Appendix 24

AIRCRAFT OPERATOR SECURITY PROGRAMME

GENERAL

1.   All aircraft operators are subject to the laws of the State of Registry and all States into which they operate (the host State). Each aircraft operator should establish, implement and maintain an appropriate written security programme that meets the requirements of the NCASP, as well as any host State.

2.   An aircraft operator security programme should be a clear and comprehensive document, free of legal terms or jargon, and should be readily available to staff who are responsible for implementing security measures.

3.   Programmes should be approved by the appropriate authority for aviation security of a host State prior to implementation in order to ensure consistency with the NCASP. States may prefer to develop a model aircraft operator security programme for adaptation by each aircraft operator. Amendments or variations proposed by aircraft operators, other than minor changes, should be approved by the appropriate authority for aviation security before incorporation. Guidance material with regard to preventive aviation security measures for aircraft operators, which may be used as the basis for aircraft operator security programme contents covered in this appendix, can be found in Chapter 15.

4.   Aircraft operator security programmes should incorporate the following key elements:

   a)   security-specific definitions, abbreviations and acronyms;

   b)   a programme objective, stressing the need to meet Annex 17, NCASP and other national and regional regulatory requirements;

   c)   a reference to its legal basis, specifically the pertinent national legislation, NCASP provisions, and other regulations;

   d)   an organizational structure clearly enumerating the roles and duties of the different entities concerned with aviation security, including itself and other aircraft operators, the airport security department, national armed forces, law enforcement agencies, border control and other government agencies, and caterers;

   e)   a description of communication channels for exchanging security information, normally between the relevant aviation security authority and the aircraft operator;

   f)   a description of security measures that serve to safeguard aircraft and their occupants and that apply to passengers, baggage, cargo, mail, catering stores and supplies, firearms and weapons, and all other people or items subject to control;

   g)   a summary of security training requirements for relevant staff members, and related certification criteria; and

   h)   appendices that contain organizational diagrams, a contingency plan that covers responses to acts of unlawful interference, and other important information.

5.   Other useful elements that may be included in aircraft operator security programmes are:

           a)   a table of contents;

           b)   an explanation of the process for submitting and obtaining approval for programme amendments;

           c)   a chronological list of approved amendments;

           d)   a confidentiality statement; and

           e)   procedures for emergency amendments and for applying security directives contained in information circulars.

6.   Once completed, an aircraft operator security programme should be endorsed, signed and dated by the aircraft operator chief executive officer, and submitted to the appropriate authority for approval. The programme should be reviewed and updated by the chief security officer at least once every 12 months.

7.   Aircraft operator security programmes are generally drafted to meet the requirements of an NCASP and other regulations of the aircraft operator's home State. To address the need for aircraft operator security programme variations required by other States and perhaps an aircraft operator's special circumstances, aircraft operators should develop a supplementary station procedures programme that may be appended to the aircraft operator security programme.

POLICY AND ORGANIZATION

8.   An aircraft operator security programme should be adopted as corporate policy, and should describe the aircraft operator's policies and objectives with respect to security, and call for the establishment of a security department and chief security officer whose responsibilities involve achieving the cited objectives. The programme should set out the related responsibilities of employees, and handling agents and other contractors. The security measures described should be clearly defined and easily understood by those who need to implement them.

9.   Aircraft operator security programmes should have a security classification in accordance with national guidelines.

10.   In developing an aircraft operator security programme, risk should be analysed in depth and the nature and level of threat facing the operator should be assessed. National and airport security requirements, programme implementation timelines, staffing and financial limitations, and enhanced security requirements during times of increased threat, should also be considered. The applicability of the aircraft operator security programme should also be appraised, since it may apply only to a particular airport or group of airports, a particular service or a specific State.

PRIMARY OBJECTIVE

11.   The primary objective of an aircraft operator security programme is to ensure the safety of passengers, crew and the public by preventing acts of unlawful interference with civil aviation. To that end, aircraft operator security programmes should:

           a)   meet or exceed the requirements of Annex 17 and the NCASPs of those States in which the aircraft operator operates;

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b)   provide for standardized security measures and for clear security directives for crew, other employees, handling agents and contracted staff;

c)   provide for additional security measures in times of increased security threat; and

d)   set performance standards, achievable through initial and recurrent training and monitored in accordance with recordkeeping requirements set out in the programme and/or the aircraft operator training programme.

