Security Awareness Guide
Table of Contents

1.0 Introduction .......................................................................................................................... 4
2.0 Background .......................................................................................................................... 4
3.0 Security Roles ...................................................................................................................... 5
4.0 Security Zones and Secure Areas ....................................................................................... 7
  4.1 Security Restricted Area (SRA) ......................................................................................... 7
  4.2 Airdside Area ..................................................................................................................... 8
  4.3 Sterile Area (Security Screened) ...................................................................................... 9
  4.4 Other Secure Areas .......................................................................................................... 10
  4.5 Airport Security Signs .................................................................................................... 10
5.0 Security Screening ............................................................................................................. 11
  5.1 Prohibited Items and Dangerous Goods ........................................................................ 11
  5.2 Powders, Liquids, Aerosols and Gels ........................................................................... 11
  5.3 Tools of Trade ................................................................................................................ 13
  5.4 Retail Goods Deliveries .................................................................................................. 13
  5.5 Firearms ......................................................................................................................... 13
6.0 Identification ...................................................................................................................... 14
  6.1 Aviation Security Identification Cards (ASICs) ............................................................. 14
  6.2 Visitor Identification Cards (VICs) .............................................................................. 17
  6.3 Temporary Aircrew Cards (TACs) ................................................................................ 18
  6.4 Exemptions ..................................................................................................................... 19
  6.5 Display of your ASIC and VIC ...................................................................................... 19
  6.6 Conditions of Issue and Use ......................................................................................... 19
  6.7 Returning Identification Cards ...................................................................................... 19
  6.8 Lost or Stolen Identification Cards ............................................................................... 20
  6.9 Notifying TAPL of Changes in Circumstances ............................................................. 20
  6.10 Confiscation, Refusal, Cancellation or Suspension .................................................... 20
7.0 Proximity Cards and Airkeys ............................................................................................. 22
  7.1 Proximity Cards and Airkeys .......................................................................................... 22
  7.2 Airside Vehicle Gates .................................................................................................... 22
  7.3 Tailgating ...................................................................................................................... 22
  7.4 Damaged Fences, Doors and Gates .............................................................................. 23
8.0 Other Security Measures .................................................................................................. 23
  8.1 Doors .............................................................................................................................. 23
  8.2 Kerbside and Parking Control ...................................................................................... 23
  8.3 CCTV ............................................................................................................................. 23
8.4 Airside Fence and Obstacle Free Zones

9.0 Security Reporting and Threats

9.1 Unattended Items

9.2 Unattended or Suspicious Vehicles

9.3 Packages and Mail Handling

9.5 Security Breaches
1.0 Introduction

Every person who works in the Aviation Industry has an important role to play.

The Townsville Airport Pty Ltd (TAPL) Security Awareness Induction is an ongoing reference tool for any person working at the airport.

Any person requiring access to a secure area at the airport is required to undertake this induction and successfully complete the online ‘Townsville Airport Security Induction Test’ every two years.

We all need to work together to keep Townsville Airport safe and secure. You play a significant role in this. As an airport employee, you have an obligation and a duty to maintain the safety and security of the airport. It is important that everyone maintains the highest security standards in order to protect passengers, staff, visitors and the airport itself.

What can you do?

- Know your role in security and understand the role of others.
- Be vigilant.
- Trust your instincts.
- Know your environment.
- Recognise suspicious activity.
- Communicate your concerns.
- Keep in touch – ask questions, read bulletins and share information with others.
- Communicate with others about security.

*A positive security culture is an important aspect of effective security.*

It is very important that all airport employees undertake security awareness training to understand basic airport security measures, their obligations, what they are expected to do, and how to report suspicious activity, crime or security breaches.

2.0 Background

Following terrorist attacks in Australia, United States, Europe and South-East Asia, there has been significant changes in the global security environment under which the aviation industry now operates.

Security at Australian airports is governed by the *Aviation Transport Security Act 2004* (ATSA) and *Aviation Transport Security Regulations 2005* (ATSR).

The ATSA and ATSR came into effect in order to strengthen Australia's aviation transport security system, measures and responses. The ATSR stipulates that Aviation Industry Participants (AIPs) such as TAPL, is required to have and adhere to a Transport Security Program (TSP). A TSP outlines the security risk environment and the measures and procedures an AIP has in place to deter and detect unlawful interference (terrorism and crime) with aviation.

This induction is a simplified version of the information contained in the ATSA, ATSR and TAPL’s TSP.
TAPL relies on all airport organisations and employees to fulfil their security responsibilities.

Organisations operating at the airport are responsible for ensuring their personnel and/or contractors under their control, comply with the security obligations explained in this guide

3.0 Security Roles

Everyone is responsible for ensuring the safety and security of the airport; we also have specific support from:

Townsville Airport Pty Ltd (TAPL)

TAPL is responsible for the physical infrastructure of the airport and operates airport security arrangements in accordance with Aviation and Maritime Security approved Transport Security Program (TSP).

TAPL has the following responsibilities:

- Development of the TSP for TAPL.
- Management of the Airport Security Committee (ASC).
- Maintenance of security infrastructure.
- Development of security procedures and incident response contingencies.
- Airport Screening Authority.
- Managing implementation of security screening, checked baggage screening, security guarding and patrols.
- Queensland Airports Limited (QAL) issues and manages the ASIC program on behalf of TAPL.
- Issuing Visitor Identification Cards.
- Control access arrangements to airside.
- Ensure compliance with the TSP, ASTA and ATSR in conjunction with airport tenants and agencies
- Overall security of the airport and coordination of security response on site.

