Full Airside ID Pass Guidelines

April 2025

Status: Unrestricted

Compiled by the Aberdeen, Glasgow and Southampton Airports ID Security Audit Team based at Glasgow airport.

Contact for Aberdeen, Glasgow, and Southampton full airside ID pass applications:
glaidreferencing@glasgowairport.com
Phone: 0141 842 7570 or 0141 842 7640 or 0141 848 4536
or 0141 842 7585 (Glasgow only)

These guidelines should be used when applying for full airside ID passes at one or more of our airports - Aberdeen, Glasgow, and Southampton, collectively AGS Airports Limited. The guidelines should be used in conjunction with the help guide and templates found on the airport websites' ID centre pages.

Useful links and more detailed information have been included throughout the guidelines. These pages can be saved as favourites however remember to use the links to keep track of any updates. Ad hoc updates will be sent as a comms by the airport ID security audit team. We use the third-party portal, AirportGateway ® as a method of communication. An email of the comms will also be generated to the email address you have registered when setting up your company on the airport ID pass scheme.

USEFUL LINKS:
https://www.aberdeenairport.com/id-centre/
https://www.glasgowairport.com/log-in-the-id-centre/
https://www.southamptonairport.com/id-centre

Please contact us, the AGS Airports Limited ID Security Audit team, at glaidreferencing@glasgowairport.com for any advice regarding full airside ID pass applications. We are based in the ID centre at Glasgow Airport and are the team that make the decisions on the outcome of all the full airside ID pass applications.

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Section One

Introduction

Full airside pass applications can be made by companies that have joined the relevant airport's ID pass scheme. These companies are known as sponsor companies or pass sponsor companies. To submit a full airside ID pass application, you must be employed by the sponsor company that submits the application *and* be a signatory for full passes for that company. To become a signatory, you must have applied to and have been signatory trained by one of our three airport ID centres. Further information is on each airport website or from the relevant ID centres as follows:

Aberdeen airport ID pass scheme contact: ABZIDC@aiairport.com
Glasgow airport ID pass scheme contact: securityid-gla@glasgowairport.com
Southampton airport ID scheme contact: souidsecurity@southamptonairport.com

The sponsor company will create a full pass application on the third-party portal, AirportGateway ®, (sometimes still referred to as ID Gateway).

These guidelines advise which documents you would need to add to an application. As you complete the application on the AirportGateway ® portal a summary of documents is displayed. Use that summary as a checklist before submitting.

Full pass applications must be complete and fully compliant at the point of submission to the airport ID Security Audit team.

If you are the *only* signatory for full airside ID passes for your company, only then are you permitted to submit your own application. Before starting, you should contact us for advice. If there is another signatory for full airside ID passes for your company, then they would submit the application.

A company can also sponsor passes for employees of anther company, one that is not set up on the airport ID pass scheme.   This is used for example, when contractors have been contracted to your company for a specific project. The sponsor company and the signatory are responsible for the application and the conditions of the pass just as if for a direct employee.

A new full airside ID pass application is required per person per company i.e. there is no option to transfer if a person changes from one company to another. A new application is required at each airport; however, the same uploaded documents can be used if you check that each is in date. Validity dates are explained in these guidelines.

More than one pass can be held at a time, so long as the correct pass is used. For example, separate passes can be sponsored by different companies at the same airport or the same company at different airports.

The sponsor company and signatory are responsible for completing thorough background checks on the applicant and submitting accurate information. **This must be done with a risk-based approach,**

not just a "tick-box" approach. It is vital that you understand the difference and recognise the importance of your role in the process.

Every effort must be made to detect and prevent persons who may pose a security threat from attempting to obtain a full airside ID pass by deception. In this we must work together.

To comply with all current UK legislation and standards, the ID security audit team at Glasgow airport, audit both the full airside ID pass applications and the sponsor companies that submit them.

The ID security audit team will criteria check each application after your final check and submission, to make sure that it has been completed in full without omissions or errors. The criteria check is also to make sure that a copy of all corresponding documents has been included. When an application is compliant to Civil Aviation Authority (CAA) and airport standards, the turnaround from submission to clearance, can be completed within days (weekdays) of submission. If non-compliant, we can advise how to rectify however please contact us *prior* to submission with any concerns. Further verification checks may or may not be carried out by the ID security audit team before we can clear a full airside ID pass application for pass issue. This involves contacting the applicant and the referees to verify the information provided and to check that the signatory has followed the guidelines and carried out thorough checks. When a full airside ID pass application is compliant to CAA and airport standards and has gone through the airport verification, the turnaround of the application can still be within days (weekdays) of submission. However, the decision will take longer depending on the availability of the applicant and referees. If the verification shows non-compliance, we can advise of the next steps to proceed with the application however please contact us *prior* to submission with any concerns.

It is vital that you understand and think about "the insider risk". It takes only one incident for there to be possible serious consequences.

An insider is a person who exploits, or has the intention to exploit, their position for unauthorised purposes. In the context of airport security, this includes a person applying for a role at the airport to undermine security or cause significant harm and this may involve trying to obtain an airside pass by deception.

Deception may involve identity fraud or trying to hide something about their personal history. Whether it is criminal, or terrorist related, malicious intent by an insider represents a real risk to an airport. As an airside pass gives unescorted access to security restricted areas and assets such as aircraft, it is important that the suitability, trustworthiness, and integrity of the applicant for a full airside ID pass is assessed prior to applying for their pass (and is continually assessed throughout their employment at the airport).

There must be a genuine need for the applicant to have unescorted access to the secure area. If you are in any doubt, do not submit the application until you have made further checks. It is the responsibility of the signatory who submits the application to get it right first time.
USEFUL LINK: https://www.npsa.gov.uk/introduction-insider-risk

If the applicant requires access to the Critical Part of the airport, they will be subject to an Accreditation Check (AC) as part of the pass application process (for access level queries, please contact the ID centre). This AC is carried out by the UK Government or its agencies and is granted prior to submitting the full airside application. Once you have completed the first few sections of

the pass application on the AirportGateway ® portal, you would, on the Accreditation Check section, answer yes, the applicant requires access to the Critical Part and no, does not already hold a valid Accreditation Check. The AC will then be generated automatically. You will see that the status is pending, queued, processing then granted.

