

London City Airport ID Pass Regulations

ID Pass Scheme

The content outlines the requirements and responsibilities for authorised signatories in order to comply with the commission of the Commission Implementing Regulation (EU) 2015/1998 and the Single consolidated direction (SCD). The contents of this pack are subject to change in line with the regulations.

It is a requirement that the Authorised Signatory retains copies of the applicant's application (including case notes taken during the interview) for auditing purposes by relevant agencies including the London City Airport (LCY) compliance team and the CAA.

The Authorised Signatory will be responsible for ensuring that third party staff sponsored by their organisation has undergone appropriate checks. These checks must be in accordance with the ID unit regulations before being submitted. The Authorised signatory will retain responsibility for the administration and correct use of passes issued to third party staff sponsored by their organisation.

The Authorised Signatory must not pre-sign the signatory declaration on the pass application form and allow someone else to enter details. Failure to comply will result in their name being removed from the Authorised Signatory register.

The Authorised Signatory must notify the ID Unit, in writing, as soon as they are made aware that a current LCY pass holder has a conviction for a disqualifying offence under SCD Schedule 11-1, please refer to <http://londoncityairport.com/home/page/idunitdisqualifyingconvictions>

LCY reserve the right to implement specific additional controls, without advanced notice, on Authorised Signatories and/or sponsoring companies for passes, where they are considered necessary and proportionate as a result of specific audit and/or investigation results.

Sponsoring companies and Authorised Signatories are not absolved from their legal obligations when referencing or other security checks are carried out by third party companies, or where the sponsoring company is sponsoring an applicant from a third party company.

LCY reserves the right to conduct audits of sponsoring companies with respect to all ID pass issues, in order to ensure compliance with the Commission Implementing Regulation (EU) 2015/1998 and CAA regulations.

To knowingly provide false information in connection with an ID pass application by either the Authorised Signatory or pass applicant is an offence under the Aviation Security Act 1982 as amended by the Aviation and Maritime Security Act 1990.

Rules and Regulations apply to everyone, irrespective of their position within the organisation.

When signing for an ID pass, an employee agrees to abide by the rules and regulations of an ID pass holder, and confirm that they are fully aware of their responsibilities. Failure to comply may result in disciplinary action or an ID pass confiscation. Outlines of the responsibilities are as follows;

- To safeguard the Security ID pass and account for its use
- To report its loss immediately to the LCY Security Department
- To contribute to airport security by remaining vigilant around suspicious behaviour and items. You must report any findings to the police or 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
- To go airside only with a legitimate reason to do so
- To display the ID pass within the LCY boundaries
- **To return the pass when no longer required or when requested to do so**
- To advise the ID unit of any change in department so the access levels can be adjusted
- All restricted information shall not be discussed outside the working environment

The purpose of a Security identity pass is to control access to all areas of LCY. There are four types of ID pass issued by the LCY ID Unit. These are as follows:-

- **Full Airside Pass** - Allowing authorised unescorted access to Airside, Critical Part
- **Full Landside Pass** - Allowing authorised unescorted access to Landside areas
- **Temporary Airside Escorted Pass 60 Days** – Photograph and biometric pass that allows escorted Airside access for a maximum of 60 days. (no extension allowed unless it is in writing from the CAA for extenuating circumstances)
- **Temporary Landside 60 day pass** – Photograph pass with Landside only access for a maximum of 60 days
- **Temporary Airside Escorted 1-5 day Pass** - Allows Airside escorted access for up to 5 days.
- **Temporary Landside 1-5 day Pass** - Allow unescorted access to Landside for up to 5 days.
- **Contractors Temporary Landside Pass** – Restricted issue maximum 120 days

Passes must be worn whilst on site and on display at all times and should not be removed or placed in security trays as there is a risk that someone could pick it up and access doors. In addition, for security reasons, do not wear your pass outside of the Airport Perimeter, i.e. public transport as you are identifying yourself as an airport employee and potentially could be targeted as such. Passes must be displayed on the exterior of outer clothing and not held in any pockets as will be deemed as non-compliant.

It is the duty of the Authorised Signatory to inform the ID Unit in writing of any changes in the company format, for example, company name, company logo, company address or telephone number. If an Authorised Signatory leaves the company the ID Unit must be advised in writing immediately.

Areas of Access

- 1: Internal area or areas of critical parts (departure lounges, piers and the interior of other buildings) with the exception of 2 and 3 below,
- 2: Baggage reclaim halls,
- 3: Baggage make-Up areas,
- 4: Ramp,
- 5: Aircraft and their footprints,
- 6: All other external areas of critical parts such as runways,
- 7: All other areas within critical parts

The pass holder may only access areas to which they are permitted.

Reason for Access

The reason for access must be entered clearly on MTrust; passes will be refused if the details are not entered. Temporary pass holders may only access the areas specified on the application form.

