

دبي ورلد سنترال
DUBAI WORLD CENTRAL



**DLC Free Zone and Custom Bonded area
Pass Management System
Policy and Procedure**



DLC Customs Bonded Area Access Pass Management - Policy and Procedure

Access Card Management

Objective: To mandate appropriate security procedures for screening and granting only authorized people entry into DLC facilities which will be linked to specific duty posts with post instructions.

Policy:

There shall be documented security procedures to screen for identification, entry pass either permanent or temporary for people as defined below, to grant access to the authorized people only:

- DWC Staff
- DLC Customers' permanent employees
 - Employees with free zone visa
 - Employees without free zone visa, such as UAE nationals, GCC nationals, under spouse sponsorship,...
- Airport and Cargo Terminal Employees
- Partners, consultants and business stakeholders coming for regular basis
- Freight Forwarding Agents (Registered/Walk-in customer)
- Delegates
- Visitors (DLC customers or Airport or Cargo terminal-land side)
- Vendors / Suppliers / Maintenance, housekeeping and services staff for DLC based customers, Airport and Cargo terminal land-side
- Contractors/constructions and their workers
- Government department employees who need to access DLC on a frequent basis or permanent basis (Etisalat, Emirates Post, DEWA, Dubai Municipality, Emirates post, Civil defense,...

There shall be documented security procedures to receive pass applications, verify pass applications and process passes as per the Pass Management Systems approved by Dubai Logistics City Management.

General guideline

- Press/ journalists to be dealt in accordance with management instructions.
- Customer is interfacing with pass office- Free zone admin department; DLC HQ – first floor, email id: FZ.Passes@dwc.ae , Tel: +97148141111
- All pass applications shall be verified and approved by a senior member of the DWC FZ admin and security dept.
- Inspection and approvals to be done jointly with CID (if required)
- Upon final approval the applicant shall deposit the nominated fee for the pass applied for. On receipt of specified fee, a cash receipt will be issued to the applicant with the cash receipt number being entered in the computerized pass system to print out the pass. Pass applicants identification shall be checked prior to the pass being issued.

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Type of Security Passes

I. Passes to be recognized and used:

Who:

- AMIA, DIA employees to use existing airport pass
- Government departments' employees who need to access DWC on regular or permanent basis such as Etisalat, Emirates Post, DEWA, Dubai Municipality, Emirates post, Civil defense,...
- DWC employees to use the employment card
- DNATA employees who need to access the terminal land side through DWC gates will gain access using DNATA id cards
- DNATA customers for business purposes need to show proof of import/export documentation such as, commercial invoice, airway bill, BOE, trip manifest.. ...

Procedures and documentations:

- Copy of the different employment cards, documentations, any document to be recognized at the gate need to be given to the FZ-access pass office and security department to be able to recognize at the gate
- No fees associated

II. Permanent Pass/Employment Card:

Definition: Pass valid for 3 year; as the applicants need to be screened by the CID, as a mandatory measure, prior to issuing employment card which is used as the permanent pass.

Who: DWC Customers' permanent employees who are sponsored by FZ

Procedures and documentations:

- Employment card, which is considered to be the permanent access card to DLC custom bonded area, will be issued automatically based on residence permit application, and to be handed over to the client upon residence permit stamping along with passport

Responsibilities:

- Customer is interfacing with Free zone admin department
- Inspection and approvals to be done jointly with CID

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III. Day Pass:

Definition: Pass valid only for one working day,

Who:

- A visitor who is invited by Dubai Logistics City or any of its authorized tenants, lease holders, owners, business partners, stake holders, clients who wishes to visit DLC/DWC or any of customers based within DLC custom bonded area.
- A walk-in visitor who wishes to visit Dubai Logistics City or any of its authorized tenants, lease holders, owners, business partners, stake holders,
- Clients who wishes to visit DLC/DWC or any of customers based within DLC custom bonded area including the cargo terminal land-side
- DNATA walk-in customer with no documentations or any proof of having genuine business cause shall apply for a day pass,

Procedures and documentations:

In case of normal visitors

- Customer park in DLC gate III parking area, visitor walk in to the security pass office at the gate (Signage to be used to direct the visitors to the pass/security office)
- Visitor to present his/her Identification card or passport with valid visa to the security officer at the gate, including: Name, company he/she works for, ID/passport no. , purpose of the visit, person/company to be visited, time of entry
- Visitors Log Book: To record details and information of visitors accessing the site. Details such as name person, company, vehicle no., time in and out, telephone no. and reason are recorded.
- Visitor pass which is the receipt of the AED 10.0 to be collected prior handing the pass (the cost is only to cover the cost + deterring persons who have no business inside the zone entering DLC)

In case of VIP Delegation pass (day pas with DWC employee escort)

- Email notification sent by host Company with information about the delegate to DWC pass office who will notify the incoming gate security team
- Pass to be issued and be available for collection, at the pass office, by the hosting company one day prior the VIP/delegation arrival time
- DLC or hosting company car escorting the delegate from the entry gate to the final destination
- Cards to be returned within 24 hours after the VIP visit date; company fails to do that will be obliged to pay AED 50 fine to the pass office- FZ admin

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IV. Frequent Visitor Pass:

Definition: Pass valid from 1 to 12 month(s), the applicants might need to be screened by the CID (if required), prior issuing access/frequent card.

Who:

- Employees without free zone visa, such as UAE nationals, GCC, employees who are under their spouse's sponsorships,...
- Partners, consultants and business stakeholders coming on regular basis
- Vendors / Suppliers / Maintenance, housekeeping and services staff for DLC based customers, Airport and Cargo terminal land-side

Procedures and documentations:

- Application to be downloaded via DWC website or collected from pass office-Free Zone Admin and completed, signed and stamped by stakeholder
- Valid Trade License Copy of the stakeholder
- Application to include passport copy with valid visa or immigration entry stamp and 2 x passport photos of applicant(s)
- Work Contract Agreement with host company stamp and signature (if required)
- Within 3-4 days applicants will be informed that the pass approval status
- Payment to be made prior pass collection by applicant(s) at pass office-Free Zone Admin offices on receipt of valid identification
- 2 days – 1 month = AED 50
- 1 months – 3 months = AED 100
- 3 months – 6 months = AED 200
- 6 months – 12 month = AED 300

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V. Construction Pass:

Definition: Pass valid for one year

Who: Constructions companies, Contractors and their sub contractors, EP Contractors

Policy

- Companies employing labors shall ensure that the vehicles transporting the same have vehicle passes affixed on them so as to obtain entry/exit permit to DLC area on a long term basis.
- The authorized representative of the company shall request for a long-term contractor pass wherein the name of the driver and the vehicle details shall be mentioned along with other details.
- Labors employed at DLC should have the original labor card / valid identification proof. This is the responsibility of the companies leased in the DLC bonded area to ensure the same. Security at the Gates would inspect the same and if found that they are violating the labor laws of DLC bonded area, the workers / labor will be refused to enter into the bonded area. Security reserves the right to hand over the concerned to Police / inter agency dept.
- Vehicles/trucks transporting construction material should be reported to the pass office at least 24 hours prior arrival date to obtain a day pass. Information needed to allow an entry pass are: registration no., type of vehicle, material to be transported, destination/hosting company, contractor name)

Procedure (Labor to access the DLC site)

- Stakeholder letter with original stamp and signature
- Valid Trade License Copy of the construction company
- Work Contract Agreement or assignment contract with host company stamp and signature
- List of workers names, nationalities and passport ids to be handed over to the pass office-FZ admin
- The list to be forwarded to the DWC security department at the construction gates
- The labor cards to be recognized at the construction gates if required
- Random checks to be taken place on the transportation bus; checking the workers labor cards

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Vehicle access passes for transportation bus:

- Official letter to be sent to the pass office – FZ admin that includes the related details as well as (List of Passengers, Bus Type and Bus Plate Number).
- Bus Pass Stickers required for the “Vehicle owned/rented Car” should be obtained at the pass office – FZ admin
- Cost:
 - 3 months – 6 months = AED 300
 - 6 months – 12 month = AED 500

Vehicle access passes for Construction Material: 24 hours prior the arrival time

- Official letter to be sent to the pass office – FZ admin that includes the related details as well as (List of material, truck type and truck plate number).
- Information to be forwarded to the construction gate for truck recognition and giving access

Responsibilities:

- Customer is interfacing with pass office - free zone admin department
- Inspection and approvals to be done jointly with DLC security department