If your applicant does not require access to the Critical Part, then answer no. If in doubt, the relevant ID centre can answer queries on access areas, access levels and pass types.

Sponsor companies that apply independently for accreditation checks can answer yes, that access to the Critical Part is required and that yes, the applicant already holds a valid Accreditation Check. You would, only if independently sourced, then submit a copy of the AC for audit.

Remember that when completing the applicant's details, they must not only be accurate but also be the applicant's contact details i.e. their personal phone number and email address (not the signatory's or company's details).

Section Two

Documents Required for a Full Airside ID Pass Application:

- A copy of the applicant's identity document (ID). Further guidance follows,

- A security interview applicant declaration for a full pass. Further guidance follows,

- A copy of a Criminal Record Check (CRC) and/or Overseas Criminal Record Check (OCRC) for each country where the applicant has spent at least 6 continuous months in the last 5 years. Further guidance follows,

- A General Security Awareness Training (GSAT) certificate unless their job title and role provide an approved exemption. Further guidance follows,

- Valid references for the 5-year period preceding the submission of the application, ensuring that at no point there is any gap of more than 28 days not covered by a reference. Further guidance follows.

Section Three

The Identity Document (ID)

An applicant's identity must be established by the sponsor company on production of one of the *original* documents, not a copy, as detailed below or an online check only in the case of the digitally produced eVisa.

Be aware that in the case of a full airside ID pass application, not all types of ID are permitted for all nationalities.

- In the case of British nationals: either a valid passport or a valid full or provisional British photo-card driving licence (a driving licence can be used only if the applicant is a British National)

- In the case of EU nationals: a valid full EU Member State passport or a valid national identity card issued by the relevant authority of an EU Member State provided the EU national meets the relevant government criteria for entry into the UK using such a card. Applicants from the European Economic Area (EEA) also require a visa to work in the UK.

- In the case of all other nationals: *either* a valid passport plus original Home Office document confirming right to work in the United Kingdom (such as visa / entry clearance) *or* an Identity Card for Foreign Nationals issued by the Home Office or UK Border Agency including UK travel documents issued by the UK Border Agency to persons with asylum status, humanitarian protection status or discretionary leave to remain

- An eVisa issued by the Home Office or its agencies. An eVisa is an online record of immigration status and the conditions of permission to enter or stay in the UK. This information is available in a digital format which can be accessed by using a unique share code provided by the applicant. The applicant requires an online UKVI account to be able to access an eVisa.
  USEFUL LINK: Online immigration status (eVisa) - GOV.UK

Take and submit a copy of the original document that has been used to establish the applicant's identity. A copy is taken only *after* you have checked the original identity document as any copy offered by the applicant may or may not be up to date.

Be aware that individuals may use false identities to avoid detection. For example, illegal immigrants, terrorists, wanted criminals, disqualified drivers and those with a poor credit history. It is therefore important to have a comprehensive document verification process, focusing on establishing the authenticity of every document an applicant produces.

When you check of the authenticity of the ID include the following checks:

- Examine the document to make sure that it is an original document. The check must therefore be of the original document,

- Compare with examples of known valid documents. For example, the design and the security features such as watermarks,
- Examine for any alteration,
- Check for signs that the photographs have been tampered with,
- Check that a true likeness of the applicant to prevent the instances of imposters or look-a-likes,
- Check that the document has been signed. You will also check that the signature on the document compares with the signature on the security interview applicant declaration. Note however, that some overseas-issued passports do not have a signature,
- Check that any details, for example visa stamps, correspond with what is known about the applicant.

USEFUL LINK: https://www.consilium.europa.eu/prado/en/prado-faq/prado-faq.pdf
USEFUL LINK: https://www.gov.uk/government/publications/recognising-fraudulent-identity-documents
USEFUL LINK: https://www.gov.uk/view-driving-licence

Where to get help: If you have any concerns about the validity of documents presented to you, you should contact the UK Visas and Immigration (UKVI) Sponsorship, Employer and Education Helpline on 0300 790 6268.

Complete the applicant's forename and surname throughout the full airside ID pass application *as they appear on their identity document*. Each of any middle names completed must also be *as they appear on their identity document*. Notice and match any hyphens, apostrophes and spacing in the name. Some forenames and surnames have two or more parts which must be completed in full to match the ID presented.

You may find that some middle names have been shortened on the driving licence. In this case detail in the security interview notes on the Primary Details section of the full airside ID pass application, where you have checked the name in full. It could be that you have checked the full name on the passport or on the birth certificate. Do not submit a copy of that extra document, just explain in the security interview notes on the Primary Details section of the application where the name was checked. Note that it is the document detailed in the Identity Details section that the applicant takes to the appointment for pass issue.

The full airside ID pass application is subject to an accreditation check (AC) prior to submission. Any error when completing the primary details section of the full airside ID pass application would also invalidate any AC applied for via the AirportGateway ® portal. If an error were made, you would need to correct the error. A new AC would then be generated, incurring a further charge and a delay whilst the new check is carried out.

Name change
When an applicant has changed their name but not yet updated their ID, the full airside ID pass application should be completed using the applicant's current name. To verify why the ID has a different name, upload a copy of a relevant document onto the same upload as the ID. A relevant document could be a marriage certificate, a decree nisi or (name change) deed poll. Note that the

full airside ID pass application asks for any previous/maiden name to be completed on the primary details section.