Airside Access for Temporary Pass Holders

Temporary pass holders and the items they carry will be screened on entry to the Critical Part of the Airport and identity documents will be checked by Security staff at access control. If the pass holder refuses to be screened or provide a pass and documentation they will be denied access. Please ensure that the identity document submitted on Mtrust is accompanied by the applicant when the pass is collected. If the applicant presents an alternative identity document at the Access Control point they may be refused access.

Escorting Requirements

All temporary pass holders must be escorted by a full LCY ID pass holder. The Authorised Signatory is responsible for ensuring the person for whom they have requested a temporary pass is escorted at all times. Companies are expected to take disciplinary action against the holder of the full Airside identity pass (the escort) for failure to comply. Both the escort and the temporary pass holder must be on official business on behalf of their company. **The escort must keep the escorted pass holder in line**

of sight at all times (The escort must be able to see what the temporary pass holder is doing at all times). The escort will receive a non-conformance if a temporary pass holder is left unescorted whilst in the CP

The number of temporary pass holders allowed to be escorted by a single full pass holder is 6 unless otherwise approved by a Terminal Manager.

1-5 Day Temporary Passes

1-5 day temporary passes are issued to persons requiring escorted access to the Critical Part and Airside areas for periods of up to five (5) days for legitimate operational reasons; they are required to display a picture of the pass holder alongside a readable QR code which will be scanned at the Access control points or by Security Officers on patrol. **You are not permitted to apply for friends and family tours.**

1-5 day temporary passes are not suitable for individuals working for third parties on a temporary basis; a 6-60 days temporary pass should be applied for in these cases. Persons who are likely to attend on a more regular basis should apply for a full ID pass. 1-5 day Airside and Landside passes can be self-printed, collected from the ID Unit (opening hours only) VCP or LCY customer services.

Authorised Signatories are not able to request/sign passes for other companies unless they have a direct business involvement.

Temporary passes are limited to a total of 60 days duration within a 12 month rolling calendar period. A temporary pass cannot be requested for a person already in possession of a valid permanent LCY ID pass.

Visitor passes

Staff accessing CAH with a visitor should ensure that any visitors they bring in to the building have been issued with visitor passes by the reception team and that their passes are returned to reception. The visitor will be issued with a visitor pass and lanyard which should be worn at all times within the building for both security and safety reasons. The pass should be returned to reception when leaving the building

6-60 Day Temporary Airside Pass

6 - 60 day temporary passes are designed for permanent staff in the process of applying for an Airside permanent pass and those seeking to work temporarily for a third party up to a maximum total of 60 days in a rolling twelve month period inclusive of any 1-5 day passes. Passes will not be extended if it exceeds the 60 days within the twelve months period under CAA regulations. A pass can only be extended with written permission from the CAA and only in what the CAA deem as extenuating circumstances.

6-60 days passes are issued as an electronic readable photo-card. Biometric finger prints are used for pass verification purposes only by matching their fingerprint against their photograph at the Access Control point.

Applicants who refuse to sign the registration form will not be issued with a pass. Once the application form has been completed by the Authorised Signatory, the applicant is required to attend the ID Unit with their approved identity document such as Passport, British Driving Licence or EEA National Identity Card.

The Authorised Signatory undertakes that only the person named should be given access to Airside areas in connection with the business of the company/organisation. The passes must be returned once no longer required to the ID Unit. You can surrender the passes at either the VCP, LCY customer service desk or the ID Unit.

Permanent Airside ID Pass

This type of pass should be requested for anyone employed by your company who will require access to the Critical Part of LCY on a regular basis in order to carry out recognised company business. This type of pass can also be requested for individuals who are sub-contracted to work for your company and who will need regular access to the Critical Part. All persons authorised for access to the Critical

Part are required to have completed an interview and referenced in accordance with Commission Implementing Regulation (EU) 2015/1998 and the CAA regulations (SCD). A Criminal Record Check (CRC) at a minimum of basic disclosure level will also be required for all persons applying for a full ID pass. Where an individual has resided overseas for 26 weeks or more, the appropriate clearance must be obtained. Applicants will require a Criminal Record Check (CRC) from each country of residence. A CRC is valid for 10 weeks from date of issue and must be in date before the pass application is submitted.

To avoid any delay in the issue of the pass, you should remind your employee that they must bring with them the valid photographic ID that was submitted with the pass application. 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 MTrust application form by the Authorised Signatory.

It is the responsibility of the Authorised Signatory to check the application on Mtrust is completed correctly, all questions must be answered, unless unapplicable then please write N/A. All the documentation scanned onto MTrust must be originals. **The authorised signatory must endorse the scanned copy with the date and "original seen" before uploading onto Mtrust.** Passes with no activity for 6 months will be removed from the Access Control System and pass holders/ applicants will need to re-apply for their pass.

