



Authorized Signatory Guidebook

Security Badging Office
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Table of Contents

Welcome to PHX Sky Harbor International Airport.....	5
Definitions	6
Abbreviations	10
All about the SBO.....	11
How to contact us	11
Personal Authorized Signatory support	11
Where to find us.....	11
When to come: hours of operation.....	12
How to schedule an appointment.....	12
Badging fees.....	12
Payment program	13
Direct billing	13
Escrow accounts	13
Other forms of payment	13
All about you as an Authorized Signatory.....	14
Additional/replacement Authorized Signatories	15
SAFE Authorized Signatory Portal.....	15
Personally identifiable information	16
Maintain current information	16
Airport ID Badge renewals.....	17
Airport ID Badge returns and unaccountable badges.....	18
Terminated employees	19
Lost or stolen Airport ID Badges	19
Airport ID Badge audits.....	19
Company on-boarding – contractor/vendor verification	20
Company off-boarding	21
Security is a shared responsibility.....	21

Getting familiar with Sky Harbor’s Airport ID Badges	22
Airport ID Badge types.....	22
What the badge tells you/privileges	24
Before you badge... ..	25
Consider implementing a background check policy	25
Become familiar with ID verification/right to work documents	25
Understand our privilege policy	25
Learn common errors	26
Understand badging timelines and responsibilities	26
The 30-day rule	27
For concession tenants: remember the 25% rule.....	27
The badging process.....	27
Scheduling an applicant visit to the PHX SBO.....	28
Security checks.....	28
Security Threat Assessment (STA) results	28
Criminal History Records Check (CHRC) results.....	28
Rap Back	29
Rap Back notification	29
Training and testing.....	29
SIDA training attempts policy.....	30
Training courses	30
Access.....	31
Special access requests	31
Airport ID Badge privileges	32
How to request privileges (Escort, Customs, etc.).....	32
Escort privilege.....	32
Driving privileges.....	33
Vehicle access to the AOA.....	33
Vehicle insurance requirements.....	35

Escort procedures for vehicles	36
High-security keys	36
Jet bridge access	37
Trilogy proximity cards.....	37
PIN codes	37
Security	37
Notice of violation	37
NOV hearings	37
Common security violations.....	38
Pedestrian traffic at vehicle gates.....	38
TSA investigations and civil penalties.....	38
Insider threat.....	38
Reporting suspicious activity	39
FAQs	39
Tasks.....	40
Appendix A.....	41

Welcome to PHX Sky Harbor International Airport

Congratulations on being selected as an Authorized Signatory for your company! As the point of contact for the badging needs of your employees, as well as for the Security Badging Office, you are the first line of defense in the safety and security of the PHX community.

To ensure that safety and security, it's important for you to become familiar with all the rules and regulations at the Airport (available at <https://www.skyharbor.com/airport-business/phx-information/rules-regulations>) and those defined by the Transportation Security Administration (TSA). You will also want, and need, to get to know SAFE, our badging software. You will also need to take Authorized Signatory training annually; this can be scheduled throughout the year by emailing security.badging@phoenix.gov.

It's important to remember that safety and security are everyone's responsibility and the rules in this Guidebook are binding and enforceable. Failure to follow these rules could result in the loss of your Authorized Signatory privileges, revocation of your badge or access, or loss or suspension of all active badges for your company.

There is a lot to learn, but the Security Badging Office team is here to help you and this guidebook includes everything you need to know.

Definitions

Let's get started with some words and phrases you'll want to be familiar with.

ACTIVE: Status of a valid badge.

AIR OPERATIONS AREA (AOA): A portion of an airport, specified in the Airport Security Program, in which security measures specified in part 1540 are carried out. This area includes aircraft movement areas, aircraft parking areas, loading ramps, and safety areas for use by aircraft regulated under 49 CFR part 1544 or 1546, and any adjacent areas (such as general aviation areas) that are not separated by adequate security systems, measures or procedures. This area does not include the Secured Area.

AIRCRAFT OPERATOR: A person who uses, causes to be used, or authorizes to be used an aircraft, with or without the right of legal control (as owner, lessee, or otherwise), for the purpose of air navigation, including the piloting of aircraft, or on any part of the surface of an airport.

AIRPORT ACCESS AGENT: A PHX Airport Trusted Agent.

AIRPORT ID BADGE: A picture identification badge issued by the airport operator granting unescorted access to restricted areas of the Airport.

AIRPORT OPERATOR: A person who operates an airport serving an aircraft operator or a foreign air carrier required to have a security program under Part 1544 or 1546 of 49 CFR Chapter XII.

AIRPORT SECURITY COORDINATOR (ASC): The individual appointed to serve as the airport operator's primary contact for security-related activities and communications with the Transportation Security Administration.

AIRPORT SECURITY PROGRAM (ASP): A security program approved by the TSA under 49 CFR 1542.101.

AIRSIDE VEHICLE PERMIT: A permit issued to a specific company vehicle that uses temporary company signage/logos that authorizes unescorted access into the Air Operations Area.

AUTHORIZED SIGNATORY (AS): An individual on file with the Security Badging Office who is authorized to sign an employee's application for Airport ID Badges, request vehicle permits and keys and is the main point of contact for all security issues.

AUTHORIZED SIGNATORY PORTAL: A web-based secure portal for Authorized Signatories to use for processing new badge/credential applications, renewals, audits, terminations, and reports.

ACCESS CONTROL AND ALARM MONITORING SYSTEM (ACAMS): A computerized system that controls access to the Secured Area through the use of encoded Airport ID Badges issued to authorized individuals.

BADGE APPLICANT (APPLICANT): An individual who is applying for an Airport ID Badge or Ground Transportation Credential.

BADGE HOLDER: An individual who has received an Airport ID Badge approved by the Airport Security Coordinator.

CHALLENGE PROCEDURES: It is a badge holder's responsibility to challenge or report any individual in the SIDA who is not displaying an authorized Airport ID Badge. Challenges should follow these guidelines:

- Approach the individual and, in a non-threatening manner, ask to see their Airport ID Badge.
- Check the Airport ID Badge thoroughly, verifying the correct color, photo and expiration date.
- If they do not have a valid Airport ID Badge, or if you are uncomfortable approaching a suspicious person, call 602-273-3311 and give a detailed description of the person and their location.
- Do not attempt to physically restrain the individual, just keep the individual under observation until law enforcement or operations arrive.

CRIMINAL HISTORY RECORDS CHECK (CHRC): A fingerprint-based search for an individual's criminal history by submitting a covered individual's fingerprints and biographic information to FBI's Next Generation Identification (NGI) and reviewing any criminal history records that FBI NGI returns.

U.S. CUSTOMS AND BORDER PROTECTION (CBP): The largest federal law enforcement agency of the United States Department of Homeland Security, and the country's primary border control organization.

ESCORT: To accompany or monitor the activities of an individual who does not have unescorted access authority into or within a Secured Area or SIDA by an approved Airport ID Badge holder with escort authority.

ESCORT AUTHORITY: A privilege granted by the Airport Security Coordinator to a badge holder based on an operational need to "escort", as that term is defined above. This is indicated by "Escort" on the back of the badge.

EXPIRATION DATE: The date that the credential expires at midnight.

GROUND TRANSPORTATION (GT) CREDENTIAL: A picture identification credential issued by the airport operator, required by any ground transportation provider.

LOGIN ID: The email address on file for the Authorized Signatory.

MOVEMENT AREA: The runways, taxiways, safety areas, and other adjacent areas utilized for safe landing, takeoff, hovering, and taxiing of aircraft. Unescorted access to this area is regulated by federal statute and must be approved by Airside Operations.

NON-MOVEMENT AREA: All areas outside of the Movement Area where aircraft are parked, loaded, unloaded and serviced. Examples of this are the Secured Area near the concourses and perimeter roadways.

PERSONALLY IDENTIFIABLE INFORMATION (PII): Information that directly identifies an individual (e.g. name, address, Social Security Number, or other identifying number or code, telephone number, email address, etc.).

PRE-ENROLL: The status an applicant has until they complete the credentialing process.

