مطارات دبي Dubai Airports تصلكم بالعالم Connecting the World	**STANDARD OPERATING PROCEDURE**	**SOP / ASP / 004**
		ISSUE 04
	AIRPORT SECURITY PASS ISSUANCE POLICY	**EFFECTIVE DATE**
		11/07/2012

IDENTIFICATION DATA CENTER

AIRPORT SECURITY PASS ISSUANCE TERMS AND CONDITIONS

DUBAI INTERNATIONAL AIRPORT
&
AL MAKTOUM INTERNATIONAL AIRPORT

DATE:	11/07/2012	
VERSION:	UPDATED POLICY - 2012	
CREATED BY:	HSSE- IDC PROJECT TEAM	
REVIEWED BY:	BUTI QURWASH	
APPROVED BY:	DA-HSSE	Gene. Dept.of Airports Security

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1. PERMANENT PASS

Pass Definition:

Is an electronic card contains data of the pass holder that enables him to access the security checkpoints and gates in the restricted areas in Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

For whom the pass is issued:

Issued to all staff (government authorities/ semi-government /private companies) that have offices or counters in the restricted areas at the airport or rented on the campus of the airport or have contracts of employment or who work full-time in Dubai airports (Dubai International Airport and Al Maktoum International Airport).

Companies apply for this pass :

1. Travel and tourism companies
2. Airlines and Cargo Companies
3. Telecom Companies
4. Service companies
5. Banks and exchange companies
6. Restaurant and cafes
7. Semi-governmental bodies
8. Transport Companies
9. Oil companies
10. Government agencies
11. Car rental
12. Hotels
13. Horse Shipping companies
14. Packaging bags
15. Contractors

Pass Validation:

3 years

Link the pass expiry date with the expiry date of the lease contract with the airport

Note: Passes are issued for 6 months to 1 year as per request from the concerned department in DA (Engineering Projects, Engineering Services, Facility Care…)

Pass Approval duration:

14 working hours

Access areas:

Set according to nature and location of the work at the airport Based on the agreement with them and are subject to security pass Office approval.

Electronic Access Areas (SACS):

All external companies are given (the entrances and exits of the airport) and the rest of companies depend on the nature and location of the work at the airport Based on the agreement with them and subject to security pass Office approval.

> **Note: The pass is activated to use the electronic doors after 12 am midnight in the same day the pass is printed out.**

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International)

2. Recent light background photo with uniform or identical to the existing image as a passport size "6*4"for those who do not have a uniform

3. Recent valid passport copy including:

   - For UAE locals, attach the last page
   - For expatriates, father name, mother name or husband/ wife page in the passport, if available

4. Recent valid visa copy

5. Applicant under family sponsorship must bring permit to work from General Directorate of Residency and Foreigner Affairs Or Ministry of Labor.

6. Copy of labor card (issued from Ministry of Labor) or copy of company ID card (issued from the applied company)
7. Fill in the application form and attach it with documents.

Other required documents for the following companies included with the above documents:

Airlines

1. Copy of Aviation company card

2. No objection letter by Dnata airlines or GSA emphasizes that the applicant is under their sponsorship and he is still working.

Contractors with DA Departments

1. No objection letter from the DA department with the required duration and access areas

2. NOC from sponsor (Sub-contractor) if he/she was not from the head company

Companies belongs to Free Zone Authority:

1. NOC from the FZA for working in the airport

2. FZA employee ID card

3. Company letter

   - **If the letter exceeds more than one month will not be taken to consideration**

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

Cancel:

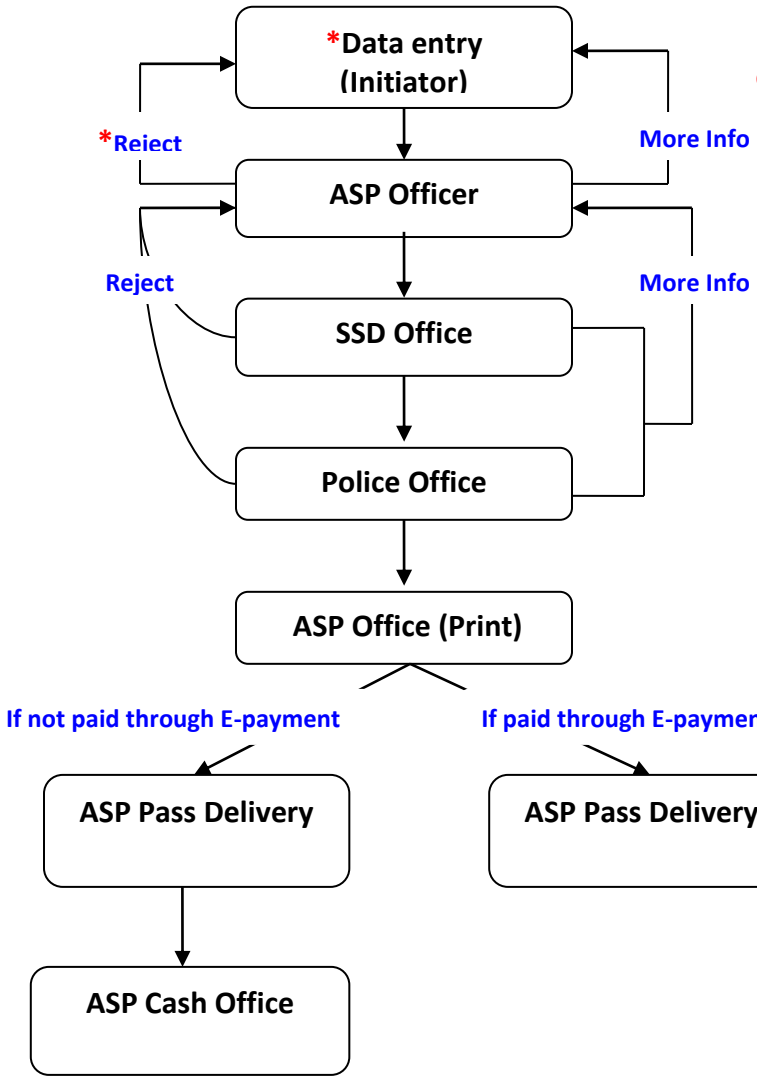
- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**

2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

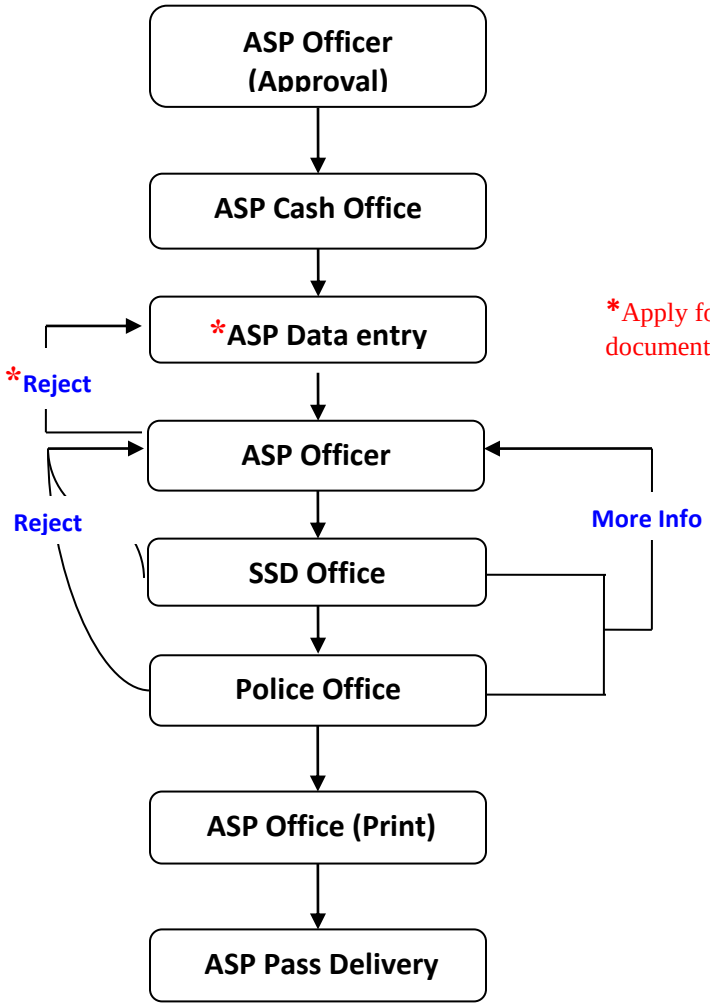
Pass work flow through Internet (Online):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Permanent Pass	Fees	Knowledge Fees	Total Fees
New/ Renew for three years	300 Dh	10 Dh	310 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	100 Dh	10 Dh	110 Dh
Modified	100 Dh	10 Dh	110 Dh

Note: Contractors with DA departments pay 50 Dh Pass Fees for every month

Exemptions:

1. **All applications for work purposes for the following departments:**

    - General Directorate of Residency and Foreigner Affairs-Airport Immigration
    - Dubai Health Authority-Airport Medical center
    - Dubai Public Prosecution
    - Ministry of Defense
    - Airport customs
    - Dubai Municipality inspectors, and health control
    - Air Wing Center
    - Dubai Air Wing
    - The United Nations (UN)
    - The Ministry of Agriculture and Fisheries - for staff working at the airport only
    - Ruler's Court
    - All requests for temporary training from Dubai Airports, Police, Immigration, Customer (colleges / schools / universities)

NOTE:

- **Cases of payment:**
    - **Lost pass 250 Dh with 10 Dh knowledge fees**
    - **Pass modification or damage made by the pass holder 100 Dh with knowledge fees**

2. **Suppliers who have contracts with the following departments for the delivery and receipt of goods within the airport or for training purposes as per request letter (Payment status "with charge or without charge" will determinate by department requested for the pass)** :

    - Dubai Airports (all departments)
    - General Civil Aviation Authority (GCAA)
    - Dubai Civil Aviation Authority (DCAA)
    - General Department of airport security
    - Airport security Office

2. TEMPORARY PASS

Pass Definition:

Card containing data identifying the pass holder and enables him to access the security checkpoints and entry gates in the restricted areas in Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

For whom the pass is issued:

Issued to all staff (Government Authorities / semi-government / private companies) that have offices or counters at the airport or leased on the campus of the airport or have employment contracts or who are working temporarily at Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

Companies apply for this pass:

1. Travel and Tourism Companies
2. Airlines and Cargo Companies
3. Telecom Companies
4. Exchange Companies
5. Services Companies
6. Restaurants and coffee shops
7. Semi Government Companies
8. Transport companies
9. Oil Companies
10. Government
11. Car rental
12. Hotels
13. Horse Shipping companies
14. Packaging bags
15. Contractors

Pass Categories:

1. Summer Trainee Pass

A temporary work pass issued to trainees and students from “schools, colleges, and universities or companies who have completed the high school. The pass is issued for a limited period of time. students are allowed to access the areas requested by the applying user during the official working hours, and the pass may not be used for personal purposes.