Tools of the Trade Transported Airside

Any person transporting tools of the trade in to the Critical Part must be issued with the required Tools of the Trade pass. Pass holders can only take tools that are needed Airside for the tasks required:

- Pass holders are responsible for the tools and equipment they are carrying into the critical part
- All tools and equipment that are in use must be kept in view at all times
- Tools and equipment not in use will be stored securely
- All tools and equipment will not be left unattended at any time
- Pass holders must report immediately to airport security personnel any tools or equipment that is absent, lost or unaccounted for
- Pass holders will receive a non-conformance if tools are left unescorted

Full and Temporary Pass Holders

ID pass applicants, who have a legitimate requirement to transport tools of the trade Airside, will be issued a tool of the trade pass at the time the ID pass is issued. 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 application form. If the ID unit feels the tools are not required for their duties, they will question the need for the Tools of the Trade Pass.

Landside Permanent Pass

Staff employed by the sponsoring company not requiring access to the Airside Critical Part, should be issued with a Landside pass.

Landside photographic ID passes are scanner readable to enable access to landside buildings.

There are no requirements for 5 years referencing and to sit the GSAT course, but they will be required to undertake the in-house Fire Training Course. Applicants will be required to complete the Security Interview Declaration and Applicant Declaration with the HR declaration completed by HR personnel or a member of staff who is approved to provide employment information. This should be uploaded on to MTrust to accompany the application.

Landside pass holders will not be allowed to use their pass to proceed Airside even if escorted by an Airside pass holder. They will need to apply for a Temporary Airside Escorted Pass.

Landside Temporary Pass

Landside temporary passes are issued to visitors / contractors requiring unescorted access to landside areas. The ID Unit issues two types of Landside temporary passes:

1 – 5 days - Short term visit.

6 – 60 days - Extended visits mainly for contractors.

Contractors Landside Pass - restricted issue

Display of Airport ID Passes

All persons issued with an ID should display the ID pass at all times while in that area and this should be displayed at chest height. Metal chains will be provided for temporary passes and LCY or sponsored company lanyards for full passes will be provided along with a holder.

Courses

Safety Awareness, Fire and General Security Awareness Training (GSAT)

London City Airport do not accept external certification, for RAMP, GSAT and Fire training courses as they are site specific and have a 1 year validity from the date the course was taken. Pass applicants will need to sit the appropriate courses in order to be issued with a permanent pass. Existing pass holders will also be required to take refresher courses on a yearly basis.

Existing pass holders moving between companies within London City Airport will be able to transfer their training.

GSAT courses can only be taken after completing a 5 year background check. The ID Unit will issue a GSAT blue clearance slip after all background checks have been completed to enable the applicant to sit the course. The applicant MUST bring the clearance slip and proof of ID with them to the course or they will be refused entry and have to re-book and will be charged accordingly. Initial courses are to be completed online in a supervised environment within City Aviation House.

These courses must be renewed on a yearly basis and Security Officers at access control points will remind staff before their courses are due to expire giving them enough time to book themselves onto the courses

To book the courses, please contact the City Aviation House Receptionist on tel: 020 7646 0071
Courses are to be completed online via Academy HQ and training will not be extended.

Approved Authorities or those who will receive training under Direction 12, for example, Aircrew, or those in Aviation security duties, are not required to complete the GSAT course. The full list of exemptions are shown below.

- Employed by an Approved Authority (as set out in direction 12(j));
- Diplomatic pass holder (Accredited Diplomat) who has read the GSAT leaflet;
- They have received, or will receive any of the following directed training:

Direction 12(a) Ground Security Staff and Supervisors
Direction 12(b) Aviation Security Managers and Instructors
Direction 12(d) Aircrew
Direction 12(e) Aircrew Instructors
Direction 12(f) In-Flight Catering
Direction 12(g) Cargo

General Requirements

When your company applies for any type of identity pass and once passes have been issued, the Authorised Signatory becomes responsible for the management of these passes 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 Unit when no longer required. This may be either when an employee leaves your company, an employee's ID pass requirements or details have changed or where an employee no longer needs to access the Critical Part of the Airport on a regular basis as part of their job function. Authorised Signatories should be aware of the insider threat and therefore the ID Unit should be advised immediately of any employee that may have left the company on a disgruntled basis so that their pass can be cancelled instantly and not allow them to have access to the CP.

Documents and Safety Awareness Requirement Checklist

When submitting a pass application please submit only the declarations shown in the checklist below.