ISS – Contracted Security Screeners

An external security contractor, primarily responsible for passenger, baggage and staff inspection and screening requirements for both the Domestic and International terminals as well as other security functions where TAPL may require their services.

Department of Home Affairs – Aviation & Maritime Security (AMS)

Department of Home Affairs Aviation and Maritime Security (AMS) works with industry to improve security of Australia’s transport systems and reduce the likelihood of transport being targeted or used as a vehicle for terrorism.

The role of OTS in relation to aviation security is to:

- Provide policy advice to the Australian Government.
- Set standards for aviation security measures.
- Test, monitor and evaluate compliance with those standards, policies and procedures consistent with the ATSA and ATSR
Queensland Police Services (QPS)
The Queensland Police Service has operational responsibility for preventing, responding to and investigating terrorist activity, threats and incidents in the state. This role is in addition to their general community policing.

Australian Border Force
Responsible for managing, securing and protecting Australia’s border; facilitating the legitimate movement of people, goods and aircraft into and out of Australia while detecting unlawful activity at the border and preventing illegal entry into Australia. Some Border Force personnel also conduct airport patrols and are empowered to stop, search, seize possessions and detain people under the *Customs Act 1901*.

Australian Federal Police (AFP)
Members of the Australian Federal Police stationed at Cairns and Brisbane Airport perform a range of duties for Townsville’s airport including the following:

- Investigation of all breaches of Commonwealth legislation e.g. all narcotic seizures, immigration offences, any offences occurring on international flights, Family Law enquiries and enforcement of Family Court orders.
- Assistance to Queensland Police where required.
- Response availability to any major incidents that occur on the Airport.

Department of Agriculture
Department of Agriculture manages quarantine controls at our borders to minimise the risk of exotic pests and diseases entering the country. Department of Agriculture also provides import and export inspection and certification to help retain Australia’s highly favourable animal, plant and human health status and wide access to overseas export markets.

Airlines and Ground Handlers
All airlines and ground handlers are responsible for the security of their passengers and aircraft as well as for controlling access to the Security Restricted Area (SRA) through any boarding gates they utilise when conducting flight operations (including boarding and disembarkation).

Airlines have security responsibilities at Townsville Airport, which may include:

- Control access to airside from their leased areas.
- Control of their passengers during aircraft boarding and disembarkation.
- Security of their aircraft.
- Assistance to TAPL with airport security matters.
- Issue TAC’s.

Charter and General Aviation Operators
All Charter and General Aviation Operators are responsible for their passengers and aircraft. They are also responsible for controlling access by their passengers and employees to Secure Areas and Access Points through their leased premises when conducting flight operations (including boarding and disembarkation).
4.0 Security Zones and Secure Areas

You will need to familiarise yourself with all the different airport zones and be aware of which areas you, or others, are authorised to access.

The zones and areas include:

- Security Restricted Area (SRA)
- Airside Area
- Sterile Area
- Border Force Controlled Areas
- Other secure areas

4.1 Security Restricted Area (SRA)

The SRA is one of the most security regulated zones at the airport.

The purpose of the SRA is to ensure only authorised persons have access to prescribed air services and to detect and deter unauthorised access. It is located within the Airside Area and covers the aircraft parking area directly adjacent to the terminal building where screened passengers board the aircraft from the Sterile Area.

*The SRA is used by Regular Passenger Transport (RPT) aircraft for embarking and disembarking screened passengers.*

The SRA also includes:

- Baggage makeup
- Mezzanine area
- Maintenance area

The SRA is in force for 24 hours per day. This means that the requirements for entry, display of ASIC, handling of firearms, Tools of Trade and other requirements apply continuously.

*Breaches will be reported to Aviation & Maritime Security and penalties may apply.*
4.2 Airside Area

The Airside Area encompasses the whole of the airport within the landside/airside boundary fence line. Unauthorised Entry is prohibited to the Airside Area. Tenants of facilities that form part of the airside/landside boundary are responsible for maintain their own airside security a preventing unlawful access to airside through their premises.

The Airside Area extends further than the Security Restricted Area (SRA).

To enter and remain in the SRA and/or Airside Area you must:

- Be on duty or have a lawful requirement to enter the SRA or Airside Area.
- Have specific authorisation to enter the SRA or Airside Area.
- Have duties or other lawful functions to perform in the SRA or Airside Area.
- Not tailgate to enter the SRA or Airside Area.
- Not allow anyone to tailgate you.
- Display a valid red ASIC.
- Display a valid VIC or grey ASIC and be escorted by a valid red ASIC holder at all times.
- Not enter for the purpose of meeting, greeting or to farewell friends, relatives or colleagues.
4.3 Sterile Area (Security Screened)

Townsville Airport has two (2) Sterile Areas within the Terminal Building for both domestic and international departing passengers.

Entry to the Sterile Area is via a Security Screening Point. All persons and items entering the Sterile Area are required to be screened and kept segregated from non-screened persons and items.

The *purpose* of the Sterile Area is to prevent cleared persons from coming into contact with uncleared persons, and to prevent them from gaining access to items from outside the zone that have not been cleared. Sterile Areas are designed to prevent passengers from taking weapons, or prohibited items, on board an aircraft.