2. Temporary/Staff Temp.

Card containing data identifying the pass holder and enables him to enter and exit through the security checkpoints and electronic gates in the restricted areas in Dubai Airports (Dubai International Airport and Al Maktoum International Airport) work for purposes of Auditing, Investigation, See the workflow, Attend sessions, Attend periodic meetings, Attend interviews, Training, Horse Shipping

3. Emirates Flying School (EFS) Pass

This pass is issued for members of Emirates Flying School to allow them enter and exit the airport through the authorized gates, and to have access to Emirates Flying School ramp area only. Pass holders are allowed to carry photo cameras.

4. Temporary Emirates Flying School (EFS) Pass

This passes is issued for Emirates Flying School to allow them enter and exit the airport through the authorized gates, and to have access to Emirates Flying School ramp area only for limited duration for purpose of taking air tours or work for EFS such as maintenance

5. Arrival Pass

This pass is issued for one day to government, Semi government and private sectors as well as diplomatic sector for purpose of receiving the passenger. The area is given as per ASP staff approval.

6. Departure Pass

   This pass is issued for one day to government, Semi government and private sectors as well as diplomatic sector for purpose of Fare welling passengers. The area is given as per ASP staff approval.

7. Temporary Pass Arrival / Departure

   This pass is issued for limited period to government, Semi government and private sectors for purpose of receiving and Fare welling passengers. The area is given as per ASP staff approval.

8. Contractor Staff Pass

   Card containing data identifying the pass holder and enables him to enter and exit through the security checkpoints and electronic gates in the restricted areas in Dubai Airports (Dubai International Airport and Al Maktoum International Airport) from the contractors with DA departments.

Pass Validation:

From one day to one year only

Pass Approval duration:

14 working hours

Access areas:

Set according to nature and location of the work at the airport based on the agreement with them and are subject to security pass Office approval.

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International)

2. Recent light background photo with uniform or identical to the existing image as a passport size "6*4"for those who do not have a uniform

3. Recent valid passport copy including:

    - For UAE locals, attach the last page
    - For expatriates, father name, mother name or husband/ wife page in the passport, if available

4. Recent valid visa copy

5. Applicant under family sponsorship or under another company sponsorship (not the one applied) must bring temporary work permit from General Directorate of Residency and Foreigner Affairs Or Ministry of Labor.

Note: Excluded from them the Airlines Engineers & Auditors and passes for less than 7 days

6. Copy of labor card (issued from Ministry of Labor) or copy of company ID card (issued from the applied company)

7. Fill in the application form and attach it with documents.

Other required documents for below companies included with the above documents:

Airlines

1. Copy of Aviation company card
2. No objection letter by Dnata airlines or GSA emphasizes that the applicant is under their sponsorship and he is still working.

Contractors with DA Departments

1. No objection letter from the DA department with the required duration and access areas
2. NOC from sponsor (Sub-contractor) if he/she was not from the head company

Trainee from Universities and Colleges

Official letter addressed to the concerned DA department or the company including student details and reason of training

Companies apply for Arrival/ Departure Passes

Letter contains flight schedule or information with duration and access areas

Restaurants and Cafés

Copy of the medical examination if employee has not been proved his residence yet.

Companies belongs to Free Zone Authority:

1. NOC from the FZA for working in the airport
2. FZA employee ID card
3. Company letter

- **If the letter exceeds more than one month will not be taken to consideration**

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

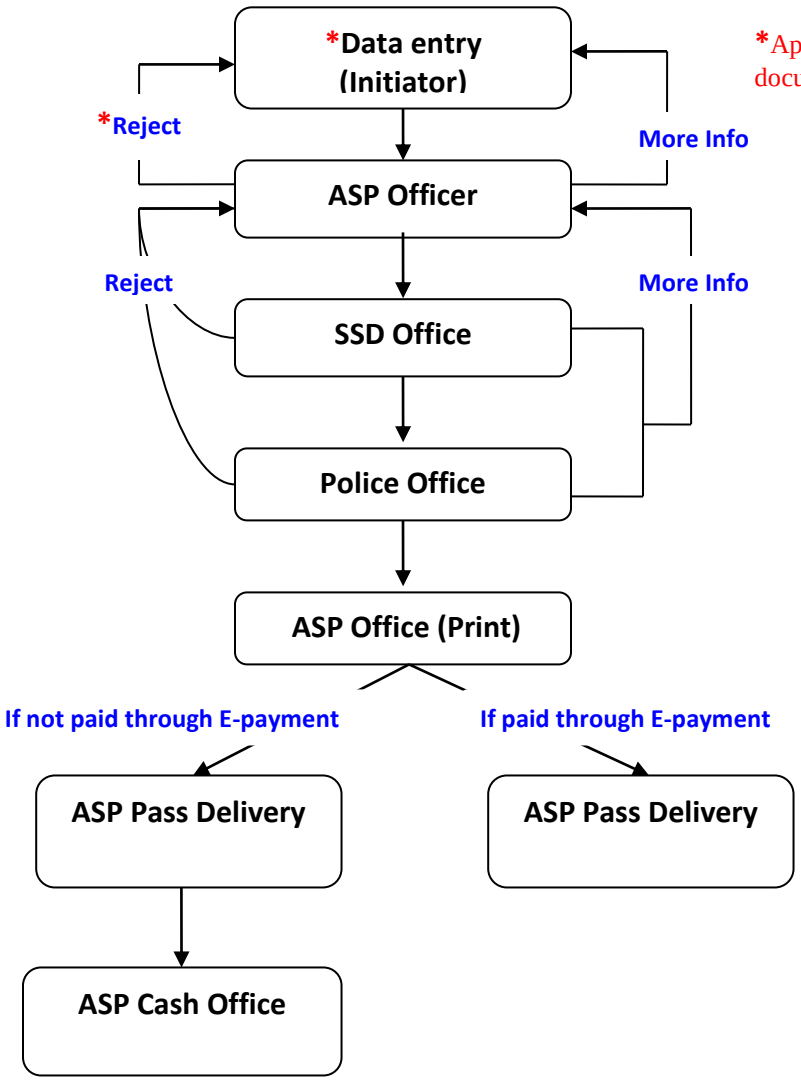
Cancel:

- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

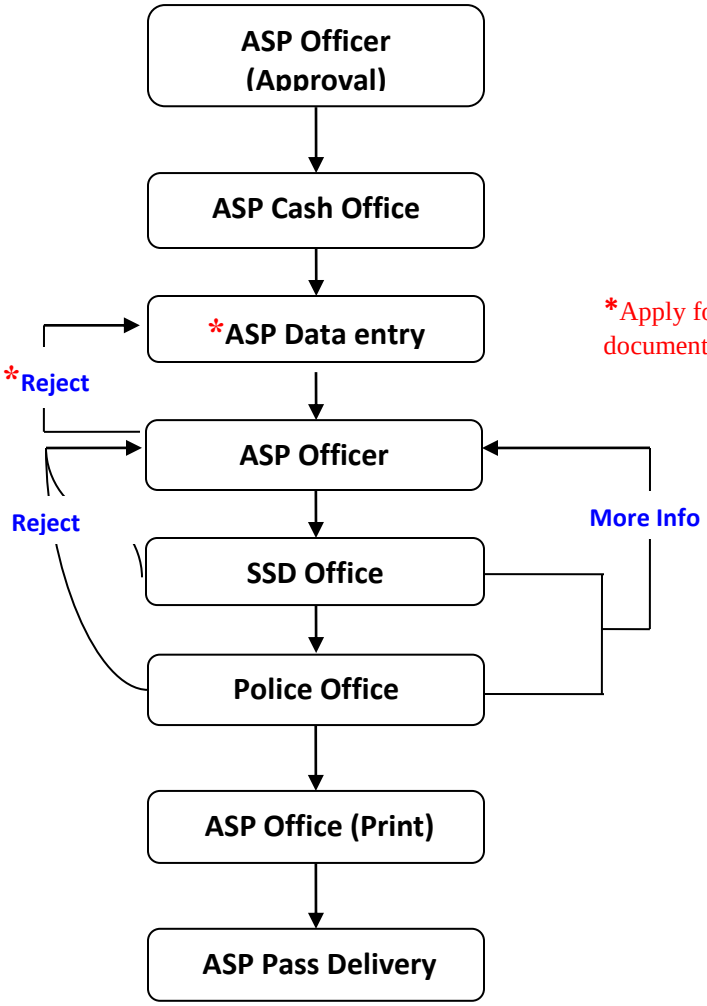
1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**
2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

Pass work flow through Internet (Online):



*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Temporary Pass	Fees	Knowledge Fees	Total Fees
New/ Renew **1-30** days	50 Dh	10 Dh	60 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	50 Dh	10 Dh	60 Dh

* 100 Dh fees for arrival pass and departure pass one time “New” (one day)
* 100 Dh fees for EFS passes (New/Renew)
* 300 Dh fees for Temp Pass arrival/departure for every week (7 days)

Exemptions:

1. All applications for work purposes for the following departments:

    - General Directorate of Residency and Foreigner Affairs-Airport Immigration
    - Dubai Health Authority-Airport Medical center
    - Dubai Public Prosecution
    - Ministry of Defense
    - Airport customs
    - Dubai Municipality inspectors, and health control
    - Air Wing Center
    - Dubai Air Wing
    - The United Nations (UN)
    - The Ministry of Agriculture and Fisheries - for staff working at the airport only
    - Ruler’s Court
    - All requests for temporary training from Dubai Airports, Police, Immigration, Customer (colleges / schools / universities)

NOTE:

- **Cases of payment:**
    - **Lost pass 250 Dh with 10 Dh knowledge fees**
    - **Pass modification or damage made by the pass holder 100 Dh with knowledge fees**

2. Suppliers who have contracts with the following departments for the delivery and receipt of goods within the airport or for training purposes as per request letter **(Payment status "with charge or without charge" will determinate by department requested for the pass)**:

   - Dubai Airports (all departments)
   - General Civil Aviation Authority (GCAA)
   - Dubai Civil Aviation Authority (DCAA)
   - General Department of airport security
   - Airport security Office

3. VEHICLE PASS

Pass Definition:

Pass that contains data about the vehicle **(Group)** or data about the vehicle and the owner at the same time **(Individual)**.
This pass allows the vehicle to access the restricted areas through the security gates listed on the pass or works within the airport's premises without the use of any of the gates between the restricted areas and others at Dubai Airports (Dubai International Airport / Al- Maktoum International Airport), and allows police on the gates to inspect the vehicle. (***Vehicles with colored windows are not allowed to enter the airport***)

For whom the pass is issued:

Issued to private companies, government & semi-government authorities working in Dubai Airports (Dubai International Airport / Al Maktoum International Airport).