Pre-application checks	1-5 days Temporary ID pass	6-60 days Temporary ID pass	Temporary Landside pass	AIRSIDE Permanent ID pass	LANDSIDE Permanent ID pass
Security Interview		X		X	X
HR Declaration				X	X
Interviewer declaration		X		X	X
Application declaration				X	X
Proof of Identity	X	X	X	X	X
Five years references and verification				X	
Criminal records check				X	
Biometric consent conditions		X		X	
Security Awareness GSAT training				X	
Fire Training				X	X
Ramp Training				X	

Applications are to be submitted to the ID Unit by registered users at <https://www.mtrust.co.uk/login>

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

- Company prefix
- Company name
- Identity Pass number (if lost or renewal)
- 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 or start/end date.
- 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 required pass.

The minimum age for pass applicants is 16.

Proof of Identity (Original documents only)

Proof of identity for British nationals must be a current ten-year UK passport or a British photo-card driving Licence (full or provisional).

Non EU nationals must provide a full passport together with an original Home Office document or a Biometric residence permit confirming the individual's right to be in the UK right to work.

The document must be endorsed with the date and “original seen” before being scanned onto Mtrust

Right to Work Documents

Applicants who wish to apply for permanent passes must provide documented evidence of their right to work in the UK. The following will be accepted as evidence of right to work in the UK:

- A current ten-year UK passport
- British photographic driving licence (Full or Provisional) which confirms the applicant's nationality as British and is entered on the pass application.

Passport containing a certificate of entitlement issued by, or on behalf of the government of the United Kingdom, certifying that the holder has the right of abode and work in the UK. ID passes will not be extended beyond the expiry date of a current visa.

Security Interview Declaration

It is the responsibility of the sponsoring company to conduct the security interview. The security interview is required for 6 - 60 day temporary passes and Full Landside and Airside pass applicants. This responsibility cannot be delegated and the Authorised Signatory, or a person who has been specifically trained for the task, shall interview the applicant and confirm by signing the Interview Declaration.

The aim of the security interview and referencing process is to achieve the following:-

- The declaration stating 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 of 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 LCY with a Criminal Record Check Certificate clearance.
- If the applicant has Visa Entry to the UK.

The Interviewer shall:-

- Check that the applicant understands the full implications of the declarations and authorisations contained in the application, so far as applicable to him/her.
- Inspect an acceptable proof of identity – original documents only. The Interviewer should advise the applicant that the same proof of identity document will be required to be inspected by the ID Unit at the time of the ID pass issuance.
- Explain the company process to the applicant how to obtain a Criminal Record Check (CRC) disclosure and advise on the requirement for completion of the CRC application form.
- 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.

The security interview declaration is valid for 28 days from the date of the applicant's signature.

Criminal Record Check

All applications for a Full Airside identity pass must be accompanied, at minimum, by a Criminal Record Check Disclosure (CRC). Criminal Record Checks must be obtained from Disclosure Scotland https://www.disclosurescotland.co.uk/disclosureOnline/BDO_Instr.htm or from the relevant country if an OCRC is required. If you are unsure of where to obtain this please visit <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>.

The CRC is valid for ten weeks from the date of issue.

It is the responsibility of the Authorised Signatory to ensure that the disclosure certificate does not contain any of the disqualifying offences as detailed in DfT/CAA Guidelines.

Before submitting a CRC or OCRC, please ensure that the applicant's full name (as appears on the ID submitted e.g Passport or Drivers licence) date of birth and home address are correct unless the certificate was applied for using the company address or that of an agency with delegated responsibility. CRC/OCRC with spelling errors/ incorrect date of birth will be rejected. Where an applicant has moved address since applying for the CRC, a letter from the employer confirming that the applicant has moved will be required to accompany the CRC. Where an individual has resided 26 weeks or more outside the UK in the last 5 years, the appropriate clearance must be obtained i.e. Overseas Criminal Record Check (OCRC) or Counter Terrorist Check (CTC) from each country of resident.

Overseas criminal record checks that are not in English need to be translated by an accredited member of the Institute of Translation and Interpreting (ITI – from Qualified or Corporate membership) or Institute of Linguists (IoL – from Fellow(FIL) or Members(MIL)). The Translation company must be accredited by either the IoL or the Association of Translation Companies (ATC) holding either full or overseas membership, Affiliate or Associate Membership will not be accepted.

Where disqualifying offences are identified, the application must not be progressed to the ID Unit unless a Certificate of Disregard is first obtained from the CAA.

Proof from applicants who hold a valid CTC or other higher level government security clearance, must be provided to the ID Unit by the Authorised Signatory in the form of a letter from the DfT/CAA or other government authority (original only). The CTC must state the name of the applicant, details of when the clearance was issued and when it expires. ID passes will be issued or reissued for durations up to, but not exceeding 5 years, irrespective of the remaining unexpired period of the security clearance when the pass is re-issued. CTC does not form part of a background check.

If an applicant submits a Basic or Enhanced Disclosure (CRC) as a form of clearance, then the remaining unexpired period cannot be used. A new disclosure will be required each time the pass expires.

London City 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. CTC clearance is required from employees who have resided overseas by the relevant agency of the country or countries in which they were employed.

