



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY



Wayne County Airport Authority Security Credentials Authorized Signer Handbook

BADGE ACCOUNTABILITY / BADGE RESPONSIBILITY

Airport Security Credentialing is an important factor in keeping the Airport safe and secure for all employees and the traveling public. A critical component in the Security Credentialing process is the designation of who is responsible for Airport Credential documentation, Badge issuance authorization, record keeping, auditing, and accountability. This handbook is designed for a company's Authorized Signer designee who is trained and authorized to approve Badge issuance to new applicants and is the company representative responsible for the accountability of all Airport issued ID Badges.

As an Authorized Signer, you will need to be familiar with the credentialing process, identification requirements, access requests, security training, and above all, maintaining control and accountability for Airport ID Badges issued to your company, including making appropriate notifications to the Airport of any change in status. Please read this handbook carefully to familiarize yourself with Authorized Signer responsibilities.

Contact the Airport Credentials Office at 734-942-3606 with any questions.



DEFINITIONS

Air Operations Area (AOA) – Defined as that portion of the Airport designed and used for landing, take-off, and surface maneuvering of airplanes.

Airport Security Program (ASP) – The guidelines established by the Airport that describe requirements for security programs and access control systems that are approved by the TSA.

Authorized Signer – An individual that has completed the necessary training to represent their company; and is authorized to approve credentialing forms for issuance of Airport ID Badge.

DTW ID Badge – A photo identification card that allows the individual to whom it was issued to access to Security Sensitive Areas of the airport.

Badge Application – A form that must be completed before applying for an Airport ID Badge

Criminal History Record Check (CHRC) – An FBI Fingerprint based background check.

Escort Authority – Special privilege that allows the holders of escort authority to provide escort to name-checked individuals while in the Security Sensitive Areas. Icon is on ID Badge to identify this privilege.

Participant – Individuals who are employed at the Airport and are issued an Airport ID Badge.

Security Threat Assessment (STA) – Is a background check completed by the TSA

Security Identification Display Area (SIDA) - The areas of the Airport that require Airport ID Badge displayed at all times. Includes the Secured Area and any area where cargo is stored, sorted, loaded or unloaded.

Security Sensitive Area – Includes the Sterile, Secured, SIDA, and Air Operations Areas (AOA) of the Airport.

Sterile Area – Any public area located beyond a passenger-screening checkpoint

Secured Area – Any restricted ramp area adjacent to the terminal buildings. The Security Identification Display Area (SIDA) is within the Secured Area.

Transportation Security Administration (TSA) – Federal agency responsible for the screening of passengers and their property before departing on a flight and the oversight of the security at the Airport.

SENSITIVE SECURITY INFORMATION

Sensitive Security Information (SSI) is any information that is related to incidents that occur at the Airport and/or any information that could compromise security at the Airport.

As an authorized badge holder, you may not discuss any security related incidents that occur at the Airport or provide details about the Airport's security system to anyone who does not have a need to know. If anyone tries to obtain information from you regarding the Airport's Security Rules and Procedures, report it to your supervisor, Airport Police, or Airport Security immediately. Violation of the SSI regulation is a federal offense and punishable with a civil infraction and/or jail time.

AUTHORIZED SIGNER REQUIREMENTS

Each air carrier, tenant, vendor, government agency, and contractor requiring access to the Security Sensitive Area must become a "participant" in the Airport Security Program and must remain in good standing with the program to maintain Airport Security Badge issuance privileges.

Vendors and Contractors must be sponsored by the Airport, an airline, or tenant. The sponsorship establishes that a vendor or contractor has legitimate business at the Airport. A company sponsoring a vendor or contractor must **immediately** notify the Credentials Office when any sponsorship is terminated. It is the Authorized Signer's responsibility to establish the sponsorships and to notify the Airport when a change has occurred or additional access is required for their contractor/vendor.

Each participant must designate an Authorized Signer(s) for their company to ensure their company's compliance with the Airport Security Program and act as a point of contact between the participant (company) and Airport Security. Each company's operation is unique, so it is important to follow the guidelines below when designating an Authorized Signer(s):

- Must be an active Badge holder or applying for an Airport ID Badge.
- Must successfully complete the Airports background checks and successfully complete all Security training courses before acting as an Authorized Signer.