LEGAL AUTHORITY

12.   The appropriate authority should be empowered by national legislation to assign responsibility, through regulations, to aircraft operators for the establishment, implementation, and upkeep of their aircraft operator security programmes.

DEFINITIONS

13.   Aircraft operator security programmes should promote a common understanding of specific words and terms by presenting a set of definitions. Examples of terms that require an explanation include appropriate authority, NCASP, airport operator, aircraft operator, airport tenant, security restricted area, baggage, background check, catering stores and supplies, and regulated agent.

INTERNATIONAL OBLIGATIONS

14.   Aircraft operator security programmes should include a section that describes the international obligations that may apply to aircraft operators, and should identify those international organizations whose work is relevant. The programmes should set out the role and structure of ICAO and other international organizations (e.g. European Civil Aviation Conference (ECAC)) whose rules and regulations may have a bearing on the company's operations.

15.   The purpose of the aviation security conventions, Annex 17 and, where applicable, other relevant standards and regulations such as European Civil Aviation Conference Document 30 may also be set out in aircraft operator security programmes. Guidance on aircraft operator international obligations under Annex 17 and the aviation security conventions can be found in Part C — *The Establishment and Management of a State's Aviation Security Oversight System*) of the *Oversight Manual* (Doc 9734).

NATIONAL OBLIGATIONS

16.   Aircraft operator security programmes should include a section that describes the national obligations and responsibilities that may apply to aircraft operators. This section should identify the relevant aviation security authority of the State of Registration. Reference should also be made to the NCASP and other regulations. As a rule, NCASPs and national regulations will state the responsibility of aircraft operators for developing, implementing and maintaining an aircraft operator security programme. The company's senior management will usually delegate the task of meeting this responsibility to its chief security officer, who should, among other tasks, ensure that the aircraft operator security programme:

a) meets national legislation and NCASP requirements;

b) is developed or modified to correct deficiencies and satisfy the operator's security needs;

c) is reviewed and updated regularly, and at least once every 12 months; and

d) updates or amendments are approved by the appropriate authority for aviation security.

ROLES AND DUTIES

17. Aircraft operator security programmes should clearly indicate the duties and responsibilities of all those involved with commercial air transport operation security, to help prevent any misunderstanding concerning the role of aircraft operators, including: their own security departments and chief security officers; crew members and other employees; airport authority management; IFSOs; law enforcement authority; national armed forces; government agencies; other aircraft operators, including code-sharing and alliance partners; postal authorities; regulated agents; known shippers and consignors; handling agents; and catering companies.

Chief security officer

18. Aircraft operator security programme descriptions of a chief security officer's duties and responsibilities should reflect the criteria in Chapter 15.

Security department

19. Aircraft operator security programmes should provide a detailed description of aircraft operator security departments including, for example, the identity of subdepartments such as operations units, support and development sections, and investigations and crime prevention units, and a brief description of their responsibilities and authorities. A complete organizational chart, including the names and telephone numbers of the chief security officer and all security department directors, should be included in an appendix.

20. Security department principles should also be set out, and should include:

a) clear terms of reference based on the responsibilities of the chief security officer;

b) a clear order of command reflected in the structure of the department;

c) the appropriate relationship between the security department and line management. Although an aircraft operator's home base requires the bulk of security resources as the majority of its assets are located there, this should not be at the expense of the necessary support that should be given to line management at other locations; and

d) the security department's relationship with all other company departments.

Description of operations

21. Aircraft operator security programmes should incorporate a description of company operations, both generally (i.e. the company's nationality, location of its head office and regional offices, and extent and nature of its

operations) and specifically, with reference to the State concerned (i.e. the number of aircraft in service, volume of flights, quantity of passengers carried, and relevant code-sharing and alliance arrangements).

Classification of materials

22.   Aircraft operator security programmes should include a statement on the classification and secure handling of sensitive information. Materials may be classified under terms such as For Official Use Only or Restricted. Arrangements for protecting security-related sensitive information should also be explained, and may involve limited distribution on a need-to-know basis and the storage of materials in a secure location. Protection and distribution procedures should be developed for both paper-based and electronic documents.

