this period need to be replaced but all periods will need to be requested again.

Unable to Obtain a Reference Including Company in Administration

Please note that time-constraints and cost-constraints should not be reasons for not obtaining a reference whether requested by the sponsoring company or their referencing agency. It is the sponsoring company and their Signatory's responsibility to allow sufficient time and to make every effort to obtain all of the required references.

You are reminded that if you use a referencing agency to obtain references it is your responsibility as a Signatory to check that all information provided is accurate. If a referencing agency has been unable to obtain a reference on your behalf, you must then make every effort to obtain the required reference. **Where a reference has not been obtained the application is liable to further verification by the ID Security Audit team. This adds to the time required to process an application.** Where it is found that a reference could be obtained, and often this is the case, the application will not be cleared until complete. **All of the sponsoring company's applications would also liable to further verification.**

Where there is a genuine reason for not being able to obtain a reference you must detail in the supporting notes section what attempts have been made. This information will be used during the ID Security Audit team's verification. The supporting note should include the telephone numbers called and dates, the email addresses contacted and dates and the postal addresses to which the reference requests were sent and dates. Keep any evidence of these attempts, for example emails.

When you have made every attempt but have not been able to obtain a reference only then would an HMRC reference be acceptable. This can be requested by the applicant. It should have both a start and an end

date dd/mm/yy. This type of reference may not be signed. If this is the case you should find out the name of the manager who will be responsible for the information. Only if the HMRC reference does not have both a start and end date and on further request this cannot be obtained, would you require a gap reference in addition. Please note that the IDGateway online pass application system will prompt you for this. An HMRC reference gives limited information so should not be used where another more appropriate reference can be obtained. Be aware of the possibility that the applicant may not want you to approach certain referees and could offer an HMRC reference in an attempt to divert attention.

When a company is in administration you must provide evidence using, for example, the check that you make on Companies House. This goes onto the same upload as all other documents for these dates.

Gap Reference Advice

A gap reference is used to cover a period *between* other references. By definition this is a gap period therefore the dates do not overlap any other reference dates. Only once you have received and verified the dates on the other references can you determine the exact dates to be used on the gap reference request.

A gap reference is not to be used if during that period the applicant was working, attending an educational or training course, claiming from DWP/Jobcentre Plus or volunteering. If a referee advises of any of these activities the applicant should be questioned as to why these were not declared. If you wish to continue, the relevant type of reference request should be sent to a suitable referee. Please be aware that a gap reference may still be required but with different dates which you will then know when you have received and verified the extra reference(s).

A gap reference is to complete the 5 year reference check by providing information as to where an applicant was and what they were doing during the gap period.

Only a gap of more than 28 days between references needs to be covered by a gap reference.

A gap referee is the person who can best confirm where the applicant was, what they were doing and how they were supporting themselves

during the gap period. The referee gives these answers on the reference. A friend or neighbour could be a suitable referee - someone who was in regular contact with the applicant throughout the gap period being covered (minimum contact every 28 days). See the following who are NOT suitable gap referees:-

The Following Are NOT Suitable Gap Referees

- Family members including in-laws/spouse/partner/boyfriend/girlfriend/foster relative/adopted relative,
- Those living at the same address either now or in the past,
- A *current* work colleague. If the referee states on the reference that they are a colleague you must verify with the referee that they are *ex* colleagues and detail how you verified this in the supporting notes section of the online application form,
- An under 16 year old,
- Someone who has not known the applicant for a minimum of 24 months
- Someone who was not in regular contact with the applicant during the gap period (minimum contact every 28 days).

A gap reference request must be posted to the gap referee's home address. If their address is also a business address for example a pub you should detail in the supporting notes section how you verified that it is their home address.

A gap reference must be received as a hardcopy original reference with an original signature, NOT by email.