- Must complete Authorized Signer training annually.
- Must be in good standing with Airport Security by:
 - **Never** signing blank or incomplete forms
 - Preventing unauthorized access by reporting all lost, stolen, non-returned or terminated Badges **immediately**. Establishing internal procedures for the notification and return of ID Badges that no longer require access at the Airport.
 - Acting as the primary contact and liaison for the Airport Security Credentials Office.
 - Read and distribute the Airport Security Newsletter (*Good News, Badge News*) to all employees
- Should assign more than one individual as an Authorized Signer so that employees are able to have their documentation authorized or access granted if one of the Authorized Signers is unavailable.
- Should be reasonable about the number of Authorized Signers for your company. There is a dedication of time to remain current as an Authorized Signer and a level of accountability for overseeing the ID issuance and tracking.
- Should work in the local area or at the Airport since they need to be available to their employees and to the Credentials Office.

Once a company identifies a person in a position of authority who will be the primary point of contact regarding Airport Security Badges, they will need to go through the Airport's Authorized Signer training process. Training will help the authorized signers understand the credentialing process, documentation, identification, and proper record keeping, and provide any updates. The mandatory training is federally required annually upon Badge renewal if they are an active Authorized Signer.

BADGE APPLICATION PROCESS

Authorized Signers must ensure that each applicant has a reoccurring operational need to access the Security Sensitive Areas of the Airport. Authorized Signers are responsible for guiding employees through the badge application process using the following process:

- Present the applicant with a blank badge application to fill out Section I and III. **Never sign a blank badge application.**
- After they are completely done with Section I and Section III, it is your responsibility as an Authorized Signer to ensure that those sections are **complete, accurate, and legible**. If any additions or revisions need to be made, have the applicant fix them at this time. You, as the Authorized Signer, should initial any revisions.
- After everything is complete, accurate, and legible, complete the Section I table verifying identification, then sign underneath. Advise the applicant to bring those documents to their appointment. Next, complete Section IV. **This means that Sections I and IV should have the same dates and those dates should be either the same date or LATER than the applicant's date in Section III.**
- Please save a copy of the application and provide the application to the candidate to bring to Credentials. You need to maintain a copy of each Badge application and all forms for your files to provide to TSA or Airport Security if audited.
- Again, if you or the applicant make an addition or revision to any area of the application, you must initial that area. Please note that the candidate is not allowed to make any changes to the application after you have completed Section 4.

Please also note the following:

- Immediately report any lost application(s) to Airport Security.
- You must ensure that the applicant has the two forms of ID or documents that meet the federal requirements.

- You must visually verify the applicant's documents and check to make sure they are valid (must be originals and not expired). For applicants born outside the United States, additional citizenship documents are required. You must understand the requirements and be familiar with these acceptable documents (refer to the latest US I-9 form on the Department of Homeland Security – US Citizenship and Immigration Services).

Failure to adhere to the badge application process, as outlined above, may result in the following administrative penalties and fees:

Administrative Penalties -Badging Errors

1st Offense within 60 days-The authorized signer will receive a courtesy email identifying the error and outlining the process.

2nd Offense within 60 days-The authorized signer will receive a second email notifying the full management team, reiterating the process, and outlining consequences (administrative fees and retraining) to begin at the 3rd occurrence within thirty days.

3rd Offense within 60 days-The authorized signer will receive a third email providing the amount of the administrative fee (\$100), and a link for retraining.

- The authorized signer has ten (10) business days, from the date of the email, to either appeal the administrative penalty or complete retraining.

Outstanding Training or Fee-If training has not been completed or fees have not been paid after ten (10) business days, the authorized signer will receive a fourth email providing a seven-day grace period from the date of the email for payment to be made or training to be completed.

- After the seven-day grace period, the authorized signer's status may be suspended. Payment and retraining must be completed prior to request for reinstatement will be honored.