Companies apply for this pass :

1. Airlines and Cargo Companies
2. Telecom Companies
3. Services Companies
4. Restaurants and coffee shops
5. Semi Government Companies
6. Transport companies
7. Oil Companies
8. Government
9. The Airport Hotel
10. Horse Shipping companies
11. Contractors

Pass Categories:

1. Working Car Pass Inside Airport

This pass is issued for vehicles and equipment which belong to units having work activities at the airport, and require movements within the ramp area on a daily basis without entering or exiting the airport. The user of this pass shall obey the conditions listed on the pass and comply with the terms and conditions of safety and security inside the airport, especially in the ramp area. The vehicle shall be used by a group of employees belonging to the same unit or department and the drivers should have ramp driving license ADP from Airside Operations Unit.

2. One Way Car Pass Out

a pass that allows vehicles (for those who have vehicle pass to work inside the airport only) to exit from the main gate mentioned on the pass for the purpose of maintenance, refurbishment or replacement, or doesn't need to use anymore.
The vehicle can be used by staff groups from the same unit of the request department.

3. One Way Car Pass In

a pass that allows vehicles (for those who have vehicle pass to work inside the airport only) to access through the main gate mentioned on the pass.
The vehicle can be used by staff groups from the same unit of the request department.

4. Company Work Car Pass

This pass is issued to allow a vehicle or equipment to enter and exit the airport through the main gates as mentioned on the pass. it belongs to units that having work activities and require movements within the airport. The user of this pass shall obey the conditions listed on the pass and comply with the terms and conditions of Safety and Security inside the airport, especially in the ramp area. The vehicle shall be used by a group of employees belonging to the same unit or department and the drivers should have ramp driving license from Airside Operations Unit.

5. Work Car Pass

This pass is issued to allow individual vehicle to enter and exit the airport through the main gates as mentioned on the pass. it belongs to units that have work activities and require movements within the airport and allowed to enter & exit any time. The pass holder shall obey the conditions listed on the pass and comply with the terms and conditions of safety and security inside the airport, especially in the ramp area. The pass holder should have Airport Driving Permit. The pass may be utilized by one user and individual only

6. Contractor Truck Pass

This pass is issued for contractors vehicles that have projects in the airport to allow them access the airport through the main gates mentioned on the pass and require daily movements within the airport. The pass holder shall observe the conditions listed on the pass and comply with the terms and conditions of safety and security inside the airport, especially in the ramp area. The pass holder should have Airport Driving Permit.

7. Contractor Private Car Pass

This pass is issued upon request from engineering projects unit to contractors having projects at the airport. According to this pass, the contractors may use the gates mentioned on the pass to access their vehicles into the airport. The user of this pass shall observe the conditions listed on the pass and comply with the terms and conditions of safety and security inside the airport, especially in the ramp area. The pass may be utilized by one user and individual only.

8. Horse Shipping Pass – Arrival

This pass is issued to transfer horses for the purpose of shipments from the ramp area to the gates. The pass shall be applied to enter and exit of personnel and vehicles belong to the accredited horse stables and clubs in the UAE and the pass is issued for one flight only.

9. Horse Shipping Pass – Departure

This pass is issued to transfer horses for the purpose of shipments from the gates to the ramp area. The pass shall be applied to enter and exit of personnel and vehicles belong to the accredited horse stables and clubs in the UAE and the pass is issued for one flight only.

Pass Validation:

From one day to one year (Pass expiry date depends on the insurance expiry date and to not exceed one year).

Pass Approval duration:

14 working hours

Access areas:

Set according to nature and location of the work at the airport or based on agreement with them and are subject to security pass Office approval.

Required Documents for pass issuance:

- **Vehicle Pass (Group)**

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International)
2. Copy of vehicle registration
3. Copy of driving license issued by police
4. Copy of Airport Driving Permit issued by Airside Department

NOTE: ***Copy of vehicle insurance is required in case the vehicle is not registered by police.***

- **Vehicle Pass (Individual)**

New:

1. Attach an official letter addressed to the Head of Security Assurance(Dubai International / Al Maktoum International)
2. Copy of airport security pass (temp or per) of the owner
3. Copy of vehicle registration
4. Copy of driving license issued by police
5. Copy of Airport Driving Permit

NOTE: The pass is not issued unless the applicant has either a valid permanent or temporary airport security pass

Other required documents for below companies included with the above documents:

Contractors with DA Departments

1. No objection letter from the department with the required duration and access areas
2. NOC from vehicle's owner if the vehicle was not under the head company

For Horse Shipping Pass

1. Official letter should have the flight details
2. Copy of vehicle registration
3. Copy of driving license issued by police (for the driver)
4. Recent valid passport copy including (for the driver):
   - For UAE locals, attach the last page
   - For expatriates, father name, mother name or husband/ wife page in the passport, if available
5. Recent valid visa copy

❖ **If the letter exceeds more than one month will not be taken to consideration**

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

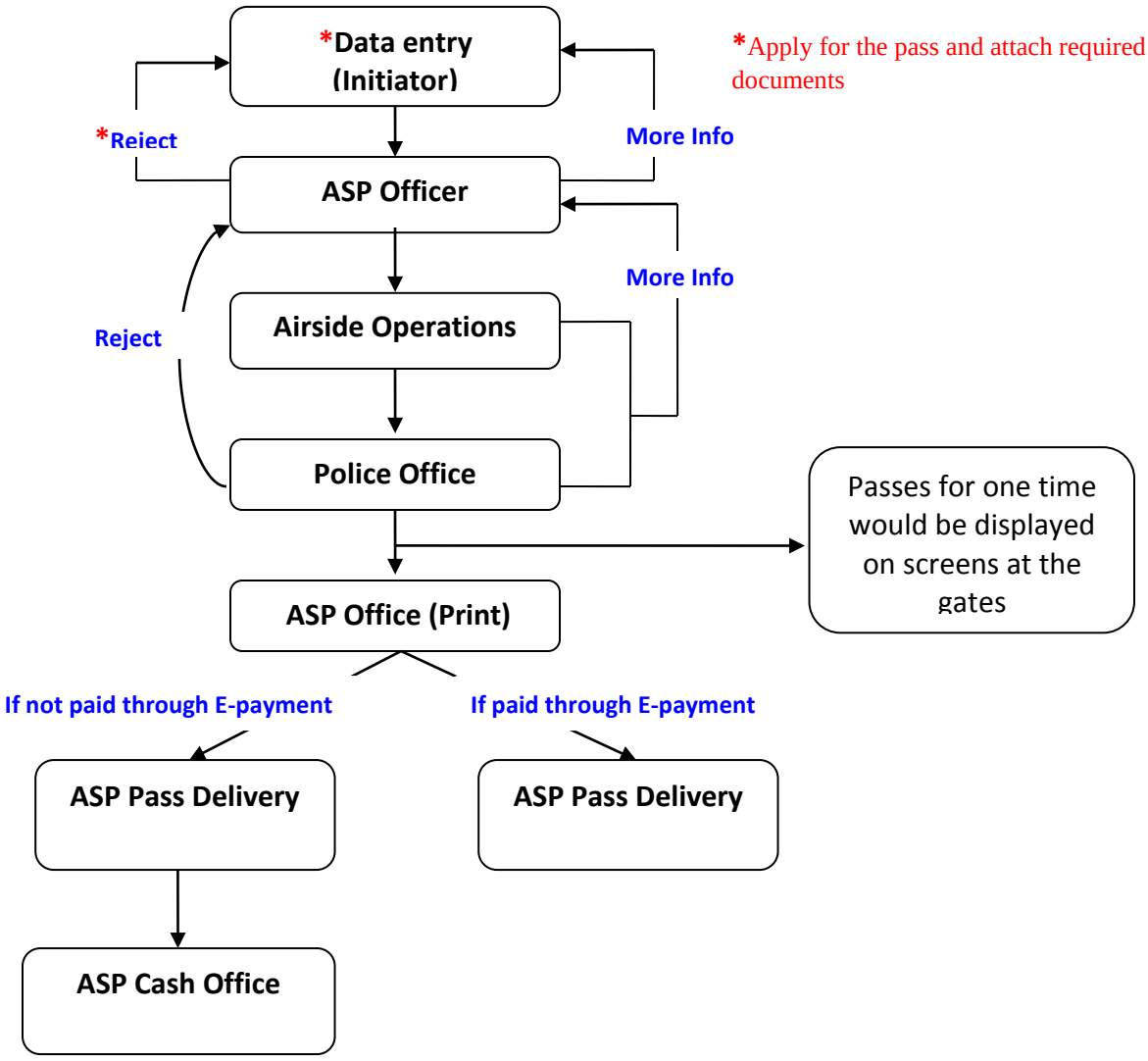
Cancel:

- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

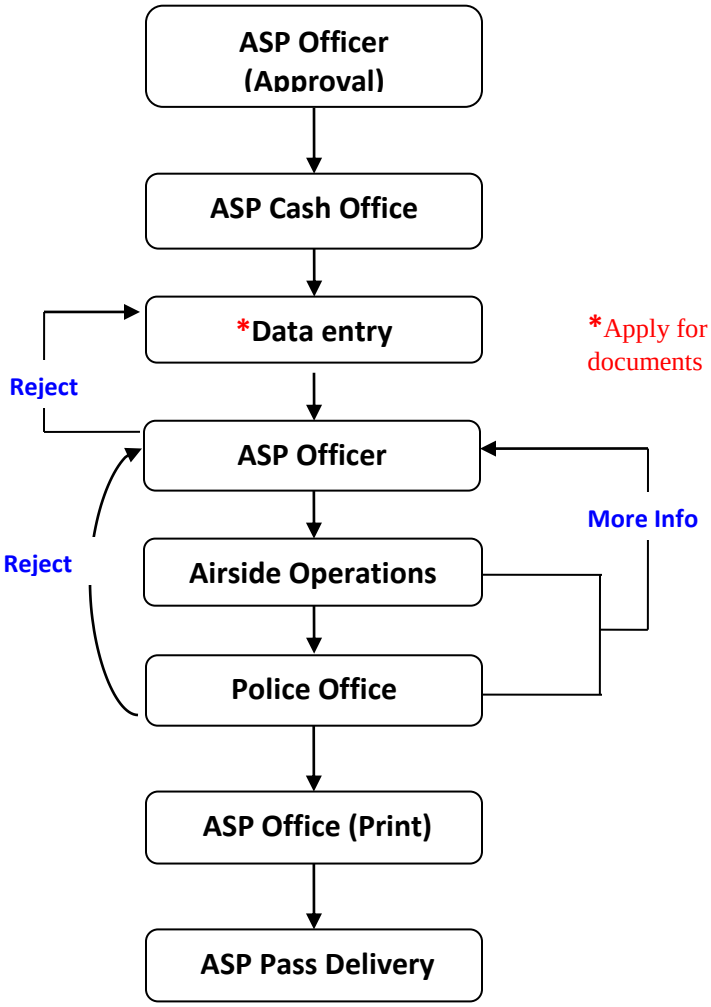
1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**
2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

Pass work flow through Internet (Online):



*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Work inside the airport	**Fees**	**Knowledge Fees**	**Total Fees**
New/ Renew **one day to one year only**	50 Dh	10 Dh	60 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	50 Dh	10 Dh	60 Dh

Company Work Car Pass/ Contractor Truck Pass/ Work Car Pass/ Contractor Private Car Pass	**Fees**	**Knowledge Fees**	**Total Fees**
New/ Renew **1-30 days**	100 Dh	10 Dh	110 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	50 Dh	10 Dh	60 Dh

Transport Horses	**Fees**	**Knowledge Fees**	**Total Fees**
New/ Renew one time and one day only	100 Dh	10 Dh	110 Dh
Modified	50 Dh	10 Dh	60 Dh

Exemptions:

1. Purpose of pass

    - Get the vehicle inside airport premises
    - Get the vehicle outside airport premises

    ***For the manual application 100 Dh with 10 Dh Knowledge Fees**

2. All applications for work purposes for the following departments:

    - General Directorate of Residency and Foreigner Affairs-Airport Immigration
    - Dubai Health Authority-Airport Medical center
    - Dubai Public Prosecution
    - Ministry of Defense
    - Airport customs
    - Dubai Municipality inspectors, and health control
    - Air Wing Center
    - Dubai Air Wing
    - The United Nations (UN)
    - The Ministry of Agriculture and Fisheries - for staff working at the airport only
    - Ruler's Court
    - All requests for temporary training from Dubai Airports, Police, Immigration, Customer (colleges / schools / universities)

NOTE:

- **Cases of payment:**
    - **Lost pass 250 Dh with 10 Dh knowledge fees**
    - **Pass modification or damage made by the pass holder 100 Dh with knowledge fees**

3. Suppliers who have contracts with the following departments for the delivery and receipt of goods within the airport or for training purposes as per request letter **(Payment status "with charge or without charge" will determinate by department requested for the pass)**:

    - Dubai Airports (all departments)
    - General Civil Aviation Authority (GCAA)
    - Dubai Civil Aviation Authority (DCAA)
    - General Department of airport security
    - Airport security Office

4. SPECIAL PASS

Pass Definition:

Is a card containing data identifying the holder and enables him to enter and exit through the security checkpoints and electronic gates at Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

For whom the pass is issued:

The royal family and businessmen in the country and the staff of government authorities in the UAE who frequently visit Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

Companies apply for this pass :

- Semi-government
- Government
- Businessmen
- Private companies
- Royal family members

Pass Categories:

1. Government Representative

Is a card containing data identifying the holder and enables him to access through the security checkpoints and electronic gates at Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

2. Special

Is a card containing data identifying the holder and enables him to access through the security checkpoints and electronic gates at Dubai Airports (Dubai International Airport and Al Maktoum International Airport).

Pass Validation:

- One year only for Business men and government authorities

Pass Approval duration:

14 working hours

Access Areas:

- **The Terminal:**

The terminal shall include: services area, baggage claim, and arrival passport control to visa delivery & departure area, check -in, passport control, transit area and Dubai duty free till the point where the passengers reach the departures gate. The pass holder is not allowed to access the boarding gates and air bridge.

NOTE: Pass holder is not allowed to enter departure gates and aerobridges

- **Arrival Immigration / Departure Immigration:**

This area includes:

- Services area, baggage claim, and passport control up to visa delivery in Arrival.
- Check –in point and passport control in Departure.

- **Arrival Baggage Claim / Departure check in:**

This area includes:

- Services area and baggage claim in Arrival.
- Check-in point in Departure.

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International)

2. Recent light background photo with uniform or identical to the existing image as a passport size "6*4"for those who do not have a uniform

3. Recent valid passport copy including:

   - For UAE locals, attach the last page
   - For expatriates, father name, mother name or husband/ wife page in the passport, if available

4. Recent valid visa copy

5. Copy of labor card from the Ministry of Foreign Affairs if available

6. Copy of company ID card (issued from the applied company)

7. Fill in the application form and attach it with documents

❖ **If the letter exceeds the date more than one month will not be taken to consideration**

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

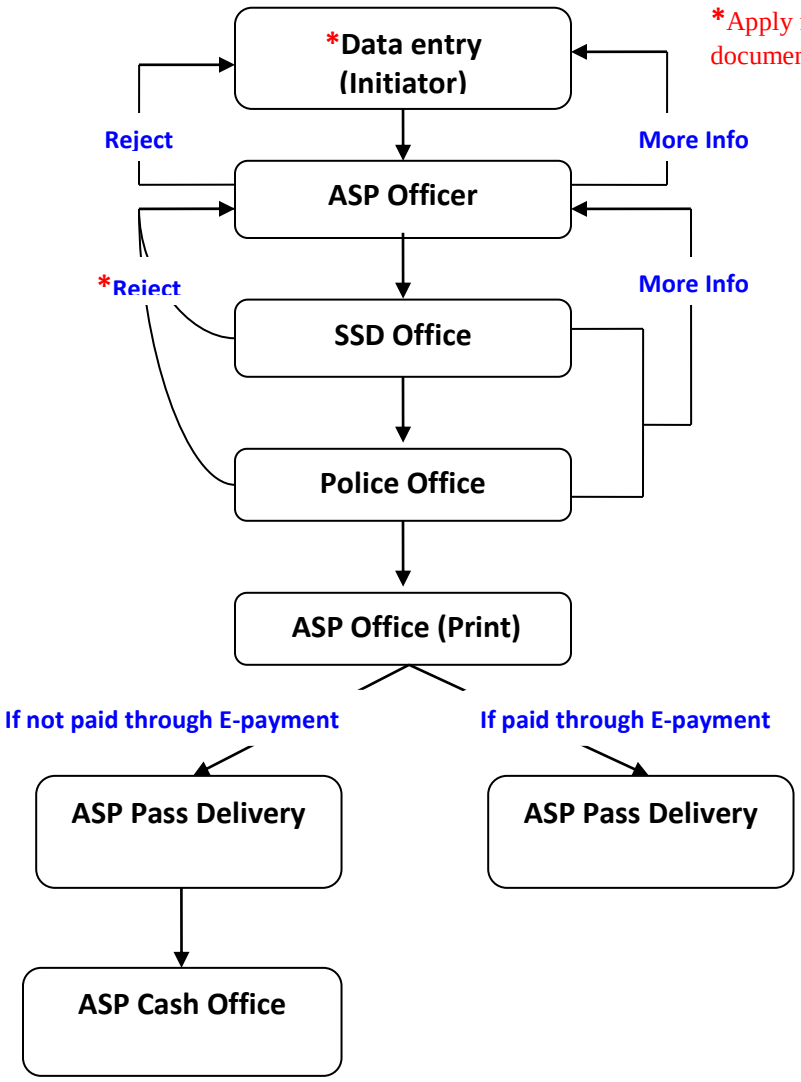
Cancel:

- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

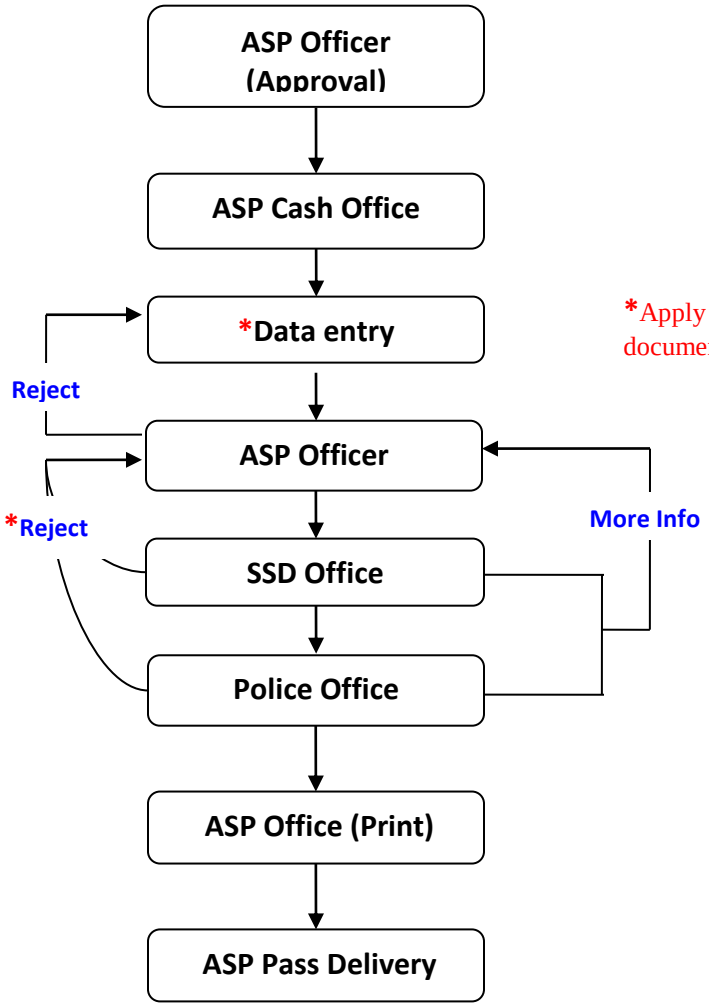
1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**
2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

Pass work flow through Internet (Online):



*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Special Pass/Government Representative	**Fees**	**Knowledge Fees**	**Total Fees**
New/ Renew for one year	7000 Dh	10 Dh	7010 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	100 Dh	10 Dh	110 Dh
Modified	100 Dh	10 Dh	110 Dh

5. EQUIPMENT PASS

Pass Definition:

The pass which allows the owner of equipment, device or camera or laptop to access the restricted areas in the airport through the main gates mentioned on the pass at Dubai Airports (Dubai International Airport / Al Maktoum Airport)

For whom the pass is issued:

Issued to all staff who are holding passes "Permanent or Temporary" (Government authorities / Semi-Government / Private Companies) that have offices or counters at the airport or have contracts of employment or who work permanently at Dubai Airports (Dubai International Airport / Al Maktoum Airport)

Companies apply for this pass:

- Government
- Semi government
- Private Companies
- Companies would like to capture photos at the airport

Categories of pass:

1. Equipment Pass

This pass is issued for equipments such as projectors that shall be used by more than one person from the same department or unit as well as one person whose details shall be mentioned on the pass and must be holding Airport Security Pass.

2. Camera Pass

This pass is issued for the use of photography equipment and accessories inside the airport. The pass is used for media photography or working purposes, or for temporary use based on the reason for issuance, and shall be utilized by a group of employees belonging to the applying authority; or one person whose details shall be mentioned on the pass and must be holding airport security pass.

3. Laptop Pass

This pass is issued for Laptops that shall be used by more than one person from the same department or unit as well as one person whose name shall be mentioned on the pass and must be holding airport security pass

Pass Validation:
From one day to one year only

Pass Approval duration:
14 working hours

Access Areas:
Set according to nature and location of the work at the airport or based on agreement with them and are subject to security pass Office approval.

Required Documents for pass issuance:

- **Equipment Pass (Group)**

New:

Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International) including the following:

- Purpose and validation of the pass
- Type of equipment and the serial number

❖ **If the letter exceeds the date more than one month will not be taken to consideration**

- **Equipment Pass (Individual)**

New:

1. Attach an official letter addressed to the Head of Security Assurance(Dubai International / Al Maktoum International) including the following:
    - Purpose and validation of the pass
    - Type of equipment and the serial number
2. Copy of a valid airport security pass (temp or per)

❖ **If the letter exceeds the date more than one month will not be taken to consideration**

Note: the pass is not issued unless the applicant has either a permanent or temporary airport security pass

Note: if the photography is for the purpose of publicity or advertising, approval from Marketing and Communication or Commercial should be attached as well as approval from the concerned department

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

Cancel:

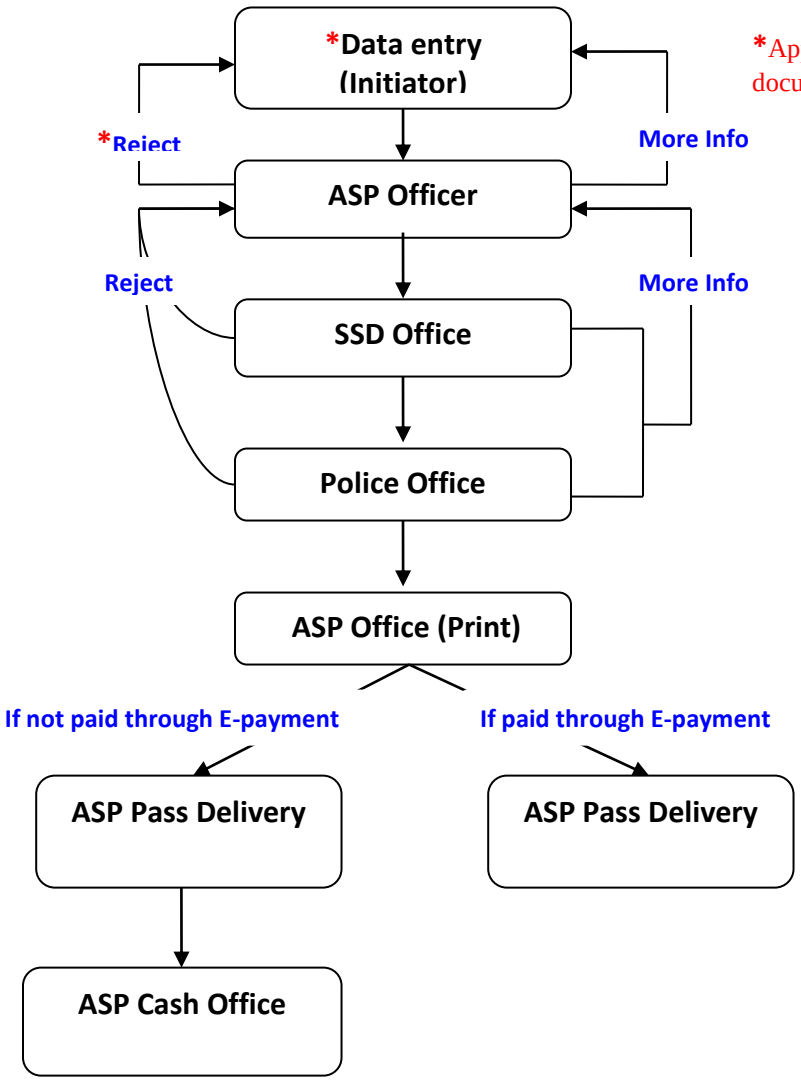
- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**

2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

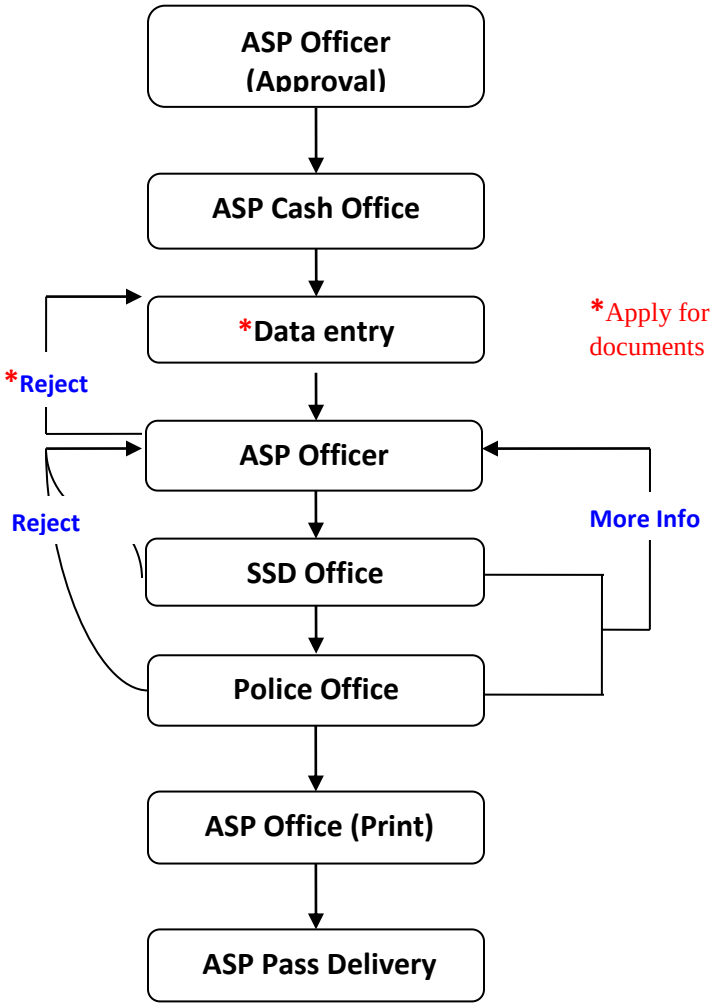
Pass work flow through Internet (Online):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Equipment Pass	Fees	Knowledge Fees	Total Fees
New/ Renew **1 – 30** days	50 Dh	10 Dh	60 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	50 Dh	10 Dh	60 Dh

Note: Camera and Laptop passes fees new/renew is 100 Dh for each month **(1-30 days)**

Exemptions:

1. All applications for work purposes for the following departments:

   - General Directorate of Residency and Foreigner Affairs-Airport Immigration
   - Dubai Health Authority-Airport Medical center
   - Airport customs
   - Dubai municipality
   - Air Wing Center
   - Dubai Air Wing

NOTE:

- **Cases of payment:**
  - **Lost pass 250 Dh with 10 Dh knowledge fees**
  - **Pass modification or damage made by the pass holder 100 Dh with knowledge fees**

2. Suppliers who have contracts with the following departments for the delivery and receipt of goods within the airport or for training purposes **(Payment status "with charge or without charge" will determinate by department requested for the pass)**:

   - Dubai Airports (all departments)
   - Dubai Civil Aviation Authority (DCAA)
   - General Department of airport security
   - Airport security Office

6. ESCORTED VISITOR PASS

Pass Definition:

A security pass that contains data of the pass holder and allows him to access the restricted areas at Dubai Airports (Dubai International Airport/ Al Maktoum International Airport) along with a camera or laptop if necessary. This pass holder shall be accompanied by a staff holding a permanent or temporary permit from an authorized department or company throughout the period he is at the airport. Passes shall be printed and collected from police offices or Airport Security Pass Offices as requested by the Data entry. The pass shall be taken after work is completed.