Authorised Signatories must ensure that any convictions that are discovered during the life of the ID pass are communicated promptly to the ID Unit via email id.unit@londoncityairport.com

References

References and Application Processes

The Authorised Signatory is required to obtain satisfactory references in accordance with the Commission Implementing Regulation (EU) 2015/1998 and CAA regulations. Only the references that fulfil all of the criteria should be declared on the MTrust pass application form. The Authorised Signatory must satisfy themselves as to the authenticity of each reference and check to ensure that they meet the requirements.

It is important that references are applied for in the name of the applicant as per identity documentation. All documentation relating to an application for an ID pass must relate to the name on the proof of identity, this includes application form, references, and CRC/CTC disclosure. Where applicable, references should also include and also known as, in addition to the name on their proof of identity document.

References

- 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 a business card attached, 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?
- 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 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?
- Are the most recent employment/educational 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 LCY airport ID pass?
- Do the educational references confirm that the applicant attended the school, college or university where they were registered?

Where variation or verification activities are undertaken by Authorised Signatories, file notes should be recorded and submitted to accompany the application. This will ensure that additional work undertaken by the Authorised Signatory is understood in order to process the application as quickly as possible. i.e. 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 rejected by the vetting team. However, material changes such as an incorrect name will not be coverable by a file note.

If you have any doubts or concerns with the content or authenticity of any reference you should contact the ID Unit who can advise you on the action that needs to be taken.

Types of References

Employment References

Employment references should only be accepted from those authorised to issue such references, e.g. H.R. Department. In the event an employment reference cannot be obtained and the attempts have received no reply then an Employment history letter from the Inland revenue with specific dates can be supplied with a file note detailing the reason that a reference cannot be obtained.

Self-Employment

Where the applicant has been self-employed a reference from the applicant's accountant, the Inland Revenue or HMRC must be obtained. Where the applicant has been employed in his/her own family

business, someone outside the family such as the company accountant or Inland Revenue should verify employment.

Membership of HM Forces

Where the applicant has been a member of the Forces, his/her 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 five 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.

Where an application for an airport identification card is made in respect of a child aged 17 or under, on an educational visit, the airport operator may accept, in place of a valid passport as proof of identity, a written statement from the child's teacher confirming that the child in question is registered at the school and in full time education and confirming how long the teacher has personally known the child. The statement must be in an original letter headed document, giving the teacher's full name, position, address and telephone number. In addition a risk assessment must be conducted for the minor by the sponsor to cover the risk relevant to the reason for their entering the CP.

Employment Agencies

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 placements 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 References

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 from registered organisation.

Covering Gaps of 28 days or more

Unemployment

Any periods of unemployment should be verified with the Job Centre Plus at which the applicant was registered. The applicant can call the Department of work and Pensions in order to obtain a benefit history letter which will be sent to their home address.

Extended Periods outside the UK

Where the 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) should be requested and submitted to accompany the application. Where an individual has resided in any country outside the UK for 26 weeks or more, the appropriate clearance must be obtained i.e. Criminal Record Check (CRC) or Counter Terrorist Check (CTC) from the country of origin.

Return to Work Following Extended Period of Absence from Employment

Where the 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 and verified with supporting evidence such as birth certificates, child benefit letters, statement from supporting partner, bank statements. The gap reference must confirm what the applicant was doing during this period of time.

Companies no Longer in Existence

Where within the employment history a company has ceased trading, a reference covering the period of employment must be obtained from the Inland Revenue via an Employment History letter specifying dates to and from in DD/MM/YYYY format or alternatively the appointed administrators if applicable.

Gap Reference

The gap reference must provide specific information regarding the applicant's activities and where about during the specific period in question. Generalised statements such as "resting" "travelling" will not be accepted. Where there is a gap for extended period, the applicant can provide evidence that they had the means of financial support for the period in question.

If the referee provides information confirming that the applicant was working during the gap period, an employment reference will be required. The referee must provide the information in his/her own words and from his/her own knowledge of the where about 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.

Each gap will require a separate signatory unless more than one gap falls within a 12-month period and the reasons for the gaps are identical – here a single signatory can be accepted.

References are required from the Country that the applicant was residing/ working at the time. References from the UK completed by referees abroad and vice versa cannot be accepted.

Email References

In order to improve the speed of obtaining references an emailed reference may be used for:

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

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

1. Email addresses must contain the name of the individual (so therefore recruitment@xyz.com would be unacceptable).
2. If the original request is made to a generic account (e.g. LCY@londoncityairport.com) then a response must be solicited from a named individual account (e.g. john.smith@londoncityairport.com). Responses from generic 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. LCY@londoncityairport.com with "sent by John Smith" underneath) then this will be acceptable
3. Email addresses must contain a clearly identifiable company reference for example john.smith@londoncityairport.com, not john.smith@yahoo.co.uk Personal email addresses from an Internet Service Provider (ISP) are therefore unacceptable.
4. Email references MUST be supported by an email trail. 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 and must be signed by the referee. 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.