Section Four

The Security Interview Applicant Declaration (referred to as the declaration or applicant declaration)

The security interview is an opportunity to assess the applicant's suitability to hold a full airside ID pass. Completion of the security interview applicant declaration does not require to be face-to-face or via a video link however in doing so would provide a clearly defined time to discuss the application. The security interview will play an integral part in encouraging the applicant to be honest. Additional information may be offered by the applicant which would assist with the application. It is an opportunity to check their understanding of the declarations they are agreeing to when they are signing and dating the declaration. The applicant should be advised about the potential consequences of either failing to disclose information or providing false information as this is a criminal offence under the Aviation Security Act 1982.

The security interview applicant declaration template is found on the airport website ID centre pages. Note that there are two declaration documents. Only the declaration *for a full pass* is valid for a full airside ID pass application.

USEFUL LINK (same for each airport):
new-security-interview-and-applicant-declaration-full-pass-1.pdf

The sponsor company must keep the completed security interview applicant declaration for audit, along with the other documents submitted on the full airside ID pass application.

You must check that the following are compliant before adding a copy of the declaration to the full airside ID pass application:

- The forename and surname must be completed as per the applicant's ID. Type or write the name clearly in plain capital letters,
- The company name must be completed. Type or write the name clearly in plain capital letters,
- The applicant must sign the declaration. You must check that signature is the same as the signature on their identity document. This will be *either* the applicant's wet signature on paper *or* the applicant's electronic signature or a copied and pasted signature that you have checked to be the applicant's. Note that printed/typed signatures *cannot* be accepted,
- The applicant must date the declaration. You must check that it has been dated correctly and using the day/month/year format (dd/mm/yyyy),
- The declaration is valid for 12 months from the date of completion to the date of submitting the full airside ID pass application. If the declaration has expired before the full airside ID pass application is submitted, then a new declaration must be completed.

Section Five

Criminal Record Check (CRC) and Overseas Criminal Record Check (OCRC)

USEFUL LINKS: https://www.caa.co.uk/commercial-industry/security/regulation/criminal-record-checks/

A Criminal Record Check is confirmation from an official source of a person's criminal convictions, or lack thereof, in the relevant jurisdiction. Evidence of this check can be obtained as a digital record or in some cases a paper certificate will still be issued. The digital response is accessed via a share code issued by the issuing authority. The countersignatory for the CRC application may have access or the applicant may be able to share their disclosure.

Note for the avoidance of doubt, the current *digital* response, if obtained from either Access NI or Disclosure Barring Service, should only be accepted where there is *no criminal record to disclose*.

A basic or Level 1 criminal record check (CRC) electronic or paper certificate is required from the country where the applicant lives currently or has lived for 6 months or longer *continuously* in the five years prior to submitting the full airside ID pass application.

An overseas criminal record check (OCRC) (police certificate for some countries) is required for all other countries where the applicant lives or has lived for 6 months or longer *continuously* in the five years prior to submitting the application.

UK criminal record checks are valid for 26 weeks from the date of electronic or paper certificate issue.

The overseas criminal record check electronic or paper certificate is valid when issued *either* after the applicant has left the country *or* within 26 weeks of their departure provided that the applicant has not returned to reside since its issue.

At least one CRC or OCRC is required on each full airside ID pass application *even if* the applicant has not lived continuously in any one country for the minimum 6 months.

A copy of the results must be kept in the applicant's file for future audit. This will be kept for the duration of their employment, along with the other documents that comprise the full airside ID pass application. As such, when you access the record via a share code, you will need to take a screenshot or otherwise capture a copy of the whole record. Below UK Criminal Record Check on these guidelines there are bullet points for you to use as your checklist of that record

The UK Basic or Level 1 criminal record check is a disclosure of all convictions which are unspent. Any spent convictions will not be disclosed. Standard and Enhanced disclosures may also be accepted if volunteered by the applicant but as an employer you have no legal authority to request these, and it is an offence to require a standard or enhanced disclosure be presented without such legal authority. These may contain information relating to spent convictions and other matters that are not relevant to the application. A Protecting Vulnerable Groups (PVG) Scheme confirmation may

also be accepted however it is a basic or Level 1 check that should be applied for. A PVG disclosure shows unspent *and* certain spent convictions.

Under the Rehabilitation of Offenders Act 1974 (for England, Wales and Scotland) and the Rehabilitation of Offenders (Northern Ireland) Order 1978 (for Northern Ireland) criminal convictions can become spent or ignored after a rehabilitation period.

Most rehabilitation periods are halved if the individual was under 18 when convicted; some convictions never become spent.

USEFUL LINK: https://www.caa.co.uk/commercial-industry/security/regulation/rehabilitation-of-offenders-act-1974/

For the purpose of obtaining a full airside ID pass, an applicant will fail the criminal record check if it reveals an *unspent* conviction for a disqualifying offence *and* no certificate of disregard (Cod) has been obtained.

The Department for Transport (DfT) sets the list of disqualifying convictions. Disqualifying convictions are selected under the following criteria:

- Any convictions directly related to terrorism,
- Convictions that may be inappropriate for someone working in the aviation industry (e.g., immigration offences),
- Convictions over which someone could be subject to undue influence/coercion,
- Convictions that call into question an individual's integrity and trustworthiness.

See the UK Civil Aviation Authority link to document CAP 2159, Criminal Records Check -Disqualifying Convictions to assess the applicant's suitability before submitting the full airside ID application.

USEFUL LINK:
https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=10461

Certificate of Disregard (Cod)

If the applicant has a disqualifying conviction which they feel should be disregarded for the purposes of obtaining a full airside ID pass, an application must be made to the Civil Aviation Authority (CAA) for a certificate of disregard (Cod). The CRC validity period does not include any period that the CAA is considering an application for a certificate of disregard or subsequent appeal. Full instruction is on the CAA website.

USEFUL LINK: https://www.caa.co.uk/commercial-industry/security/regulation/certificates-of-disregard/

Where an applicant presents a Certificate of Disregard, you must confirm the authenticity of the certificate with the CAA and add detail of this check as a supporting note.

The final decision then lies with the ID security audit team and relevant airport security manager.