- Persons who refuse to be screened, and unscreened goods, will **not** be permitted into the Sterile Areas.
- You can only enter the sterile area unscreened if you have been specifically exempted to do so under legislation.
- If a person has a lawful requirement to enter the Sterile Areas after operational hours, access can be requested by contacting the TAPL Security Contact Officer on 0409 302 530.

Any person breaching the security measures and procedures established for the Sterile Area, will incur penalties.

4.3 Australian Border Force Controlled Areas

Australian Border Force (ABF) controls and enforces access requirements to a ‘Customs Restricted Area’ defined as a section 234AA under the *Customs Act 1901* (Cth). Such areas include all areas where international passengers, baggage and freight are processed including aircraft, international terminals, airside areas or where a sign is displayed stating it is a “Customs Restricted Area.”

Access to these areas is restricted to:

- Embarking and disembarking international passengers.
- ASIC holders with an operational requirement.
- VIC holders (with ASIC escort) with an operational requirement.

Approval from ABF must be sought if a person does not meet the above requirements but wishes to enter a Customs Controlled Area.
4.4 Other Secure Areas
The check-in desks and baggage facilitation areas of the terminal are also classed as Secure Areas and as such, appropriate identification must be worn.

4.5 Airport Security Signs
The signs at Townsville Airport are used to identify where certain areas or zones are located. Signs are placed at the boundaries or barriers of an airport security area or zone. The purpose of the security signs is to deter unauthorised access to airside areas/zones and landside security zones at Townsville Airport. The signs also outline security requirements and obligations of people entering a particular area, including the penalties that apply if certain requirements are not complied with.

It is everyone’s responsibility to immediately challenge/question any non-passenger who is not displaying the correct identification in a secure area/zone.
5.0 Security Screening

TAPL is the Screening Authority for Townsville Airport. ISS Security Services is the contracted screeners who perform the passenger screening functions.

Persons and goods entering a Sterile Area through a screening point must undergo screening and be cleared before entering the area. This process includes x-ray of goods/items, walk through a metal detector (WTMD), hand held metal detectors and Explosive Trace Detection (ETD) equipment.

All airport workers are required to undergo all security screening. Refusal of any of the security processes will result in denial of access to the Sterile Area.

*All flight crew on aircrafts departing from the RPT Apron, regardless of the access control permissions they may have, must pass through the main security screening point prior to boarding their aircraft.*

Only persons exempt under the ATSR can enter the Sterile Area at a point other than the screening point.

**Note:** even exempt persons must be on duty and have a specific operational requirement at the time to do so.

5.1 Prohibited Items and Dangerous Goods

Items not permitted in the Sterile Areas include:

- firearms, dangerous goods, weapons, sharp or stabbing implements.
- Household flammable goods (aerosol containers, petrol, etc.)
- Items capable of being used to restrain a person (cable ties, handcuffs)
- Sharp objects that are not weapons, but are capable (with or without modification) of causing harm by penetration (letter openers, scissors, etc.)
- Sporting goods, kitchen utensils, tools and other things with sharp edges or points capable of injuring a person (rock climbing equipment, ice skates, metal cutlery, razors, etc.)
- Blunt items able to be used to bludgeon or threaten to bludgeon a person (baseball bats, pieces of wood or metal, golf clubs, etc.)

For more information visit:


5.2 Powders, Liquids, Aerosols and Gels

Flights within Australia (domestic) are not subject to restrictions on how much powder, liquid, aerosols and gels you can carry onboard.

Australia restricts the quantity of liquids, aerosols, gels and certain powders you can carry onboard **international flights only**. These restrictions do not apply to your checked-in baggage.
5.2.1 What are powders, liquids, aerosols and gels?

- **Liquid**—a substance that is liquid when at room temperature.
- **Aerosol**—a substance kept in a container under pressure.
- **Gel**—a jelly-like substance.
- **Powder**—fine dry particles produced by the grinding, crushing, or disintegration of a solid substance (for example, flour, sugar, ground coffee, spices, powdered milk, baby formula or cosmetics). Powders may also be presented in clumpy, grain, or compressed material forms. Note: Inorganic powder is a powder not consisting of, or derived from, living matter.

5.2.2 Restrictions on Powders (international)

- There is no limit on organic powders, such as food and powdered baby formula.
- There are quantity restrictions on the amount of inorganic powder that can be carried, such as salt, talcum powder and sand.
- Inorganic powders must be in containers of 350 millilitres (volume), 350 grams (weight) or less.
- The total volume of inorganic powders must not exceed 350 millilitres, 350 grams per person.

Passengers cannot tip powders out to fall under the 350ml threshold as the restriction is calculated on total container volume.

**At the screening point, all powders in your carry-on baggage must be separately presented for screening. Unlike liquids, they do not need to be put in a re-sealable plastic bag.**

5.2.3 Liquids, aerosols and gels (Lags) (International)

- Liquid, aerosol or gel items must be in containers of 100 millilitres (volume), 100 grams (weight) or less.
- Containers must fit into one transparent and re-sealable plastic bag like a snap-lock sandwich bag.
- The four sides of the bag's sealed area must add up to no more than 80 centimetres (e.g. 20x20 cm or 15x25 cm).
- Only one bag is allowed per passenger, with exceptions for carers who may carry the bag/s for people in their care, including children.
5.3 Tools of Trade

A tool of trade is an item that a person requires for the purpose for which he or she is in the airside area, SRA or sterile area for, and that purpose is lawful.

