

Gatwick Airport ID Centre

The Gatwick ID Centre is located on the ground floor of Ashdown House, on the South Perimeter Road adjacent to the South Terminal.

The ID opening times are as follows

Appointments are required for all ID Pass types (Including vehicles) and can only be booked by the companies Authorised Signatory at: <http://hosted.qnomy.co.uk/oabs/SignIn.aspx>

Monday	08.30 - 16.30
Tuesday	08.30 - 16.30
Wednesday	08.30 - 16.30
Thursday	08.30 - 16.30
Friday	08.30 - 16.30

The ID Centre is closed at weekends and on all public holidays.

During times of closure, the security operation provide an on-call service for the issue of temporary 1-7 day passes and limited duration vehicle passes, please call Gatwick Control Centre (GCC) on 01293 501636 for assistance

Key Contacts - ID Centre telephone 0844 335 6886 and select appropriate option below

Security Vetting Team	Option 1
Account Leaders	Option 2
1-7 day and vehicle passes	Option 3

ID Centre Website address	business.gatwick@gatwickairport.com/idcentre
MTrust Online Application system	mtrust.co.uk
General enquiries email	idcentre@gatwickairport.com
Vetting enquiries email	idcvetting@gatwickairport.com

Key Contacts – Other

Out of hours office	01293 501636
External Security	01293 501845
Staff Parking Email	staffparking@gatwickairport.com
Contractor Support Centre	01293 501439
Contractor Support Centre Email	csc@gatwickairport.com
Airdat	01227 200066
Airdat online contact	https://onboard.airdat.org/en/Account/Logon
Disclosure & Barring Service	0300 0200 190
Disclosure & Barring Service Email	customerservices@db.s.gsi.gov.uk

Gatwick Airport ID Pass Regulations

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In the interest of national security and for the prevention and detection of crime, information regarding ID pass authorisation, applicant data and ID pass usage may be disclosed to the police and other control authorities.

The details contained in this document are for companies wishing to join the Gatwick ID Scheme and authorised signatories appointed on behalf of their company operating at Gatwick Airport.

The document outlines the requirements and responsibilities for companies and authorised signatories in order to comply with

- (EU) Regulation EC300
- Department for Transport (DFT) regulations
- Single Consolidated Direction (SCD)
- Gatwick Airport Directives (GAD)

The contents of this document are subject to change in line with Regulation changes.

Non-compliance with the instructions contained within may result in penalties as per the Aviation and Maritime Security Act 1990 as shown below

Pertinent Extract from The Aviation Security Act 1982 as amended by the Aviation and Maritime Act 1990 regarding Authorised Signatories duties and responsibilities

Section 21B - False statements in connection with identity documents

Para

74. Subsection (1) makes it an offence to give false information either for the purpose of or in connection with an application for an identity document or in connection with the continued holding of an identity document that has already been issued.

77. Subsection (4) lays down the penalty for giving false information in connection with the issuing or holding of an identity document. This is, on summary conviction, a fine not exceeding level 5 on the standard scale. (A personal fine or up to two years in prison or both).

Any breach of regulations must be reported to avoid enforcement notices being served on the airport, resulting in a possible closure of the airport.

Companies wishing to apply for airport ID passes must be registered on the Gatwick ID Scheme. Registration on the ID scheme is processed via the ID Centre online system Mtrust, a contract or written evidence to provide goods and/or services at Gatwick Airport will need to be provided prior to joining the Gatwick Airport ID Scheme. The company will only remain active on the scheme for the term of their contract, when the contract expires companies will be invited to re-register to remain active on the ID scheme.

Companies will need to sign a legal agreement between themselves and Gatwick Airport Limited confirming agreement of the Terms and Conditions of being a member of the Gatwick ID Scheme.

Financial checks will be completed on any company wishing to join the ID scheme.

A company should nominate at least two staff members to become Authorised signatories when registered on the Gatwick ID Scheme.

Authorised signatories are responsible on behalf of their company for applying for and the management of their company's ID passes either for individuals directly employed by their company or individuals sub-contracted to work for the company.

Gatwick Airport reserves the right to conduct audits of companies with respect to ID pass issue and procedures, to ensure compliance with EC300, DFT/CAA regulations and Gatwick Airport Policies.

The authorised signatory will be responsible for ensuring that third-party staff sponsored by their organisation have undergone all the appropriate background checks in accordance with the requirements laid out in this document.

Authorised signatories will retain responsibility for the administration and correct use of passes issued to third-party staff sponsored by their organisation.

Invoices will be generated for all passes issued by a sponsoring company.

If an authorised signatory leaves the company the ID Centre must be advised immediately.

Companies are required to inform the ID Centre of any changes in their company details including

- Company name
- Company logo
- Company address
- Email and telephone numbers

Gatwick Airport reserve the right to implement specific additional controls for passes without advanced notice on companies and authorised signatories, where considered necessary and proportionate as a result of specific Health and Safety audit and/or investigation result. Failure to comply could result in the company being suspended/terminated from the Gatwick Airport ID pass Scheme.

Sponsoring companies and authorised signatories are not absolved from their legal obligations when using third party companies to conduct reference or other security checks on their behalf, or where a company is sponsoring an applicant from a third party company. In submitting the pass application signatories are confirming they abide by the regulations set as detailed in this document. In signing for an ID pass, signatories and employees agree to abide by the regulations of being a Security ID pass holder, and confirm they have been made aware of their responsibilities. Failure to comply may result in disciplinary action or ID pass confiscation. ID pass holders responsibilities are documented in Gatwick Airport Directives and must be made available to all staff members, this document outlines the responsibilities of being a pass holder as follows:-

- to safeguard the Security ID pass and account for its use
- to report its loss immediately to the sponsoring company, Gatwick ID Centre or Security Department
- to contribute to Airport Security
- to comply with regulations regarding Security Access Control
- to use the ID pass only when on duty on behalf of the sponsoring company named on the ID pass
- to comply with Gatwick Airport Directives regarding ID passes
- to display the ID pass when in Gatwick Airport boundaries
- to return the pass when no longer required, or when requested to do so. An ID pass is not transferable for use with another company

The purpose of a Security ID pass is to control access for authorised staff on duty to areas of Gatwick Airport premises including Landside, Airside and Critical Parts of the airport.

Gatwick ID Centre recommend that the signatory retain copies of applications and supporting documents used when applying for a pass for audit purpose should access to MTrust not be available.

Security Interview

Section 2

The Security interview is required to be completed for all pass holders including temporary escorted pass holders.

It is the responsibility of the sponsoring company to conduct the security interview. Due to the sensitive nature of the questions contained in the interview, the interview must be conducted face to face with the individual concerned, this must not be conducted in a group or over the telephone. The security interview form must not be pre signed and/or photocopied and emailed over to the pass applicant. If it is discovered that the security interview procedure has not been conducted appropriately the person named on the form will be terminated as either the trained interviewer or authorised signatory. Please ensure that the interviewer signs the form with the signature that is held on the ID Centre system failure to do so will result in the application being returned.

The security interview responsibility cannot be delegated, only the authorised signatory or a person who has been specifically trained for the task, shall interview the applicant. The ID Centre will need to be informed if you have specifically trained a person for the purpose of the security interview. A security interview remains valid for 28 days from the signing of the form.

The purpose of the Security interview is to verify the information provided by the applicant and should include the following

- Establish that there is nothing that suggests a lack of honesty or integrity in the applicant that reflects adversely upon their suitability to hold an airport ID pass.
- Establish that the applicant has no disqualifying criminal convictions under the Rehabilitation of Offenders Act 1974
- Establish the identity of the pass applicant by scrutinising their proof of identity and recording the details
- Establish applicant has been known for five (5) years using the given name on the proof of identity or that the name has been changed by legitimate means.