It is the Signatory's responsibility to verify the information given on the gap reference. You should verify with both the referee and the applicant that the information is accurate and consistent. You should consider requesting evidence from the applicant for example travel documents or passport stamps. These do not need to be submitted as part of the pass application however the ID Security Audit team may ask what evidence you have checked if the application is being fully verified.

This type of reference, a gap reference, may occasionally be needed *where prompted by the IDGateway system*. For example, where an admissible employment reference cannot be obtained and the HMRC

reference does not have exact dates the IDGateway system will prompt *for a gap reference. Please be aware that a gap reference covering any period other than a gap will only be acceptable where prompted by the IDGateway online system or by the airport ID Security Audit team.*

The time between *different* educational courses must be covered by a gap reference, unless the applicant was otherwise occupied where a different type of reference would be more appropriate. Summer holidays during the *same* course are permitted and do not need to be covered by a reference. This is considered to be a continuous period.

Criminal Record Check (CRC)

Required when the applicant has spent a minimum of 6 months continuously either as a resident or working in any one country.

Criminal Record Check to Obtain for UK

Required when the applicant has spent a minimum of 6 months continuously either as a resident or working in UK

Basic Disclosure issued by Disclosure Scotland runs checks against the Scottish Criminal History System, the UK-wide Police National Computer and Access Northern Ireland. Unspent convictions will be shown

Access Northern Ireland – as an *alternative* to the Basic Disclosure *if* resident in Northern Ireland.

F.Y.I. Can also accept but is not the type required - *Enhanced Disclosure* from Disclosure Scotland

Can also accept but is not the type required - *Standard Disclosure* from Disclosure Scotland

A PVG **cannot** be accepted as this checks only for all “relevant” convictions.

Checking the Certificate

- The applicant's forename(s) and surname(s) on the certificate match exactly how the applicant's forename(s) and surname(s) appear on the ID,
- If the applicant's middle name(s) is on the certificate it must match the applicant's ID exactly,
- The date of birth must match the applicant's ID
- The address can be the applicant's home address or the sponsoring company's address or the referencing agency's address or the contractor's address,
- Under the Convictions section it either states that the applicant has no convictions for disclosure or if any convictions are listed check if they are disqualifying by referring to the link below

<http://www.caa.co.uk/Commercial-Industry/Security/>

If there is a disqualifying conviction listed you can apply for a Certificate of Disregard (COD). Refer to the above link

- Check for "End if Disclosure". Most certificates are on one page.

Notes

You must check the *original* certificate, not a copy,

Check that it is genuine and not altered,

The certificate is valid for 10 weeks from the date of issue,

The original certificate does not need to be kept for audit. It should be given to the applicant.

Overseas Criminal Record Check (OCRC)

Required for each country where the applicant has been continuously resident for 6 months or more.

To be obtained from the relevant country directly or from their embassy dependant on that country's process. According to the country's rules

this may be issued by for example a government or police department or by the embassy where the applicant currently resides.

Guidance on obtaining overseas criminal record information is available on the Government's central website, the Centre for the Protection of National Infrastructure (CPNI) website and the Security Industry (SIA) website. The Foreign and Commonwealth Office website gives contact details of Embassies, High Commissions and Consulates

<http://www.caa.co.uk/Commercial-Industry/Security/>

www.cpni.gov.uk/advice/Personnel-security1/Overseas-criminal-record-checks/

www.sia.homeoffice.gov.uk/Pages/licensing-overseas-checks.aspx

<https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

Overseas Criminal Record Check (OCRC) for Members / Former Members of HM Forces

An original document extract of the service records covering all periods within the past 5 years during which overseas for 6 continuous months or more and serving in the military . It must expressly disclose any convictions. This must come from an identifiable source for verification. More information is available from

<http://www.sia.homeoffice.gov.uk/Pages/licensing-armed-forces.aspx>

Checking the OCRC Certificate

- The applicant's forename(s) and surname(s) on the certificate match exactly how the applicant's forename(s) and surname(s) appear on the ID,
- If the applicant's middle name(s) is on the certificate it must match the applicant's ID exactly
- The date of birth must match the applicant's ID.