RAP BACK: A service under the FBI's Next Generation Information (NGI) system that enables authorized entities to receive ongoing status notifications of any subsequent criminal history changes reported on individuals who have submitted fingerprints as part of a Criminal History Records Check (CHRC).

SAFE PORTAL: A web-based secure portal that Authorized Signatories use to process new badge/credential applications, renewals, audits, terminations, and reports.

SECURED AREA: A portion of the airport, specified in the Airport Security Program, in which certain security measures specified in part 1542 are carried out. This area is where aircraft operators and foreign air carriers that have a security program under Part 1544 or 1546 enplane and deplane passengers, sort and load baggage, and any adjacent areas that are not separated by adequate security measures.

SECURITY IDENTIFICATION DISPLAY AREA (SIDA): That portion of the Airport where security measures described in 49 CFR Part 1540 are carried out. Airport ID Badges are required to be displayed. Individuals without Airport ID Badges are required to be under escort by an individual with unescorted access privileges. This area includes the Secured Area and other areas of the Airport where security measures specified in 49 CFR Part 1542 are carried out.

SECURITY THREAT ASSESSMENT (STA): A security background check conducted by the Transportation Security Administration (TSA) and required to be completed before an applicant can obtain certain types of Airport ID Badges.

STERILE AREA: A portion of the Airport defined in the Airport Security Program that provides passengers access to boarding aircraft and to which the access generally is controlled by TSA or an aircraft operator under 49 CFR Part 1544 or a foreign air carrier under 49 CFR Part 1546 through the screening of persons and property.

TEMPORARY BADGE: A white badge issued at the time of initial processing (fingerprinting) that allows the applicant to work while awaiting clearances (CHRC and STA) to be approved.

The badge is good for 30 days and requires that the badge holder process through the TSA checkpoint and be escorted at all times when working in the Sterile Area.

TERMINATED: Status of an inactive badge.

TRUSTED AGENT: A PHX SBO Access Agent who collects information from applicants and current Airport ID Badge holders used in the CHRC and STA, transmits the information to a Designated Aviation Channeler, authorizes the issuance of Airport ID Badges, or issues Airport ID Badges.

TRANSPORTATION SECURITY ADMINISTRATION: This agency was created in the wake of 9/11 to strengthen the security of the nation's transportation systems while ensuring the freedom of movement for people and commerce.

UPID: The seven-digit unique profile identifier (UPID) used to look up a record in SAFE.

Abbreviations

We use a lot of acronyms and abbreviations at the Airport. Here's a list to help you out.

AAA: Airport Access Agent

ACAMS: Automated Access Control and Monitoring System

AOA: Air Operations Area

AS: Authorized Signatory

ASC: Airport Security Coordinator

ASP: Airport Security Program

CBP: Customs and Border Protection

CFR: Code of Federal Regulations

CHRC: Criminal History Records Check

FAA: Federal Aviation Administration

FBI: Federal Bureau of Investigation

GT: Ground Transportation

LEO: Law Enforcement Officer

NGI: Next Generation Identification

PHX: Phoenix Sky Harbor International Airport

PII: Personally Identifiable Information

RBN: Rap Back Notification

SBO: Security Badging Office

SD: Security Directive

SIDA: Security Identification Display Area

SSI: Sensitive Security Information

STA: Security Threat Information

TA: Trusted Agent

TSA: Transportation Security Administration

TSI: Transportation Security Inspector

VIN: Vehicle Identification Number

All about the SBO

You are the single point of contact for your company and we are the single point of contact for you for credentialing. We look forward to getting to know you!

How to contact us

Phone: 602-273-2036

Fax: 602-273-2799

Website: [Badging Information | Phoenix Sky Harbor International](https://www.skyharbor.com/airport-business/security-badging/badging-information/Airport)
(<https://www.skyharbor.com/airport-business/security-badging/badging-information/Airport>)

Email: Please choose the appropriate email address from the chart below. This will ensure your question is directed to the correct member of our team. In the subject line of each email please state the reason for the inquiry and your company name. For example, if you work for American Airlines and you are inquiring about a badge audit, you would use “Badge Audit – American Airlines”.

security.badging@phoenix.gov

Badging, vehicle permits, background check or clearance, training, access, submitting letters of sponsorship (LOS)

compliance.phx@phoenix.gov

Audits, notices of violation

After Hours: To report a lost or stolen badge after normal business hours please call the Command Center at 602-273-3311.

Personal Authorized Signatory support

Your fastest ways to reach us are listed above. However, if you need a greater level of support, we are available to meet with you in person. Follow the *How to Schedule an Appointment* instructions below and select “Authorized Signatory Assistance”. This appointment will allow you to meet virtually or in person with a Trusted Agent to discuss questions or concerns.

Where to find us

The SBO is located in the Airport Operations Building West of Terminal 3. Our street address is:

City of Phoenix Aviation Department
Security Badging Office
3300 East Sky Harbor Boulevard
Phoenix, Arizona 85034

Find us on iMaps or GoogleMaps by searching for “PHX Badging”.

Parking

Limited parking is available in front of the building and in the West Economy parking garage across the street. If you or applicants park in the West Economy garage please bring your ticket to the SBO to be validated.

Once you Park

Please enter the building through the main entrance and check in with staff in the front lobby.

When to come: hours of operation

We serve customers Monday – Friday, 7:00 AM - 5:00 PM with the **exception** of the 10:00 AM – 11:00 AM hour every Wednesday. Appointments are offered during this time; walk-in services are made available when possible, based on resource availability.

We are **closed** on weekends and City-observed holidays. **Holidays Observed by the SBO include:**

New Year’s Day
Martin Luther King’s Birthday
President’s Day
Cesar Chavez’ Birthday
Memorial Day
Juneteenth
Independence Day
Labor Day
Veteran’s Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Eve (1/2)
Christmas Day

How to schedule an appointment

Scheduling an appointment to visit us is easy. Just go to PHX QLess (<https://merchant.na10.qless.com/kiosk/app/home/100100000059>) and click the “Join the Line” button. The “Badging – Flex Appointments Only” button is the primary service line for badging needs.

Badging fees

First/New badge (CHRC & STA): \$89 (Includes \$50 deposit)

First/New badge with certification (STA Only):	\$62 (Includes \$50 deposit)
Renewal (CHRC & Rap Back):	\$37
Renewal with Rap Back:	\$10
Reprint badge (change of name or privileges):	\$10
Reprint badge for change of company name:	\$60 (Includes \$50 deposit)
Damaged badge:	\$10
Defective badge (RFID chip fails):	\$0

Lost or stolen badge replacement:

Fee	1 st Occurrence	2 nd Occurrence	3 rd Occurrence	4 th Occurrence
Lost or Stolen Replacement Fee. Includes a new \$50 deposit.	\$60	\$85	\$110	Not Allowed
		Limited to 12-month or 6-badge	Limited to 6-month badge	

These fees are subject to change at any time. For a complete list and restrictions that apply find the PHX schedule of charges here: <https://www.skyharbor.com/airport-business/security-badging/badging-fees/>.

Payment program

Direct billing

Companies that already have direct-bill contract arrangements with the City may have badge fees direct-billed to pay for all SBO fees.

Escrow accounts

If a company does not already have a direct-bill contract arrangement with the City, escrow accounts (for Badge Fees and Badge Control Fees) may be established, and funds deposited. It takes 24 hours for funds to be credited to your account(s); then, SBO charges may be applied against the escrow account. There are no automated alerts notifying of low or insufficient funds, so companies must periodically check the account to ensure adequate funds are available before prospective badge holders are sent to the SBO. A best practice is to set a monthly calendar reminder to check the escrow balance.

Other forms of payment

If the company does not enroll in the direct-bill or escrow program, the individual employee will be required to pay all badge fees using a personal credit card, company credit card in their name, cash, or company check. Bills greater than \$50 are not accepted.

To enroll in the escrow program please email security.badging@phoenix.gov and write "Escrow Account Enrollment Request" in the subject line. We will send the documents required to enroll your company.

All about you as an Authorized Signatory

Authorized Signatories play a vital role in the security of PHX Airport, because Airport ID Badges and GT Credentials are the first layer of security at our airport.

The SBO will work with you, as the main point of contact for your company, to ensure you understand your security and badging responsibilities.