Aircraft operator security programme distribution

23.   As a restricted document, aircraft operator security programmes should be protected from unauthorized access. The document should be available in part or in whole only to those with a bona fide need to know its contents. All entities and individuals provided with copies or portions of an aircraft operator security programme should be charged with protecting the information in their possession. A distribution list should be provided in an appendix.

Security document distribution

24.   NCASPs often specify methods for distributing security documents and reports. Such information should also be indicated in aircraft operator security programmes, together with directives on how to distribute reports that may not be specified in a relevant NCASP, including reports on law enforcement actions or incidents, criminal records used in background checks, the results of internal inspections, and security directives or information circulars issued by the appropriate authority.

Communications

25.   Aircraft operator security programmes should indicate how the appropriate authority for aviation security keeps the aviation industry informed of NCASP requirements, and should describe the policy for communicating with the State aviation security authority, other States, ICAO and media outlets regarding aviation security.

SECURITY OF AIRCRAFT

General

26.   Basic responsibility for aircraft security rests with the aircraft operator, whose principle aim is to prevent unauthorized access. Since the first line of defence against such access is to safeguard the airside boundary, a responsibility generally designated to the airport authority, aircraft operator security programmes should take ASPs into account, ensuring a coordinated effort and response. Where necessary, measures specific to an airport may be addressed in a supplemental station procedures programme.

27.   In most situations, several entities are responsible for the protection of aircraft, notably the airport, aircraft operator and law enforcement. This section of the aircraft operator security programme should specifically describe each entity's role and responsibilities in this regard and should indicate the communications protocol between the aircraft

operator and airport, to be followed in reporting suspicious activity, the status of out-of-service aircraft, and information concerning an increased threat. The protocol also applies to communications concerning extra security for more vulnerable flights and notification provisions for special category passengers.

Access control and flight crew compartment protection

28.   Aircraft operator security programmes should describe measures for protecting aircraft on the ground and flight crew compartments both on the ground and in flight. Such measures should be modelled on procedures described in this manual.

Security patrols

29.   Aircraft operator security programmes should describe how security patrols are utilized, and how patrolling security personnel communicate with the security control centre and local air traffic control authorities.

Preflight precautions

30.   Aircraft operator security programmes should describe preflight precautions carried out on a regular basis, during high threat situations, or on request, and should cite the agencies involved and their respective tasks.

Threat notification

31.   Aircraft operator security programmes should include procedures for responding to information that indicates that a specific aircraft may be the target of an act of unlawful interference. Programmes should indicate who is responsible for implementing the additional security measures considered necessary to counter a threat, and should assign responsibility for informing the appropriate authority of the situation in the event that threat notification originates with another source.

Flights under increased threat

32.   Aircraft operator security programmes should highlight the procedures to be followed for specific flights facing a higher level of threat, including the use of isolated aircraft parking positions, arrangements for guarding individual aircraft, deployment of an escort during taxiing, and inspection of the areas underlying approach and take-off paths. A parking area plan should be appended.

Aircraft searches and checks

33.   Aircraft operator security programmes should spell out the procedures for searching and checking aircraft during routine operations and periods of increased threat, and identify the agencies responsible for conducting a search, as well as the necessity for using proper checklists, adequate lighting, and properly trained personnel supported by air crew or aircraft engineering support staff. Actions to be taken on discovery of suspect explosive devices should be described, and the entity responsible for making decisions about moving or evacuating aircraft and suspending airport operations should be indicated.

TRAVEL DOCUMENTS

34.   Aircraft operator security programmes should detail the check-in process, including special measures or facilities for groups or high-risk passengers, and should indicate procedures for protecting tickets, boarding passes, baggage tags and other documents. Programmes should also describe procedures for preventing e-ticket fraud and electronic information theft.

35.   Aircraft operator security programmes should indicate where, when and how identification and travel documents are checked with respect to originating, transfer and transit passengers. Where applicable, mention should be made of the authority and responsibility of handling agents under the provisions of an NCASP.

36.   Programmes should also describe procedures for off-airport or curbside check-in of hold baggage, where applicable.

PASSENGER AND CABIN BAGGAGE SCREENING

37.   Aircraft operator security programmes should provide details regarding the operator's, or another entity's, responsibility for performing passenger and cabin baggage screening. Screening duties are performed by an appropriate party appointed by the State concerned, which may be any of the following entities:

        a)   airport authority;

        b)   a company contracted by the State or airport;

        c)   national aircraft operator;

        d)   national law enforcement agency; or

        e)   national armed forces.