Notes

You must check the *original* certificate, not a copy,

Check that it is genuine and not altered,

The certificate is valid when issued either after the applicant has left the country or within 10 weeks of their departure provided that the applicant has not returned *to reside* since its issue,

Everything which is not in English must be translated, a summary is not acceptable. This includes stamps and email addresses. Where possible the same format should be requested for comparison. The name and contact details of the translator must be provided. The applicant must not be involved with the translation. A search engine translation is not acceptable. Some countries provide an English translation as part of the check,

The original certificate does not need to be kept for audit. It should be given to the applicant.

Disqualifying Convictions

Where a disqualifying criminal conviction appears on the criminal record certificate a Certificate of Disregard (COD) is required. See information regarding CODs

A conviction can result in disqualification if it is related to terrorism, inappropriate for someone working in aviation for example immigration offences, relating to someone being influenced or coerced, something that calls into question someone's integrity and trustworthiness.

Checking this is your responsibility

Certificate of Disregard

A disqualifying offence on a criminal record check certificate can be appealed by the applicant. When proceeding, a certificate of disregard (COD) application should be made by the applicant directly to the CAA. The CAA will inform the applicant by email of the outcome. If granted the applicant will receive a certificate by post. Check that this is genuine and not altered.

Sworn Oath

This is an option *only in extreme* situations such as the collapse of a government's administration to the point where no credible official records exist or there is credible risk to an applicant's safety where the applicant has asylum status and cannot have contact with the country, a

sworn oath may be submitted for consideration. A Sworn Oath can be obtained from a Commissioner for Oaths.

Applicants must be advised that making a false statement in connection with an application for an Airport ID pass is a criminal offence under the Aviation Security Act 1982, as amended by the Aviation and Maritime Security Act 1990 and will lead to the automatic refusal of the application.

The sworn oath must be accompanied by a gap reference and evidence of why it is not suitable to provide overseas criminal record information. For example letters, emails. These must be checked thoroughly for authenticity. The referee should have sufficient knowledge of the applicant without having personal connection. The CAA suggests considering the following when choosing a suitable referee:-

- Has the person known the applicant for a reasonable period of time (for example 2 years)? ,
- are they resident in the UK,
- Do they hold a British or Irish passport and/or a National Identity card? ,
- Are they related to the applicant by birth, adoption, marriage or living together as husband and wife?
- Do they live at the same address as the applicant?

General Security Awareness Training (GSAT)

Applicants with unescorted access to the critical part of the security restricted area (CPSRA) or airside areas such as cargo and maintenance areas must hold a valid General Security Awareness Training (GSAT) certificate and **you/your company** must ensure that they continue to hold a valid GSAT certificate for the duration of their pass.

The Department for Transport hold a list of all approved GSAT training providers. The training can be done with an approved DFT trainer or online.

If unsure if a GSAT certificate is acceptable please see

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/275877/aviation-security-training.pdf

Checking the Security Interview Applicant Declaration

Carrying out the security interview is your opportunity to assess the suitability of an applicant to hold a full airside ID pass. It is also an opportunity to make sure that the applicant understands the declarations and their responsibilities. You or someone authorised by yourself can carry out this interview,

The applicant must answer all of the declarations,

Where asked if previously issued a pass from a UK airport the name of the airport(s) must also be added, this is not a tick box,

To be signed by the applicant,

To be dated by the applicant,

The document is valid for 60 days. If it expires before the full airside ID pass application is submitted it is then invalid and must be replaced,

The *original* security interview applicant declaration with the *original* signature must be kept for audit,

The security interview could also be the time when you inspect the applicant's ID to check that it is genuine and has not been tampered with and is a true likeness of the applicant,

The *same* ID will be checked by the ID centre staff, along with any visas, at the applicant's subsequent appointment before a pass can be issued. It must still be in date at the time of the appointment

Only one form of ID is to be used in the application.