UK Criminal Record Check (CRC)

Links to making an application are found at the end of this section. You must check that the following are compliant before adding a copy of the criminal record check (CRC) electronic or paper

certificate remembering that as advised earlier, a paper certificate *may* be required if there are any convictions:

- That there is proof of issuing authority, for example Disclosure Scotland or Disclosure and Barring Service
- That the applicant's name is stated in full and matches their ID,
- That the applicant's date of birth matches their ID,
- That the address is the applicant's current address,
- The disclosure number is shown or the reference number,
- The issue date is shown,
- That at the point where convictions would be listed, it is stated either that there are no convictions or that the check has revealed no information, or, if any conviction is listed you would use the links to check that it is not disqualifying and can be disregarded. If any conviction is disqualifying, the CRC certificate must be accompanied by a CAA certificate of disregard (Cod),
- That the issue date is within 26 weeks of submitting the full airside ID application.

Overseas Criminal Record Check (OCRC)

You must check that the following are compliant before adding a copy of the overseas criminal record check (OCRC):

You must check that the following are compliant before adding a copy of the OCRC:

- That there is proof of issuing authority,
- That the applicant's name matches their ID,
- That the applicant's date of birth matches their ID,
- That where convictions would be listed, there is wording that clearly states that there are no convictions, none recorded or similar wording *or* if there are convictions that you check that they are not disqualifying,
- That the date of issue is valid. In the case of an OCRC this means that issued *either* after the applicant has left the country *or* within 26 weeks of their departure, provided that the applicant has not returned *to reside* since its issue.

Translations for OCRC Checks

Any part of the check that is not in English *or* does not also contain the equivalent English translation along with the foreign language text, must be accompanied by a full and accurate translation. Both a copy of the CRC check and a copy of the translation, using the same layout, are required. The translator's name and contact details should be *either* on the translation itself *or* completed on the supporting notes of the criminal records section of the full airside ID pass application.

A search engine can be used to find a certified translation company or translator. A search engine translation is not acceptable.

The applicant, a friend or relative of the applicant must not translate.

Sworn Oath

Only in extreme situations would a sworn oath, obtained from a Commissioner for Oaths, be considered instead of a CRC or OCRC. These are rarely accepted. An instance where a sworn oath *may or may not be acceptable,* is the collapse of a government's administration to the point where no credible official records exist. Another is that there is credible risk to an applicant's safety where the applicant has asylum status and cannot have contact with the country. *Advice from the airport ID Security audit team should be sought before considering this rarely accepted option.*

Only if approved in principle by the airport ID Security Audit team, could you use the Sworn Oath information.

USEFUL LINK: Overseas criminal record checks | Civil Aviation Authority (caa.co.uk)

Change of Name for CRC or OCRC

If the applicant has changed their name but not yet replaced the ID that is being used on the full airside ID pass application, then the criminal record check should be carried out and the confirmation should be issued in the current name (not the previous name on the ID).

The application for the CRC asks for the current name and all previous names. You should check that previous names have indeed been declared, particularly when, it is the applicant that has applied for a CRC. Be aware of any deliberate attempt to deceive. It would be cost effective to make your checks prior to applying for the CRC to ensure that the check is valid.

To explain the change of name, a copy of a relevant document should be submitted on the full airside ID pass application, merged onto the same upload as the ID. Examples are the marriage certificate, deed poll or decree nisi.

Applications for UK criminal record checks can be made using any of the links below:

- Applicants working in Scotland commonly apply online to Disclosure Scotland via mygov.scot for a Level 1 disclosure.
  USEFUL LINK: Apply for a Level 1 disclosure - mygov.scot

- Applicants working in England and Wales commonly apply online to Disclosure and Barring Service (DBS) for a basic disclosure.
  USEFUL LINK: https://www.gov.uk/request-copy-criminal-record

- Applicants working in Northern Ireland commonly apply via Access NI for a basic disclosure.
  USEFUL LINK: https://www.nidirect.gov.uk/services/apply-online-basic-check

- Armed forces Military Convictions
  USEFUL LINK: https://www.gov.uk/tell-employer-or-college-about-criminal-record/military-convictions

Applications for overseas countries vary and detailed advice for most countries can be found using:

USEFUL LINK: https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants

If the country in which the applicant was based is not listed, contact that country's embassy, High Commission or Consulate in the UK for advice.

USEFUL LINK: Foreign embassies in the UK - GOV.UK (www.gov.uk)

If an applicant has spent time overseas working on a cruise ship, a criminal record check should be obtained from the country where the ship is registered, and a check done with their employer to confirm whether they committed a criminal offence during their time on the ship. Details of the verification with the company should be added to the supporting notes of the criminal records section of the full airside ID pass application. A check of the applicant's passport stamps and visas should also be made.

Section Six

General Security Awareness Training (GSAT)

General Security Awareness Training (GSAT) is arranged by the sponsor company and is provided *either* by a UK Aviation Security Instructor *or* CAA approved course.

The GSAT certificate is issued to the applicant after successful completion of the course and assessment.

Some sponsor companies will have their own CAA approved trainers. A regularly updated list is found via the link:

USEFUL LINK:https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=9813

What to Check on a GSAT certificate:

- The applicant's forename and surname will be as per their ID,
- Certificates will show a mention of the Department for Transport,
- The GSAT certificate is valid for five years from the date on the certificate. The certificate must be in date when the full pass application is submitted.

It is the responsibility of the sponsor company to keep a record of GSAT dates and to ensure that the full pass holder completes recurrent GSAT training every 60 months obtaining a new certificate.

Be aware that a full airside ID pass holder who escorts employment and/or visitor pass holders must have completed module 5 of GSAT. This is included in most GSAT packages

Compliance checks to ensure that only module-5 trained full pass holders are escorting employment and/or visitor pass holders are carried out by our own airport staff and by the Civil Aviation Authority.