Additional Offenses-Additional badge application errors may result in additional administrative fees or penalties, including suspension of authorized signer status.

BACKGROUND CHECKS AND BADGE ISSUANCE

Prior to Badge issuance, applicants must undergo a CHRC conducted by the FBI and a STA conducted by the TSA. The CHRC verifies that the individual has no convictions or current charges for any of the TSA disqualifying crimes within the past ten (10) years – go to www.MetroAirport.com under the badging toolbar for the full list of TSA disqualifying crimes. As an Authorized Signer, you are required to notify Airport Security **within 24 hours** if you, or one of your badged employees, have an arrest or conviction for one of the disqualifying crimes.

If the Airport disqualifies an individual from obtaining a Badge due to the results of any of the background checks, an email or letter will be sent to the company and employee. The individual may be asked to provide additional documentation for the Airport to complete the background investigation.

Authorized Signers must check the status of an individual's Badge by going to the following link: <http://apps.MetroAirport.com/BadgesStatusCheck>. You must also make sure that the employee picks up their Badge **within 30 days from the date of approval.**

Any person who is disqualified from obtaining an Airport ID Badge may not be escorted into any Security Sensitive Area of the Airport at any time for any reason. Anyone who knowingly authorizes or provides an escort for a disqualified individual will be subject to a security violation.

Badge applicants may be denied Badge issuance, or the Airport may suspend the unescorted access privileges of current Badge holder's due to an outstanding arrest warrant. The Airport conducts warrant checks on all individuals who are being issued, or are renewing, their Airport ID Badge.

ACCOUNTABILITY

Badges that have been lost or stolen must be reported ***immediately*** to Airport Security. This notification will allow the Airport to "revoke" the lost or stolen badge so that the badge cannot be used to gain access. To replace a lost or stolen badge, the individual must fill out a "Badge Replacement Form" and have it signed by the company's Authorized Signer to verify the individual's employment status.

It is the responsibility of each company to maintain accountability of all ID Badges issued to or pending issuance for their employees. Once an applicant reports to the Credentials Office for processing, it is your responsibility to notify the Airport if the applicant will not be issued a Badge for any reason.

It is the responsibility of the Authorized Signer to maintain accountability of all ID Badges issued to their employees. Badges must be retrieved and returned to the Airport when an individual no longer requires access to any Security Sensitive Area, or if an employee resigns, is terminated, retires, laid-off, on strike, or is on medical or maternity leave. In these types of routine separations, Badges must be returned to the Credentials Office on a "Separation Form" without delay. If the Badge is not retrieved from the individual at the time of a routine separation, Security must be notified by telephone, fax, or in person, immediately to have the Badge deactivated. Upon this notification, the Airport will "revoke" the individual's access authority in the Security Card Access System, to prevent him/her from accessing any security sensitive area(s) of the Airport. A Separation Form must be completed and submitted, indicating the reason and date of separation and reasonable steps must

be taken to retrieve the badge. Once an employee submits an application to the Airport, you are responsible for notifying the Airport of separation, even if a badge has not yet been issued.

Failure to notify the Airport about any ID Badge that you can no longer account for is a violation of the Airport Security Program and will result in a Failure to Notify Fee of \$100.00. In addition, a \$100 Failure to Return Fee will be assessed to your company if the ID Badge is not returned to the Credentials Office within (90) ninety days from the date of separation / deactivation. The Failure to Return fee is non-refundable.

ESCORT AUTHORITY

The Airport is required to limit the number of individuals that can escort name-checked individuals in Security Sensitive Areas of the Airport. This is accomplished by the “Escort Authority” icon on the ID Badge. A name check must be completed prior to the escort and receive a pass from the website: <https://apps.metroairport.com/EscortNameCheck>. As an Authorized Signer, the request for an individual to have this special privilege must come from you. Please ensure that the individual’s need to provide escorts is valid before requesting the change from the Credentials Office.

BADGE RENEWAL

Airport ID Badge expiration dates are located on the front of the badge. Badges expire at the end of the individual’s birthday month (unless their employment eligibility must be verified sooner).