The Security interviewer (if applicable) is also required to, with the applicant

- Establish the whereabouts of the applicant during the 5 year referencing period, accounting for any extended periods of non-domicile in the UK or inactivity in normal society
- work through the applicants employment / educational history covering the previous five (5) years seeking to obtain any further information that may be relevant (e.g. reasons for leaving previous employers) and ensuring that no periods are unaccounted for.
- If it emerges that there are any gaps in the history, the applicant will be required to provide to the interviewer the names and addresses of persons who will be able to and are prepared to confirm from their own personal knowledge what the applicant was doing during the periods in question.
- The interviewer must be satisfied that they have been made aware of what the applicant was doing and where they were domiciled during gap periods.
- Each gap of over 28 consecutive days will need to be accounted for.
- Gap and personal references must not be provided by blood relatives and/or relatives by marriage or adoption, including cousins, partners, partners' relatives or anyone cohabiting with the applicant. Work colleagues should not provide a gap or personal reference.
- Ensure (where applicable) that all references required as part of their 5 year history show their current full name and any other names they are known by.

Sponsoring Company Responsibilities - Security Declarations

The Interviewer must ensure the applicant has signed and dated the Security interview on the day of the interview

- This declaration states that the applicant has no disqualifying criminal convictions other than any treated as spent under the provisions of the Rehabilitation of Offenders Act 1974;
- The declaration is acceptance that any misrepresentation of the facts is a ground for refusal of employment or disciplinary proceedings and in appropriate cases, criminal charges;
- The authorisation for approaches to be made to former employers, educational establishments, government agencies and personal referees for verification of the information;
- The authorisation to provide Gatwick Airport Ltd with the CRC disclosure certificate or proof of CTC clearance.

The Interviewer shall:-

- Check that the applicant understands the full implications of the interview and authorisations contained in the interview, so far as applicable to them.
- Inspect an acceptable proof of identity and visa (if applicable) original documents only.
- The Interviewer should advise the applicant that the same proof of identity document presented during the security interview will be required to be inspected by the ID Centre and for escorted pass holders when entering security posts on request.
- Explain to the applicant the company process for obtaining a CRC disclosure and advice on the requirement for completion of the CRC application. (if applicable)
- Ensure that the applicant is aware of the disqualifying offences and the requirement to inform the employer of any criminal convictions received during the employment period. (if applicable)
- Establish if the applicant has previously submitted proof of CRC and/or submitted 5 years referencing to Gatwick Airport. (if applicable)

ID Pass Types Issued by Gatwick ID Centre

Temporary Visitor Identity Pass (Appointment required)

- Allowing **escorted** access to the Critical Parts of the Security Restricted areas (CPSRA)

Temporary Employment Identity Pass (Appointment required)

- Allowing **escorted** access to the Critical Parts of the Security Restricted areas (CPSRA)

Landside Identity Pass (Appointment required)

- Allowing **unescorted** access to Gatwick landside areas, landside buildings and staff car parks

Full Identity Pass (Appointment required)

- Allowing **unescorted** access to the Critical Parts of the Security Restricted areas (CPSRA), office blocks and staff car parks.

Tools of the trade (T Pass)

- Allows a person transporting tools of their trade in to the Critical Part of the Security Restricted areas (CPSRA) of the airport. ID pass applicants, who have a legitimate requirement to transport tools of the trade Airside, will be issued a T pass at time of their ID pass issue.

Authorised signatories are required to indicate the applicant is "required to carry tools of the trade for their duties" by completing the Tools of the Trade section on the Mtrust pass application.

Persons not in possession of a T pass who are in possession of tools, either carried with them or within their vehicle (excluding tools that are supplied with the vehicle), will not be permitted entry into the Critical Part. Compliance Authority Personnel and all Aircrew are exempt from this requirement.

If a person is refused entry due to not holding a T pass, the signatory should submit a Change of ID Pass Details application via Mtrust requesting a Tool of the Trade pass for issue at the ID Centre. For Out of Hours pass issue complete the T Pass declaration from the ID Centre website. When obtaining a T pass Out of Hours, the escort or signatory will be required to complete the declaration requesting a T pass.

Temporary Pass Instructions

Section 3

Gatwick Airport issue two (2) types of temporary pass, a photographic machine readable pass and a paper pass. Photographic visitor and temporary employment passes are issued from the ID Centre, appointments are required for pass issue.

The photographic pass is issued Monday to Friday between the hours of 07.15 – 18.50.
The paper pass is issued from the South Terminal ID issue point when the ID Centre is closed.
Contractors requiring a 1-7 day visitor pass should attend the Contractors Support Centre.

Temporary passes require the allocation of a pass number by the authorised signatory. These numbers should follow the same format as for full passes, using company prefix and ID pass number and must be entered on the application. A separate sequence of numbers for visitor passes may be preferred.

ID pass numbers should be unique to the individual and should always be re-issued to the same individual. Your company is required to keep accurate records of all passes issued to avoid duplication of numbers allocated and the ID Centre may wish to inspect these records during an audit visit.

An individual can hold a **maximum of 60 days** escorted access across both pass types.

Applications are available for completion and submission to the ID Centre from Mtrust - mtrust.co.uk/login

The applicant's information must be completed in the **persons profile** on MTrust and this will be transferred onto the application: This will include

- Company prefix
- Company name
- Identity Pass number
- The holder's full name (as shown on their proof of ID)
- Job title
- Date of birth
- Home address
- Type of identity document presented and identity document number
- The validity period start date and end date must be within a maximum period for the requested pass type
- The area to be visited is the area where the pass holder requires access to on behalf of the sponsoring company
- The authorised signatory must agree to the declarations for the visitor pass
- The pass applicant is required to sign the security interview in the presence of the trained interviewer

Visitor Pass

A visitor photographic pass is issued to people requiring escorted access landside or the critical part and airside areas of Gatwick Airport for a period of up to seven (7) days. The reason to issue the visitor pass is for one off or infrequent visitors to the airport such as maintenance, engineering work, absence cover, work experience, trial day.

A maximum allocation of 14 days for this pass type can be issued in a rolling 12 month period to an individual. The escort ratio for this pass type is 1:6 (1 full ID pass holder for every 6 visitors)

Consecutive passes should not be issued and a 3 day break between pass issue is required. In exceptional circumstances the provision to allow consecutive issue may be considered providing the reason for the request is stated on the application.

Where a period greater than 7 - 14 days access is required, the person should be issued a temporary employment pass. Persons who are likely to attend on a regular basis should apply for a Full Identity pass.

The reason for issue must be entered by selecting the appropriate box on the application. Pass applications will be rejected if the reason for the pass is not entered correctly as shown below

- Visitor to company
- Contractor carrying out short term essential work
- Emergency maintenance
- Driver making ad hoc collection or delivery
- Work experience, familiarisation, training or interview
- Aircraft familiarisation
- Short term pharmacy cover
- Landside areas only

Temporary Employment Pass

A temporary employment pass is issued when a person requires escorted access landside or the critical part and airside areas of Gatwick Airport to provide a service to a company over several weeks or is a seasonal member of staff, or a staff member waiting for their permanent pass to be issued.

A temporary employment pass for 1-14 days access will require evidence that a criminal record check (CRC) has been applied for. Evidence of applying for a criminal record check will need to be dated within 21 days of the pass application, if you are not applying online then a copy of the CRC application and proof of postage is required as evidence. If access is required beyond 14 days then a valid CRC certificate will be required. Please ensure that the applicant brings the original CRC certificate when attending for pass issue.

The escort ratio for this pass type is 1:3 (1 full ID pass holder for every 3 employees)

For the purpose of ID pass issue, the CRC is valid for ten weeks from the date of disclosure. Signatories are therefore advised to ensure that the CRC has not time expired when adding it onto MTrust to submit to the ID Centre.

Evidence that a CRC has been applied for will only be permitted once. Further temporary employment pass applications will require a valid CRC certificate. The ID Centre reserve the right to request references for a temporary pass holder should there be a genuine reason to request these. If requested the company will be notified of the requirement.

Staff parking can be allocated if requested to this pass type.

Areas to be Visited

Only select the areas where the pass holder will need access to, please indicate on the application

- NORTH TERMINAL (indicates North Terminal Building and Critical Part)
- SOUTH TERMINAL (indicates South Terminal Building and Critical Part)
- APRON
- BAGGAGE SORT (Outgoing Baggage)
- NORTH TERMINAL and APRON
- SOUTH TERMINAL and APRON
- BOTH TERMINALS and APRON
- CARGO AREA
- FIRE STATION
- FIRE TRAINING GROUND
- FUEL FARM
- CONTROL TOWER AREA
- AIRFIELD
- LANDSIDE ONLY

Pass Issue

Once the application has been submitted to the ID Centre by the authorised signatory on MTrust, the applicant is required to attend the ID Centre with their original CRC certificate and the approved identity document as detailed on the pass application and security interview form.