All such items must be registered into the Sterile Area at the entry screening point and removed from the register on exit.

Retailers and food outlets must ensure all ‘tools of trade’ such as knives, scissors, carton cutters, etc., are only used in areas of the tenancy that are not able to be accessed by the general public or, if they are, they are securely fastened when not in use. This means, at a minimum, the use of a metal chain or wire and screws to an immovable object.

5.4 Retail Goods Deliveries

All retail goods and deliveries being taken into the Sterile Area must be screened using X-ray equipment, with the exception of oversize items (as determined by the Screening Officers) which will be screened manually.

Delivery of bulk retail goods is only permitted during certain restricted times to ensure that the processing of passengers is not affected. Please refer to your company’s procedures or contact the TAPL Aviation Department on 07 4727 3205 to enquire about current restricted times.

5.5 Firearms

Firearms are not permitted in Sterile Areas or in the cabin of an aircraft on domestic or international flights, unless exempted by the regulations. The following persons are exempt:

- A law enforcement officer.
- An ABF officer.
- An Air Security Officer.
- A member of the Australian Defence Force who is on duty.
- A person who has written approval from the Secretary, Aviation and Maritime Security
- A person who with the consent of TAPL, is engaged in controlling wildlife or other animals on the airport.
- A Screening Officer who is carrying the firearm to, or from, an aircraft because the firearm has been accepted for carriage by the aircraft operator, or is being removed from the aircraft.
- An authorised representative of an airline operator who is carrying the firearm to, or from, an aircraft because it has either been accepted for carriage or is being removed.
6.0 Identification

It is important to learn the different types of identification valid at Townsville Airport. You may, from time-to-time, find yourself in situations where you need to challenge a person who is not displaying the correct identification.

TAPL issue the following types of identification and permits:

- Aviation Security Identification Cards (ASICs)
- Standard Visitor Identification Cards (VICs)
- Photo VICs
- Authority to Drive Airside (ADA)
- Airside Vehicle Permits (AVPs)

The purpose of identification cards at Townsville Airport is to identify you, and your company of employment, whilst in a Secure Area.

Identification cards do not give you automatic access to Secure Areas. **You must have an operational requirement to access Secure Areas.**

Access through secure doors and gates is provided on individual valid ASICs, Proxy Cards and air keys.

The TAPL Aviation Department can ‘code’ each device to give you specific access. This access is only granted following the appropriate application form completed and signed by both the applicant and their employer.

The level of access generally depends on the company you work for. Higher levels of access can be granted pending approval from the General Manager Aviation.

6.1 Aviation Security Identification Cards (ASICs)

ASICs are required at all security controlled airports in Australia. The form of the ASIC is nationally consistent and mandated under the ATSR. An ASIC must be held by anyone who requires frequent access to enter Secure Areas at security controlled airports.

The purpose of an ASIC is to identify you while you are in a Secure Area. Each ASIC has its own conditions of use.

Valid ASICs for Townsville Airport must display either a TSV or AUS identifier and have a current expiry date.

**When your ASIC expires, you must return it to TAPL within one month. Failure to do so may incur a penalty of up to $1,800.**
6.1.1 Conditions to Obtain an ASIC
To obtain an ASIC through TAPL you must:

- Have an operational requirement to enter and remain in a Secure Area of the airport for the purpose of your employment or another lawful reason.
- Submit an ASIC Application and provide original copies of your identification to the Townsville Airport Management Centre.
- Have your employer sign off on your ASIC application (your employer must be registered as an Authorised ASIC Signatory with TAPL).
- Satisfy a background assessment check with AusCheck. These checks comprise of:
  - A national security check by the Australian Security Intelligence Organisation (ASIO)
  - A criminal history check by the Australian Criminal Intelligence Commission (ACIC)
  - An immigration check (if required) by the Department of Immigration and Border Protection (DIBP)
- Successfully complete the online Townsville Airport Security Induction Test.

AusCheck can take up to six weeks to approve an ASIC regardless of whether it is your first, or a renewal.

**Note: TAPL cannot follow up with AusCheck until an application has exceeded 6 weeks.**

6.1.2 Red ASICs
- Valid for all Secure Airside Areas (including SRA/Sterile areas), within Townsville Airport.
- Requires a background check
- Do not require supervision from other ASIC holders.

6.1.3 Grey ASICs
- A person wearing a grey ASIC must not access any airside area unless escorted by a valid red ASIC holder.
- Valid for all Secure Areas excluding airside, within Townsville Airport Require supervision/escort from a valid red ASIC holder when going airside
6.1.4 AUS-Wide ASICs

Australia (AUS) wide ASICs allows access to more than one security controlled airport.

Similar conditions may apply in other airports i.e. just because you hold an AUS ASIC, does not necessarily mean you have an operational requirement to enter a secure area at another airport.

AUS ASICs will only be issued to applicants who provide a letter on their company letterhead from their employer stating that they have an operational requirement to have an AUS-Wide ASIC:

- The letter **MUST** list more than one airport that the applicant may require access to.
- The letter **MUST** be signed by an employer who is already registered as an authorised ASIC signatory with Townsville Airport. (Please email aviation@tsvairport.com.au if you are uncertain).

6.1.4 White ASICs

TAPL do not currently issue White ASICs due to the operational requirements of airport staff. A white ASIC is proves the holder has a valid security background check.

White ASICs do not allow unmonitored access to secure areas of airports (landside and airside).

