

# 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. Any activity conducted outside of this will be considered misuse and may result in the pass being suspended/revoked, and the organisation's membership of the ID Pass Scheme compromised. If the holder wishes to work for another employer at Heathrow, a second pass must be obtained. The passholder is to be reminded of the need to always conduct themselves in a professional and courteous manner. Abusive behaviour will not be tolerated and could result in the pass being removed.

## 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 and displayed on your person whilst on duty at Heathrow – It must be displayed on the person either on the front torso or upper arm.
- ▶ 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. Ensuring activities undertaken are in accordance with their organisation's authorised activities at the airport.
- ▶ 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 and training (Escort Training- Section 21) 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.

### What are the 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. These must match those recorded against the temporary pass.
4. You must ensure that the temporary pass holder has your name, contact details and is aware of what to do in an emergency, in case you get separated. Likewise, you must ensure you have contact details for every temporary pass holder that you are escorting. Lost or stolen passes must be reported immediately to Heathrow Security and the Authorised Signatory.
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's restricted areas. In case of toilet breaks, the Escort must wait at the toilet entrance.
6. Remember your permanent 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 10 points of responsibility.
8. Report to Heathrow Security any suspicious behaviour of the temporary pass holder (e.g. 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's 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 either return it to the Authorised Signatory or if pre-agreed, destroy it securely (shred).

If as an Escort you are unable to fulfil these points, then you must advise the Authorised Signatory immediately and refrain from carrying out escort duties.

These responsibilities go hand in hand with your responsibilities as a Heathrow Airport permanent Airside ID pass holder. 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 a Heathrow Airport official.



Heathrow Inter

## 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 zones – 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 Critical Part of the Security Restricted Area when escorted by a person holding a Heathrow issued permanent Airside ID Pass.
3. Whilst airside, they **must remain in the line of sight of their Escort at all times.**
4. They must safeguard their temporary pass and account for its use always.
5. Report any lost or stolen temporary pass immediately upon discovery to their Escort who will inform Heathrow Security and the Authorised Signatory.
6. Not take any photo / video 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 Heathrow Security.
10. Look out for and report any signs of suspicious behaviour to their Escort who will report it to Heathrow Security.

Some useful reminders of the 10 points of responsibility of a temporary pass holder are printed on the temporary pass.

## 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.
- ▶ Where a replacement pass is required, an application must be submitted on the on-line portal. You must ensure the pass holder remains in continuous employment and that they collect the new pass in person, with a valid Identity document within 5 working days. Failure to do so may incur an unsurrendered pass charge.





# Pass Holder Responsibilities Declaration

I

confirm that I have been made aware of my personal responsibilities as a pass holder and understand the consequences if these responsibilities are breached. This includes the potential confiscation and the prohibition of future Heathrow Airport ID passes.

Date:

Applicant Signature:



Heathrow