The authorised signatory, by submitting the pass application, undertakes that only the person named should be given access to the required areas at Gatwick Airport and declares that such access is required in connection with the business of their company/organisation only.

Companies are responsible for issuing temporary passes this cannot be delegated to another active company on the ID scheme.

If access is required when the ID Centre is closed temporary passes can be issued in advance from the ID Centre.

Escorting Requirements

Temporary visitor and temporary employment pass holders must be escorted at all times by a full airport ID pass holder.

The escort ratios as follows: -

Visitor Pass 1:6

Temporary Employment Pass 1:3

Authorised signatories are responsible for ensuring that pass holders conducting escorting duties have received the appropriate training as detailed in the approved syllabus for General Security Awareness Training.

Advise your temporary pass holder they may only take essential items with them into the Critical Part, any other items should be stored securely. A temporary pass holder may only access areas to where their escort is permitted.

The escort must keep the individuals they are escorting in line of sight at all times and at close vicinity which allows them to intervene with their actions if required. Under no circumstances leave them unescorted, even if their work/visit is complete. If the escort needs to be changed then there must be a handover to ensure the new escort is fully aware of their responsibilities to the temporary pass holder.

Companies are expected to take disciplinary action against the Full ID pass holder (the escort) for failure to comply with any of the requirements detailed in this document and current Gatwick Airport Directive referring to escorting requirements.

Display of Airport Identity Passes

The Gatwick Airport Directive referring to ID pass holders responsibilities requires that all persons issued with a temporary ID pass allowing access to the airport should display the pass at all times, at chest height using the red escorted lanyard and orange pass holder provided whilst in that area.

Return of Airport Identity Pass

ID Passes remain the property of Gatwick Airport Ltd and should be removed and returned to the ID Centre for cancellation when pass is no longer required or has expired. Failure to return an ID pass will result in a financial penalty being issued to the company who authorised the pass.

Lost or Stolen ID or Vehicle Passes

If an employee has had their pass stolen or lost they must report that loss immediately to the ID Centre or Security Control Office located in either terminal. It will be treated as a breach of security if the ID Centre discovers that the loss or theft of an ID pass has not been reported. The authorised signatory must complete a "Notification of Lost/Stolen pass" application on Mtrust. If a replacement is required the signatory must submit the lost application to the ID Centre for reissue to take place (no appointment is required for a Lost/stolen replacement pass)

Application Process for a 1-7 Day Pass Outside of ID Centre Office Hours (OOH) (No Appointment required)

Authorised signatories will be allocated a supply of 1 - 7 day pass pads to meet their requirements. The authorised signatory or a full ID pass holder from the sponsoring company may collect these pads from the ID Centre or OOH office.

All applications are to be completed clearly and in BLACK ink, using BLOCK capitals, and signed by the authorised signatory.

- **Under no circumstances must a paper pass be pre-signed allowing someone else to enter the name of an individual or any other details**

When completing the pass please ensure that the duplicate copy is clearly legible. If both copies are not legible your pass will be refused.

The following information must be completed in all circumstances:

- Holder's full name
- Date of Birth
- Validity period from and to for a maximum of 7 days (i.e. 01/10/19 – 07/10/19)
- Area to be visited – this is the area where the pass holder requires access to on behalf of the sponsoring company
- The authorised signatory must clearly print their name in the space provided
- The authorised signatory must clearly sign the 1-7 day pass
- The sponsoring company means the company of the authorised signatory
- Visiting company means the name of the company being sponsored
- The reason for access must be entered clearly (please see page 8 for reason for access)
- Security interview dated within 28 days must be completed fully and presented with the 1 - 7 day pass for validation

Validation

Once the pass and the security interview have been completed, all documents must be presented by a full ID pass holder (the escort) from the sponsoring company for validation. The person requiring the 1-7 day pass must be in attendance with their appropriate proof of identity as detailed on the pass and the security interview.

The paper pass is for use outside ID Centre office hours and can be validated from the South Terminal ID issue point. Contractors requiring a 1-7 day pass should obtain their pass from the Contractors Support Centre.

You are reminded that only passes that have been completed correctly and clearly, signed by the authorised signatory will be validated. Only holders in possession of a valid correctly completed pass bearing the signature of the authorised signatory, the signature of the holder and the relevant official stamp will be permitted escorted access into the Critical Part of Gatwick Airport.

The authorised signatory, by signing the 1-7 day pass, undertakes that only the person named should be given access to requested areas at Gatwick Airport and that such access is required in connection with the business of the company/organisation.

Display of an Airport Identity Pass

The Gatwick Airport Directive referring to ID pass holders responsibilities requires that all persons issued with an escorted ID pass allowing access to the airport, should display the pass at all times, at chest height using the red escorted lanyard and pass holder provided.

Amendments to 1-7 Day Escorted Passes

Any details written on the 1-7 day pass **must not** be crossed out or altered in anyway. A new pass must be issued with correct details and the existing pass destroyed and recorded on your company ID pass log sheet.

Record Keeping

The request and issue of a 1-7 day pass is subject to audit. You are required to keep accurate records of all 1-7 day passes issued. You must ensure all serial numbers allocated to each pass are accurately recorded. Any 1-7 day passes which may have been discarded or incorrectly completed must still be accounted for. Companies not complying with the requirements may be liable and escorted ID pass facility may be withdrawn.

Return of an Airport Identity Pass

It is the responsibility of the authorised signatory to ensure all passes that are no longer required or expired are returned to the ID Centre.

When returning an ID pass a receipt should be obtained for evidence the pass has been returned. The ID Centre monitor the return of passes and any pass not returned within 60 days of expiring, or when a pass ceases to be required will incur an admin charge.

Please refer to the current price list for charges in relation to ID pass processes. The ID Centre must be informed immediately if someone leaves whilst remaining in possession of an ID Pass including any temporary passes.

Landside Passes for Temporary Access to Landside Areas (Appointment required)

The 1-7 day landside pass was introduced 1st April 2015 for persons requiring temporary access to landside areas of Gatwick Airport for periods of up to seven (7) days.

Persons who need to attend landside areas on a regular basis should be issued with a full landside ID pass.

The same pass number must be used for each subsequent pass issued to the same individual.

Gatwick Airport issue two (2) types of landside, a photographic swipe readable pass and a 1-7 day OOH paper pass.

The OOH pass is for use outside of ID Centre office hours and can be validated from the South Terminal ID issue point or from the Contractors Support Centre

Application process for photographic Landside 1-7 Day pass

Application can be completed and submitted to the ID Centre from mtrust.co.uk/login

Reason for Access

LANDSIDE ONLY

Allocations of ID Pass Numbers

Your company is required to keep accurate records of all ID passes issued. The ID Centre team may wish to inspect these records during an audit visit.

The applicant's information must be completed on the **persons profile** on MTrust and this will be transferred onto the application:

- Company prefix
- Company name
- Identity Pass number
- The holder's full name (as shown on their proof of ID)
- Job title
- Date of birth
- Home address
- Type of identity document presented and identity document number
- The validity period start date and end date must be within a maximum of 7 days) (i.e. 01/10/19 – 07/10/19)
- The area to be visited is the area where the pass holder requires access to on behalf of the sponsoring company
- The authorised signatory must agree to the declarations for the 1-7 day temporary pass
- Security interview dated within 28 days must be completed fully

Areas to Be Visited

- LANDSIDE AREAS ONLY

Pass issue

Once the application has been completed by the authorised signatory and submitted to the ID Centre on MTrust, the applicant can attend the ID Centre with the approved identity document as detailed on the application to collect their pass.

If the pass is required when the ID Centre is closed for example the start date is over a bank holiday; passes can be issued in advance of the required start date.

The authorised signatory, by signing the landside pass application, undertakes that only the person named should be given access to landside areas at Gatwick Airport and that such access is required in connection with the business of the company/organisation.

Escorting Requirements

- There is no requirement for a landside pass holder to be escorted. This pass type allows unescorted access to Gatwick landside areas, landside buildings and Staff car parks.

Display of an Airport Identity Pass

The Gatwick Airport Directive referring to ID pass holders responsibilities requires that all persons issued with a pass should display the pass at all times at chest height.