A person wearing a white ASIC must not access any Secure Areas unless escorted by a valid red ASIC holder.


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<th>Grey ASIC</th>
<th>White ASIC</th>
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6.1.5 Discretionary ASIC

If your application for an ASIC has been unsuccessful due to an adverse criminal record, you have the option of applying to the Department of Home Affairs for a Discretionary ASIC.

The discretionary ASIC may be issued to applicants who were unsuccessful in their initial ASIC Application; this card can only be approved by the Secretary of the Department who takes into account the applicants individual circumstances.

The ASIC Applicant may write to the Secretary of the Department, requesting a discretionary ASIC. If you want to apply online for a discretionary ASIC you can complete the form at


6.1.6 Aviation Security Relevant Offence

ASIC holders are required to inform TAPL within 7 days if they are convicted of an ASRO.

This may include, but is not limited to, one of the following kind of offences:

- An offence involving dishonesty
- An offence involving violence or a threat of violence
- An offence involving intentional damage to property
- Certain drug offences
- Explosive or explosive devices offences

6.2 Visitor Identification Cards (VICs)

VICs come in two different forms (with different conditions) at Townsville Airport:

1. Standard VIC (no photo)
2. Photo VIC

All visitors, without an ASIC, who require access to secure areas of the airport for work related purposes must obtain a VIC and be supervised by a valid ASIC holder at all times.

6.2.1 Standard VICs (no photo)

To obtain a standard VIC, the applicant must be accompanied by a valid ASIC holder at the time of issue and the applicant must present valid identification.

Standard VICs can be obtained from the following VIC Agents at Townsville Airport:

- Townsville Airport Assets & Safety Compound (Corner of Wirraway and Mustang Court)
- Townsville Airport Management Centre (Corner Stinson & Halifax Street).
- ISS Security (Screening Point).
- Townsville Airport Aerodrome Reporting Officers (phone 0418 771 999)
A person who is working on a VIC, and is being supervised by an ASIC holder in a secure area, must leave the area immediately if the ASIC holder is no longer supervising them.

A visitor can only hold their VIC for 72 hours per visit. It then needs to be returned to the VIC Issuing Agent for return or reissue.

Visitors cannot exceed 28 days in a 12 month period. If a person requires access beyond 28 days, then they must apply for an ASIC.

It is the responsibility of both the VIC holder and supervising ASIC holder to ensure the VIC is returned.

If a standard VIC is lost or stolen, either the VIC holder or the supervising ASIC holder must provide Townsville Airport with a Statutory Declaration.

**Any ASIC holder who leaves a VIC holder unsupervised in a secure area commits an offence under the ATSR.**

### 6.2.2 Photo VICS

TAPL only issue Photo VICS to persons who have lodged an ASIC application. If the ASIC application has been lodged with a different ASIC Issuing Body then proof of this will need to be provided to TAPL.

Photo VIC holders must constantly be under the supervision of an ASIC holder whilst in a secure area.

Photo VICS are valid for up to **two (2) months** and need to be returned either when the person’s ASIC arrives, or when the VIC expires (whichever comes first). Both the photo VIC holder and the supervising ASIC holder will be held accountable for ensuring the Photo VIC is returned.

Photo VICS will not be issued until the following is fulfilled:

- ASIC applicant successfully completes the online *Security Induction Test*.
- The applicant books an ASIC appointment with TAPL (phone 07 4727 3205 to book).
- The applicant supplies a completed *ASIC application* (along with their ID)
- The applicant provides a completed *Photo VIC application*.

**Photo VICS will be created at the time of your ASIC appointment**

### 6.3 Temporary Aircrew Cards (TACs)

TAPL do not issue TACs. They are issued by airlines and will allow aircrew to continue to work where they are required to fly to multiple airports as part of their employment.

The TAC is available for aircrew who’s Aviation Security Identification Card (ASIC) has been forgotten, lost or destroyed.

A TAC holder must be supervised at all times by a person displaying a valid ASIC. For further information go to

6.4 Exemptions
Certain persons are exempt under the ATSR from the ASIC requirements. These persons include:

- Bona fide passengers moving directly to or from their aircraft.
- A law enforcement officer.
- Emergency agency personnel responding to an emergency.
- Uniformed military personnel on duty and displaying their military identification.
- Uniformed foreign aircrew in uniform and displaying their company identification card.
- Certain other persons as defined in the ATSR.

6.5 Display of your ASIC and VIC
You should wear your valid ASIC/VIC wherever you are working on-airport, whether in a Secure Area or not.

You must properly display your ASIC at all times in a secure area. This means:

- Above waist height.
- On the front side of your outer clothing or on an armband.
- With the front of the card clearly visible.

Failure to comply with the display requirements is an offence under the ATSRs and may result in the cancellation of your ASIC.

6.6 Conditions of Issue and Use

- You can only enter and remain in a secure area for the purpose of your employment or for another lawful reason.
- The ASIC or VIC is issued for the use of the individual on whilst on duty. It MUST NOT be given to anyone else to use.
- You MUST keep your ASIC or VIC secure at all times (even when you are not using it).
- You MUST NOT deliberately damage or deface your ASIC or VIC.
- Never use your ASIC or VIC (on duty or not) for meeting, greeting or farewelling friends, family or colleagues in a secure area.
- Your ASIC or VIC is to be prominently displayed in the approved manner at all times whilst entering, remaining on or leaving a secure area.
- Always ‘badge’ your ASIC (or access card) on the card reader before you access a door. This must be done even if another person has already badged to access the door otherwise this is known as ‘tailgating’.
- Do not tailgate others or allow anyone to tailgate you.