This Guidebook will provide you with essential information that will help you to perform this security role. As an Authorized Signatory you:

- Agree to learn the airport rules and processes required to obtain an Airport ID Badge and security key or airside vehicle permit if applicable.
- Are responsible for credentials issued to your company's employees. This includes knowing who is in possession of the credential and updating SAFE immediately if it is lost, stolen, or the employee is no longer employed by your company.
- Acknowledge that submitting the legal sign off for an applicant in SAFE is the same as signing a legal document.
- Are responsible for beginning the badging process for an individual who works for your company and who has a legitimate business need for an Airport ID Badge, GT Credential, Airside Vehicle Permit, or security key.
- Are responsible for making sure applicants acknowledge their responsibilities under 49 CFR 1540.105(a). If you would like to record the applicant's acknowledgement, a sample attestation is in Appendix A of this document.
- Must protect applicants' Personally Identifiable Information (PII).
- Must terminate an employee in SAFE within 24 hours of termination.
- Must advise your applicant that they are required to submit original, unexpired, and unaltered identity and right-to-work documents that follow Federal Form I-9 requirements.
- Agree to validate all personal and biographical information provided for the TSA-mandated background checks (e.g., name, address, date of birth, etc.)
- Accept the responsibility to ensure that your applicant's names match on the documents they plan to present to the SBO.
- May not share your SAFE login with anyone else and agree to never use another Authorized Signatory's login.
- Must report an employee if you become aware that they were convicted of a disqualifying crime within the last 10 years.
- Agree to complete annual Authorized Signatory training.
- Agree to inform the SBO if you cease to be an Authorized Signatory for your company.
- Agree to inform the SBO when your company's contract ends. You must terminate and return all badges at that time.
- Must return all inactivated badges to the PHX SBO within 5 business days.
- Must hold a valid, unexpired PHX Airport ID Badge unless you are a GT Authorized Signatory, in which case you must hold a valid GT Credential.
- Must have been fingerprinted and passed CHRC and STA.

Failure to comply with your Authorized Signatory responsibilities can result in the following:

- **First Occurrence** – You must retake your Authorized Signatory training within 1 week. If you do not retake the training within 1 week, your Authorized Signatory privilege may be suspended until it is completed.
- **Second Occurrence** – Your Authorized Signatory privilege will be suspended for 30 calendar days. After the 30-calendar day suspension, you will be required to re-take the Authorized Signatory training.
- **Third Occurrence** – The PHX SBO reserves the right to permanently revoke your Authorized Signatory privilege and badging abilities.

Additional/replacement Authorized Signatories

The intent is for the Authorized Signatory to know the individuals they are requesting badges for. A reasonable number of Authorized Signatories will be approved for your company based on the number of badge holders and the business needs.

Every company with more than one employee should have at least two Authorized Signatories so that there is always a backup available. This is important because if your company does not have an active Authorized Signatory, the company will be suspended, existing badges may be inactivated, and you will not be able to renew or onboard new employees. If you are the only Authorized Signatory for your company, talk to your company leadership about appointing a second Authorized Signatory.

If you need more than two Authorized Signatories or need a replacement for someone who will no longer act as an Authorized Signatory, you can make the request through the SAFE Authorized Signatory Portal (<http://10.200.80.21/SAFE/ssl/login.aspx>). Please contact the SBO if you encounter challenges adding or changing an Authorized Signatory.

SAFE Authorized Signatory Portal

SAFE is your first stop in the badging process. Everything having to do with badging your employees begins and ends here.

To assist you with your duties as an Authorized Signatory, the PHX SBO provides you with credentials to access the SAFE Authorized Signatory Portal. This is a secured website for completing new badge requests, and badge renewals,

Your login user name is the email you provided to the SBO. The first time you log in please click “forgot password” to have your password sent to you. *It is important to change the password so that no one is able to access the SAFE portal as you.*

The PHX SBO requires that you change your password every 90 days. You will not receive an automated prompt from SAFE to change your password so please set reminders on your calendar to change your password every 90 days.

Access to this portal is granted after you have been badged and after the successful completion of TSA-mandated Authorized Signatory Training. *This training must be completed every 12 months.* If you fail to renew your training each year, you will no longer be an Authorized Signatory for your company, and your access to the SAFE portal will be removed.

SAFE is compatible with Chrome and is also compatible with Edge in “Internet Explorer” mode.

Personally identifiable information

As your company’s Authorized Signatory, you have access to employee Personally Identifiable Information (PII), which needs to be protected. PII is any data that could potentially identify a specific individual. Most of the information collected during the badging process is considered PII, such as:

- Full name and any aliases
- Social Security Number, full or truncated
- Driver's license and other government identification numbers
- Citizenship, legal status, gender, race/ethnicity
- Birth date, place of birth
- Home and personal cell telephone numbers
- Personal email address, mailing and home address
- Marital status, spouse information, child information, emergency contact information

Remember that when using the Authorized Signatory Portal you must never share your log-in or password with anyone else and always log out. This will help to protect PII.

Maintain current information

It is important to have the most up-to-date information on every Airport badge holder. TSA regulations require that badge holders’ biographical information be updated as soon as possible. You must:

1. Immediately update biographical information such as address, phone numbers or change of name.
2. Email the PHX SBO when a change in access is needed (decrease or increase based on job duties).
3. Remove any privileges as soon as they no longer required, for example when an employee’s job changes within your company.
4. Email the PHX SBO with updated divisional or company information, when applicable.

Please make sure you have a process in place so that you are notified of necessary changes by your employees and can make the updates in SAFE.

It is the responsibility of the Authorized Signatory, not the PHX SBO, to recover and return badges.

Airport ID Badge renewals

It is essential that badges are renewed *before they expire*. You can begin the renewal process 60 days before the badge expires. A task will appear on your SAFE dashboard in the Renewal Summary. At this time, there are no SIDA re-training requirements for renewal badges, however, a new photo will be taken when the badge holder comes in to get their new badge.

Each time you renew a badge, you must ensure that the information recorded for the applicant is still correct. If you forget to request privileges in this step, and a badge is issued without them, a reprinting fee will apply to add these later.

By starting the process early, you allow enough time for the privileges to be approved. If the badge is not renewed and reissued within 30 days after the expiration date, then the applicant will have to start the badging process from the beginning and retrain.

Airport ID Badge returns and unaccountable badges

As an Authorized Signatory, you are responsible for ensuring your employees know to report any lost or stolen badges to you immediately. You must also immediately terminate any employees who leave your company and terminate all employees when your contract ends if applicable. You may be asked to provide proof of the employee's termination date. If you do not terminate employees and return badges in a timely manner, the PHX SBO may:

- Require that you retake Authorized Signatory training.
- Suspend or revoke your badge.
- Suspend your company's ability to badge future applicants.

It is important for the Authorized Signatory to understand the significance of badges that are unaccounted for. An unaccountable Airport ID Badge is one that has been lost, stolen, or is missing with an unexpired date on the front of the badge. Any time an employee leaves your company and you deactivate their badge in SAFE, their badge is classified as unaccountable until it has been returned to the PHX SBO. Badges that remain unaccountable pose a significant security risk, and we must work together to minimize unaccountable badges. Under the TSA regulations, an excess of unaccounted-for badges requires the Airport to rebadge all individuals with that badge type. Rebadging all or part of the Airport community is a significant undertaking and would be time-consuming and costly for everyone.

It is a key requirement of your Authorized Signatory job duties that you proactively work to keep unaccountable badges to a minimum. The PHX SBO monitors unaccountability percentages for each company.

Additionally, if your company fails to keep your unaccountable badges below the 5% rate, the PHX SBO may:

- Shorten the term of your company's Airport ID Badges.
- Restrict or suspend your ability to issue new Airport ID Badges.
- Request meetings between your company leadership and PHX leadership until rates can be controlled.
- Impose other consequences as determined by PHX SBO management.

We require that all companies provide the PHX SBO with a Badge Recovery Plan. This plan must include how you will recover badges from employees who leave your employment. It is the responsibility of the Authorized Signatory, not the PHX SBO, to recover and return badges. Here are some suggestions that you may want to consider when developing your company's badge recovery policy:

- Require that the employee pay the company a badge deposit when beginning their employment and refund that deposit once their badge is returned.
- Retrieve and secure any badges that have been suspended (when employee is on medical leave, etc.) until the employee returns to normal duties.