Valid Identification Documents (ID)

For British nationals: A valid full five or ten year passport or British photo-card driving licence or a provisional driving licence is acceptable

A biometric residence card

For EU /EEA and Swiss nationals: A valid passport or National Identity Card

For all other nationalities: A full passport PLUS original Home Office document confirming right to work in the United Kingdom (such as visa / entry clearance) or an Identity Card for Foreign Nationals issued by the Home Office or UK Border Agency including UK travel documents issued by the UK Border Agency to persons with asylum status, humanitarian protection status or discretionary leave to remain.

Checks of the Authenticity of the ID includes the following

- Examine the documents to make sure they are originals,
- Compare with examples of known valid documents including security features,
- Examine for alteration or signs that the photograph has been tampered with,
- Check that a true likeness of the applicant,
- Check that any signature on the document compares with other examples of the applicant's signature,
- Check that any details, for example visa stamps, correspond with what is known about the applicant
- The applicant's name on the application will be exactly the same as on the ID. This includes hyphens, apostrophes and spacing. See notes re name changes.

Name Change

When an applicant has changed their name but not yet updated their ID the full pass application should be made using their current name. A copy of the relevant document which would justify why the ID has a different name should be uploaded onto the same upload as the ID. Examples of a relevant document are a marriage certificate, decree nisi or deed poll.

The criminal record check application is to be made in the applicant's current name and all previous names must be completed on that criminal records check application. If the application is not completed by the sponsoring company you should check that previous names have indeed been declared. A copy of the relevant document which would justify why the criminal record check has a different name should be uploaded onto the same upload as the criminal record check certificate.

Ready to Submit?

Only when the Signatory confirms the following can a full pass application be submitted:-

“As the Authorised Signatory, I confirm that the recruitment and interview procedures adopted when employing the person named on this application form comply with the current guidelines issued by the relevant Airport, and that satisfactory references have been received and submitted to the ID Security Department. In the light of these references and the subsequent verification procedures I have followed, I confirm that the individual named is a suitable person to be issued with an ID pass to work unescorted in the security restricted areas, airside areas and/or landside areas of the relevant airport. I also confirm that, to the best of my knowledge, there is nothing known about the person named in this form which suggests a lack of integrity or otherwise reflects adversely upon their suitability to hold an airport pass allowing access to sensitive areas of the relevant airport. I understand that all supporting documentation such as original references, and records regarding the issue of an ID pass, must be retained and are subject to the relevant airport or Department for Transport audit: Yes.

I understand that the relevant airport has the right to refuse the issue of an ID pass where the submitted documentation does not meet the required criteria. I request that access be given as indicated, and I confirm that the applicant is required to access these areas in order that he/she can carry out duties on behalf of the company or organisation authorising the ID pass.: Yes.

I agree that, when the ID pass is no longer required for the given purpose, I shall arrange for its return to the ID Centre within 60 days of the pass no longer being required, and that failure to do so may result in a further administration charge being made. By authorising the issue of this ID pass I agree that the company I am representing will pay the published charges associated with the issue of ID passes and staff car parking. I am aware of the health and safety and fire training requirements for persons employed within the airport environment, and will ensure that appropriate fire training is provided and annually thereafter.: Yes.

The applicant; has completed a recognized GSAT course within the last 5 years OR has received or will receive training in accordance with Direction 12 (a-g) OR is employed by an approved authority OR has received a copy of the leaflet “Security is everyone’s responsibility” in the last 5 years (Airside Area/Landside pass only).: Yes.

Please be aware that the possible scenarios are endless. If you are unsure having read these notes and need further assistance with full airside ID pass applications please contact us, the airport ID Security Audit team, at GLAIDReferencing@glasgowairport.com

Our aim is to help coach you to get it right first time