6.7 Returning Identification Cards
You must return your ASIC, VIC, Permit or any other access device to the TAPL Management Centre if:

- Your ASIC, VIC, Permit or access device has expired
- TAPL notifies you that your ASIC, VIC, Permit or access device has been cancelled.
▪ Your ASIC, VIC, Permit or access device has been damaged, altered or defaced permanently or temporarily.

▪ You no longer have an operational need to enter a secure area for the purposes which your ASIC, VIC, Permit or access device was issued to you.

▪ If the kinegram strip is damaged or illegible.

▪ You have left your current employment.

6.8 Lost or Stolen Identification Cards

You must notify the TAPL Aviation Department **immediately** if your ASIC, VIC, Permit or access device has been lost, stolen or destroyed.

Ph: 07 4727 3205 (business hours)
Ph: 0418 771 999 (all hours)
Email: aviation@tsvairport.com.au

TAPL will delete any access on the card/device to ensure no unauthorised persons obtain access to secure areas.

Within seven days of becoming aware (and notifying TAPL) you must provide TAPL with a **Statutory Declaration** detailing the loss, theft or destruction of your ASIC, VIC or access card. If you have lost, or had your ASIC stolen, the ATSR states that you must also report the loss or theft to Queensland Police who will provide you with a report number, this report number is to be included on the Statutory Declaration provided to Townsville airport.

**Failing to notify TAPL that your ASIC has been lost stolen or destroyed is an offence under the ATSR.**

6.9 Notifying TAPL of Changes in Circumstances

**Change of Name:** An ASIC holder who changes his/her name must notify TAPL within 30 days of the change. The notification must be in the form of a completed ASIC Reprint Form and a copy of the Name Change Certificate or Marriage Certificate attached. It is an offence under the ATSR if an individual fails to notify TAPL of a change of name.

**Change of Employer:** An ASIC holder who changes employer and still has a requirement to hold their ASIC must notify TAPL in order to have their ASIC details changed to their new employer. This notification is in the form of a completed ASIC Reprint Request Form that must be signed by the new employer and the ASIC holder.

**Change of Visa details:** An ASIC holder who becomes an unlawful non-citizen must notify TAPL. An ASIC holder that is granted a new Visa must notify TAPL and provide evidence of the new Visa grant.

**Change of address, gender and/or contact details:** If any of your personal and/or contact details change you must notify TAPL of the change/s so that our records can be amended.

**Note:** a $55 reprint fee may apply when changing your details.

6.10 Confiscation, Refusal, Cancellation or Suspension

TAPL operations staff, TAPL contracted security officers and law enforcement officers are authorised to confiscate an ASIC or VIC if a security breach, potential security breach, breach of the terms and conditions of issue or a breach of the ATSR occurs.

TAPL may refuse to process an application if the applicant:
▪ Does not complete all sections required in the application form.
▪ Does not provide all the required identification.
▪ Does not pay the application fees (if applicable).
▪ Has not returned an expired VIC, ASIC or access device to TAPL.
▪ Provided information in the application form which TAPL determines or discovers was false or misleading.

Townsville Airport may cancel or suspend any form of ASIC and/or Access Control Card privileges if the holder fails to comply with the Conditions of Issue and Use of that ASIC/Access Control Card or the requirements under the Townsville Airport Transport Security Program or the ATSR. Some of these include, but are not limited to:

Failing to supervise a VIC holder while they are in a Secure Area.
▪ Failing to notify Townsville Airport if:
  ▪ You become an unlawful non-citizen.
  ▪ You no longer need access to a secure area for operational purposes.
  ▪ There is a change of employer.
  ▪ There is a change of residential address, name, gender and/or contact details.
  ▪ Your ASIC has been lost, stolen or destroyed.
▪ Failing to correctly display a valid identification card.
▪ Failing to surrender identification cards to airport security officers, Townsville Airport operations staff or law enforcement officers for the purpose of verifying identify and validity of ID (spot checking).
▪ Being found in a secure area, other than for operation purposes.

These situations may lead to investigation and potential prosecution by law enforcement. You could lose your ASIC and/or other approved ID. This means you could lose your right to work at the airport.

7.0 Security Access Control
All points of entry to secure areas at Townsville Airport are controlled by electronic access controlled doors. Passing through these entry points requires you to use your access privileges programmed to your ASIC, Proxy Card or Airkey.

In order to open an access controlled door, access cards are to be swiped over the card reader and the door handle is to be pushed. You must not force any door or access point which your card does not grant you through. This will activate an alarm in the Townsville Airport Management Centre.

The card reader system detects any attempt to open a door without an authorised card.

If you open a door, you are responsible for closing and locking it. Doors left open and unattended may allow unauthorised access to secure areas, and as such pose a security risk.

Tenants in landside facilities that have access to the landside area are responsible for maintaining the highest level of security in their hangars or buildings.

If you see a door propped open or open and unattended, close it and report it immediately to the TAPL Aerodrome Reporting Officers (Callsign ‘Safety One’) on 0418 771 999.
You are not authorised to go into Secure Areas when you are off-duty. Should you do so, you may be prosecuted and have your ASIC and access privileges cancelled.

7.1 Proximity Cards and Airkeys

A Proximity Card or AirKey can be issued to ASIC holders at Townsville Airport who require access to secure areas.