- Have every employee who holds an Airport ID Badge complete and sign an Employee Badge Recovery Plan.
- Post a "Reward" board: Put names of former employees holding an unaccountable badge on a bulletin board in an area that's visible to the majority of your employees. If an employee brings you a badge from the board, they get an incentive such as a gift card. The longer the badge expiration date the larger monetary value the gift card can include.
- Send a formal certified letter that includes a self-addressed-stamped-envelope. This has a 40% return rate at other airports. People may not choose to spend the time and money to come into the terminal to drop off their badge or take it to the post office, but including a stamped envelope reduces the effort and money they would have to spend.
- For companies that have a high turnover, consider issuing the badge at the beginning of the shift and require it be turned in at the end of the shift. Lock all badges up until the next shift.

Terminated employees

When an employee is terminated, the Authorized Signatory must immediately log into SAFE and terminate on the General tab and return the Airport ID Badge to the PHX SBO. This is a TSA requirement and is very important to ensure that all Airport ID Badges at PHX are properly accounted for. Additionally, your company could be held liable for a \$14,950 - \$37,377 civil penalty if you do not collect or make a reasonable effort to collect the badge from the employee on the day of termination and do not terminate the employee in SAFE within 24 hours.

Lost or stolen Airport ID Badges

If your employee's badge is lost or stolen, it is your responsibility as the Authorized Signatory to ensure that badge is immediately deactivated in SAFE. You can do this by logging in to SAFE and updating the card status on the Access Cards tab to "lost" or "stolen."

If for any reason you aren't able to log in to SAFE, you can contact the PHX SBO during normal business hours. If it is after normal business hours, you can contact the Command Center at 602-273-3311.

Lost replacement fees increase each time the badge is replaced, *and a badge will not be replaced after a fourth loss*. To get a replacement badge, instruct your employee to go to <https://merchant.na10.qless.com/kiosk/app/home/100100000059> and click the Join the Line button, and get in line or make an appointment. Please ensure the employee knows to bring their identification documents with them.

Airport ID Badge audits

The Airport is required under the TSA regulations to conduct audits of all Airport ID Badges. The SBO assigns the audits, and the Authorized Signatory is responsible for completing the badge audit accurately and within the designated timeframe.

When the audit is conducted in SAFE, it appears as a task on the SAFE dashboard in the Authorized Signatory Portal. When the audit is not conducted in SAFE, the requirements are sent to you via email.

It is important that you complete the audit accurately and by the deadline provided. You must mark employees who no longer work for the company as “Terminated” and employees who are included in the audit erroneously as “Unknown” and reconcile the unknown badge holder with The PHX SBO.

Failure to complete your badge audits *accurately* and *on time* can result in your company’s badging privileges being suspended.

Company on-boarding – contractor/vendor verification

To sponsor a new vendor or contractor requiring Airport ID Badges, you as the AS (or the person handling the contracts), must submit certain documents to the SBO. The steps are as follows:

1. Complete and sign a Letter of Sponsorship for your new vendor with the required insurance document if they require driving privileges. You can find the form at <https://www.skyharbor.com/airport-business/security-badging/>.
2. The PHX SBO will prepare to onboard the new company and proposed Authorized Signatory using the documents provided. If any information is missing or unclear, it will delay the onboarding process.
3. The proposed Authorized Signatory will receive an email asking them to fill out their badge application.
4. Once this badge application is complete, the PHX SBO will send an email to the applicant to invite them to schedule an appointment to come in and fingerprint and present identity and work authorization documents.
5. Once their security clearances are passed, the new authorized signer must complete necessary training (including Authorized Signatory training) and receive an Airport ID Badge.

If any of the information originally provided to us in the Letter of Sponsorship changes before the vendor/contractor is badged, such as the company name, contract dates, primary contact, etc., you must notify our office by sending an email to security.badging@phoenix.gov with the subject “New Letter of Sponsorship”.

For any vendors/contractors whose Letter of Sponsorship you complete, you are responsible for:

- Ensuring that the vendor/contractor understands their Airport security responsibilities.
- Ensuring that the Letter of Sponsorship lists the correct access requirements.
- Assisting with their compliance with Airport regulations.
- Advising the PHX SBO when the Letter of Sponsorship is no longer necessary, or if the contract ends before the date in the provided LOS.

Company off-boarding

It is your responsibility to off-board a company you sponsored when they are no longer doing work at PHX Airport. "Company Off-boarding" is the process of ending the contract, inactivating the company in SAFE, notifying PHX Airport, and regaining PHX Airport property. For any company that is no longer conducting business at PHX Airport, you should do the following:

- Notify the PHX SBO 30 days prior to the contract ending. Please do this in writing to security.badging@phoenix.gov.
- Return all unaccountable Airport ID Badges/GT Credentials no later than 5 business days from the date the Airport ID Badges are deactivated.

Security is a shared responsibility

Security is a shared responsibility. While the PHX SBO provides information and training to badge holders, you must also take an active role in educating all badge holders whose applications you submit for badging as follows:

- Once your applicant receives their Airport ID Badge, reach out to them. Remind them that they have a responsibility to use it when on official duty only. A SIDA badge holder who uses their badge to gain access to the SIDA when off-duty, in a manner that the Airport Security Coordinator determines is inappropriate, is considered to be in violation of the Airport Rules and Regulations, which can be found at [Rules & Regulations | Phoenix Sky Harbor International Airport](https://www.skyharbor.com/airport-business/phx-information/rules-regulations/) (<https://www.skyharbor.com/airport-business/phx-information/rules-regulations/>).
- Ensure that your employees understand the importance of maintaining control over their badges, and that the badge does not belong to them, so it must be returned to PHX immediately upon termination of job duties.
- Make sure your employees are aware of and understand what areas of the Airport they have access to.
- Advise your badged employees that they must display their Airport ID Badge visibly, above the waist and below the neck, with the picture facing forward at all times. For badge holders who work in the baggage area, cargo area, or elsewhere on the ramp, an armband is recommended to secure the Airport ID Badge versus a neck lanyard, to reduce the risk of losing the badge (in the baggage system or aircraft hold).

You must also periodically remind your badge holders of these rules:

- All badge holders must, upon the request of another, correctly display and produce their SIDA or Sterile Badge while in the SIDA or the Sterile Area.
- Badge holders may not display the badge of another person.
- Badge holders may not allow another person to use their SIDA Badge, Sterile Area Badge, or other access media.
- Photos of Airport ID Badges must never be posted on social media as they contain personally identifiable information and could allow someone to create a fraudulent badge.

- If issued multiple badges (i.e., the individual works for multiple companies), the badge holder can only use the badge intended to provide access for a specific employer when working for that employer. They cannot use their badge for another employer for which it was not intended.
- If a badge holder commits a violation with one badge, any disciplinary action shall apply to all badges held by that person.
- If a badge holder files an appeal for a violation of one badge, the appeal will apply to all badges held by that person.
- If an individual receives an immediate suspension due to the severity of the security violation, the suspension will apply to all badges held by that person.
- If an employee is terminated or resigns, they must surrender the applicable badge immediately. If the termination or resignation is due to a violation of any federal, state, or local law, including the Rules and Regulations of PHX Sky Harbor Airport or PHX badge policies, they shall surrender all badges.
- The ASC may use discretion and modify the manner in which multiple badge holders are disciplined, taking into account the circumstances of each case.

Getting familiar with Sky Harbor's Airport ID Badges

As the Authorized Signatory, you are required to select the appropriate badge for your applicant's job duties. .