For whom the pass is issued:

1. Dubai Airports (all departments)
2. Al Majlis
3. General Department of airport security
4. General Directorate of Residency and Foreigners Affairs-Airport Immigration
5. Executive Flight Services (EFS)
6. JET Aviation
7. DHL
8. Fedex
9. Eastern Sky Jets
10. Execujet
11. Dubai Health Authority- Airport Medical Centre (Dubai)
12. Dubai Civil Aviation Authority (DCAA)
13. Airport customs
14. Air Wing Center
15. Dubai Air Wing
16. Aero gulf
17. Emirates Engineering
18. Emirates Group
19. Dubai Duty Free

Cases of Pass Issuance:

1. Pilot to visit their Aircraft.
2. Airline Crew to visit their Aircraft.
3. Conduct Investigation
4. Maintenance Staff
5. VIP's to check out services around the airport
6. IT Staff
7. Customer to receive their needs
8. Attending meetings
9. Touring rounds and familiarization of Airport facilities
10. Auditing
11. To receive and bid farewell to the VIPs and passengers while departure and arrival in (EFS and Al Majlis)
12. Collect awards from Duty Free

Pass Validation:

One day only

Pass Approval duration:

- **During Official Hours:**

- Two working hours
- The pass shall be printed at the same day
- The pass is not printed and submitted unless the escort is present

- **After Official Hours (Emergency/ Urgent):**

- Two working hours
- The pass shall be printed at the same day
- The pass is not printed and submitted unless the escort is present

- **The pass shall be returned back to the Police when the visit is over**

Access Areas:

The Area shall be approved by the issuance Authority depends on the nature of the visit and areas to be visited or based on agreement between the parties.

- **Any unauthorized access would be classed as a breach of security and will be dealt with by the police**

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International) including the following:
    - Date and address of the letter
    - Pass holder name
    - Access areas
    - Specify the airport
    - Purpose of the pass
    - Visit Date & Time
    - Name of escort and his Airport Pass No.
    - Stamp and signature of the authorized company on the letter

2. Recent valid passport copy including the following:
    - For UAE locals, attach the last page
    - For expatriates, a clear copy of valid visa along with father name, mother name or husband/ wife page in the passport, if available

3. Fill in the application form and attach it
    - **if the letter exceeds the date more than one month will not be taken to consideration**
    - **The pass is Printed in the presence of the visitor and escort in the same day with an instant photo for him**

Renew:

The pass will not be renewed and each time a new application shall be submitted with reference to the previous pass information

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

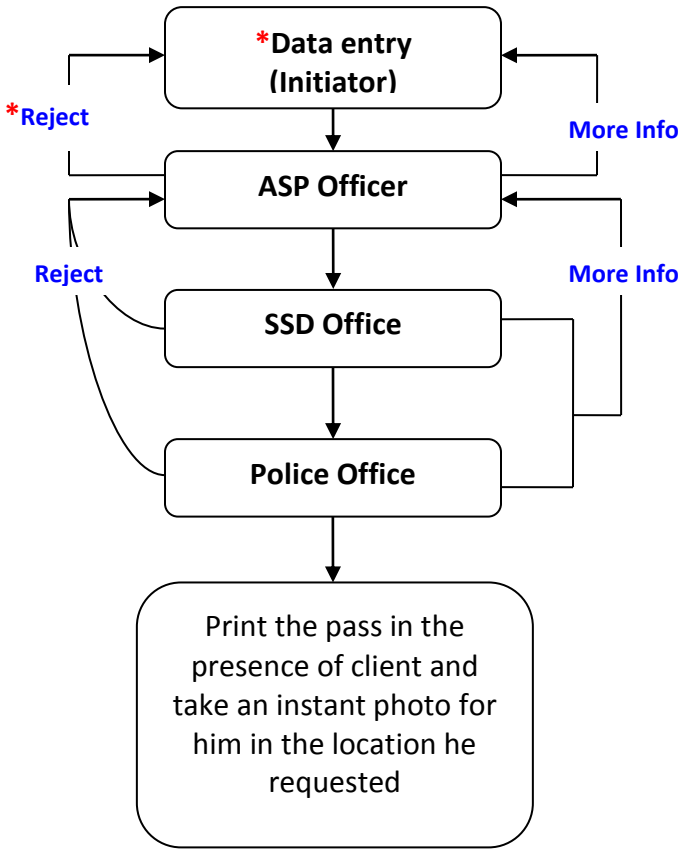
Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents
- Submit old pass

Note:

1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**
2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

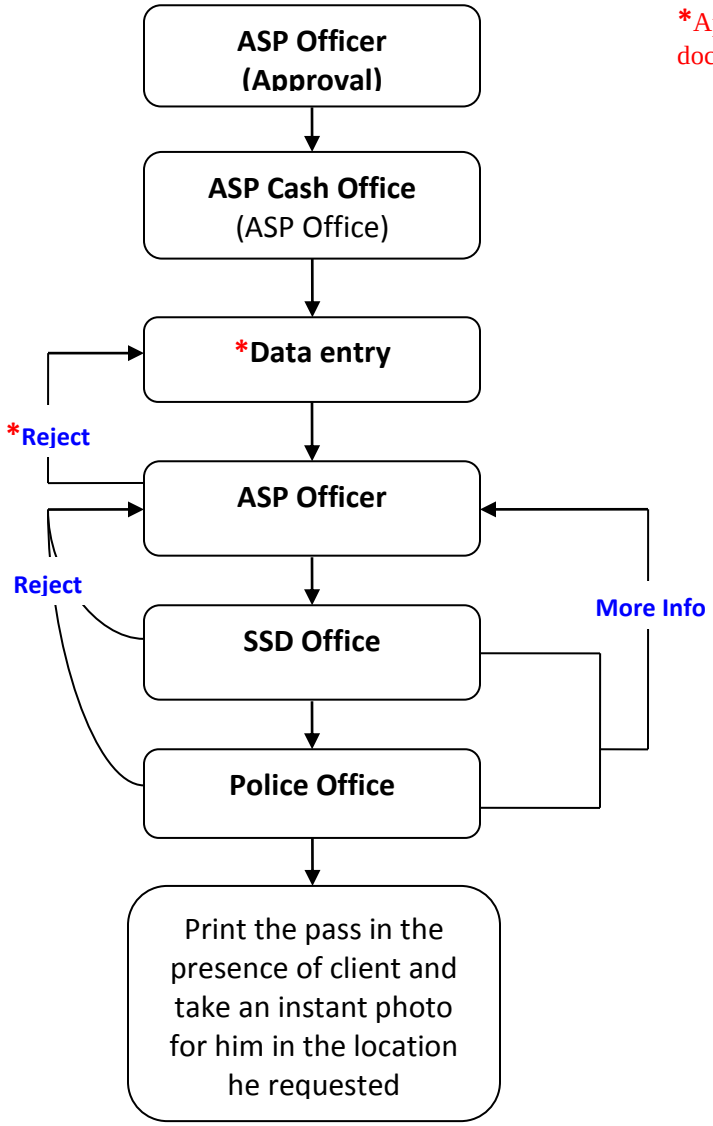
Pass Process through Internet (Online) During Official Hours:



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass Process through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass Process after working hours (Shift):

Applied only through:

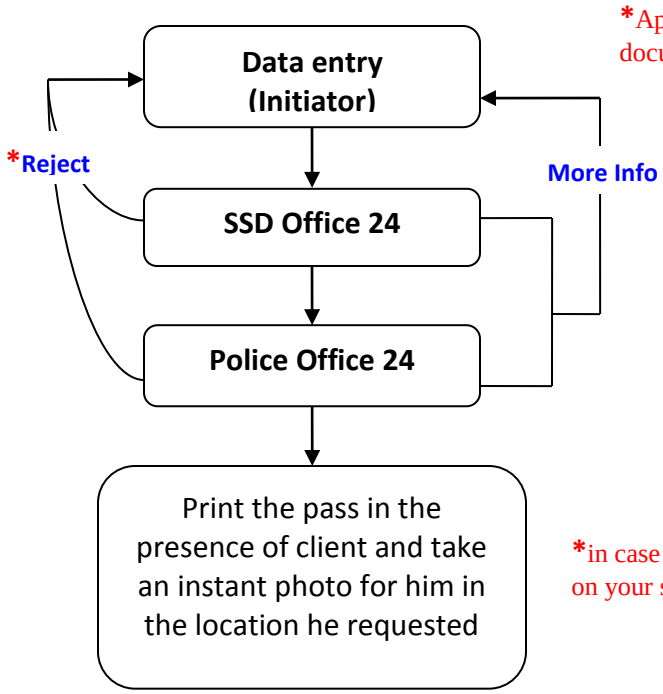
1. AL Majlis
2. EFS
3. Fedex
4. Jet Aviation
5. DHL
6. Eastern Sky jets
7. Execujet
8. Emirates Engineering
9. Emirates HQ

Printed only in the following locations:

1. AL Maktoum International Airport (Super Gate)
2. Al Majlis
3. EFS
4. Emirates Engineering
5. Emirates HQ

- After applying for the pass (after official hours only) contact SSD 24 to inform them about the pass request then follow up with Police 24 on the below numbers:

Section	Extension No
Police 24 hrs.	04 - 2166999
SSD 24 hrs.	04 - 2162566



Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit).
There are 10 AED knowledge fees for each service.