38.   The legal authority for applying security measures should be cited, and any local laws and procedures that apply in the event that a person refuses to comply with security measures or is denied boarding for any reason should be described.

39.   Other aspects of passenger and cabin baggage screening should be noted, such as the law enforcement agency's responsibility, if applicable, to respond to a threat or to perform periodic patrols of passenger screening checkpoints.

40.   The section on passenger and cabin baggage screening may be modelled on the security measures described in Chapter 11, 11.3. At a minimum, the following should be included in the aircraft operator security programme:

        a)   purpose of screening and searching passengers and their cabin baggage;

        b)   procedures and standards for screening and manual searches of all departing and transfer passengers and cabin baggage, including details of the service provider;

        c)   list of persons exempt from screening and searching;

        d)   procedures for handling suspect passengers or cabin baggage;

e)   measures for the control of passenger flow;

f)   measures for special category passengers;

g)   measures for screening and manual searches of aircraft crew and cabin baggage;

h)   policy on unruly passengers, including procedures for on the ground and in the air, and the use of restraints as a last resort, as well as reporting requirements;

i)   policy on stowaways, including preventive measures and actions to be taken if a stowaway is found;

j)   procedures to be followed if a person refuses to be manually searched;

k)   procedures to be followed upon discovery of restricted or prohibited articles;

l)   procedures for handling confiscated items, including related recordkeeping if the aircraft operator is involved in the screening process;

m)   procedures to follow on discovery of undeclared dangerous goods; and

n)   measures for electronic and electrical items.

Separation of screened and unscreened passengers

41.   Aircraft operator security programmes should include a description of how screened and unscreened passengers are to be kept separate, and should indicate who is responsible for ensuring such separation and the steps that should be taken in the event that screened and unscreened passengers intermingle.

Control of firearms and weapons

42.   Aircraft operator security programmes should describe national legislation and regulations related to the carriage of weapons and firearms on board aircraft, with the relevant legal provisions appended.

43.   Programmes should also specify the procedure for handling and transporting firearms in hold baggage or as cargo in compliance with NCASP provisions. This information should elaborate on the role of the aircraft operator and crew, and any special arrangements to be made during check-in or baggage claim.

44.   National policy on the authorized carriage of firearms in the cabin of both national and foreign aircraft should be mentioned, as well as measures in place for implementing this policy. The tasks of agencies involved and actions expected of aircraft operators should be explained. Authority for the carriage of weapons by IFSOs and escorts for prisoners, deportees or very important persons should be described, as well as the related procedures, including the requirement to notify the aircraft operator and PIC of the presence of an armed IFSO or escort.

45.   Aircraft operator security programmes should indicate the procedures to follow if a weapon is found during the screening of passengers, baggage or cargo, and the procedures for transporting a weapon in the cabin or in hold baggage.

Diplomatic pouches and government couriers

46.   Aircraft operator security programmes should explain the security control procedures that apply to diplomatic pouches and government couriers including, where applicable, specific measures for diplomatic mail in official pouches and embassy correspondence not contained in diplomatic baggage. This subject may be addressed within the special category passenger section of aircraft operator security programmes.

Special category passengers

47.   Aircraft operator security programmes should set out procedures for special category passengers, including those with diplomatic status, government couriers with diplomatic baggage, IFSOs, potentially disruptive persons such as deportees, passengers whose religious beliefs preclude manual searches, and those with reduced mobility such as pregnant or disabled persons. Tasks of agencies involved should be listed, and reference made to notification requirements.

HOLD BAGGAGE SECURITY

48.   Aircraft operator security programmes should identify the entity responsible for conducting hold baggage screening, and should spell out what this responsibility entails.

49.   It is up to each State to authorize an appropriate party to perform hold baggage security controls. This responsibility may be delegated to either the airport authority or a third party. However, the responsibility for maintaining the security of hold baggage being transported to an aircraft rests with the aircraft operator.

50.   Aircraft operator security programmes should specify the legal basis for hold baggage security measures, and the procedures to follow if a person refuses to allow their hold baggage to undergo security measures.