Minimum Age for Visitor, Temporary Employment, Landside, Critical Part and Airside Areas Pass

Gatwick Airport must ensure that identity passes are not issued to persons under the age of 16 years old unless this is for genuine programmed work experience or educational visits where the following will apply:-

- The school or college student is covered by London Gatwick Airport employer's liability insurance. No further arrangements need be made by the airport.
- The work experience must be subject to formal arrangements, including correspondence between the school/college and the employer sponsor.
- The employer sponsor should be available throughout the duration of the work experience and based at the airport.
- The correspondence should include a statement of training objectives and a programmed schedule.
- A designated school/college liaison person details must be provided – as a minimum a name and telephone contact number must be given.
- Evidence of these arrangements must be checked by the authorised signatory and verified by the ID Centre.
- Evidence of identity for persons under 16 will be required.
- Access granted to young persons for reasons such as school career tours is subject to the same arrangements – pre-arranged in writing, nominated contact, nominated airport sponsor, evidence of identity provided.
- For group access, temporary passes must be issued to each member of the visiting party.
- For airfield visits written permission must be obtained from the Airside Operations Manager.
- Passes for under 16's are otherwise subject to the direct approval of the Head of Security.

Full Pass Instructions (Appointment required)

Section 4

This pass should be requested for anyone employed by your company who will require access to the Critical part of Gatwick Airport on a regular basis in order to carry out recognised company business. This pass can also be requested for individuals who are sub-contracted to work for your company who will need regular access to the Airport in order to undertake work on behalf of your company.

All persons authorised for access to the Critical Part will have to be interviewed and referenced in accordance with Regulation EC300, DfT, SCD and Gatwick Airport Policy. A Criminal Record Check at a minimum of basic disclosure level will be required for all persons applying for a full ID pass. Where an individual has resided overseas for 6 months or more, the appropriate clearance must be obtained from the country of origin i.e. Overseas Criminal Record Check (OCRC).

Full ID passes can only be issued by the ID Centre. To avoid any delay in the issue of the pass, you should remind your employee that they must bring with them their original CRC certificate and the recognised proof of identity as checked by the employer during the Security interview. The maximum validation period of an ID pass is five years. The required validation period confirming how many months/years the pass is required for, should be entered on the application. In the absence of such information, we will automatically allocate the period allocated to your company to a maximum of five years.

General Security Awareness Training (GSAT)

There is a legal requirement for airport pass holders to receive GSAT training. Companies who are members of the ID scheme are required to arrange training for staff requiring a Full ID pass for access into the Critical part of the Security Restricted areas. GSAT can only be carried out by approved providers and must follow the official syllabus.

For more details please refer to the CAA website.

GSAT can only be completed once an individual has been fully background checked. Where an applicant performs a role that requires directed training, this training may be used in place of GSAT. The training must remain current. Failure to continue with directed training will require GSAT. Full list of roles requiring directed training is available on the CAA website. Persons who are issued with a landside pass or temporary escorted pass are exempt from the GSAT training, however these pass holders will be issued with the GSAT information at the ID Centre.

Criminal Record Checks (CRC)

Section 5

All applications for a Full ID Pass must be accompanied by a Criminal Record Check, (CRC). In the event that the pass applicant has previously submitted a CRC to the Gatwick ID Centre, the details of that CRC may be transferred to the new application, however the ID pass will only be issued for the period of validity remaining on the original CRC.

This only applies to applicants who have been continuously employed on the airport and are transferring to a new employer within a 28 day period. A new CRC would be required if they have left the airport for more than 28 days.

For the purpose of ID pass issue, the CRC is valid for ten weeks from the date of disclosure. Signatories are therefore advised to ensure that the CRC has not time expired when submitting it onto MTrust to submit to the ID Centre.

Before submitting a CRC to the ID Centre, please ensure that the applicant's Full name, date of birth and their home address is correct, unless the certificate was applied for using the company address or that of an agency with delegated responsibility. Where an applicant has moved address since applying for the CRC, a letter from the employing company, confirming that the applicant has moved since applying for the CRC will be required to accompany the CRC.

Where an individual has resided for 6 months or more outside the UK in the last 5 years, the appropriate clearance must be obtained from the country of origin. i.e. Overseas Criminal Record Check (OCRC). Details of overseas providers can be found on the DBS website.

Pass applicants will need to bring the original CRC certificate when attending for pass issue.

Disqualifying Offences

Due to changes in Disqualifying Convictions / Spent convictions. It is now the responsibility of the Authorised Signatory to ensure that a Disclosure Certificate does not contain any Disqualifying Convictions. Details of convictions can be obtained by logging into the CAA website as detailed below

caa.co.uk/Commercial-Industry/Security/Regulation/Disqualifying-convictions/

The Department for Transport (DfT) sets the list of disqualifying convictions.

A conviction can result in disqualification if it is:

- related to terrorism
- inappropriate for someone working in the aviation (e.g. immigration offences)
- relating to someone being influenced or coerced
- something that calls into question someone's integrity and trustworthiness

Applicants will fail the criminal records check if it reveals a conviction for a disqualifying offence which has been received within:

- the last 5 years where the disposal was other than a term of imprisonment.
- the last 7 years where the disposal was a prison term of 6 months or less.
- the last 10 years where the disposal was a prison term of between 6 months and 2 and a half years.
- within any time period where the disposal was a prison term of more than 2 and a half years.

Where a disqualifying offence/s is identified, the ID Pass application **must not** be submitted to the ID Centre unless a certificate of disregard is first obtained by the CAA.

Where a certificate of disregard is submitted the application will be subject to approval by the Head of Security for Gatwick Airport Ltd before being processed by the ID Centre. The ID Centre are required to confirm the authenticity of the certificate of disregard by contacting the CAA. Obtaining these approvals may cause a delay in the pass issue process.

Authorised signatories must also ensure that any convictions that are identified for their staff during the life of an ID pass are communicated promptly to the Account Leader at the Gatwick ID Centre.

UK Criminal Record Checks must be obtained from Disclosure & Barring Service (DBS) who have set up a registration system for individuals and companies who are Responsible Organisations (RO). A Responsible Organisation (RO) is an organisation registered with the DBS to submit basic checks through a web service.

Further details on the Disclosure & Barring Service (DBS) registration system can be obtained by calling Disclosure & Barring Service (DBS) <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

What is a Disclosure?

A Disclosure is a document containing impartial and confidential criminal history information held by the police and government departments which can be used by employers to make safer recruitment decisions.

Who Can Apply For a Disclosure?

Anyone can apply for a basic disclosure in their own name. This might be requested for a new job, volunteer work or to support a visa application.

There is legislation available to employers and other organisations to determine what type of disclosure is required for a particular position

The name, the individual or responsible organisation enters on the application is the name that will be printed on the Disclosure Certificate. Your supporting documentation is information that assists in conducting all necessary enquiries to ensure that we are carrying out checks for the correct individual who has signed the application.

Types of disclosure

- Basic Disclosure contains only convictions considered unspent under The Rehabilitation of Offenders Act 1974.
- Standard Disclosure contains certain conviction information. All unspent conviction information, including unspent cautions and relevant spent convictions.
- Enhanced Disclosure contains all unspent conviction information, including unspent cautions and relevant spent convictions, and any other non-conviction information reasonably believed to be relevant by the police or other Government bodies.

CTC Issue Date

Proof of the security clearance must be provided to the ID Centre, by the Authorised Signatory in the form of a letter from the government authority (original only) which gives the name of the applicant and details of when the clearance was issued and when it expires.

In all applications a CRC must be obtained in addition to the CTC and both need to be within 10 weeks of issue. Compliance authority personnel or Control Authorities who hold statutory right of access need to provide an official declaration of their security clearance and background checks this is provided instead of an CRC.

Signatories are therefore advised to ensure that the clearance has not time expired when it is submitted to the ID Centre.

Gatwick Airport's responsibility in respect of its business partners is limited to ensuring that the individual has the required credentials to become and remain an ID pass holder.

The employer is responsible for ensuring that the employee has the relevant clearance to carry out the specific duties for which they are employed.

If CTC clearance is required, employees who have resided overseas continuously for six months or more in the last five years, must also include a satisfactory criminal record check issued by the relevant agency of the country or countries in which they were employed.