Section Seven

Reference Advice

Before starting the reference process, ask the applicant what they were doing, where they were and how they were supported financially during the previous five years. The applicant should be encouraged to check their own records in advance and provide you with exact dates wherever possible. *However*, the exact dates must be completed by a referee on a reference. The dates must not be pre-populated on a reference template that you send to the referee. Start and end dates can be completed as a guide only on a reference request *but not* on the reference template that the referee fills in. This is different on a gap reference where you would complete the dates of the gap period.

The applicant should be advised to declare **all** periods of employment, self-employment, education, benefits claim and volunteering regardless of length of time or perceived difficulty in contacting referees.

Please be aware that there is a more and more popular alternative to the traditional referee-completed reference.

The HMRC Employment Data Security Interview Template, which comes with detailed guidance, can be used for periods that show on an HMRC statement. Do however note from the guidance, that if no end date is listed for any employer other than the current employer, a reference must be obtained.

As there is currently no link to this external document, if have not yet done so and wish to use, please contact us at glaidreferencing@glasgowairport.com for a copy of the latest HMRC Employment Data Security Interview template and guidance.

Please read the guidance and ask for clarification before you carry out the HMRC interview and read over your completed form before submitting to check for any typos or omissions such as boxes that have not been initialled.

A tip for completing the date reference written on AirportGateway ® is that the date (reference) written is the date that you carry out the HMRC Security Interview and by default, the date that you check the HMRC statement.

An application for a Full Airside ID pass could include a mixture of a completed HMRC security interview template and referee-completed references, however *only one or the other* should be used per reference period

Guidance for obtaining referee-completed references:

An applicant may provide you with contact details but the decision as to who provides a reference is your responsibility, therefore consider who would and who would not be a suitable referee. In all

cases except in the case of a gap reference, a referee must be authorised to provide a reference by the company or organisation that they represent, and it would be advisable to use a company or organisation's website for contact details.

For example, contacting a company or organisation's HR department would be suitable whereas contacting an ex- colleague who was a close friend would not.

For example, contacting a student referencing department would be suitable.

A relative of the applicant cannot provide a reference. Pay special attention when verifying employment in a family business.

Gap referees have exceptions as detailed on the gap reference template and in additional information later in the guidelines.

Referees should not live or have lived at the same address as the applicant, with rare exceptions such as a live-in role at a pub. Details of your verification of the same address should be added to the supporting notes on the reference details section of the full airside ID pass application.

The applicant must not be involved, not even copied in on the email trail. The applicant must not request or obtain their own reference *except* in the case of a benefits or HMRC reference.

For other types of references, the applicant may be required by the referee to consent to information being disclosed before the referee will complete a reference. This applicant involvement *is* permitted.

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

You are reminded that if you use a referencing agency to obtain references it is your responsibility as a signatory to check that all information provided is accurate. If a referencing agency has been unable to obtain a reference on your behalf, and the HMRC Security Interview Template is not a suitable option, you must then make every effort to obtain the required reference. Where a reference has not been obtained the application is liable to further verification by the ID security audit team. This adds to the time required to process an application. Where it is found that a reference could be obtained, the application will not be cleared until complete. This could lead to all the sponsor company's full airside ID applications to be further verified.

Where there is a genuine reason for not being able to obtain a reference, you must detail all attempts made in the supporting notes. The supporting notes should include the telephone numbers and dates called, the email addresses and dates contacted and the postal addresses to which the reference requests were sent, and dates sent.

Keep records and any evidence of these attempts, such as emails.

Referencing scenarios are endless and evolving. Once you have looked at the types of reference and the most common scenarios below, if you have a query not covered in the guidelines or would like clarification, please contact us at glaidreferencing@glasgowairport.com

The sponsor company and specifically the signatory who submits the full airside ID pass application are responsible for obtaining and verifying all references to be genuine and accurate and covering the full 5-year period immediately prior to the date that the signatory checks and submits the full airside ID application.

If the applicant has turned 16 years of age in the last 5 years, references are not required prior to the reference which includes the applicant's 16th birthday.

The signatory must ensure that at no point in the five-year referencing history there is any gap of more than 28 days not covered by a reference.

The signatory must ensure that the reference covering the most recent period is up to date. That means that the reference covers *either* until the date it was written by the referee, *and* that date is within 28 days of submitting the application *or* the reference has an end date which is within 28 days of submitting the application.

Reference templates, designed to capture all the required information, are on the ID centre pages on each of our three airport websites. These cover various scenarios such as employment or a contract with the sponsor company, employment, or a contract with any other company prior to or at the same time as the sponsor company, education etc. These templates are numbered from one to nine.

Prior to you sending any reference request to the referee you have selected; you should edit the parts in red on the template to make them relevant to your company and applicant. **N.B. Never edit any reference or any other completed document in any way *after* it has been signed, dated, and returned to you.**

USEFUL LINKS:
https://www.aberdeenairport.com/id-centre/forms-and-templates/
https://www.glasgowairport.com/log-in-the-id-centre/
https://www.southamptonairport.com/id-centre/

When requesting a reference, we recommend that you use the most appropriate reference template from the airport website. However, many companies and organisations do not complete reference templates and instead use their own reference format. If stated on the reference that it is their policy to provide only the information given, the reference can be accepted provided that all of the required information has been completed. For example, it may be company policy to omit the referee's name. **In any case, as a minimum, the applicant's forename and surname are required as is the period that the reference covers (from day/month year until day/month/year), the date that the reference was completed (the date reference written) and the referee's contact details to verify the reference.**

A reference can be obtained *either* as a hardcopy paper reference *or* by email either as an attachment on an email or typed in the email trail *or* via a recognised company or organisation portal or company internal system. Each has its own checks to be made.

There is also, as per previous, the option to use HMRC data instead of employment references, so long as the guidance that accompanies the HMRC Employment Verification template is followed. The current guidance and HMRC Employment Verification template should be requested from the airport ID security team by email to glaidreferencing@glasgowairport.com prior to starting.

The way that a reference is obtained determines the checks that you must make before submitting on the full airside ID pass application.