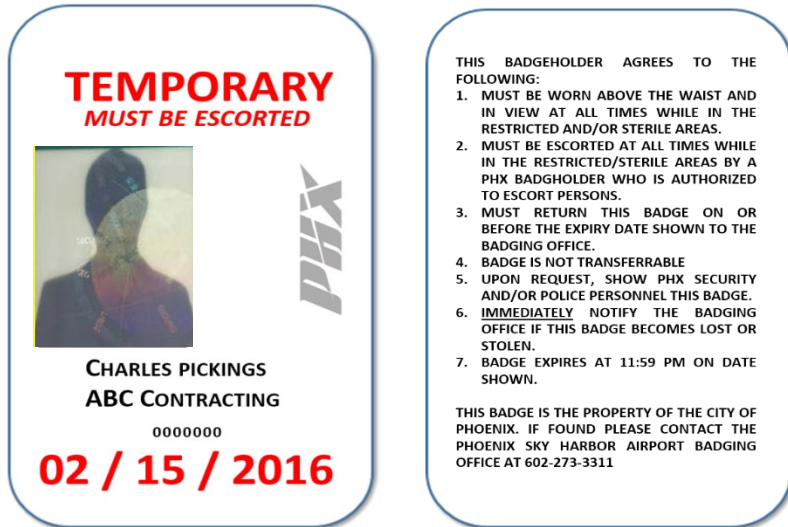
Airport ID Badge types

PHX Airport issues ten visually distinct badges. Differences in badge appearance indicate access and privileges held by the badge holder.

Here are samples of what the permanent badges look like:





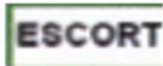

PRIMARY AREA	SECONDARY IS CENTRAL CORE	SECONDARY IS PERIMETER	WITH TOW PRIVILEGE
NEW BLUE (STERILE)	NEW BLUE/GREEN (SIDA)		
NEW GREEN (SIDA)		NEW GREEN YELLOW CAP (SIDA)	← WITH TOW PRIVILEGE
NEW YELLOW (SIDA)	NEW YELLOW GREEN CAP (SIDA)		← WITH TOW PRIVILEGE
NEW YELLOW (SIDA)			
	NEW YELLOW GREEN CAP (SIDA)	NEW GREEN YELLOW CAP (SIDA)	NEW ORANGE (SIDA)

Here is an example of a temporary badge.



What the badge tells you/privileges

In addition to certain fields required by the TSA, such as name, company, and expiration date, the badge also indicates the privileges held by the badge-holder as follows:

		AIRFIELD DRIVERS PERMIT
		MOVEMENT AREA (& TOW PRIVILEGE)
		FUELER
		CUSTOMS APPROVAL ICON
		APPROVED TO ESCORT
		CART DRIVER IN STERILE AREA

Before you badge...

Consider implementing a background check policy

It is recommended that all companies conduct a background check on their applicants prior to submitting an applicant for a badge. There are several reasons to do this:

- When the PHX SBO conducts background checks, your company is not notified with details of any crimes your applicant may have been arrested for or convicted of.
- If your company does the background check first, your company can see the results and determine the applicant's suitability for the position. For example, an individual can have a misdemeanor theft conviction and still clear a CHRC, but would your company want to hire the individual to work in a store full of goods and handle cash transactions? Running and reviewing a simple Criminal History Report allows your company to decide if it wishes to hire an individual with a history of theft.
- If the company needs to stop the hiring process early, they won't have paid the PHX SBO the non-refundable badging fees.

Documents provided to the badging office must be original, valid, undamaged, and unexpired.

Become familiar with ID verification/right to work documents

The PHX SBO turns applicants away each week for failing to remember to bring the correct ID Verification/Right to Work documents. Applicants who fail to bring these documents waste their own time and experience delays with the badging process and their ability to start work, which takes resources away from your company.

Please familiarize yourself with the identity and work verification requirements. These are listed on Federal Form I-9's List of Acceptable Documents, which can be found at [Airport Badge Application Forms | Phoenix Sky Harbor International Airport](https://www.skyharbor.com/media/vbppjxxg/uscis-i-9-list-of-acceptable-documents-102119.pdf) (<https://www.skyharbor.com/media/vbppjxxg/uscis-i-9-list-of-acceptable-documents-102119.pdf>).

In order to help you understand the requirements, we have created two infographics, which you can find at [Airport Badge Application Forms | Phoenix Sky Harbor International Airport](https://www.skyharbor.com/media/w2zbgzut/badge-identification-requirements-8122022.pdf) (<https://www.skyharbor.com/media/w2zbgzut/badge-identification-requirements-8122022.pdf>). Please review them and share them with each prospective badge holder.

Understand our privilege policy

The SAFE system allows you to request several privileges, including Escort, Customs and Border Protection (CBP) Zones 1 and 2, Non-Movement Driving, Movement Area Driving, Authorized Signatory, Cart Driving, and Fuel Handling.

The PHX SBO's standard operating procedure is to issue badges even if privileges are pending, as long as the badge applicant indicates that they understand and accept a future reprint fee.

Learn common errors

You should familiarize yourself with these common errors to avoid delays in the badging process.

When completing the badge application via the Authorized Signatory Portal, know that if any of the following are missing, applications may be denied or subject to lengthy delays. This causes more work for you, delays in badging for your applicant, and costs to your employer.

- An applicant must use their legal name on the application.
- All first, middle, and last names must be included on the application.
- Aliases must only be used in the "Alias" section. All aliases (maiden name or other legal names) must be included in the "Alias" section.
- The mailing address must be full and current, and an email address must be provided.
- All personal details requested must be provided.
- Do not authorize or request more access or privileges than are operationally necessary for the employee's job duties.
- *Please do not include any special characters in the name fields (e.g., hyphens, apostrophes, dashes, etc).*

Understand badging timelines and responsibilities

Let's talk about timelines for each new badge application. Here is who controls each part of the process:

- Submitting an application to the PHX SBO: You control this part of the process. It is your job to work with the applicant to gather the necessary information and route an application to the SBO as quickly as possible.
- Making the first appointment: If you choose to, you can control this part of the process. If you don't, the applicant will own this part of the process. Please work with the applicant to make sure they visit the SBO as soon as possible. We generally have appointments within a few business days, and your applicants can wait at their desk in our virtual "walk-in line" for same-day service.
- Completing security checks: The TSA and FBI control this part of the process. In the past these checks were complete in one to two business days for native born U.S. citizens and three to five business days for naturalized U.S. citizens, U.S. citizens born abroad, and non-U.S. citizens. However, recently the TSA has had more lengthy delays approving the STA.

- Privileges: Different PHX departments approve the privileges and work as quickly as they can to accommodate the requests.
- Making the second appointment: If you choose to, you can control this part of the process. If you don't choose to, the applicant will own this part of the process. Please work with the applicant to make sure they visit the SBO as soon as they clear their security checks. We generally have appointments available within a few business days, and your applicants may also join our virtual "walk-in line" for same-day service. If this step is not completed within 30 days, the applicant must start the process over.

If you choose to take an active role, the majority of applicants can be badged within seven to ten days. If you do not take an active role, by choosing not to follow up with applicants to encourage them to make appointments quickly the application timeline may be delayed.

The 30-day rule

Once your applicant has successfully passed their security checks (STA and/or CHRC), they have 30 calendar days from notification to complete training and obtain their badge.

Failure of the applicant to meet this 30-day requirement means they must start the process over, at full cost to you and your employer. Please monitor your SAFE dashboard in the Authorized Signatory Portal and ensure that the applicant completes the badging process as soon as possible after they have received notification of their security clearances. If 30 days are exceeded, the process must start again from the beginning.

For concession tenants: remember the 25% rule

The TSA limits the number of SIDA badges that a concession tenant may have to 25%. There is no limit for Sterile Area badges. Please consider this before requesting a SIDA badge.

If you need assistance to change SIDA badges to Sterile badges (or vice versa), please contact the SBO. You will have to pay a fee for a badge change.

The badging process

The PHX SBO does not accept paper applications. All applications route through an electronic website portal called SAFE. The process is as follows:

1. Visit with the applicant by phone or in person. Confirm that they acknowledge their responsibilities under Chapter 49 of the Code of Federal Regulations, part 1540.105(a). You can find a template you can use to document their acknowledgement in Appendix A.
2. Enter the applicant's information in SAFE.
3. Add the badge type.
4. Add privileges, if applicable.