Referencing Guidelines

Section 6

Internal Transfer of Staff

In the event that the applicant holds an operational ID pass for a company, and wishes to transfer to another company at Gatwick Airport, then an Internal Transfer form can be used in place of the required references for the purpose of issuing an ID Pass. The form needs to be completed & submitted via Mtrust within 28 days of the applicant leaving the previous employer.

Please note: - Once the ID pass is issued using the Internal Transfer form, it remains the new companies' responsibility to obtain full 5 year references, GSAT and CRC. The full history needs to be held on file for the individual concerned for audit purpose, for the entire time that the ID pass is operational.

Companies that fail to obtain the full 5 year history for their new staff member will have the facility to use the Internal Transfer form removed.

The Internal Transfer form cannot be used where an applicant has left Gatwick Airport.

Referencing and Application Process

The Authorised Signatory is required to obtain satisfactory references in accordance with Regulation EC300 and the Department for Transport (DfT) Single Consolidated Direction (SCD) and Gatwick Airport Policy. Only references that fulfil all of the criteria should be declared on the Application for an ID pass.

The Authorised Signatory must satisfy themselves as to the authenticity of each reference and check to ensure that they meet the requirements set by Gatwick Airport Ltd.

All documentation relating to an application for an ID pass must relate to the name on the proof of identity, this includes the Application, references, CRC and /or CTC clearance and GSAT.

Where applicable, references should include "also known as" in addition to the name on the proof of identity document

It is a Gatwick Airport Ltd requirement for the sponsoring company to hold 5 year reference history, GSAT and CRC details on file for as long as that individual holds an operational Gatwick Airport ID Pass.

A minimum of two references must accompany each application for a full ID pass. If the referencing period is covered by only one reference (employment), a second reference will be required from someone who has known the applicant for a period of longer than 24 months and who is in regular contact with them, this reference type is classed as a personal reference.

Any gaps in employment of over 28 consecutive days must be covered by a gap reference and they must confirm how long the referee has known the applicant and, from their own personal knowledge, what the applicant was doing during the specific period in question. Emails are acceptable for Gap or Personal references.

All Gap or Personal references must include the referee's full name, home address and daytime contact phone numbers.

References from professional bodies or individuals such as doctors, solicitors and bank managers are not considered acceptable unless the applicant is known to them in a personal context and not just as a patient or client.

Gap and personal references must not be provided by, blood relatives and/or relatives by marriage or adoption, including cousins, partners, partners' relatives or anyone cohabiting with the applicant. Work colleagues should not provide a gap or personal reference.

References must not be sought from individuals under the age of 16, persons living at the same address as the applicant, current employees of the sponsoring company or associated sub-contracting companies.

As an Authorised Signatory for your company, it is your responsibility to ensure suitable references are obtained in support of applications

The ID Centre will check all references submitted to ensure the criteria has been met. Failure to provide suitable references will result in the application being returned to rectify the issue. Admin charges will be incurred as a result of this and applicants delayed in obtaining their ID Pass.

Any alterations or amendments made to the content of a reference must only be done by the original referee, who should sign and date all amendments. The Authorised Signatory may endorse the reference in order to confirm additional information that will assist Gatwick Airport vetting process.

How a Reference Should Be Obtained

The applicant must not be involved in the process for requesting, obtaining, delivering, collecting or verifying references

Gatwick Airport insists that references are requested on a reference pro-forma obtained on the ID Centre website business.gatwick@gatwickairport.com/idcentre

These should be copied onto your company letter headed paper and sent to the referees. All references that you receive should be addressed and sent direct to you as the prospective employing or contracting company.

“To whom it may concern” references are only acceptable if a copy of the Gatwick template reference request letter is provided with the application.

When requesting references Authorised signatories and all referees should be advised that they are giving a reference for security purposes and that knowingly providing false information could lead to prosecution under the terms of the Aviation Security Act 1982 as amended by the Aviation and Maritime Security Act 1990.

Delays in returning references may result in the individual's application and ID Pass being delayed for issue.

What a Reference Needs to Cover

Work history which accounts for all periods of employment, self-employment and unemployment during the 5 years preceding the ID Pass application should be established. This will include your own company if the applicant has been employed by you. School, College or University references should also be obtained where applicable.

Types of references

Employment references

Employment references should only be accepted from those authorised to issue such references, e.g. H.R. Department.

Self-employment

Where the applicant has been self-employed a reference from the applicant's accountant, the Inland Revenue or solicitor must be obtained. Where the applicant has been employed in their own family business, someone outside the family such as the company accountant or solicitor or Inland Revenue should verify employment.

Internal Transfer of Staff

Where an applicant holds an operational ID pass for a company, and wishes to transfer to another company or work for another employer at Gatwick Airport, the Internal Transfer form can be used.

Membership of HM Forces

Where the applicant has been a member of the Forces, their discharge papers are acceptable as a reference.

School College or University

For persons aged 16 or under, who are still attending or have just left statutory education, a reference from their most recent educational establishment and a personal reference covering the full 5 year period will be required. When an applicant has just left, or is still attending higher education, references must be obtained in order to cover the periods of education, gaps and employment going back to, and including, the last period of statutory education.

Employment Agency

When employing or contracting a person who has been employed by an agency, an Employment Agency reference must be obtained. The agency must list all placement dates with companies during the period of time the individual has been on the employment agency register. Periods in excess of 28 days without a placement must be covered by a gap reference.

Re-Employment

In the event that you re-employ a person, you will be able to utilise any applicable original employment references that were obtained at the time of original contract and still held on file as long as the references meet the current criteria.

Voluntary Sector

It is recognised that organisations that utilise applicants on a voluntary basis may not be prepared to supply employment references. Where this is proven to be the case a Voluntary Sector Reference may be sought.

Personal

A personal reference should be provided by someone who has known the applicant for a minimum of 24 months immediately preceding the date of application and can confirm that regular contact has been maintained. The personal reference must show the referees full name, home address and day time contact details and that the referee knows the pass applicant outside of a work or professional environment. Personal references can be emailed or posted to the home address of the referee with a reply paid envelope for the reference to be returned in. In both situations the full reference chain must be included with the application in order to verify the reference

Covering Gaps of over 28 Days

Unemployment

Any periods of unemployment should be verified with the Job Centre Plus at which the applicant was registered.

Extended Periods outside the UK

Where an applicant has spent more than 28 days outside the UK, for reasons other than employment, a gap reference should be obtained verifying the applicant's whereabouts and activities during that period of time. Additionally proof of travel (e.g. passport, immigration stamps), may be requested.

Where an individual has resided in any country outside the UK for 6 months or more, the appropriate clearance must also be obtained i.e. Overseas Criminal Record Check (OCRC) from the country of origin.

Return to Work Following Extended Period of Absence from Employment

Where an applicant has not worked for some years due to personal reasons, (e.g. raising a family,) this period must be covered by a gap reference. The gap referee must confirm what the applicant was doing during this period of time.

If the applicant has not worked for 5 years or over then a personal reference will be required along with any additional evidence to support the application.

Companies no Longer Trading

Where within the employment history a company has ceased trading, a reference covering the period of employment must be obtained from the appointed administrators if applicable. Or HMRC /Inland Revenue.

Gap Reference - General Advice

Gap references must include specific information regarding the applicant's activities and whereabouts during the specific period in question. Generalised statements such as "resting" "travelling" will not be accepted.

The referee must provide the information in their own words and from their own knowledge of the applicant's whereabouts and activities during the gap period.

The referee must have known the applicant for a minimum period of 24 months and must have known the applicant during the specific period in question.

If the referee provides information confirming that the applicant was working during the gap period, an employment reference will be required.

Emailed References

In order to improve the speed of reference processing email references may be used for

- Employment references
- Current employment references
- Employment agency references
- Education references
- Voluntary sector reference
- Personal references
- Gap references

Please Note - Email references will not be supplied by;

- HMRC
- Job Centre plus

To preserve the integrity of the reference and to allow the email address to be verified the following rules have been set out:

Email addresses must contain the name of the individual (therefore, recruitment@xyz.com would be unacceptable).

If the original request is made to a generic email account (e.g. lgw@gatwickairport.com) then a response must be solicited from a named individuals email account (e.g. james.brown@gatwickairport.com). Responses from generic email accounts will not be accepted.