51.   Reference should be made to the appropriate ASP provisions on hold baggage screening and the security measures in Chapter 11. At a minimum, aircraft operator security programmes should include the purpose of security measures for hold baggage, and the procedures for:

  a)   passenger risk assessments, through the questioning of passengers at check-in, including sample questions and interview techniques, as well as a description of the automated passenger risk assessment process, if applicable;

  b)   originating and transfer hold baggage screening and manual searches, including details concerning the screening locations and applicable standards, search location and applicable standards, screening equipment and the operator and service provider;

  c)   protection of hold baggage;

  d)   screening and protection of hold baggage that has been checked in at curbside or an off-airport site;

  e)   carriage of firearms and weapons, including the applicable legal provisions and regulations, acceptance process and preflight protection;

  f)   handling suspect baggage; and

  g)   handling unaccompanied baggage that is inadvertently separated from its owner.

PASSENGER AND BAGGAGE RECONCILIATION

52.   Aircraft operator security programmes should include a description of passenger and baggage reconciliation procedures, with specific reference to the various categories of passengers, whether originating, online and interline transfer, or disembarking transit. The role of automation should also be covered. Guidance on passenger and baggage reconciliation measures can be found in Chapter 11.

53.   Descriptions of passenger and baggage reconciliation procedures should include the following elements:

a)   the purpose of passenger and baggage reconciliation measures;

b)   procedures for passenger and baggage reconciliation, including equipment details if an automated system is utilized, baggage manifest details, if relevant, and procedures for the identification of no-show passengers and unaccompanied baggage; and

c)   procedures for screening unaccompanied baggage, including the applicable standards, screening locations, equipment details, and information concerning the operator and service provider.

Mishandled baggage

54.   Aircraft operator security programmes should also include a description of the procedures in place for safeguarding mishandled, unidentified and unclaimed baggage. Guidance can be found in Chapter 11.

AIRCRAFT CATERING STORES AND SUPPLIES

55.   Aircraft operator security programmes should cite the legal requirement for applying security measures to aircraft catering stores and supplies, and the entity that is responsible for ensuring compliance.

56.   Catering operations may either be owned by aircraft operators or function as independent contracted companies that provide catering services for several aircraft operators. In either case, aircraft operators usually assume responsibility for catering security or its oversight and, therefore, this subject should be adequately covered in aircraft operator security programmes. Guidance on the applicable security measures can be found in Chapter 14.

57.   Catering contractors should have a written security programme that meets the requirements of aircraft operator security programmes, and is available for inspection by aircraft operator security personnel. Employees and visitors to catering company facilities should comply with the programme's provisions.

58.   The security of certain catering operations may be an airport's responsibility. If the catering company facility is within or bordering a restricted area, for example, the relevant ASP may impose certain security measures on the catering company. If deemed necessary, such details may be included in the aircraft operator station procedures programme.

59.   Aircraft operator security programmes should describe any specific requirements for catering facilities that are located off the airport, such as the requirement for vehicles to be properly secured, and the procedures for searching a vehicle, if necessary.

60.   Catering security sections should include the following key elements:

   a)   purpose of security measures for aircraft catering stores and supplies;

   b)   description of security measures at the aircraft operator catering unit;

   c)   description of the security measures that apply to the dispatch and ground transport of catering stores and supplies, including the standard in effect for controlled access to prepared meals, in-company stores and delivery vehicles; and

   d)   cabin crew procedures for receiving catering items at aircraft.

61.   Other subjects related to the security of catering that may be covered in aircraft operator security programmes include:

   a)   known and unknown stores;

   b)   physical security measures;

   c)   customs bonded warehouses;

   d)   tamper-evident sealed goods;

   e)   catering carts and containers;

   f)   delivery of multiple loads;

   g)   airside catering operations; and

   h)   the receipt and validation of consignments entering security restricted areas.

In-company stores

62.   Office supplies, marketing literature, stationery, aircraft operator uniforms, engineering stores, aircraft-on-ground parts, and company mail, are among items carried on aircraft for regular delivery to route stations, which normally constitute in-company stores, but may include supplies destined for other aircraft operators.

63.   Specific security responsibilities should be assigned to staff whose duties include the handling and loading of aircraft operator stores and supplies, and descriptions of these responsibilities should be included in aircraft operator security programmes.

AIRCRAFT CLEANING OPERATIONS

64.   Aircraft operator security programmes should explain the purpose of security measures pertaining to aircraft cabin cleaning operations, and should provide a description of such measures. Guidance can be found in Chapter 14.