5. The AS or Applicant may make an appointment for the applicant for fingerprinting. During this visit, their identity and work authorization documents will be verified and their fingerprints and photo will be taken.
6. After this visit, the applicant must wait for their security checks to be processed and cleared.
7. Once the applicant is cleared, the Authorized Signatory receives an email notification that security checks are complete and cleared and the Applicant receives invitations to complete remote training if applicable. GT or Public Area applicants may not receive training and can proceed directly to the Badging office.
8. The applicant completes remote training.
9. At Visit 2, the applicant will receive their badge after passing the training.

Scheduling an applicant visit to the PHX SBO

When it is time for your applicant to visit the PHX SBO, they can come in as a walk-in or make an appointment.

- Have your applicant go to <https://merchant.na10.qless.com/kiosk/app/home/100100000059> on a tablet, home, or work computer to make an appointment.
- They can also use the kiosks located in the PHX SBO lobby to make an appointment or join the walk-in queue.

Security checks

Applicants are required to undergo certain security background checks based on the type of badge they are applying for. Below are the requirements per badge type.

Badge Type	STA	CHRC
Public (not an AS)	Y	Y
Public or Credential (AS who will sponsor Sterile or SIDA badges)	Y	Y
Sterile	Y	Y
SIDA	Y	Y

Security Threat Assessment (STA) results

Certain badges require that the applicant pass a Security Threat Assessment (STA) background check. STAs are perpetually vetted by the TSA while the Airport ID Badge is active. If your applicant does not pass the STA, you will be notified they are being denied an Airport ID Badge.

Criminal History Records Check (CHRC) results

Certain badges require that the applicant pass a Criminal History Records Check (CHRC), which is administered by the FBI. If more information is needed from the applicant, the PHX SBO will send an email to you and the applicant. The applicant will have 30 days to contact the SBO and provide the required documentation. If they do not meet that deadline, their application will be terminated. If your applicant does not pass the CHRC, then you and the applicant will be notified they are being denied an Airport ID Badge. The applicant has the right to appeal the decision. The Airport cannot discuss specific details of the CHRC results with you, as the dissemination of this information is restricted to the applicant under TSA regulations.

Rap Back

Sterile and SIDA Airport ID Badge holders are enrolled in Rap Back, a continuous vetting system by the FBI.

Rap Back notification

The following notifications of criminal activity will generate a message to the SBO. If the RBN shows an arrest for one of the 28 disqualifying crimes, the badge holder will have 45-days to contact the SBO and provide required documentation. Your employee may have their Airport ID Badge reprinted to a different expiration date. The Airport cannot discuss specific details of the Rap Back notification, as the dissemination of this information is restricted to the badge holder under TSA regulations.

- Arrests (e.g., criminal retain)
- Dispositions
- Expunge/Partial Expungement
- Warrant entry with FBI number included
- Warrant Deletion
- Sex Offender Registry Entry
- Sex Offender Registry Deletion
- Death Notices

Training and testing

- All new badge holders are required to take Securing Our Airport Responsibly (SOAR) training.
- Applicants who are applying for a SIDA Airport ID badge must take and pass SIDA Training, and those applying for a Sterile Airport ID badge must take and pass Sterile Training.
- If your employee's job responsibilities require them to operate a vehicle on the AOA, the employee must successfully attend and pass additional training. Anyone operating a motor vehicle on the PHX AOA must have their unexpired, state-issued driver's license on their person at all times.

- If you have employees who are not used to taking tests or working within an airport security environment, you should consider developing some initial training that your company provides to the employee before they undergo the PHX training and badging process.
- All training at PHX is administered remotely. If you are unable to provide an applicant with a computer on which they may take their training, the SBO has computers available for applicant training. If you plan to send an applicant to the SBO for training, please be sure the applicant knows how to operate a computer and mouse prior to coming to the SBO.

SIDA training attempts policy

For training that is taken remotely, an applicant has three attempts to successfully pass the SIDA training module.

For training taken at the SBO, an applicant may come to the SBO on up to three separate occasions to attempt to successfully pass the SIDA training module. On each occasion the applicant may attempt up to three times *if a computer is available*.

Prior to Airport ID Badge training the PHX SBO team will also advise your applicants of the rules for training and testing, but it is your responsibility to ensure they understand the rules and regulations before coming to our office.

Training courses

Here is a summary of the training courses required to attain an Airport ID Badge. All training may be taken remotely or in our computer lab.

Security Identification Display Area (SIDA) training

The goal of this course is to educate prospective SIDA badge holders and Authorized Signatories (AS) about airport security procedures. Topics include: Security Regulations & Responsibilities, Layers of Security, Airport ID Badges, Security Violations, Air Operations Area (AOA) Permits, and escorting. At the end of this course, participants must achieve a score of 85% on the final assessment to pass. Applicants may attempt to pass the training a total of three (3) times.

Sterile training

This course is designed to provide an understanding of Sterile Area rules and procedures, and airport security procedures. Applicants may attempt to pass the training a total of three (3) times.

Customer service training

As America's Friendliest Airport, this course is designed to provide an understanding of the high level of customer service badge holders are expected to deliver.

Safety training

This course is designed to provide an understanding of safety protocols and procedures and includes a section on the Blue Lightning Initiative.

Secure our airport responsibly

At Phoenix Sky Harbor International Airport, safety and security are our top priorities. "SOAR" - Secure Our Airport Responsibly – is our security program. Its goal is to help law enforcement and Airport security identify suspicious activity.

Authorized Signatory training

The goal of this course is to educate persons who will become the Authorized Signatory for their company. Topics include: Authorized Signatory Responsibilities, Acceptable Identification Credentials, Paperwork and Forms Required by the SBO, and Future Changes Affecting ID Verification.

This training is offered virtually once a week.

Non-movement area driver training

The goal of this course is to educate SIDA badge holders who are drivers in the Non-Movement Areas of the airside. Topics include: Safety and Security on the AOA, Aircraft Non-Movement Area (NMA) and Aircraft Movement Area (AMA) identification, and the rules governing operation of a motor vehicle in the NMA. At the end of this course, participants must achieve a score of 85% on the final assessment to pass.

Movement area training

Movement Area training is completed after NMA training. This is an in-person training managed by Airside Operations.

Access

Access to doors and gates is assigned automatically by SAFE and configured during company set up.

Special access requests

If your applicant needs additional access codes that weren't added by the automatic access profile, a special request must be sent to the SBO. As the AS, it is your responsibility to route the request, first reviewing it for completeness and ensure a justification is provided prior to sending it to the PHX SBO at security.badging@phoenix.gov. The PHX SBO will get approval

from the proper authority for that area and will email you with the determination (approval or denial) of the request within five business days.

Airport ID Badge privileges

You will only see the privileges approved for your company in SAFE. Not all companies qualify for all privileges.

How to request privileges (Escort, Customs, etc.)

The Authorized Signatory must request any privileges that an individual badge holder requires. Each company is assigned the privilege options available to that company's employees. The Authorized Signatory must make the requests on the Privileges tab in SAFE.

Escort privilege

Only SIDA Airport ID Badge holders with Escort privileges may provide escort into the SIDA and Sterile Area. This authority is determined by the Authorized Signatory based on an employee's job duties and responsibilities. The number of badge holders with Escort privileges must be tightly controlled by you, the Authorized Signatory. Staff who are performing escort duties must be reminded that:

- Escorted individuals must be continuously accompanied and monitored while in the SIDA and Sterile Area. Those being escorted must be within visual and audible distance of their escort at all times.
- Escorted access is permitted for those who have not been issued a SIDA badge provided they have an acceptable, valid government picture ID and are properly escorted by an individual possessing a valid Airport ID Badge with Escort authority, designated by either an "E" for Escort or an "A" indicating an armed law enforcement officer.
- Badge holders who have been issued a badge, but have misplaced, lost, or forgotten it, may NOT be escorted.
- It is the responsibility of the badge holder with the Escort privilege to ask the person they are escorting to confirm that they are not carrying a prohibited item.
- An Airport ID Badge holder may pass responsibility for an escorted person to another badge holder having escort authority after briefing the individual on the purpose of the escort and receiving acknowledgment that the badge holder will assume responsibility for continuing the escort.
- Individuals cannot escort more than five persons without the approval of the Airport Security Coordinator.
- An individual can only be escorted for a maximum of 30 consecutive calendar days. If a person needs access into the SIDA and/or Sterile Area beyond 30 days, they are required to obtain an Airport ID Badge that is appropriate for their job responsibility.
- An escorted individual engaged in activity other than that for which access was granted must be removed from the SIDA or Sterile Area and must be reported by calling the Command Center at 602-273-3311.