For the avoidance of doubt, if a generic email address is accompanied by the name of an individual (e.g. lgw@gatwickairport.com with "sent by James Brown" underneath) then this will be acceptable

Employment - email addresses must contain a clearly identifiable company reference for example james.brown@gatwickairport.com, not james.brown@yahoo.co.uk.

Personal / Gap - email addresses at an Internet Service Provider (ISP) are acceptable but they must contain the name of the individual (therefore, lazyboy@yahoo.co.uk would not be acceptable

The email thread must be started by the sponsoring company i.e. the company applying for the reference. This shows that the correspondence in the email chain refers back to the original request. This means that:

- The initial request for the reference must be made by the sponsoring company
- The initial request must ask the receiving referee to respond by completing the appropriate reference (which must be supplied as an attachment, for example in Microsoft Word, doc or Portable Document Format, PDF)
- The reference that is returned to the sponsoring company, by email, must contain complete responses to all of the questions as set out in the reference template. However, the reference may still be acceptable if all of the questions posed within the reference request have been satisfied by other supporting text within the email.

To help check that the reference returned is authentic a return email must be sent to the referee.

When sending a return email the sponsoring company must ensure it is sent to the same address as supplied by the referee. This will reduce the risk of false representation. This means that:

- The return email must acknowledge the reference for the named individual.
- The return email should clearly tell the recipient what to do if they did not supply the reference.
- To ensure a full audit trail all email correspondence should be submitted with the application:
- Initiating email with attached reference template
- The email that returns the reference questionnaire
- An acknowledgement of the email confirming that the sponsoring company has received a reference for an individual

Authorised signatories and sponsoring companies must ensure that emails and associated references remains stored electronically for audit purposes while the ID pass remains operational.

What to Do When References Have Been Received

Once the references for your applicant have been received, you will need to undertake checks to ensure that the references meet the required standards.

The following are some useful points that you must consider before uploading references onto MTrust and submitting the ID pass application to the ID Centre. Your co-operation and vigilance in ensuring references are acceptable will assist us in maintaining Safety and Security at Gatwick Airport, and ensure there is no delay in the processing of the ID pass application or admin charges being incurred by your company for queried ID pass applications.

Reference Check Guidelines

- Do the references tell a plausible story regarding the applicant's activities during the previous 5 years?
- Has the reference been altered in any way?
- Do the employment references indicate that they have come from a company i.e. is it on headed paper; was the request addressed to a company name and address;
- Do the employment references confirm the reason for leaving to be the same as advised during the security interview?
- Have the appropriate Agency references been obtained?
- Is there a minimum of 2 (two) references?
- Are all the references addressed to the sponsoring company?
- Does each reference cover the period required?
- Are there any gaps of over 28 days that are not covered by a reference?
- Do the gap references provide sufficient information on the applicant's activities and whereabouts during the gap period?
- Are all the references signed and dated by the referee and have they printed their name?
- Does the reference contain the referees contact telephone number and address?
- Does the person who signed the reference have the same name as the person to whom the reference was sent?
- Is the referee in a position to provide a reference on behalf of the Company/Organisation to whom the reference was sent?
- Is the personal reference from a suitable person i.e. not a family member or related to the applicants partner?
- Has the personal reference come from the same source i.e. same address as the applicant? **this is not permitted**
- Are the most recent employment or education reference more than 28 days old?
- Do all the references contain original handwriting (not photocopies or faxed references)?
- Do all the references contain the same handwriting, in the same pen?
- Has the referee stated that the applicant is a suitable person to hold an airport ID pass?
- Do the educational references confirm dates and state that the applicant attended the school, college or university where they were registered?
- Do Agency references confirm dates and details of all placements where the applicant worked whilst they were registered with that agency?

File Notes

Where variation or verification activities are undertaken by Authorised signatories, file notes should be recorded and submitted with the application. This will ensure that additional work undertaken by the Authorised Signatory is understood in order to process the application as swiftly as possible.

Any misspelling of names must be covered by a file note to confirm the Authorised Signatory has recognised the error and verified it with the referee – this will prevent the application being automatically queried/rejected by the vetting team.

Material changes such as an incorrect name **will not be** acceptable with a file note.

If you have any doubts or concerns with the content or authenticity of any reference you should contact your Account Leader who can advise you on the action to be taken.

Failure to submit ID pass applications without accurate information, dates and references may result in the application being queried back to you on MTrust and an admin charge incurred.

ID Pass Application Checklist

- Have all sections of the application been completed fully and accurately?
- Has the application been checked / completed by an Authorised Signatory?
- Has the Security interview been conducted fully, face to face and appropriate declarations signed and dated?
- Have all the references submitted been uploaded accurately into MTrust?
- Has the applicant's Proof of Identity been checked to ensure it is valid, shows full name and all details are accurate against the application being submitted and full details recorded?
- Is this an acceptable form of identity for a Gatwick Airport ID Pass?
- Have you entered the date employment commenced with the sponsoring company

The ID Centre recommend that copies of the application, original references and other related documents are retained by the Signatory when submitting the application for audit purpose

ID Centre – Security Vetting Team

Once the relevant applications are submitted on MTrust to the ID Centre, they will be scrutinised by the ID Centre Vetting team to ensure that all the required documentation has been uploaded and that the references meet the criteria outlined in these guidelines.

GSAT and CRC/CTC details will also be checked to ensure that they are within the required issue date. Full name and address is accurate and there are no disqualifying offences recorded on the clearance.

In the event that references, GSAT or CRC/CTC do not meet the criteria, you will be notified and the application will be returned to you via MTrust. You will be advised of the action that needs to be taken in order to re-submit the application.

Once it is established that there are no discrepancies or obvious reasons for concern with the references, the Vetting team will perform their vetting checks. This includes contacting referees to confirm the detail they provided on the reference is to the best of their knowledge accurate.

Ensure that the applicant is in possession of the same identity document checked at the Security interview and entered onto the application when they attend the ID Centre to collect their ID Pass.

Queried applications will incur an admin charge if details supplied do not meet the required standard.

References, GSAT and CRC/CTC details must be retained for the duration of an applicant's operational ID Pass, It is a requirement that full 5 year reference history is held by the sponsoring company and may be required to be seen for audit purpose.

You are advised that the Vetting team will not provide information regarding an ID pass application directly to the applicant, any calls from an applicant will be re-directed back to their Authorised Signatory.

References from professional bodies or individuals such as doctors, solicitors and bank managers are not considered acceptable unless the applicant is known to them in a personal context and not just as a patient or client.

Gap and personal references must not be provided by, blood relatives and/or relatives by marriage or adoption, including cousins, partners, partners' relatives or anyone cohabiting with the applicant. Work colleagues should not provide a gap or personal reference.

References must not be sought from individuals under the age of 16, persons living at the same address as the applicant, current employees of the sponsoring company or associated sub-contracting companies.

As an Authorised Signatory for your company, it is your responsibility to ensure suitable references are obtained in support of applications and that they are bona-fide. The ID Centre will check all references submitted to ensure the criteria has been met.

Any alterations or amendments made to the content of a reference must only be done by the original referee, who should sign and date all amendments. The Authorised Signatory may endorse the reference in order to confirm additional information that will assist Gatwick Airport vetting process.

When the application has been approved for ID pass issue, you will be notified on MTrust to arrange an appointment at the ID Centre. **Please ensure that the applicant is in possession of the same identity document checked at the Security interview when they attend the ID Centre.**

Ongoing Pass Management

Section 7

General Requirements

When a company applies for any type of ID pass and that pass has been issued, the Authorised Signatory becomes responsible for the management of that pass and must ensure that they are only used for the purpose for which they were issued.

All pass holders must be made aware of their responsibilities as a Security ID Pass holder. The Authorised Signatory must ensure that all passes are returned to the ID Centre when no longer required. This may be either when an

employee leaves your company, where an employee no longer needs to access the airport on a regular basis as part of their job function or the pass is expired and no longer required. If an employee's ID pass requirements or details have changed the Authorised Signatory will need to ensure that this is reflected by completing a Change of ID Pass Details application and submit to the ID Centre via Mtrust.

Reinstatement / Parking of an ID Pass

Full ID passes that have not been used to gain access into the Critical Part within the preceding 60 days will be parked and will no longer provide access to Critical parts of airport areas.