CARGO AND MAIL

65.   Aircraft operator security programmes should indicate who is responsible for cargo and mail security, including screening operations. The legal authority for imposing such security measures should be specifically cited. Security measures may vary depending on whether the operator specializes in passenger transportation, all-cargo or express courier operations.

66.   Operations away from home base may be handled by agents or contractors. Despite such arrangements, the aircraft operator remains responsible for the security of its cargo operations whenever it has been given this responsibility by the host State. Guidance on security measures for cargo and mail may be found in Chapter 13.

67.   Aircraft operator security programme sections on cargo and mail security should include the purpose of security measures for cargo and mail, including courier and express parcels, and descriptions of the following elements:

   a)   security measures for cargo, including: procedures for accepting a cargo consignment; procedures for transporting company material; regulated agent scheme and criteria; known consignor scheme and criteria; unknown shippers; standard and location of screening and physical examination; details of the operator or service provider; and list of exemptions from security screening or physical examination;

   b)   security measures for courier and express parcels, including: procedures for accepting parcels; regulated agent scheme and criteria; standard of screening and manual searches; and details of the operator or service provider; and

   c)   security measures for mail, including: procedures for accepting mail; procedures for transporting company mail; regulated postal authority and administration scheme and criteria; known consignor scheme and criteria; standard of screening; details of the operator; and procedures to be followed in periods of increased threat.

68.   In developing the section on cargo and mail security, consideration should be given to the following aspects: types of cargo and mail to be subject to screening; routine testing and maintenance procedures, including steps to follow when equipment fails or becomes unserviceable; handling and screening of suspect items; screening of oversized articles; and nature of consolidated consignments.

Regulated agent programme

69.   States are obligated under Annex 17 to ensure that regulated agents conduct secure operations. This may be achieved through provisions in aircraft operator security programmes and regulated agent security programmes.

70.   Aircraft operator security programmes should indicate whether there is a regulated agent programme for cargo, and who is responsible for certifying regulated agents. If there is no regulated agent programme, programmes should indicate how cargo is processed and how security measures are applied.

71.   In the context of a regulated agent security programme, the definition of cargo includes unaccompanied baggage, mail and courier and/or express parcels.

Known shippers and/or consignors

72.   Aircraft operator security programmes should describe the procedures in place for cargo and mail that is not screened, such as the requirement for an operator to verify known shipper security certification. Known shippers and consignors may also fall within the purview of a regulated agent programme.

Unknown shippers

73.   Shippers unknown to the regulated agent and/or aircraft operator should be subject to increased scrutiny, including a requirement to provide proof of identity and agreement to have a consignment screened according to a prescribed method, all of which should be described in aircraft operator security programmes. Furthermore, aircraft operators should establish procedures for applying security controls to unknown cargo so that all consignments become known cargo before they are allowed on an aircraft.

Transhipments

74.   If aircraft operators are responsible for the security of transhipped cargo, that is, cargo to be transferred from one flight to another, related security measures such as screening arrangements and protection from tampering during storage should be detailed in aircraft operator security programmes. A summary of the measures may be provided if another party is responsible for their application.

High-value cargo

75.   Security measures for handling and protecting high value cargo when stored in cargo terminals and during aircraft loading and unloading, as well as during ground transport, should be enumerated.

Unaccompanied baggage and/or personal effects

76.   Aircraft operator security programmes should include security measures for unaccompanied baggage that is shipped as cargo, should describe the standard of screening and manual searches, which are usually the same as for an unknown shipper, and should provide details of the screening equipment and the operator or service provider.

Diplomatic mail

77.   Security procedures for diplomatic mail carriage should be included. Guidance can be found in Chapter 13.

Protection of cargo and mail

78.   Aircraft operator security programmes should indicate the measures in place for protecting cargo and mail. If the security of the cargo facility is the responsibility of aircraft operators, information concerning the facility's security procedures should be provided, including details concerning the deployment of guards, and the use of patrols and CCTV systems. If surveillance cameras are installed, aircraft operator security programmes should indicate whether they are separate from or integrated with the airport CCTV system. Information on building security should, among other elements, indicate whether a restricted area has been delineated and whether staff are screened, as well as noting how cargo and mail is transported to aircraft.