The following information is required on each reference to comply with the Civil Aviation Authority (CAA) and airport standards (except in the case of HMRC data previously mentioned which has separate guidance)**. To be compliant, ensure that all the following are given on the reference.** More detailed guidance for each part follows:

- Mention of the sponsor company. The sponsor company being the company submitting the full pass application. See guidance further on,
- The applicant's forename and surname as per their identity document (ID). See guidance further on,
- The start date and end date of the period covered by the reference. See guidance further on,
- The referee's forename and surname. See guidance further on,
- The referee's job title (unless a gap reference). See guidance further on,
- The date reference written. See guidance further on.

Mention of the Sponsor Company

Before completing the reference, a referee must know which company is requesting the reference i.e. the name of the sponsor company.

The sponsor company is the company that employs the signatory who submits and is accountable for the full airside ID application.

The sponsor company can authorise a third-party company, for example a referencing or vetting agency that they have researched and contracted, to request and obtain references on their behalf. The sponsor company remains ultimately responsible for the validity of each reference and for assessing the applicant's suitability to hold a full airside ID pass.

The sponsor company name is added *prior* to sending the reference request and can be shown in various ways. For example,
- typed or written at any point on the reference (*prior* to sending to the referee). Usually, but not exclusively, towards the top of the reference,
- typed or written on the letter requesting the reference, known as the "reference request", *prior* to sending to the referee – a copy of which would need to be submitted on the full pass application, along with the reference,
- as the company logo (*prior* to sending to the referee),

- on sponsor company headed paper (*prior* to sending to the referee),
- *If* the sponsor company makes the reference request by email, the company name should be part of the email address at the "from" part in the email trail,
- *If* the reference is received by email, the company name should be part of the email address at the "to" part in the email trail,
- *If* the sponsor company authorises a third-party company, for example a referencing or vetting agency that they have researched and contracted, to request and obtain a reference on their behalf, the third-party company must state that they are doing so on behalf of the sponsor company and name that company. For example, at "Requested by:", "Reference requested by referencing agency Y on behalf of sponsor company X".

The applicant's forename and surname as per their identity document (ID)

Any variation from the forename or surname on the applicant's ID must be verified with the referee and a supporting note added to the reference details section on AirportGateway ® providing detail of how you checked

Any middle names are not required on a reference however if used must be as per the ID. Where any middle name does not show in full on the ID, as is the case on some driving licences, you should check the full name on their passport or birth certificate. Detail which extra document you have checked, in the security interview notes on the primary details section of the full airside ID pass application. A copy should not be submitted.

If the reference is typed within the body of an email (rather than added to an email as an attachment) and the forename and surname are not mentioned in the body of that email, then it is acceptable that the applicant's forename and surname as per their ID are completed as the "Subject" of the email.

If the applicant has changed names but not yet updated their identity document, the full pass application should be made using their *current* name. To explain the change of name, a copy of a relevant document should be submitted and merged onto the same uploaded document as the ID. Examples of a relevant document are a marriage certificate, decree nisi or deed poll. Be mindful of the reason for the change of name and make this one of your checks with the applicant.

A reference may be accepted using the previous surname if that was their name at that time.

The start date and end date of the period covered by the reference

Dates will be completed as day/month/year. The format will be either dd/mm/yyyy or dd/mm/yy. The exception can be when the applicant has not left. In this case, it is acceptable that the referee could complete the end date as "to present" or "still employed" or similar wording. The period covered by the reference is until the date that the referee completed the reference. For example, the referee completes the dates as; from 01/02/25 until present and dates the reference as 09/03/2025. In this case the period covered is 01/02/2025 until 09/03/2025. The end date is *either* the end date completed on the reference by the referee, *or* the date reference written *if* the end

date was in the future *at the time when completed.* If reference states no end date or states "to present" or "current" and the date reference written is out with the 28 day period from the start of the next reference then the signatory must provide a supporting note, on the reference details section of the application, stating that they have verified with the referee that the applicant is still currently employed or has left the business and provide the leaving date or date of this verification to ensure there is no gap of more than 28 days.

References cannot cover any time in the future, as circumstances may change. For example, the referee completes a reference giving the dates as 01/01/2025 until 30/03/25 and dates the reference on 15/03/2025. In this case the period covered is from 01/01/2025 until 15/03/2025 (not 30/03/2025).

If the applicant is due to start with the sponsor company at a future date you cannot submit a current sponsor reference as references cannot cover any date in the future. You would only complete the start date on the Position Details section of the application. Remember that any future start date with the sponsor company must not create a gap of more than 28 days from the date covered by the most recent reference.

It is essential that all dates are completed accurately on the application to match the references. When done correctly, the AirportGateway ® portal can help you by indicating any potential gaps of more than 28 days that have not been covered by a reference.

Occasionally you may see and have verified that the dates are in a different format. For example, in the American format of month/day/year (rather than the expected day/month/year). In such cases you must verify this with the referee i.e., call the referee to confirm the dates. Detail in the supporting notes on the full pass application on AirportGateway ®, on what date and on what number you spoke with the referee. It is important that on the full airside ID pass application, you complete the dates in the format day/month/year.

The referee's forename and surname

The referee's forename and surname should be completed on the reference unless clear that it is against their policy (rather than an omission for example). Wherever possible the referee's name should still be obtained and completed on the relevant reference details section on the full airside ID pass application. You can do this by calling or emailing the referee directly.

The referee's job title

The referee's job title should be completed on the reference (except for a gap reference), unless clear that it is against their policy (rather than an omission for example). The job title should be obtained and completed on the relevant reference details section on the full airside ID pass application. You can do this by calling or emailing the referee directly.

The referee must always be authorised to provide the reference. The referee's job title will often indicate that authorisation. For example, HR or Payroll as part of the job title is ideal whereas Team Member or Admin Assistant does not.