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.

Authorised Signatories and sponsoring companies must ensure that the email thread -remains stored for audit purposes for the life of the ID pass.

The rules associated with the use of email addresses as defined previously must also be applied when using email to initiate a paper based reference.

Postal References

References received via post should have the envelope scanned and added to the Mtrust application

What to do When References Have Been Received

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

The following are some useful points that you must consider before submitting the ID pass application and references to the ID Unit. Your co-operation and vigilance in ensuring references are acceptable will assist us with the security procedures at LCY and ensure that there is no delay in the processing of the application.

Referencing Guidelines

Before any applicant can be issued with a full ID pass, appropriate references covering the preceding five year period must be obtained. All references must be date specific in DDMMYY format and must include 'FROM' and 'TO' dates. References where it indicates that the applicant is currently employed i.e. To: Present, the end of employment date will be taken from the date the referee has signed.

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.

Gaps and 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 or work colleagues. 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 Unit will check references submitted to ensure that all 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 the ID Unit vetting process.

How a Reference should be obtained

LCY insists that references are requested on the Pro-forma provided by the ID Unit these are available from the LCY ID Unit website. 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 not acceptable.

When requesting references you should make it clear to all referees that they are giving references 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. The applicant must not be involved in the process for requesting, obtaining, delivering or verifying to you, the references and the ID Unit will reject any application if references have been obtained directly by the applicant.

What a Reference Needs to Cover

An employment history which accounts for all periods of employment, self-employment and unemployment during the 5 years preceding the application should be established. This will include your own company if the applicant has been employed by you. School, college or university references should be obtained where applicable. References are to be date specific in DD/MM/YYYY format with clear from and to indicated.

On-going ID Pass Management

Return/Cancellation of Passes

Where an employee no longer requires the pass, it must be returned to the ID Unit. The ID Unit must be informed immediately if an employee leaves your employment whilst remaining in possession of a temporary or full pass. The EU and CAA require all passes to be returned to the ID Unit. It is the responsibility of the Authorised Signatory to ensure all passes that are no longer required or expired are returned to the ID Unit.

Parking of Unused Passes

Full ID passes that have not been used by swiping a door to gain access within the preceding 60 days will be parked and will no longer provide access to LCY areas.

Authorised Signatories may request the re-instatement of a parked ID pass by completing a reinstatement form via MTrust. The pass will then be reinstated and granted an exemption from parking for 5 days only, if the pass is not swiped in that period, it will automatically re-park.

A full ID pass application will be required, for any individual whose ID pass has not been used for a period of 6 months or more, and where an individual has not been continuously employed by the sponsoring company, during that period.

Authorised Signatories must notify the ID Unit via MTrust 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, will be required for periods of up to 12 months of non-use.

Seasonal Worker - Career Break - Extended Unpaid Leave

Where there will be a break in continuous employment or periods where an employer is unable to account for an employee, the ID Unit must be notified when the work break commences. The ID pass will then be suspended for a maximum period of 12 months. The Authorised Signatory must confiscate the pass for safe keeping.

When the employee returns, the signatory will be required to conduct an interview to obtain references covering the period of absence and submit these together with a completed Reinstatement

form via MTrust. The form and references will be subject to the full application process, once approved the pass will be reactivated.

If the pass expires during the period of absence or for periods of absence over 12 months, and has not already been confiscated by the Authorised Signatory for safekeeping, the ID pass must be returned for cancellation and a full application will be required.

Expired Pass

Expired passes MUST be renewed within 28 DAYS from the expiry date on the pass. Authorised Signatories will be required to submit a RENEWAL on the applicants Mtrust profile, we also require a Criminal Record Certification. Overseas Criminal Record Check will also be required from all countries where the applicant has been resident in the preceding 5 years. Residence is defined as continuous for 26 weeks or more. Passes cannot be extended for any reason whatsoever.

The Authorised Signatory must submit a Change of details form if an employee has any change to their personal details, for example, change of address, hair colour, appearance (to include the wearing of glasses), name, job title or change of access requirements. The individual will be required to attend the ID Unit and their current ID pass, to have their records amended and pass reissued. Where the change only involves an address change or a change of access (not zones), the form is required to be submitted on MTrust, individuals will not be required to attend the ID Centre

Lost and Stolen Passes

When an employee loses or has their pass stolen they must report the loss **immediately** to the ID Unit on 020 7646 0165 id.unit@londoncityairport.com or the Terminal Manager via the LCY switchboard. It will be treated as a breach of security if the ID Unit discovers that the loss or theft of an ID pass has not been reported.