Visitor Pass	Fees	Knowledge Fees	Total Fees
Lost	250	10 Dh	260
Damaged	100	10 Dh	110

Exemptions:

All requests are free of charge

7. ONE FLIGHT CAR PASS

Pass Definition:

The pass which allows the ambulance to access the ramp area at Dubai airports (Dubai International Airport / Al Maktoum International Airport) for one time only through the main gates mentioned on the pass, and allow the security checkpoints at the gates to inspect the vehicle.

Categories of pass:

1. Ambulance Pass – Arrival

The pass which allows an ambulance to access the airport for one time only through the main gates mentioned on the pass, and must be inspected by police at the security checkpoints (gates).

2. Ambulance Pass – Departure

The pass which allows an ambulance to access the airport for one time only through the main gates mentioned on the pass, and must be inspected by police at the security checkpoints (gates).

Companies apply for this pass :

- Government and Private Hospitals

Pass Validation:

One day and for one flight only

Pass Approval duration:

14 working hours

Access Areas:

Enter or exit the vehicle for the transfer of the patient and his escorts to the Airport Medical Center and vice versa and escorted by Airport Medical Center or Airport police.

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International)
2. Fill in the Ambulance application form
3. Copy of valid Passport for patient
4. Copy of valid Visa for patient
5. Copy of driving license for driver

Note: Airport Medical Center must be informed of the patient health situation 4 hours before the flight to take the necessary action by contacting the following numbers **Tel**: 04-2164956 04-2164958 **Fax**: 04-2244302

Renew:

The pass will not be renewed and each time a new application shall be submitted with reference to the previous pass information

Modify:

- Official letter
- Update changed data
- Attach expired documents

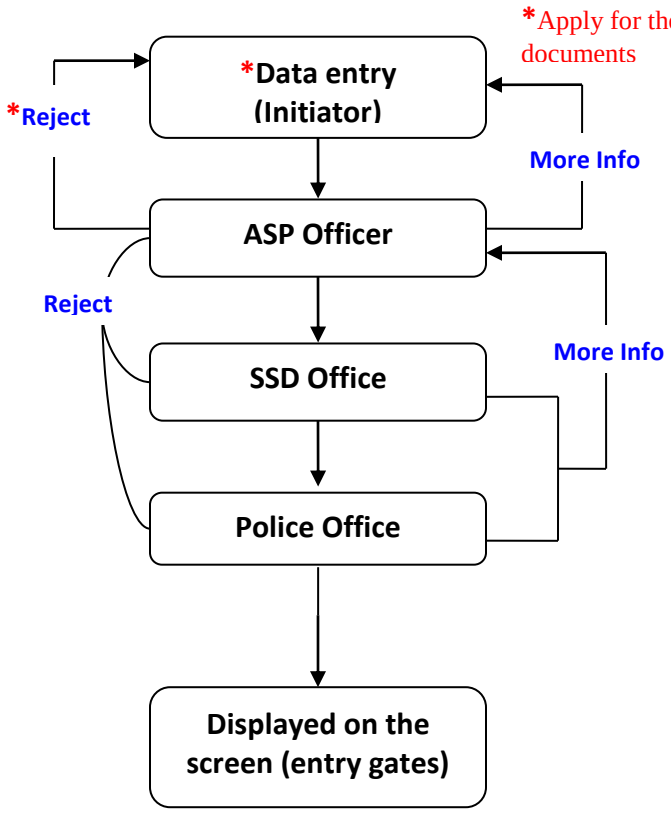
Note:

1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**
2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

Fees:

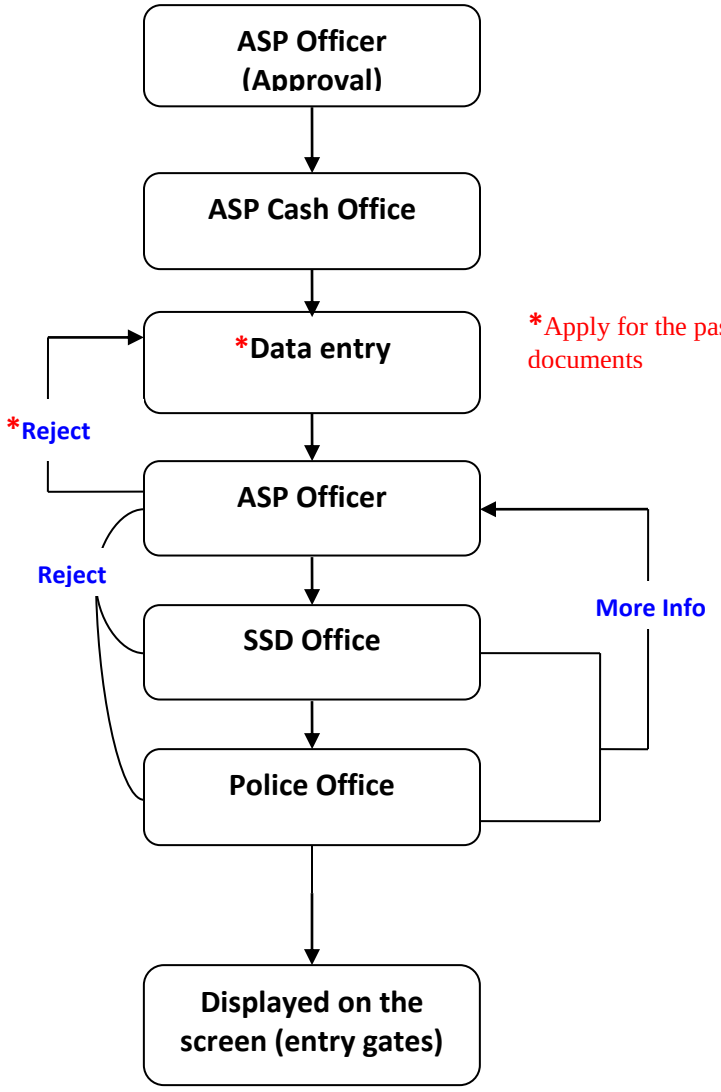
All requests are free of charge

Pass Process through Internet (Online):



*in case the pass is rejected, it will stay on your system for 3 days then disappear

Pass Process through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

8. CONTROLLED AREA PASS

Pass Definition:

Is a security pass that contains data of the pass holder and allows him to access through the checkpoints at the control area both in the cargo facilities or maintenance depots or warehouses or rental offices that are under the management of Dubai Airports (Dubai International / Al Maktoum International).

For whom the pass is issued:

Issued to all employees in the (Government /Semi government or Private companies) which already have counters, offices or rental offices at the airport or have work contracts or who work frequently or temporary at Dubai Airports (Dubai International / Al Maktoum International).

Companies apply for this pass:

1. Travel and Tourism Companies
2. Airlines and Cargo Companies
3. Services Companies
4. Restaurants and coffee shops
5. Semi Government Companies
6. Transport companies
7. Government
8. Baggage Wrapping
9. Private Companies

Pass Validation:

From one day to two year only.

Depends on the residence visa expiration, shall not exceed two year only

Pass Approval duration:

14 working hours

Access Areas:

Set according to nature and location of the work at the airport or based on agreement with them and are subject to security pass Office approval and they are Dubai Cargo Village, Al Maktoum Cargo Village, Dubai Free Zone, Dubai Flower Center, EK Engg, FedEx, DHL, FG5, UPS, Car Park, loading area, service area

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Head of Security Assurance (Dubai International / Al Maktoum International) including the following:
    - Date and address of the letter
    - Company Category
    - Name of the pass holder
    - Job Title
    - Access Areas
    - Specify the airport
    - Staff work sites in the airport
    - Specific time to enter the airport
    - Purpose and validation of the pass
    - Location of pass print and collect (DIA T1, T2, T3,AMIA)
    - Stamp and signature of authorized company to the letter
2. Recent light background photo with uniform or identical to the existing image as a passport size "6*4"for those who do not have a uniform
3. No objection letter from owner of the building

4. Recent valid passport copy including:
   - For UAE locals, attach the last page
   - For expatriates, a clear copy of valid visa along with father name, mother name or husband/ wife page in the passport, if available
5. Recent valid visa copy
6. Applicant under family sponsorship or under another company sponsorship (not the one applied) must bring temporary work permit from General Directorate of Residency and Foreigner Affair Or Ministry of Labour.
7. Copy of labour card that is issued from Ministry of Labour or copy of company ID card (issued from the applied company)
8. Fill in the application form and attach it with documents.

Other required documents for below companies included with the above documents:

Airlines

1. Copy of Aviation company card
2. No objection letter by Dnata airlines or GSA emphasizes that the applicant is under their sponsorship and he is still working.

Contractors with DA Departments

1. No objection letter from the DA department with the required duration and access areas
2. NOC from sponsor (Sub-contractor) if he/she was not from the head company

Restaurants and Cafés

Copy of the medical examination if employee has not been proved his residence yet.

Note:

1. **Individuals who are not holding residence visa, passes with one month validity will be issued to them until the residence visa is verified in passport**

2. **If the letter exceeds more than one week will not be taken to consideration**

Renew:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Modify:

- Official letter
- Copy of old pass
- Update changed data
- Attach expired documents
- Submit old pass when receive the new one.