Authorised signatories may request the re-instatement of a parked ID pass when an ID pass has not been used for a period of 6 months or more, up to a maximum of 12 months by completing and submitting a reinstatement application on Mtrust. The pass will then be reinstated and granted an exemption from parking for 7 days only, if the pass is not used within that period, it will automatically re-park. Reinstatement of ID passes is monitored and may be rejected if it is proven that an individual does not attend the airport on a regular basis.

A reference will need to be supplied for reinstatements when an ID pass has been parked for 6 months or more detailing what the individual has been doing during this period.

Authorised signatories must notify the ID Centre Account Leader when an ID pass holder commences maternity leave, long term sick or secondment to another location within the business. In some instances confirmation of continuous employment and a new CRC will be required for periods of up to 12 months of non-use.

For further information on the parking and reinstatement of an ID pass please refer to the current Gatwick Airport Directive.

Seasonal Worker - Career Break - Extended Unpaid Leave

The above will require prior approval from the ID Centre Account Leader

Where there is to be a break in continuous employment or periods where an employer is unable to account for an employee, the ID Centre Account Leader must be notified. The ID Centre will need to know when the work break commences. The ID pass will then be suspended for a maximum period of 12 months, and must be returned to the ID Centre for safe keeping.

Please ensure "Safe Keeping" is clearly indicated when returning the ID pass, otherwise it may be cancelled in error and a new ID Pass Application will then be required and a charge incurred.

When the employee returns, the Signatory will be required to conduct a new Security interview and obtain references covering the period of absence and submit these together with a completed Reinstatement application and covering letter on MTrust. The application and references will be subject to the full application vetting process. Once approved the Signatory will be notified.

If the pass expires during the period of absence or for periods of absence over 12 months, and has not already been returned to the ID Centre for safekeeping, the ID Pass must be returned for cancellation and a Full Application will be required.

Non return of an expired or Un-surrendered ID pass to the ID Centre will incur an admin charge.

Critical / Restricted Part Pass (including Gatwick Airport Cargo Areas)

ID passes issued by Gatwick Airport that permit access to the Critical Part of the airport including Cargo or Maintenance areas follow the same ID Pass Application process as for a Critical Part pass, except, references and CRC are not required to be seen by the ID Centre. However references and CRC must be obtained by the company and kept on file for audit purpose. Access levels for these pass types will be determined by the ID Centre.

Landside Identity Pass

Staff based at Gatwick Airport who do not require access to any Airside or Critical Parts, must be issued with a Landside pass. These are machine readable to enable access to Landside buildings and where requested staff car parks.

Gatwick Airport require the issue of a Landside pass to all staff working on the airport to assist us in maintaining effective security and where an emergency situation arises will enable us to recognise your company representative quickly as a bona fide airport worker.

This ID Pass type looks similar to the Critical Parts pass. Where this pass differs, is that it clearly states LANDSIDE and has a visible expiry date. It does not allow access into the Critical Parts of the airport.

Lost or Stolen ID Pass

If an employee loses or has their ID Pass stolen they must report that loss immediately to their Authorised Signatory, their company, the ID Centre or Out of hours to the Gatwick Control Centre.

It will be treated as a breach of security if the ID Centre discovers that the loss or theft of an ID pass has not been reported.

Where a replacement pass **is** required, the Authorised Signatory should complete a Notification of Lost/Stolen pass application on MTrust and the individual should attend the ID Centre for a replacement. No Appointment is required but a charge for the replacement ID Pass will apply.

If a replacement pass **is not** required, the Authorised Signatory should complete a Notification of Lost/Stolen pass application on MTrust and submit to the ID Centre where the pass can be cancelled, failure to submit an application could incur an admin fee.

Should your employee recover their original pass which was reported as lost or stolen, under no circumstances should they try to use this pass to gain access to the Critical Part of the airport, it must be returned to the ID Centre for cancellation.

The ID Centre reserves the right to refuse the reissue of a pass to an individual where the number of lost passes has reached an unacceptable level.

Un-surrendered ID Pass

Authorised signatories must ensure that all ID passes are collected from anyone in their company who no longer require the ID pass, ensuring that they are returned to the ID Centre for cancellation to avoid an admin charge.

The ID Centre must be notified immediately if an employee leaves your employment whilst remaining in possession of an ID pass, a stop can be placed on the system to ensure the ID pass cannot be used and cause a breach of security.

If an ID pass sponsored by your company is not returned, it is a requirement that you write to the individual by email, recorded or registered mail and keep a record of your efforts to contact the individual.

The ID Centre will require evidence from your company of the action you have taken, to secure the return of the outstanding ID pass, it is not sufficient for you to say that you have spoken to the individual and asked them to return the pass.

The individual should be reminded that the ID pass which they were issued, remains the property of Gatwick Airport and should not be returned to any other Airport.

Companies who fail to return ID and Vehicle passes to the ID Centre will be charged for each pass not returned. In addition the facility to obtain future passes may be restricted or withdrawn.

Change of Personal Details or Access Requirements

If an employee has any change to their personal details e.g. hair colour, appearance (to include the wearing of glasses), name, job title or change of access requirements, the authorised signatory must submit a Change of ID Pass Details application on MTrust authorising the change of ID pass details. The individual will be required to attend the ID Centre with their current ID pass, to have their records amended and ID pass reissued. **An appointment will be required.**

Where the change only involves an address change or any change that is not visible on the ID pass, the application is required to be submitted on MTrust, individuals will not be required to attend the ID Centre.

Revalidation

Company contacts are provided with monthly reports indicating when passes are due to expire. The authorised signatory is responsible for completing the application authorising any ID pass re-validations, and submitting it to the ID Centre on MTrust for the pass to be extended.

For passes that display a visible expiry date, the pass holder will need to attend the ID Centre with their current ID pass for a revalidation. **An appointment will be required.**

5 Year and CRC re-issue

It is a CAA requirement that all ID pass details, including photograph, CRC and GSAT details are renewed every 5 years. The Authorised Signatory is required to obtain the CRC disclosure and submit a Change of ID Pass Details application on

Mtrust. The individual is required to attend the ID Centre with a valid photographic form of identity for the 5 year re-issue. **An appointment will be required.**

Record Keeping

Your company will be expected to keep accurate records of all ID passes requested, as well as the ID numbers allocated to each pass. Allocation of pass numbers is a function which your company is responsible for. The ID Centre team will inspect these records during an audit visit.

Display of an ID Pass

ID Passes must be displayed at all times when the pass holder is at Gatwick Airport. Please refer to the Gatwick Airport Directive for ID pass holders' responsibilities.

Access to Controlled Buildings, piers, lifts, lounges and machinery utilising ID pass technology

An increasing number of buildings and utilities are accessed via the ID pass issued at Gatwick Airport. Access to these areas is controlled by the building tenant or the department responsible for that area. If your company requires access to a specific area that is not obtainable via the access level granted on an ID pass, please contact your Account Leader who will be happy to advise you.

Pin Numbers

Pin numbers are not automatically issued by the ID Centre. Companies who have a requirement for PIN number access should request them when applying for the initial ID pass or contact an Account Leader in writing stating the reason for PIN allocation.

Staff Car Parks

Staff Car Parks at Gatwick Airport are controlled by the Staff Car Park department. Access to Staff Car Parks at Gatwick is by the use of the ID pass. If Staff Car Parking is required for new staff the authorised signatory should complete the appropriate section of the application or for existing pass holders Authorised Signatory should email details to staffparking@gatwickairport.com. Parking is not available to 1-7 day pass holders.

Applications

All applications can be accessed from the ID Centre Online application system – MTrust website mtrust.co.uk
Applications relating to pass issue and reissue are valid for 28 days from the date submitted by the authorised signatory. Mtrust will send automated reminders when an application has been approved and then again at 14 days, Mtrust will automatically withdraw the application on day 28, you will incur a charge for any pass that is not collected.

Disciplinary Action - Caution Notice

Any person found at Gatwick Airport who is in breach of any security regulations or Gatwick Airport Directives will be issued with a caution notice. The employing company will be required to carry out an investigation into the incident. In addition dependant of the circumstances, on occasion the ID pass may be confiscated or suspended pending the result of the investigation. The ID Centre will monitor the issue of caution notices.