Failure to renew an Airport ID Badge prior to the expiration date will result in the deactivation of badge access. To reactivate/renew an expired badge (within 30 days of expiration), the following will be required: A new badge application from your company’s Authorized Signer, a late fee charged to the individual, and mandatory Security Training (approximately 1 hour).

DUAL BADGED EMPLOYEES

Employees who have applied for a badge with an additional company and are actively working for more than one company are referred to as Dual Badged Employees. Only one badge will be issued. This is determined by accessing the highest level of access required between the companies.

Privileges such as Ramp Driving, Custom Seal, and Escort Authority are indicated on the badge as icons. Although the badge may reflect these privileges, use of privileges are only for the company which has requested them. Parking is also company-specific. Keep in mind that employees are prohibited from crossing over these privileges if they have not been requested by each company that they are currently on the clock for. In other words, privileges must be requested by each company who has a working reason for the employee to have them.

If the employee separates from one company, they are given until 4pm on the next business day to return your badge to the Credentials Office to receive the correct badge and access. If the employee fails to do this, all access will be removed from the badge, and a reinstatement or reissue may be required. Please keep in mind that we are unable to issue you another DTW Security Badge unless we receive your current badge. Therefore, we ask that you do not give your badge to your past employer, but instead return it directly to our office for access adjustment and correct badge issuance.

AUDITS

The Airport Credentials Office will routinely audit your companies ID Badge records to ensure accuracy as required by Federal regulations. These audits must include a listing of all active Airport ID Badges issued to your employees. You will be given a specific period to provide the list, ensuring that all individuals are still employed, still require airport access and are in possession of their Airport ID Badge. Upon return of a completed Audit, the Airport will review your audit to determine

compliance and accountability. At any given time, random audits may be required, where the company must supply the Airport with a list of active employees who have an Airport issued ID Badge.

If audit results are less than favorable, the Airport may require more frequent audits or may require your company to undergo a physical audit. Physical Audits require each badged employee to report to the Credentials Office, within a specific period, to have their badge inspected and accounted for.

The Credentials Office may also audit your records. As an Authorized Signer you are required to maintain a copy of your employees badge applications. These records must be maintained for the duration of time that the employee is with the company, and up to 180 days from the date of termination/separation and is subject to audit by the Airport and TSA.

Each company must provide the Airport with the location where employee badge records are stored and the name, title, and phone number of the individual who maintains the records. This information is retained by the Airport on the Authorizing Signature or Delegation of Authority Form.

The Airport relies on you, as an Authorized Signer to assist us with enforcement and compliance with security rules and procedures associated with the issuance and accountability of Airport ID Badges. By knowing the Airport's security procedures, understanding your responsibilities, and following important guidelines, you will have all the tools you need to be a successful Authorized Signer. Your support of the Airport's Credentialing system is expected and appreciated and helps to ensure a safe environment for everyone at the Airport.

The Airport will provide badge information and other related Security information to Authorized Signers electronically. For this to occur in an efficient manner, it is important that you update us with your contact information, including email address.

MAPS

Visit our website for maps of the Credentials Office and Employee Parking Lot locations.

IMPORTANT CONTACT INFORMATION

Address: 31399 East Service Drive-Building 602, Detroit, MI 48242

Hours: Monday – Friday from 8:30am-4:00pm; Wednesday from 7:00am-4:00pm
Closed for lunch from 12pm-12:30pm

Phone Numbers: Credentials Office (734) 942-3606
Airport Response Center (24/7) (734) 942-5304
Fax (734) 942-3814
Police/Emergency 911

Email: Security@wcaa.us

Airport Website: <https://www.MetroAirport.com>
Click on *DTW Airport ID Badge* on the bottom left of the page.

Name Check Link: <https://apps.MetroAirport.com/EscortNameCheck>

Appointment Link: <https://DTWCredentialsAppointments.as.me>

Badge Status: <http://apps.MetroAirport.com/BadgesStatusCheck>

The Badge Status website is **only** for Authorized Signer use.

When searching for an applicant's Badge status, only input the first few letters of the first and last name into the fields; and do not type the company name.

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