Damaged:

- Official letter
- Copy of old pass, if available
- Update changed data
- Attach expired documents
- Submit old pass

Lost:

- Official letter
- Clearance document from police
- Update changed data
- Attach expired documents

Cancel:

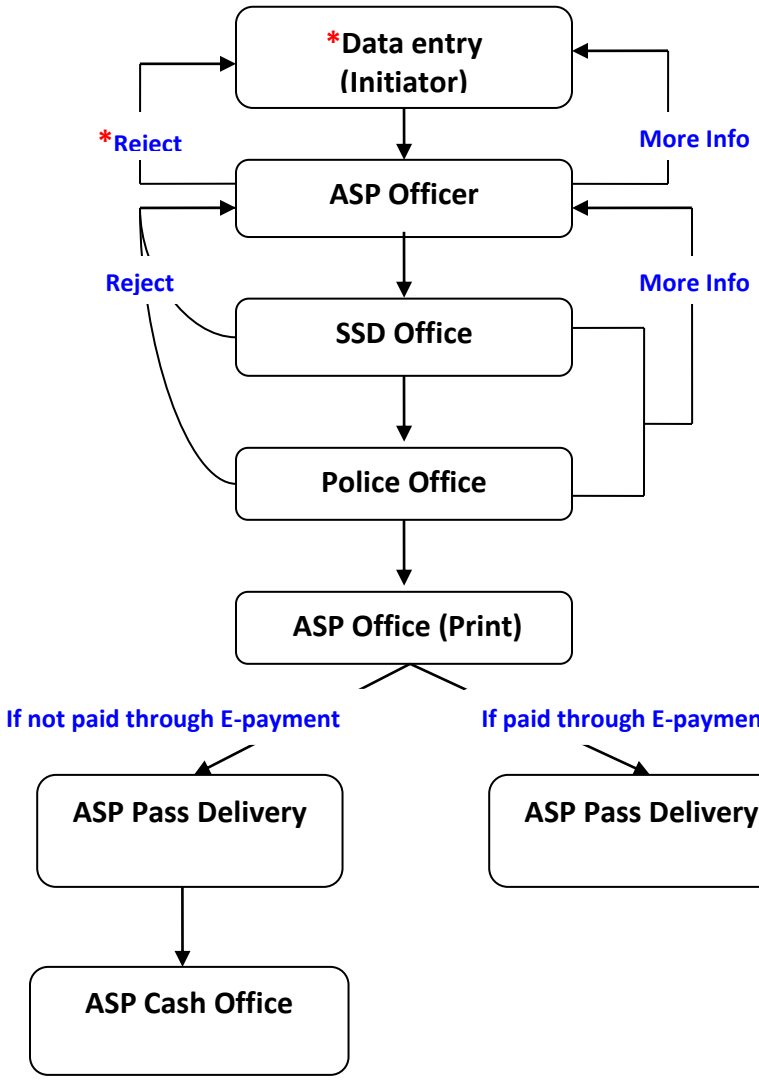
- Official letter, mention the reason for cancellation
- Submit the old pass

Note:

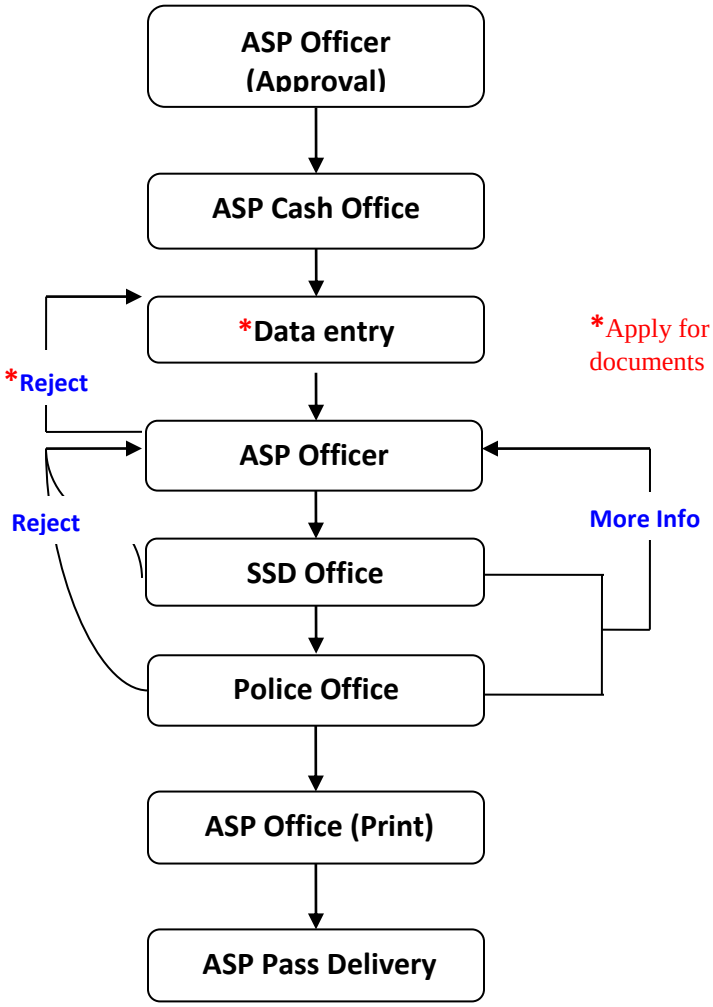
1. **The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application**

2. **The ASP Office has the right to reject any pass without specifying the reason and only inform the client that the pass is rejected for security reasons**

Pass work flow through Internet (Online):



Pass work flow through ASP Office (Manually):



*Apply for the pass and attach required documents

*in case the pass is rejected, it will stay on your system for 3 days then disappear

Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit) with 10 AED knowledge fees for each service.

100 AED is charged for each manual application with 10 AED knowledge fees

Controlled Area Pass	**Fees**	**Knowledge Fees**	**Total Fees**
New/ Renew for two years	100 Dh	10 Dh	110 Dh
Lost	250 Dh	10 Dh	260 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	50 Dh	10 Dh	60 Dh

Exemptions:

1. All applications for work purposes for the following departments:
    - General Directorate of Residency and Foreigner Affairs-Airport Immigration
    - Dubai Health Authority-Airport Medical center
    - Airport customs
    - Dubai Municipality inspectors and health control
    - Air Wing Center

NOTE:

- **Cases of payment:**
    - **Lost pass 250 Dh with 10 Dh knowledge fees**
    - **Pass modification or damage made by the pass holder 100 Dh with knowledge fees**

2. Suppliers who have contracts with the following departments for the delivery and receipt of goods within the airport or for training purposes **(Payment status "with charge or without charge" will determinate by department requested for the pass)**:
    - Dubai Airports (all departments)
    - General Department of airport security

9.AIRPORT DRIVING PERMIT

Pass Definition:

It is a permit that allows users to drive vehicles , machines and equipments in the ramp area of the airport and require them to be familiar with terms and conditions of Airside Safety Regulations in Dubai Airports (Dubai International Airport / Al Maktoum International Airport).

For whom the pass is issued:

Issued to Government, Semi- Government and private companies working in Dubai Airport / Al Maktoum Airport.

Companies apply for this permit:

Government and private departments

1. Travel and Tourism Companies
2. Airlines and Cargo Companies
3. Services Companies
4. Restaurants and coffee shops
5. Semi Government Companies
6. Transport companies
7. Government departments and ministries
8. Private Companies
9. All Dubai Airports staff

Validation:

For two years only

Approval duration:

7 working hours

Access Areas:

Set according to nature and location of the work at the airport or based on agreement with them and are subject to security pass Office approval

Required Documents for pass issuance:

New:

1. Attach an official letter addressed to the Airport Security Manager (Dubai International / Al Maktoum International) including the following:
   - **Date and address of the letter**
   - **Name**
   - **Staff Number**
   - **Vehicle/ equipment category**
   - **Stamp and signature from the authorized company**

2. Copy of Driving License issued from Police, RTA, GCCA only

   * International Driving License holders are not allow to issue for them Airport Driving Permit

3. Copy of valid Airport Security Pass

4. Copy of Airfield Training Certificate (from Airside Operations Unit)

5. Recent Colored Photo in JPG format

Renew:

- Official letter
- Copy of old ADP, if it was expired more than 2 months the driver must attend the training program.

Modify:

- Official letter, shall be submitted manually to the ASP office
- Copy of old ADP
- Copy of Driving License

Damaged/ Lost:

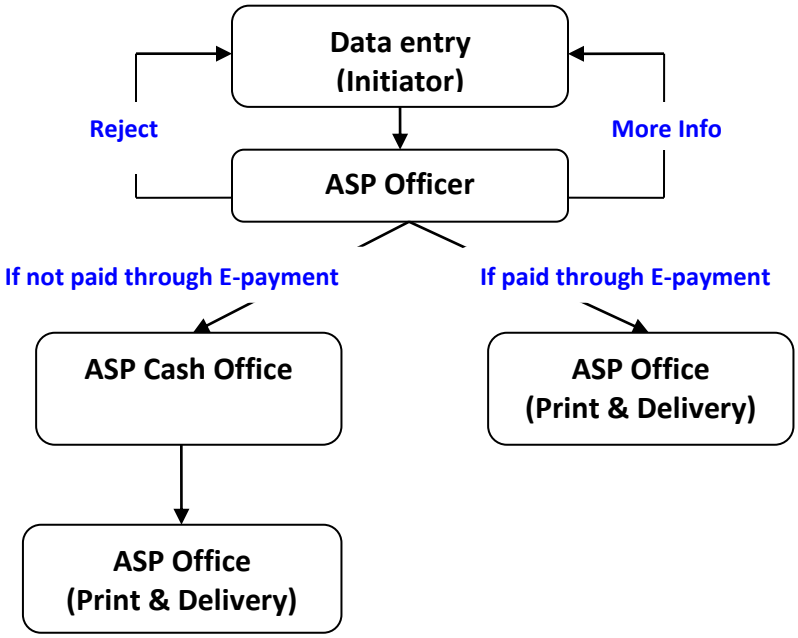
- Official letter
- Copy of old ADP, if available
- Copy of Driving License

Cancellation:

- Official letter, shall be submitted manually to the ASP office
- Submit the old ADP

Note: The ASP Office has the right to request any additional documents if needed and the applicant will be informed when submitting the application

Pass work flow through Internet (Online):



Fees:

Airport Security Pass fees can be Cash, Cheque E-payment (Visa, E-Dirham) And DAC Account Payment (Credit/Debit).
There is 10 AED knowledge fees for each service.

ADP	Fees	Knowledge Fees	Total Fees
New for 2 years	200 Dh	10 Dh	210 Dh
Renew for 2 years	100 Dh	10 Dh	110 Dh
Lost	200 Dh	10 Dh	210 Dh
Damaged	50 Dh	10 Dh	60 Dh
Modified	100 Dh	10 Dh	110 Dh
Add Category	10 Dh	10 Dh	20 Dh

Exemptions:

All government Authorities

NOTE:

- **Cases of payment:**
  - **Lost pass 250 Dh with 10 Dh knowledge fees**
  - **Modified made by the pass holder 100 Dh with knowledge fees**
  - **Damaged made by the pass holder 50 Dh with knowledge fees**