AIRCRAFT MAINTENANCE AREAS

79.   Security measures in place for aircraft maintenance areas should be indicated whenever aircraft operators are responsible for such measures, for instance if such areas are leased to an operator. At a minimum, a description of the maintenance area boundaries and controlled access procedures should be indicated.

CODE SHARING

80.   Clear lines of accountability are essential for implementing and subsequently monitoring aviation security measures for flights conducted under code sharing agreements. Although compliant with Annex 17, different arrangements may exist in the States of Registration of code share partners, and such differences should be resolved.

81.   The State of Registration determines the security arrangements to be adopted by an aircraft operator under its sovereign control. Any additional security measures or different applications called for by the code-sharing partner will need to be addressed by the operators concerned, and appended to the aircraft operator security programme.

82.   Code-sharing partners should have a clear line of communication regarding such matters as risk and threat assessments. Specifics about the method of communication, contact details, and so on, should be in the relevant appendix, e.g. a code-sharing operator should advise its partner any time there is a security breach or details of a heightened threat to its operation which call for additional security arrangements. The State of Registration of each code-sharing partner should also be informed of the specific threat and the additional measures proposed to counter it.

TRAINING

Security awareness training

83.   All staff should undergo security awareness training. Training aspects that should be noted in an aircraft operator security programme include the categories of training, designation of those responsible for providing training, methods employed, such as video, classroom discussion, pamphlet, specific topics, the requirement to maintain training records and provisions for recurrent training.

Security training

84.   Aircraft operator security programmes should call for all frontline personnel, such as check-in agents, screening staff and cabin crew, to undergo specialized training. Details of such training should be provided, including the topics covered and the number of hours. Aircraft operator security programmes should also address which job positions require certification, licensing, or authorization, with the approval of the appropriate authority or another relevant authority.

Recruitment and background checks

85.   Information on aircraft operator recruitment methods, including the use of background checks, should be provided in aircraft operator security programmes. Guidance can be found in Chapter 8. This section should state, for example, whether any laws preclude a criminal history check and what sort of information should be provided by the job applicant.

86.   Details should also be provided about the process involved in handling a job application submission, including the identity of the department responsible for processing applications, as well as background checks, if applicable, and the policy on contacting former employers or character references for verification of information, among other items.

87.   Procedures to be conducted after completing a background check should also be spelled out, including whether there is a requirement for records of applications to be kept on file and, if so, by whom and for how long.

Security training programmes

88.   If the development, implementation and upkeep of aircraft operator security training programmes are required by the appropriate authority, a copy of the training programme should be appended to aircraft operator security programmes. The foregoing descriptions may then be shortened, and references made to the training programme, where appropriate.

CONTINGENCY PLANS

89.   It is appropriate to publish aircraft operator contingency plans as stand-alone documents, cross-referenced with aircraft operator security programmes for auditing purposes, or as an appendix to aircraft operator security programmes. Guidance on this matter can be found in Chapter 17.

INCIDENT REPORTING

90.   Aircraft operator security programmes should incorporate a description of aircraft operator security incident reporting procedures.

QUALITY CONTROL

91.   Aircraft operators may be required by an NCASP or other regulations to develop, implement and maintain a quality control programme for their security operations. In this case, a summary of quality control measures should be included in aircraft operator security programmes, with the quality control programme appended. If a State does not require a quality control programme, related measures should be comprehensively addressed in aircraft operator security programmes. Alternatively, aircraft operators may produce a separate quality control programme and cross-reference this with the aircraft operator security programme.

LOCAL AIRPORT PROCEDURES

92.   Local airport responsibilities with regard to the security of aircraft operations that have not already been addressed in an aircraft operator security programme should be covered in an aircraft operator station procedures programme.

PROTECTION OF EXECUTIVES AND OTHER PERSONNEL

93.   Although not necessarily directly related to the prevention of unlawful acts against civil aviation, aircraft operator security programmes should address security measures for executives or crew members, and their families, who may be targeted by criminal elements during business trips or layovers. Such measures are normally based on risk assessment and threat analysis.

PROTECTION OF BUILDINGS

94.   Office buildings that accommodate aircraft operator executives and senior managers require protection that is commensurate with the threat and risk levels associated with the building location. Security measures for the protection of such buildings should be described in aircraft operator security programmes, whether or not they are located at the airport.

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