

Pass Holder Responsibilities

It is the responsibility of the Authorised Signatory to ensure all permanent and Temporary Pass holders are made aware of their personal responsibilities with regard to the proper use of an Airport ID Pass and the conditions upon which the pass has been issued, this includes their own organisation's specific conditions.

The pass must only be used for your organisation's business and in respect of the client contract submitted as part of your membership of the ID Pass Scheme. If the holder wishes to work for another employer at Heathrow, a second pass must be obtained.

The ID Pass must:

- ▶ Only be used in connection with their employment for the pass sponsor's organisation and not for personal reasons, if the holder wishes to work for another employer at Heathrow, a second pass must be obtained.
- ▶ Be shown to Heathrow Security when entering the security restricted area – who will check that it is valid, if asked, a secondary identification must be shown.
- ▶ Be kept visible whilst at Heathrow – worn at chest height either with an approved lanyard or approved arm band.
- ▶ Be shown on demand to any compliance authority personnel or any official of Heathrow Airport who may need it to check that the holder is allowed to be within that area.



Pass holder's responsibilities:

- ▶ Safeguard their Pass and account for its use at all times.
- ▶ Ensure the photograph on the Pass reflects their current appearance.
- ▶ Familiarise themselves with the access levels they have been granted – rights can be established by looking at the colour and numbering on the Pass.
- ▶ Airport IDs should be taken off when travelling to and from work. Do not display your pass whilst off duty, whether in a physical or digital environment.
- ▶ Inform their Authorised Signatory if there are any changes to their personal details including (but not limited to) changes to job title, access required, name, address and appearance.
- ▶ Notify their employer within 14 days if charged with, or convicted of, a criminal offence.
- ▶ Report any lost or stolen Airside ID Passes immediately upon discovery to the local police and to airport security.
- ▶ Where appropriate, challenge or report anyone who is not displaying an Airside ID Pass in a non-public area.
- ▶ Challenge and report to Heathrow Security or their manager immediately an unescorted Temporary Pass Holder that is airside.
- ▶ You must not use your Airside ID Pass to meet, greet or escort family, friends or colleagues in airside areas without a valid business purpose.
- ▶ If you are travelling as a passenger, you must not wear your Airport ID Pass as if you are working or use it to access secure doors or areas.
- ▶ If you are travelling as a passenger, you must not use your Airside ID Pass to bypass immigration. You must follow standard Border Force procedures and be cleared through immigration as an arriving passenger.
- ▶ You must not consume alcohol airside at any time during, before or after your shift. You may consume alcohol responsibly at a landside restaurant after your shift, but you must remove your Airport ID Pass.
- ▶ Not allow other people to 'tailgate' them.
- ▶ Not prop doors or gates open at any time.
- ▶ Report any defective doors, gates or locks immediately to airport security.
- ▶ Look out for and report any signs of suspicious behaviour to their employer or to airport security.

Exceptions

- ▶ The pass must not be used to access or exit the CPSRA for personal reasons, the only exception to this is for employee discount shopping, in which case pass holders must be on duty and they must only enter the CPSRA on a break from duty on that day or immediately after finishing or before starting work (an hour either side).
- ▶ When not on duty, but the Airport ID Pass needs to be presented to qualify for airport colleague discounts such as at hotels, theatre, long stay car-park, etc. The pass must only be used for legitimate discount purposes as agreed by your organisation and or Heathrow Airport.

Parking of ID Passes

ID passes giving access to the CPSRA and Baggage Make-up areas are issued to colleagues who require on-going and regular access. If a pass is not used at least once every 60 days to access the CPSRA and the Baggage Make up area, the pass will be 'parked' and will not be valid to access airside again until such time that it has been un-parked. Heathrow withholds the right to cancel passes which are not being regularly used.