Driving privileges

Attaining the non-movement or movement area driver privilege

For each SIDA badge application (new, renewal, or reprint) that you submit, you will need to make an important determination: will this individual ever be required to operate a motor vehicle on the PHX Movement or Non-Movement Area? If the answer is no (for example, a ticket counter agent, an administrative person), process the badge application as normal. If the answer is yes (a fueler, catering truck driver, ramp agent, etc.), please add the driver privilege in the privileges tab.

If a driving privilege needs to be added to a badge after the badge has been issued, please send an email to security.badging@phoenix.gov with the subject line "Driver Privilege". Upon receiving this email the PHX SBO will send the training to the applicant.

PHX has a mandatory driver training program. All SIDA badge holders whose job responsibilities include the operation of a motor vehicle within the Air Operations Area (AOA) are required to complete a **Non-Movement Driver Training program**. All SIDA badge holders whose job responsibilities include the operation of a motor vehicle within the defined Movement Area must complete a **Movement Area Training program**.

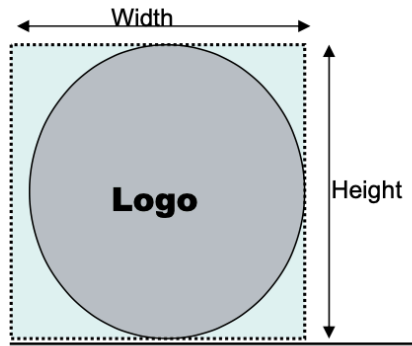
Vehicle access to the AOA

At PHX, Authorized Signatories whose companies need access to operate vehicles on the AOA must meet the insurance requirements and ensure proper vehicle markings as follows:

- Have permanent logos on both sides of the vehicle which are a minimum of 12 inches in diameter with 4-inch-high lettering against a contrasting background for easy identification **or**
- Have a valid, unexpired AOA Permit **and** a temporary company identifier in the form of a company logo, letters or a combination of the two **or**
- Be under escort by an agent of PHX, a representative of the airlines, or a tenant responsible for the vehicle gate through which the vehicle is entering.

Permanent vehicle markings

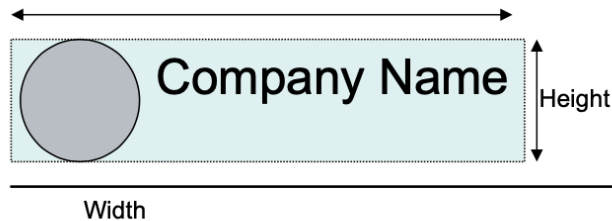
Permanent vehicle markings must be designed and affixed as follows:



Logo Only

If using a logo only on each side of the vehicle it must be greater than 12 inches in diameter or the 'width' multiplied by the 'height' must be greater than 144 square inches.

or



Logo and Letters

The width of the logo plus the letters

(measured from one side of the logo to the opposite end of the letters)

multiplied by

the height of the highest point

(measured from the bottom of the lowest point of the logo plus company name to the highest point of the logo and company name)

must be greater than 144 square inches

or

Company Name

Lettering Only

The letters must be 4" or greater

Temporary vehicle markings

The Authorized Signatory must submit a Vehicle Permit Request for any vehicle that does not have permanent logos. One permit is required for each vehicle. The vehicle information required on the request form includes:

- Make, model, and color of the vehicle.
- License number, State of issue and the vehicle identification number (VIN).
- Insurance company name, policy number and expiration date.

Please send the permit request to security.badging@phoenix.gov with the subject line "Airside Vehicle Permit – *Your Company Name*")

It is important to remember that:

- The authority to produce and issue Airside Vehicle Permits lies solely with PHX and as such, remains its property. No individual may produce, copy, issue or use similar permits at PHX Airport.
- AOA Vehicle Permits are the sole property of PHX and must be returned immediately upon demand by a PHX representative or upon termination of the need to access the AOA. If a vehicle no longer needs access to the AOA, the AOA Vehicle Access Permit must be returned to the PHX SBO immediately.
- Any alteration of an AOA Vehicle Permit is a violation of its issuance; the permit will be removed from the vehicle or equipment and the vehicle or equipment will be removed from the SIDA at the owner's expense.
- Permit holders must immediately report theft or damage of an AOA Vehicle Permit to security.badging@phoenix.gov.
- Failure to comply with these requirements is grounds for loss of your Authorized Signatory privileges, revocation of your badge or access, suspension of all active badges for your company or division, or immediate revocation of an AOA Vehicle Permit.

Vehicle insurance requirements

Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Arizona and with an "A.M. Best" rating of not less than B+ VI. The City in no way warrants that the above-required minimum insurer rating is sufficient to protect the permittee from potential insurer insolvency. The Certificate of Insurance must include the following:

- The Certificate Holder section must state: City of Phoenix Aviation Department, Attn: Security Badging Office, 3300 East Sky Harbor Blvd, Phoenix, AZ 85034.
- The City of Phoenix Aviation Department shall be named as Additional Insured.
- Vehicles covered by the policy shall be identified: i.e., owned, non-owned, hired, etc.
- Appropriate amount of coverage shall be listed. Each company must carry a combined limit of at least \$5,000,000 in Automobile Liability and/or Excess or Umbrella Liability. At least \$1,000,000 of this combined limit must be listed in Automobile Liability.

- Automobile Liability must include bodily injury and property damage for any owned, hired, and non-owned vehicles used in the performance of this Contract. Combined Single Limit (CSL) \$5,000,000
- The policy shall be endorsed to include the following additional insured language: "The City of Phoenix shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor".
- The policy shall not contain any restrictions of coverage with regard to operations on or near airport premises.
- Each policy must include a policy number and expiration date. Binders are not accepted.

Escort procedures for vehicles

All vehicles without an AOA Vehicle Permit must be escorted by an authorized Airport ID Badge holder with escort authority who is driving an authorized vehicle. Vehicle escorts cannot exceed five vehicles and a total of five individuals. Escorting is limited as follows:

- PHX Airport Facilities Maintenance will escort vehicles engaged in Airfield Maintenance projects, during airfield emergencies, and at the request of PHX Security.
- FAA Facilities Maintenance will escort vehicles engaged in FAA maintenance.
- PHX Police will escort vehicles necessary to complete the public safety mission.
- Air carriers will escort vehicles requiring access to ramp/support areas only.
- Routine vehicle movements between ramp areas and support areas will be accomplished by utilizing the International Parkway Service Road system or the Northwest Emergency Road under Operations Department escort.
- The Airport Operations Department may escort all other vehicles requiring access.

High-security keys

City of Phoenix Authorized Signatories can request high security keys for employees who require them. It is important to remember these things:

- Once issued, keys are tracked and accounted for just like Airport ID Badges.
- Each key is coded with a unique serial number for tracking and accountability purposes.
- Keys are issued to individuals and are non-transferable.
- Unauthorized reproduction is not permitted.
- Key holders shall not mark a key with a door number in any way.
- Security keys are manually audited by the SBO and the Lock Shop. As with badge audits, it is imperative that key audits are completed accurately and in a timely manner.
- Key holders, or the AS, shall immediately notify the SBO when a high security key is lost or stolen, is not returned when a key holder terminates employment, or when a key holder transfers to a position that no longer requires the key.

The Authorization for Keys form can be obtained by emailing compliance.phx@phoenix.gov. If you have questions about obtaining high security keys please contact the PHX SBO.

Jet bridge access

For tenants that have employees that require jet bridge access a Trilogy proximity card or PIN must be requested by the Authorized Signatory.

Trilogy proximity cards

Trilogy cards must be requested by the Authorized Signatory. Cards are assigned to the Authorized Signatory who is responsible for properly documenting which badged individuals are assigned the cards and/or keep a log of who is checking out the proxy card. The request for a Trilogy card is made via an Application for Security Key. Please reach out to the SBO if you need a copy of the Application.