The Authorised Signatory should complete a "Notification of Lost/Stolen pass" form via MTrust. If a replacement pass is required, the individual must bring a form of valid ID to the ID Unit. Replacement of a lost or stolen pass will be chargeable.

Should your employee recover their original pass which was lost or stolen, under no circumstances should they try to use this pass to gain access to the Critical Part. Recovered passes must not be used and must be returned to the ID Unit immediately. **The ID Unit 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 Passes

The Authorised Signatory must ensure that all passes are collected from anyone in your company no longer requiring them, ensuring that they are returned to the ID Unit immediately

The ID Unit must be notified immediately if an employee leaves your employment whilst remaining in possession of a full identity pass.

The ID Unit will require confirmation from your company of the action you have taken to try and secure the return of those outstanding passes. It is **not acceptable** for you to say that you have spoken to the individual and asked them to return the pass.

If an ID pass sponsored by your company is not returned, it is suggested that you write to the individual by recorded or registered mail and keep a record of your efforts to contact the individual. The individual should be reminded that the **ID pass which they were issued remains the property of London City Airport and should not be returned to any other Airport**. Companies who fail to return identity passes their facility to obtain passes may be restricted or withdrawn.

Revalidation

Companies may be provided with a list on request indicating when passes are due to expire by email to the ID Unit. The Authorised Signatory will be responsible to complete the RENEWAL via Mtrust.

Once approved pass holders must attend the ID Unit with their current pass and valid photographic identity to update the pass.

5-Year ID Pass and CRC Re-issue

It is a CAA requirement that all ID pass details, including photograph and CRC details are renewed at the physical pass expiry regardless of 1,3,5 years duration. The Authorised Signatory is required to obtain a new CRC disclosure and complete a RENEWAL by updating the information on the applicants MTrust profile. The individual is required to attend the ID Unit with the documents including an acceptable form of photographic identity for the re- issue of the pass.

Non-Conformance

Any person found at London City Airport who is in breach of any security regulations will be issued with a caution notice. The employing company will be required to implement an investigation into the incident. In addition dependent of the circumstances, on occasion the ID pass may be confiscated or suspended pending the result of the investigation.

Re-issuing Notices

London City Airport 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 passes has become faulty or generally worn. If a re-issue is requested a Terminal Manager will issue the pass holder with a re-issue notice. In most cases the pass holder will be given ten days to ensure the correct authorised paper work is obtained and attend the ID Unit for pass re-issue. In some cases a shorter period of time will be given.

Vehicle Permits

The Authorised Signatory is required to submit a vehicle permit applications via <https://www.mtrust.co.uk/login> and submit directly to the Airfield Operations team. If you have any queries regarding vehicle permits please speak directly to the Airfield Operations team.

There are two types of vehicle passes issued;

- Permanent Airside Vehicle Permit
- Temporary Airside Vehicle Permit

Only licensed companies may apply for vehicle passes. The following should be read in conjunction with the guidelines for obtaining Airside driving permits and Airside vehicle passes in accordance with the London City Airport Airfield Operations & Safety Unit.

Permanent Vehicle Permit

All vehicles entering the critical part at London City Airport must have aviation insurance with a minimum cover of £50 million liability and the company Authorised Signatory will be confirming this when completing the declaration on the application . A copy of the Insurance Certificate must also be submitted with the application. Vehicle pass is not transferable. Vehicle safety inspection forms or MOT certificates where applicable must be available for inspection by LCY Operations, Control Authorities, CAA and their agents. It is the responsibility of the respective company to provide the AOSU of the latest documents should any of the documents expires while a Permit is still live. Permits are valid for one year from date of issue. Please contact the Operations Department on tel: +44 (0)20 7646 0241 / +44 (0)20 3203 2247 who will assist you through the process.

Temporary Airside Vehicle Permit

This type of pass is available for vehicles not required for regular access and would not therefore qualify for a Permanent Vehicle Pass. The maximum validity is 7 days inclusive. Companies who sponsor vehicle passes for other companies, must ensure both the sponsoring company and the sponsored company have the required liability insurance cover. The vehicle permit must be returned immediately once no longer required or it has expired to Airfield Operations

Escorting

When escorting a temporary vehicle you must ensure the vehicle remains in direct line of sight at all times. Only persons in possession of a full LCY ID pass can carry out escorting duties.

Airside Driving Permits

All members of staff undertaking Airside driving duties must hold an Airside Driving Permit and undertaken the Airside Awareness course. Please contact the Operations Department who will assist you through the process. Any Airside Driver permit that is no longer required is to be returned immediately to the ID Unit. Expired Driver permits are also to be surrendered upon renewal.

Departments

Tupe Transfer

In the event of TUPE (Transfer of Undertakings Protection of Employment) please contact the ID Unit who will be happy to guide you through the process.