Escort responsibilities – Temporary ID Pass holders

Only a permanent Airside ID Pass holder with the relevant access can escort a Temporary ID Pass holder in the CPSRA. The duty will be allocated to them by the Authorised Signatory, who must also explain their role and responsibilities. Whilst conducting escort duties, the Airside ID Pass holder must be aware of the 10 points of responsibilities of an Escort. If they are unable to fulfil these then they must advise the Authorised Signatory immediately.

Temporary ID Pass holder responsibilities

Temporary ID Pass holders must abide by all the conditions of use detailed under 'Pass holder's responsibilities' plus the following additional requirements: When finished with the Temporary ID Pass must be returned to the Escort.

10 Points of responsibility of an Escort

1. You can only Escort if you hold an active permanent Airside ID Pass and are on official Company duty.
2. You are responsible for presenting the Temporary Pass holder at the Security access point.
3. You must ensure that the Temporary Pass holder has the appropriate identity documents with them at all times.
4. Ensure that the Temporary Pass holder has your name, contact details and is aware of what to do in an emergency.
5. You are responsible for the safety and security of the Temporary Pass holder under your supervision. They must always be in your 'line of sight' whilst in the Airport restricted areas. In case of toilet breaks, the Escort must wait at the toilet entrance.
6. Remember your Airside ID Pass gives you zonal access to the area you need for your job. Only take Temporary Pass holder to areas needed for their visit.
7. If the Temporary Pass holder cannot be Escorted by the same person for the duration of the visit, you are responsible for ensuring that the Escort you hand over to is aware of their responsibilities.

8. Report to Heathrow Security any suspicious behaviour of the Temporary Pass holder (eg asking probing questions about the Airport, wanting to take photographs that are not relevant to their visit, requesting to go to other areas).
9. Ensuring that the Temporary Pass holder leaves the Airport restricted zone through a Security access point. Remember that the Temporary Pass holder is still under your supervision until they physically leave the restricted zone.
10. When the visit has finished you must remove the Temporary Pass and destroy it securely (shred).

If at any time the Temporary Pass holder or Escort are found to be in breach of the terms and conditions of the Heathrow Airport ID Pass Scheme their passes may be revoked with immediate effect by an Airport Official.



10 Points of responsibility of a Temporary ID Pass holder

1. Anyone holding a temporary ID pass must also carry one of the following forms of secondary identification and present this to the security officer on entry to and at any time upon request whilst inside security restricted areas – this must be the same document used in their application:
 - ▶ For British nationals: A valid full passport or British photo-card driving licence.
 - ▶ For EU / EEA and Swiss nationals: A valid full passport or National Identity Card.
 - ▶ For all other nationalities: A valid full passport PLUS original Home Office document confirming right to work in the United Kingdom (such as visa / entry clearance) or a Biometric Residence Permit for Foreign Nationals issued by the Home Office that holds biographic data and biometric information and shows their immigration status and entitlements while resident in the UK.
2. Temporary ID pass holders will only be permitted into the pre-agreed areas of the CPSRA when escorted by a person holding a Heathrow issued Airside ID Pass.
3. Whilst airside, they must remain in line of sight of their escort at all times.
4. Safeguard their Airside ID Pass and account for its use at all times.
5. Report any lost or stolen Temporary Pass immediately upon discovery to their Escort who will inform airport security and the Authorised Signatory.
6. Not take any photo/video graphic or digital media footage of the security operation or other elements not relevant to their visit.
7. Not allow other people to 'tailgate' them.
8. Not prop doors or gates open at any time.
9. Report any defective doors, gates or locks immediately to their Escort, who will report them to airport security.
10. Look out for and report any signs of suspicious behaviour to their Escort who will report it to airport security.

Lost or Stolen Passes

- ▶ Lost or stolen passes must be reported immediately upon discovery to the local police and to airport security. The loss must also be reported as soon as possible (subject to opening hours) to the ID Centre.
- ▶ ID passes that are subsequently recovered must be returned to the ID Centre.