A Proximity Card is a white card that can be programmed to give you access to certain doors and gates at Townsville Airport.

An AirKey is a remote keyring that can also be programmed to give you access to certain gates and compounds at Townsville Airport. Air Keys will only be programmed to airside gates if you have a current Authority to Drive Airside (ADA).

TAPL may refuse to process an application or cancel/suspend any form of Access control Card privileges if the holder fails to comply with the Conditions of Issue and Use.

Proxy Card and Air Key Access are set to expire when your ASIC expires. ASICs will need to be presented to TAPL if you wish to renew access on Proxy Cards and air keys.

7.2 Airside Vehicle Gates

All persons accessing the Security Restricted Area (SRA) through vehicle access gates must display a valid RED ASIC (or VIC/Grey ASIC under escort) and have a valid Airside Driving Authority (ADA) licence.

All vehicles entering the airside area must display a valid Airside Vehicle Permit (AVP), and have a lawful reason to enter.

Once your vehicle is clear of the gate you must stop and hold until the Gate has fully closed behind you. If the gate is controlled by a Restricted Key you must lock the gate behind you. If you see an airside gate open without supervision, you must close it and report it to TAPL.

7.3 Tailgating

Tailgating has different definition in the world of aviation security.

Tailgating is the practice of a person going through an access point with an authorised user without ‘badging’ their own access card to gain entry.

When you are enter a door to a secure area with one or more co-workers, EACH of you need to swipe you ASIC or Proxy Card on the card reader as you go through the door.

You should never tailgate others, or allow anyone to tailgate you through access controlled doors or gates.

It is the responsibility of the person who ‘badged’ or ‘swiped’ open the door initially to ensure only authorised persons enter through the door and swipe their card also. If you are unsure if a person is authorised to enter, don’t allow them to enter with you.

All access doors are monitored by TAPL. You must question/challenge any person who attempts to tailgate you into a secure area and report it immediately.
The only exception is when you are the supervisor of a VIC holder. In this circumstance you should provide the access, allow the VIC holder to enter, and then proceed directly behind the VIC holder.

7.4 Damaged Fences, Doors and Gates

Damaged fences, doors and access points make it easy for people to gain unauthorised access to Secure Areas and can increase the airport wildlife hazard risk. Report any damaged fences, doors or gates to the Aerodrome Reporting Officer.

8.0 Other Security Measures

8.1 Doors

Townsville Airport controlled doors providing access to the airside area are equipped with a Door Open Too Long (DOTL) alarm which will activate if a door is left open or is unsecured for a period of time. These alarms are monitored 24 hours a day by security officers and CCTV and a security officer will attend immediately if deemed appropriate.

8.2 Kerbside and Parking Control

The control of vehicles and enforcement of parking is carried out by Townsville Airport contracted Kerbside Concierge (KCs) in accordance with aviation security requirements.

The immediate pick up/drop off lane is signposted and also enforced by KCs to ensure that no vehicles are left unattended.

8.3 CCTV

Closed Circuit Television (CCTV) surveillance is used extensively throughout Townsville Airport. CCTV footage may be used by TAPL as well as law enforcement agencies for investigative purposes. CCTV significantly increases the ability to monitor areas of the airport and aims to:

- Assist in the prevention and detection of crime.
• Reduce crime levels by deterring potential offenders through fear of detection.
• Assist Police with the detection and identification of offenders.
• Aid in a more effective police response to crime and emergency situations.
• Help ensure a fast and effective response to aviation security related incidents.
• Assist in the efficient operation of the airport.

8.4 Airside Fence and Obstacle Free Zones

There are prescribed Security Fence clearance zones at Townsville Airport.

All objects that may facilitate unauthorised access to the airside area, such as trees, parked vehicles, airport equipment and cargo are required to be kept clear of the airside security fencing by a minimum distance of two (2) metres airside, and three (3) metres on the landside.

If you observe an item infringing these requirements, please contact the TAPL Aerodrome Reporting Officers (Callsign ‘Safety One’) on 0418 771

9.0 Security Reporting and Threats

TAPL is responsible for the overall security of the airport. For aviation security matters please contact to TAPL Contact Security Officer on 0409 302 530.

The Queensland Police Service (QPS) is responsible for counter terrorist first response and community policing at Townsville Airport. All criminal and suspicious behaviour should be reported to QPS by phoning PoliceLink on 131444 or 000 in an emergency

 Owners and operators of Critical Infrastructure and Priority Sites can report suspicious activity to the QPS by filling out the form at the following link


• Small pieces of information from members of the public can help keep Australia safe from Terrorism. If you see something that is suspicious or doesn’t seem right then report it to the Queensland Police Service. You and your fellow staff know your business and surroundings better than anybody else. You will know what is unusual or suspicious.
Suspicious activity may include:

- Taking notes or drawing maps or plans.
- Photographing facilities.
- Purchasing an unusual quantity of particular products.
- Overdressed considering the weather.
- Interference with security related features of your infrastructure.
- Asking detailed questions about security or other processes.
- Leaving items unattended

Reporting should be done by:

- Dialling 000 if an emergency.
- Filling in the CIPS reporting template.
- Emailing the completed report to PolicelinkPriority@police.qld.gov.au
  - Subject line of your email should read – ‘CIPS’

9.1 Unattended Items

It is the responsibility of all airport employees to be vigilant and report anything that they consider is suspicious. This includes identifying unattended items which could pose a risk to both employees and the general public.