Multiple Employers

Where an individual who already holds an ID pass is subsequently employed by another company at London City Airport and requires an additional pass, then the second pass will only be issued up to the life of the existing pass. The pass may be issued for up to five years and a new Criminal Record Check is supplied. A fresh new application and new CRC is to be submitted on MTrust by the new employer. In all instances the existing employer must provide a letter to the ID Unit confirming their knowledge of the additional employment and further confirming the operational requirement to retain the original pass.

Registration of Company

Companies wishing to apply for Airport ID Passes must be registered with the LCY ID Scheme. Contract or written evidence to provide goods and/or services at London City Airport will need to be provided prior to joining the London City Airport ID Scheme or when Re-registering your company in order to remain a member of the London City Airport ID Scheme. Companies wishing to join the scheme are to be sponsored by a Company already based at London City Airport. The 'Sponsor' will be the department or company that required the applying company to be issued with a permanent pass. The sponsoring Company can only be London City Airport or one of London City Airport's main concessionaries/ contractors.

It is the Sponsor's responsibility to inform the ID Unit if the company no longer required operating at London City Airport.

Financial checks will also be carried by as part of the company checks to join the ID Scheme. London City Airport reserves the right to conduct audits of sponsoring companies with respect to all ID pass issued to ensure compliance with Commission implementing Regulation (EU) 2015/1998 and CAA regulations.

Once a company has been registered on the London City Airport ID Scheme, they should nominate at least two staff members to become an Authorised signatory. Nominated Authorised Signatories must have undergone a 5 year background check and CRC to be obtained before they can be registered.

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

The Authorised Signatory will be responsible for ensuring that third-party staffs sponsored by their organisation have undergone all appropriate background checks in accordance with the requirements laid out in this notice. Authorised Signatories will retain responsibility for the administration and correct use of passes issued to third-party staff sponsored by their organisation. All passes issued by a sponsoring company will be invoiced to the sponsoring company.

If an authorised signatory leaves the company the ID Unit must be advised immediately. Companies are also required to inform the ID Unit of any changes in their company details including changes to Company name, Company logo, Company address, and email or telephone numbers

Applications

The Application Form Checklist

- Have all sections of the application form been completed?
- The name on the MTrust application form must be the same as on the proof of identity provided.
- Has the application form been signed by an Authorised Signatory?
- Has the security interview been conducted and appropriate declarations signed?
- Are all the references recorded in section 2 in chronological order?
- Has the applicant's proof of identity been scrutinised and recorded? Is this an acceptable form of identity for a London City Airport pass?
- Have you entered the date employment commenced with the sponsoring company and provided a covering reference confirming start of employment date?

Submitting the Application

Copies of the application, references and other related documents are to be retained by the signatory when submitting the application. Please note it is a CAA requirement that the sponsoring company holds five year reference history on file.

Once the relevant forms are submitted via M-trust to the ID Unit, they will be checked over by the vetting team to ensure that all the required documentation has been uploaded and that the references meet the criteria outlined in these guidelines. In the event that the references do not meet the criteria, you will be notified and the application will be returned to you via M-Trust. 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 which include the telephoning of referees to confirm the detail they provided on the reference is to the best of their knowledge accurate. Once the ID Unit team are satisfied with the application, this will be approved and you will receive a notification of approval via Mtrust.

Upon ID Unit approval the Blue GSAT clearance slip is to be collected before the applicant is able to sit the General Security Awareness Training (GSAT) course. Please bring the slip along with a valid form of ID to the training.

You are advised that the vetting team will not provide information regarding a pass application directly to the applicant, any calls from pass applicants will be re-directed to the Authorised Signatory.

Resubmissions and Queried Application

If a pass application has to be resubmitted then this will be treated as an initial application and will sit back in the pass application queue. Mtrust has been put in place to help aid the reduction of resubmissions of applications; therefore the ID Unit keep a matrix to log all queried application. Authorised Signatories who submit poor quality applications will be subject to an audit by the Compliance Team and subsequent retraining. If the quality of the applications does not improve, the ID Unit may withdraw your status as an Authorised Signatory.

London City Airport ID Pass Charges

ID passes and vehicle permits issued by the ID Unit / Airfield Operations are chargeable. Please contact the Accounts Department on tel: +44 (0)20 7646 0182 for current charges

Out of Hours Pass Issue

Only in the event of an emergency will the Terminal Manager issue a Temporary Special Escorted pass. The escort or signatory will be required to complete a declaration requesting a Tools of the Trade pass at the time of pass issue if there is a requirement for tools to be carried into the Critical Part of the Airport.

Persons that are not in possession of a tools of the trade pass and are found in possession of tools, either carried or within their vehicle (excluding tools that are supplied with the vehicle), will not be permitted entry into the Critical Part.

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.

Authorised Signatories who fail to comply with the regulations will be removed from the signatory register and will not be re-instated.