The date reference written

The date reference written is the date that the referee completed the reference. *Either* the referee writes or types the date directly onto the reference itself *or* if the reference is typed within the body of an email, then the date reference written is the date that the referee sends the email. Note however that when a reference is *either* on paper *or* added to an email as an attachment, then the date reference written is the date that has been written or typed onto the reference itself (and not the date that the email was sent).

Extra advice for each type of reference and common scenarios

Please contact us should you encounter any issue meeting the required reference criteria. We will be happy to explain how to obtain a compliant reference

<u>Employment reference</u> - Please see all information in the guidelines.
The reference will *either* come from an email address that includes the company name after the @ symbol *or* if obtained by post, the reference will be stamped with the company's stamp or be on company headed paper or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

<u>Sponsor Company reference</u> - Please see all information in the guidelines.
The reference will *either* come from an email address that includes the company name after the @ symbol *or* if a hardcopy paper reference will be stamped with the company's stamp or be on company headed paper or have a company compliments slip. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

<u>Self-Employment reference</u> - Please see all information in the guidelines.
A self-employment reference should be obtained from the applicant's accountant or solicitor. The reference will *either* come from an email address that includes the company name after the @ symbol, *or* if obtained by post, the reference will be stamped with the company's stamp or be on company headed paper or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

If obtained by email pay special attention to the email address used. Many accountants particularly, use a personal email address as their company email address which would not be permitted for the purpose of providing a reference for a full airside ID pass application.

In addition, only if the applicant did not use the services of an accountant or solicitor, should they provide evidence of self-employment using their SA302 documents. If the dates for the current tax year have not yet been officially produced on a SA302, only then should a "gap" reference, using the gap reference template, be submitted to cover the exact dates that are missing from the self-employment record.

USEFUL LINK: https://www.gov.uk/sa302-tax-calculation

Employment in Family Business reference - Please see all information in the guidelines.

The reference will *either* come from an email address that includes the company name after the @ symbol, *or* if obtained by post, the reference will be stamped with the company's stamp or be on company headed paper or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee.

A relative of the applicant cannot provide a reference. Pay special attention to this when verifying a reference for employment in a family business. Only if there is not a suitable *non-related* employee in the business, should HMRC data be used instead.

Employment Agency reference - Please see all information in the guidelines.

The reference will *either* come from an email address that includes the company name after the @ symbol*, or* if obtained by post, the reference will be stamped with the company's stamp or be on company headed paper or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

Pay special attention to any comments about "zero hours", "ad hoc" or similar. The referee should be asked to complete the dates that the applicant was employed and **not just registered** with the agency or on a zero-hour contract. Remember that all gaps of more than 28 days must be covered by the most appropriate type of valid reference.

DWP/Job Centre Plus reference - Please see all information in the guidelines.

Unless you have a named contact, who is authorised to provide a reference from an official email address, you will usually only obtain a benefits reference directly from the applicant themself.   This may be a print-out of HMRC data rather than a completed reference. It *is* permitted for the applicant to be involved in obtaining a benefits reference. See too the HMRC guidance elsewhere in these guidelines

Education reference - Please see all information in the guidelines.

The education reference will *either* come from an email address that includes the educational establishment's name after the @ symbol *or* if obtained by post, the reference will be stamped with the educational establishment's stamp or be on headed paper or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

The referee should be asked to complete the dates that the applicant was in attendance and **not just registered** on a course.

Complete the relevant course title on the corresponding reference details section of the full airside ID pass application.   Make sure that you enter the correct course title for the correct dates. Use that information with the following guidance:

Any breaks in attendance of more than 28 days before returning **to the same course** and not already covered by another valid reference, for example the summer break, *do not* need then require another reference.

Any breaks in attendance of more than 28 days before returning **to a different course, must be covered by a valid reference for that period.**

An alternative is a reference from a centralised system for educational establishment attendance. For example, Hedd.

USEFUL LINK: https://hedd.ac.uk/

Gap reference - Please see all information in the guidelines.
The purpose of a gap reference is to cover any gap of more than 28 days in the applicant's 5-year reference history, when the applicant was not working or studying, claiming benefits or volunteering. As the applicant did not take part in any of these activities during that time, the other types of reference cannot be used. This is where a gap reference is appropriate. It does not replace any other type of reference.

Gap dates cannot overlap any other reference dates. A gap reference explains what an applicant was doing and where they were during a period or periods of more than 28 days *between* other references. Time saving tip - Only after you have received and verified the dates on all other references can you determine the exact duration of the gap period or periods. You will add the start and end dates of any gap period (day/month/year) to the reference *prior* to sending to the potential gap referee so that they know exactly which period or periods they are covering. It is not the referee who completes the dates to be covered (gap reference only).

A gap reference is *not* to be used if during that period the applicant was working, attending an educational or training course, claiming a benefit, or volunteering. If a referee advises of any of these activities, the applicant should be asked to explain why these were not declared. The referee will have provided you with valuable information, but the gap reference would not be a valid and should not be submitted.

Instead, if you still wish to continue you would follow the guidelines when requesting the appropriate type of reference from a suitable referee. Please be aware that a gap reference may still be required but with different dates. You will know when you have received and verified the additional reference.

A gap reference is only required where there is gap of more than 28 days between references, in effect closing the gap.

The applicant should provide you with the name and contact details of someone who knew them well at the time of the gap and who can best provide reliable information on a gap reference about what the applicant was doing, where they were and how they were supporting themselves. A friend, neighbour or club member are examples of suitable referees. They must have known the applicant for at least 24 months, *and* they must have been in contact with the applicant at least every 28 days throughout the gap period.

A gap reference *cannot* be provided by;

- Family members including in-laws/spouse/partner/boyfriend/girlfriend/foster relative/adopted relative,
- Someone currently living at or who has lived at the same address as the applicant in the past,
- A current work colleague,
- Someone under 16 years of age.

There is a higher risk of non-compliance with this type of reference due to the close connection between applicant and referee. Advise the applicant that they must not be involved in requesting, completing, or receiving the reference. Then check this with the referee. Any involvement invalidates a reference.