PIN codes

PIN codes are only issued to domestic or foreign air carrier employees who have a business need. Your air carrier can provide you with the code. PIN codes are changed when requested by the air carrier, a badge revalidation is required or as the Airport Security Coordinator deems necessary.

Security

Notice of violation

If an employee with your company receives a Notice of Violation (NOV), they have five days to schedule a hearing. Hearings are scheduled the same way as any other service at the SBO by using the Qless app. Either you as the Authorized Signatory or the badge holder's supervisor must attend the hearing. If you or the badge holder's supervisor fail to attend the hearing, the badge holder's badge may be suspended.

NOV hearings

Not all NOV's require a hearing.

In all circumstances, PHX Airport reserves the right to penalize an individual for security violations. Penalties/fees may be assessed based on consultation and coordination with the TSA.

Common security violations

The most common security violations that occur at PHX Airport include:

- Failure to wait for vehicle gate to close.
- Introducing any item that is prohibited by a TSA Regulation or Security Directive through the TSA checkpoint.
- Escorting any person into the SIDA or Sterile Area who has not entered the AOA/SIDA either through a staffed SIDA gate or passenger screening checkpoint.
- Using an expired badge.
- Using an inactive badge due to an expired driver's license.
- Improperly badging in an forcing an ACAMS door open.

As an Authorized Signatory, you must ensure your employees are aware of all violations and the penalties involved. It is also the company's responsibility to ensure badge holders know how to badge in and what is the appropriate path to your workplace. These are preventative steps that you can take to help keep your company's employees in compliance with the TSA Regulations and PHX Airport Rules and Regulations. A copy of PHX's Rules and Regulations can be found at [Rules & Regulations | Phoenix Sky Harbor International Airport](#).

Pedestrian traffic at vehicle gates

Regulations prohibit pedestrian traffic through vehicle gates. Violators may receive a Notice of Violation.

TSA investigations and civil penalties

Civil penalties assessed to the Airport by the TSA for violations of applicable TSA Regulations, the Airport Security Program, and/or Airport Rules and Regulations, may be passed on to the company or the individual badge holder who incurred the violation.

The TSA can issue Letters of Investigation and ultimately issue a Notice of Civil Penalty directly to individual companies and to individuals who have an Airport ID Badge at PHX.

Insider threat

As an Authorized Signatory, you must be vigilant to potential insider threat. Badged Airport employees can be easy targets for criminal and/or terrorist acts. Your responsibilities include being aware of your employees' normal behavior and reporting any unusual behavior by dialing 602-273-3311. Some examples of the types of insider activities and behaviors that may be observed:

- The use of a SIDA or Sterile Airport ID Badge when the employee is not on duty.
- Employees using their Airport ID Badge to bypass normal airport security measures.

- Badge holders in areas they are not authorized to be in.
- Badge holders facilitating the movement of money, drugs, guns, or explosives.
- Badge holders exhibiting ongoing intimidating behavior or making verbal threats.

Reporting suspicious activity

Another important part of your Authorized Signatory duties is ensuring your badged employees are aware that if they observe suspicious activity at the Airport, they must report it. PHX supports the “See Something Say Something” program. Tips of suspicious activity at PHX can be reported by calling 602-273-2766.

Please emphasize to your employees that if they see something suspicious, they must report it. They should NOT assume it’s okay, that someone else has reported it, or be embarrassed to report suspicious activity. We all own the security of PHX.

FAQs

If I go on vacation, how do I route the approvals to my backup?

All of the Authorized Signatories assigned to your company or division will see the same employees on their SAFE dashboards. When one of you completes a task in SAFE, all Authorized Signatories will see the information/changes. Please remember that you must never give your login information to anyone else.

Does the AS need to be a badge holder?

Yes, all Authorized Signatories are required to have an active PHX badge. You can find the complete list of requirements <https://www.skyharbor.com/airport-business/security-badging/>.

Do we need to print the badge application?

Please do not print the badge application, as all the information is stored in SAFE. When it’s time for the applicant to visit our office, they only need to bring proof of identity and work authorization documents.

How soon before a badge expires can I renew my employees’ badge applications?

An existing badge can be renewed sixty (60) days prior to the badge expiration. A list of badges due for renewal can be found in the My SAFE tab under the Pending Authorized Signatory Actions section of the dashboard.

Tasks

Daily

- Log into SAFE and review the AS dashboard
- Complete tasks awaiting AS action
- Terminate employee's occupation for all employees that no longer work for the company
- Update records for any badge holders whose biographical information has changed
- Return any inactive badges to the PHX SBO

Weekly

- Run the Unreturned Badge Report in SAFE
- Track down and return all unaccounted-for badges to the PHX SBO

Monthly

- For all concessionaires, run the "My Active Employee" Report to calculate percent of SIDA badges
- Respond to any key or Trilogy audits emailed to the AS by the established deadline

Annually

- Complete all annual audits
- Renew vehicle permits
- Distribute PHX Rules and Regulations to all active badge holders
- Complete Authorized Signatory training

Appendix A

For an applicant to be issued an Airport ID badge, **you** as the **Authorized Signatory** must attest that the applicant has acknowledged their responsibilities under Chapter 49 of the Code of Federal Regulations (CFR) 1540.105(a).

Some Authorized Signatories like to record the applicant's acknowledgement. This appendix contains two templates. One can be provided to an applicant in-person. The other can be sent via e-mail. You are not required to use these or any other templates, but you are required to be able to attest that the applicant has acknowledged these responsibilities.

Applicant Attestation

[In-person attestation]

To: **[APPLICANT NAME]**

For you to be issued an Airport ID badge, you must acknowledge your responsibilities under Chapter 49 of the Code of Federal Regulations (CFR) 1540.105(a).

Please read the section below carefully. By acknowledging your responsibilities under 49 CFR 1540.105(a), you are saying that you understand what it says, and are accepting the responsibility to comply with the regulation.

1540.105 Security responsibilities of employees and other persons.

(a) No person may:

(1) Tamper or interfere with, compromise, modify, attempt to circumvent, or cause a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system, measure, or procedure implemented under this subchapter.

(2) Enter, or be present within, a secured area, AOA, SIDA or sterile area without complying with the systems, measures, or procedures being applied to control access to, or presence or movement in, such areas.

(3) Use, allow to be used, or cause to be used, any airport-issued or airport-approved access medium or identification medium that authorizes the access, presence, or movement of persons or vehicles in secured areas, AOAs, or SIDAs in any other manner than that for which it was issued by the appropriate authority under this subchapter.

I, **[APPLICANT NAME]**, applying for a PHX Airport ID Badge under **[COMPANY NAME]**, acknowledge that I have read and understand 49 CFR 1540.105 Security responsibilities of employees and other persons, and I acknowledge my responsibilities under 1540.105(a).

Applicant Name (please print)

Applicant Signature Date

[E-mail attestation]

Dear **[Applicant Name]**,

The Transportation Security Administration (TSA) requires that you acknowledge your responsibilities under 49 CFR 1540.105(a) before I submit your badge application.

Please read the section below carefully. By acknowledging your responsibilities under 49 CFR 1540.105(a), you are saying that you understand the below, and are accepting the responsibility to comply with the regulation. Please read this carefully.

1540.105 Security responsibilities of employees and other persons.

(a) No person may:

(1) Tamper or interfere with, compromise, modify, attempt to circumvent, or cause a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system, measure, or procedure implemented under this subchapter.

(2) Enter, or be present within, a secured area, AOA, SIDA or sterile area without complying with the systems, measures, or procedures being applied to control access to, or presence or movement in, such areas.

(3) Use, allow to be used, or cause to be used, any airport-issued or airport-approved access medium or identification medium that authorizes the access, presence, or movement of persons or vehicles in secured areas, AOAs, or SIDAs in any other manner than that for which it was issued by the appropriate authority under this subchapter.

To acknowledge the above responsibilities, please reply to this email and fill out your name in the statement below.

I, **[APPLICANT NAME]**, applying for a PHX Airport ID Badge under **[COMPANY NAME]**, acknowledge that I have read and understand 49 CFR 1540.105 Security responsibilities of employees and other persons, and I acknowledge my responsibilities under 1540.105(a).

[ELECTRONIC SIGNATURE]