Re-issue Notification

Gatwick Airport Ltd Security has the right to request that an ID pass is re-issued if the appearance of the pass holder has changed or if the ID pass has become faulty or generally worn. If a Re-issue is required the Security officer will issue the pass holder with a Re-issue notification. In most cases the pass holder will be given ten (10) days to ensure the correct authorised paper work is completed and submitted on MTrust and they attend the ID Centre for pass re-issue. In some cases a shorter period of time will be given.

TUPE Transfer

In the event of TUPE (Transfer of Undertakings Protection of Employment) please contact the ID Centre Account Leaders who will guide you through the TUPE process. idcentre@gatwickairport.com

Multiple Employment at Gatwick

Where an individual who already holds an ID pass and wishes to be employed by another company at Gatwick Airport and requires an additional pass. The internal transfer form can be utilised however in all instances the sponsoring company is required to obtain and hold full 5 year reference history, which may be subject to security audit. The ID pass will be issued for up to 5 years only if a new CRC and GSAT certificate is supplied. The existing employer must provide a letter to the Gatwick ID Centre confirming their knowledge of the additional employment and further confirming the operational requirement to retain the original pass.

Company Re-registration

In order to remain compliant with EC300 and CAA requirements, when a company contract is due to expire, the company will be required to complete a re-registration application on MTrust and provide details of contracts awarded or renewed confirming new expiry dates.

During this process the ID Centre will provide ID pass reports with details of operational ID passes, expired / un-surrendered and parked passes. Failure to return fully completed re-registration application and associated documents will result in the expiry of all passes and removal from the Gatwick ID Scheme.

In addition to the monthly reports sent to all companies, companies may request company reports at any point.

Vehicle Passes

Section 8

The ID Centre issue, on behalf of Gatwick Airport Airside Safety and Operations Department, two (2) types of vehicle passes, these are

- Permanent Apron Vehicle Pass
- Temporary Airside Vehicle pass

Only licensed companies may apply for vehicle passes. The following should be read in conjunction with the guidelines for obtaining Airside Driving Permits (ADP) and Airside Vehicle Passes (AVP) in accordance with the relevant Gatwick Airport Directives (GADs).

For information regarding Specialist Vehicles & Equipment requiring dispensation please refer to the current GAD - Airside Vehicle Permits Managing the Environmental Impact of Motorised Vehicle and Equipment.

Please contact Airdat for information relating to Airside Operator licence (AOL) which is required for vehicles operating Airside.

Permanent Apron Vehicle Pass (AVP)

All vehicles entering the Critical Parts at Gatwick Airport must have aviation insurance and the company Authorised Signatory will be confirming this when signing the declaration on the application. The AVP is not transferable. Vehicle safety inspection forms or MOT certificates where applicable must be available for inspection by Gatwick Airport, Control Authorities, DfT and their agents.

Please note: AVPs cannot be sponsored by another company. Companies will need to obtain an Airside Operations licence and join the Gatwick ID Scheme if they need to obtain AVPs. AVPs will be made valid to the company expiry date held on the ID system and not to the date given on the AOL.

Temporary Airside Vehicle Pass (TAVP)

This type of pass is available for vehicles not required for regular access and would not therefore qualify for a Permanent Apron Vehicle Pass. The maximum validity of an TAVP is 5 days inclusive and no more than 5 passes may be issued in a 12 month period for any one vehicle (total 25 days). Companies who sponsor TAVPs for other companies, must ensure both the sponsoring company and the sponsored company have the required liability insurance cover.

Airside Driving Permits (ADP)

All members of staff undertaking Airside driving duties must hold an ADP. To arrange Airside driver training please go to www.airdat.org

It is the responsibility of all employers requiring access to the apron or airfield areas, to ensure that the contents of Gatwick Airport Directives and notices issued by Gatwick Airport Airside Safety and Operations Department are brought to the attention of all their staff and remain accessible to them.

Proof of Identity - Original documents only

Section 9

Proof of Identification requirements are the same for any ID pass type and the name on the ID pass must match the proof of identity presented during the Security interview.

Applicants must hold an acceptable valid form of identification. Only the following documents are considered acceptable forms of identification

For British nationals:

- A valid full ten year passport or British photo-card driving licence (full or provisional).

For EU /EEA and Swiss nationals:

- A valid full passport or National Identity Card.

For all other nationalities:

- A Full passport **PLUS** original Home Office documents 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 Visas and Immigration, including UK Travel documents issued by UK Visas and Immigration to persons with asylum status, humanitarian protection status or discretionary leave to remain (**original documents only**).

Right to Work Documents

Applicants for Permanent or Temporary ID passes must provide documented evidence of right to work in the UK if their ID pass is required to attend work.

ID passes will not be extended beyond the expiry date of a current visa.

Disclosure of Data

Section 10

The ID Centre will provide reports and information on request, in connection with ID pass maintenance, validity and expiry to Authorised signatories, senior managers and other persons known to be responsible for the management of ID passes within a company that are registered on the ID scheme.

Subject Access

Individuals have the right to request transaction reports relating to ID pass activity. All requests must be submitted on the Data Release form, found on our website, and addressed to the ID Centre Manager.

If you require a transaction report in connection with an investigation into a crime you are advised to contact;

Joint Ports Investigation Unit – 0845 6070 999 Direct dial 01293 592810

CCTV Requests

ID Centre cannot provide any information relating to CCTV requests as this material is not managed by the ID Centre.

For Information on the Data Protection Act please contact:

Information Commissioner's Office

Helpline 0303 123 1113

Web Site ico.org.uk/

Gatwick Airport Directives (GAD's) or Gatwick Airport Notices (GAN's)

Section 11

On joining the Gatwick ID Scheme you will automatically be registered to receive Gatwick Airport Directives, these can either be new directives or updates to existing directives.

There are a number of Gatwick Airport Directives relating to Airport Security and ID passes that you must bring to the attention of any staff employed or contracted by you, who will be working at Gatwick Airport.

It is the responsibility of all employers to ensure that all relevant Airport Directives or Notices are brought to the attention of all their staff.

Gatwick Airport Directives regarding Security that you must obtain are as follows;

- ID Pass Holders Responsibilities
- GSAT Training
- Fire Training
- ID Escorting Responsibilities

If your company operates vehicles at Gatwick Airport you must also obtain the following Gatwick Airport Directives.

- Airside driving and vehicle operations
- Airside Operators Licence
- Airside Vehicle Passes - Managing the Airside environmental impact of motorised vehicles and equipment

You may also require the following Gatwick Airport Directives.

- Security of tools and knives whilst Airside
- Tools of the trade (T Pass)
- Tools of the trade (Categories)
- Aircrew entering the restricted zone – ID Verification
- Terms and conditions for the use of Staff Car Parks

Gatwick Airport ID Pass Charges

Section 12

Prices below do not include VAT

April 2019/2020 ID Charges

Critical part pass issue (including vetting) or reissue due to misuse	£10.00	per pass
Critical part pass issue (including vetting) after resubmission	£15.00	per pass
Landside pass issue or reissue / reissue of critical part pass (non-misuse)	£10.00	per pass
Vetting with no pass issue	£45.00	per pass
Temporary Employment escorted pass	£15.00	per pass
Visitor 1-7 day escorted pass	£15.00	per pass
Landside and controlled area lost/stolen replacement	£10.00	per pass
Apron vehicle pass (annual duration)	£20.00	per pass
Apron vehicle pass (temporary duration)	£20.00	per pass
“Green” Apron Vehicle pass (all durations)	£0.00	per pass
Apron vehicle pass safety levy	£10.00	per pass
Un-surrendered pass (including vehicles)	£250.00	After 60 days

It is a requirement of the EC300 Regulation and Department of Transport that all ID passes are returned to the ID Centre. The ID Centre operates a receipting system for the return of ID passes.

Failure to return an ID Pass within the time period specified will result in a £250 penalty charge.

April 2019/2020 Staff Car Parking Charges

As of 1st April £50.79 plus VAT per allocation, per full calendar month or part thereof.

Staff Car Parks

Staff car parks at Gatwick Airport are managed by the Staff Car Park department. Access is by the use of the ID Pass. If staff car parking is required for new staff the Authorised Signatory should complete the appropriate section of the ID pass application, for existing pass holder car parking requests email details to staffparking@gatwickairport.com