If requesting the reference by post, send the gap reference template directly to the referee. The completed reference should be returned to you, not to/via the applicant.

It is the sponsor company and signatory's responsibility to verify the information given on the gap reference. You should verify with both the referee and the applicant that the information is accurate and consistent. You should consider requesting evidence from the applicant for example travel documents or check passport stamps. These do not need be submitted as part of the pass application however the ID security audit team may or may not ask what evidence you have checked. There is **no** need to add a supporting note unless requested to do so by the airport ID security audit team or for clarity/any avoidance of doubt, you need to explain any further checks you have made.

You may occasionally see a prompt on the full airside ID pass application on AirportGateway® for a gap reference, when it is not strictly a gap. A "gap" reference can be used when you see the prompt or when advised by the airport ID Security Audit team, for example, when completing the employment reference details section and you answer that "no, an admissible employment reference has not been obtained and that "no" the HMRC reference does not have both the exact start and end dates, the full airside ID pass application on AirportGateway® will prompt for a gap reference.

Voluntary Organisation Reference - Please see all information in the guidelines.
The reference will *either* come from an email address that includes the organisation name after the @ symbol, *or* if obtained by post, the reference will be stamped with the organisation's stamp or have their compliments slip or headed paper in the same envelope as the reference. Note that a business card is not suitable as this can be too easily misused. A hardcopy reference will be signed by the referee

HMRC Employment Verification - Please see all information in the guidelines including towards the start of the Reference Advice section.
Please note that at the time of publishing the guidelines, there is no official link to the HMRC employment verification guidance and template. Current information can be obtained by contacting the airport ID security audit team at glaidreferencing@glasgowairport.com

When completing the employment reference details section of the full airside ID application on AirportGateway®, where asked "Has an admissible reference been obtained from the company?" answer "no". Where asked for the reason for not obtaining a reference, answer that using HMRC employment verification.

Armed Forces Reference-Please see all information in the guidelines.

The reference can *either* follow the guidelines of an employment reference *or* use the link.

USEFUL LINK:https://submit-a-data-protection-request.service.mod.uk/start

Unable to Obtain a Reference Due to Company in Administration

There is now the option to use the HMRC employment verification instead of an employment reference. Please see the HMRC employment verification information found earlier in the guidelines. Alternatively, you can take a copy of the HMRC reference/statement which the applicant obtains and submit this with evidence of the company's status. For example, a copy of the relevant page from the Companies House website will show how you checked the company status. Please merge these onto one document on the full airside ID pass application. You will still complete the employment reference details section of the full airside ID pass application. As you answer that the company is no longer trading, this prompts for more information to be completed on the reference details section.

No suitable Email Address or Authentication

If a company or organisation does not have an acceptable email address for this purpose nor authentication such as headed paper, as described earlier in the guidelines please contact us at glaidreferencing@glasgowairport.com for advice on possible alternative authentication depending on the type of business or organisation.

Translations

Any part of a reference that is not in English *or* does not also contain the equivalent English translation along with the foreign language text, must be accompanied by a full and accurate translation. Both a copy of the reference and a copy of the translation, in the same layout as the reference, are required. The translator's name and contact details should be *either* on the translation itself *or* completed on the supporting notes of the reference details section of the full airside ID pass application.

A search engine can be used to find a certified translation company or translator. A search engine translation is not acceptable.

The applicant, a friend or relative of the applicant must not translate.

Section Eight

Referencing Tips

- Check each reference request prior to sending. Ensure that there are no errors on the request which could compromise the information given. A lack of attention to detail leads to delays. A significant number of references fail due to errors with basic facts such as the applicant's name and date of birth. If any error is found **do not use** or "try to fix". Instead replace the reference in full,
- It may be beneficial to call the referee before sending the reference request. You can explain how the reference will be used. Find out if they are a suitable referee for that particular type of reference and that they will be available for later verification. Check that you have correct contact details and that they are suitable for this purpose, for example that an acceptable email address as explained in the guidelines,
- If requesting a reference by email remember to add the reference request and reference template as an attachment to the email,
- A referee may cover more than one period on the same reference. It may be however that each period has different answers. For example, an applicant may be in one country during one period and in another country during another period. For example, an applicant may be doing different things during different gap periods. Make sure that the referee completes all the relevant information for each period on the reference and that there is clarity as to which answer is for which period. You could give each period a number prior to sending the reference request. See the reference templates on the airport ID centre website for examples,
- A copy of each reference should be added to the full airside ID pass application *as a separate document per reference* (rather than one long document). There should be a separate document for the copy of the ID, another document with a copy of the applicant declaration, another with a copy of the electronic (or paper) CRC certificate etc. Note that this is the AGS Limited ID security audit team's tried and preferred method. It may be different to the preferences of other airports that you work with,
- References which have been obtained for a different purpose and held on file can be used in the full airside ID pass application *if* they are compliant *and* the referee is available for verification using the contact details provided on the reference,
- If a reference has been received by email, check that the full email trail is submitted, merged onto the same document as the relevant reference and preferably in chronological order. If the email trail is not submitted, the reference is not compliant,
- Ideally there will be no alteration on a reference however any alteration/correction made by the referee must have been initialled or countersigned by the referee before they send the reference. Your verification of the refence will include confirming with the referee that they made and initialled or countersigned the alteration. Do not try "to fix" an invalid reference by returning it to the referee to be edited in any way. Instead advise them that you will send a new reference request,
- If an applicant has been dismissed, you must ensure that the reason for dismissal is explained on the reference and/or is part of your verification. Continue only if you can, with confidence, add a supporting note to the full airside ID application confirming that

you are satisfied that the referee gave no indication, and you have no reason to believe that there could be a security risk either now or in the future,

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

Before submitting the full airside ID pass application if you would like to check your understanding or feel it beneficial to have a chat, please contact us by email, by phone or in person. We welcome the chance to support you in obtaining the full airside ID passes at our airports.