The following is a basic procedure to follow if an unattended item is discovered.
• **DO NOT** put yourself at risk. Suspicious or unattended items should only be approached by trained personnel, such as Queensland Police Bomb Appraisal Officers and only visually assessed by Customer Service Officers or contracted security personnel.

If you identify that the item is unattended or suspicious:

• **DO NOT** open, touch or move the item.
• Attempt to identify the owner. If you cannot identify the owner, report the unattended item to the Kerbside Concierge on **1800 225 878** or **0408 715 500**.
• If in the meantime the owner collects the item or is identified, give an updated report to the Kerbside Concierge.

Whilst waiting for the KC to arrive:

• **DO NOT** approach the item.
• **DO NOT** allow any other person to approach or sit in the area of the unattended item.
• **DO NOT** allow any other person to touch, open or move the item.
• Try to recall who was last in the area or why you believe the item to be suspicious
• Pass all relevant information to the Customer Service Officer when they arrive.

### 9.2 Unattended or Suspicious Vehicles

Unless authorised by TAPL, vehicles are not to be left unattended at the front of the Terminal. Detailed procedures are in place to deal with unauthorised vehicles that have been left unattended. The procedures include towing away of vehicles which are deemed suspicious.

Unattended or suspicious vehicles are a security risk and they pose a potential terrorist or criminal threat to the airport. Some indicators of suspicious vehicles include:

• Vehicles left unattended for excessive period of time.
• Unregistered, or simply appear abandoned.
• The owner cannot be located or the actions of the driver were deemed suspicious/questionable.
• Witnesses were concerned.
• Wires protruding from parts of the vehicle.
• Written or other indication of threat to damage TAPL property or infrastructure.
• Signs of explosive devices or material.
• No keys in ignition and door locks appear tampered.
• Unattended vehicles, like unattended items, must be managed appropriately and in a timely manner.
• In the event that an unattended or suspicious vehicle is observed, the following procedure should be followed:
  • Take down vehicle description details and location and contact to TAPL Aerodrome Reporting Officer on **0418 771 999**.
  • Wait for Security Contact Officer to arrive at the location.
• DO NOT put yourself at risk, or allow others to approach the vehicle.

**9.3 Packages and Mail Handling**

Never accept or agree to safeguard packages on behalf of someone else. If anyone approaches you to look after a package you must refuse this request. Do not put yourself and others in danger.

If a suspicious package or envelope is received:

• Contact your supervisor.
• If available, place the item into a plastic bag or similar and seal it.
• Do not shake or empty the contents of the package or envelope.
• Do not handle the item more than necessary.
• Stay in your immediate environment.
• Strictly follow your company procedures.
• Contact Queensland Police.
• Take notes and record the details of the event.
• As a precaution keep your hands away from you face.
• If possible (without leaving your immediate environment) wash your hands.
• If there is a strong/overpowering odour move to an adjoining room or area closing all doors and windows, turn off fans, request the air conditioning to be shut down.
• Wait for assistance to arrive.

**9.4 Bomb Threats**

If you receive a Bomb Threat:

• Contact your Supervisor.
• Strictly follow your company’s procedures.
• If the threat relates to another organisation, notify them also.
• Write down every detail of the threat and the person making the threat using your company checklist (or use the form provided below).
• Notify Townsville Airport on 07 4727 3254 or an Aerodrome Reporting Officer on 0418 771 999.
**Bomb/Extortion threat checklist**

Place this card under your telephone. Use delaying tactics don’t hang up.

- When is the bomb going to explode?
- Where did you put the bomb?
- When did you put it there?
- What does the bomb look like?
- What kind of bomb is it?
- What will make the bomb explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name?
- Where are you?
- What is your address?

Report Call immediately
Name of Person to report to

Exact Wording of threat

**Remember to keep calm—Don’t hang up**

<table>
<thead>
<tr>
<th>Analysis of caller's voice</th>
<th>Threatening language</th>
<th>Background noises</th>
<th>Other</th>
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</thead>
<tbody>
<tr>
<td>Accent (specify)</td>
<td>Well spoken</td>
<td>Street noises</td>
<td>Sex of caller M</td>
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<tr>
<td>Speech (loud, soft, etc)</td>
<td>Incoherent</td>
<td>House noise</td>
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<tr>
<td>Was the caller familiar with the area?</td>
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<td>Music</td>
<td>Estimated age</td>
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<td>If so, who do you think it was?</td>
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<td>Aircraft</td>
<td>Call's number</td>
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<tr>
<td>Any impediment? (specify)</td>
<td>Abusive</td>
<td>Long distance</td>
<td>Date</td>
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<tr>
<td>Diction (clear, muffled, etc)</td>
<td></td>
<td>Machinery</td>
<td>Time</td>
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<tr>
<td>Did you recognise the voice?</td>
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<td>Received by (print name)</td>
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<td>Manner (calm, emotional, etc)</td>
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<td>Call taker’s number</td>
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<td>Duration of call</td>
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9.5 Security Breaches

- Security breaches or concerns should be reported immediately to the Townsville Airport Aerodrome Reporting Officer on 0418 771 999. This may include:
  - Security breach or access control breach.
  - ASIC misuse or non-display.
  - Unattended items or vehicles.
  - Anything you see that does not seem right or is suspicious.

Serious security matters should always be reported to QPS.