

OneReg AirCertify Security Procedure Form Completion Guide



Terms	Definitions
Known Customer (KC)	A shipper of cargo or mail who has an established association with a RACA or an air operator for the carriage of the shipper's cargo or mail by air and who is registered with the RACA or the air operator.
Regulated Air Cargo Agent (RACA)	A holder of a Part 109 certificate granted under section 9 of the Act or the equivalent section of the Civil Aviation Act 2023 and in accordance with Part 109.
Security Programme	<p>Policies, records, and procedures which:</p> <ul style="list-style-type: none"> • <i>Detail information about a known customer's operation and how they apply security controls and measures</i> • <i>Provide assurance to a RACA that the policies and procedures outlined by a known customer meet the RACA's requirements.</i>
Form Field	Notes for Applicants
COMPANY DETAILS	
Trading Name	The name that will be used to distinguish this Known Customer Location. This is important where a Company may be operating from multiple locations.
NZBN	New Zealand Business Number - see www.nzbn.govt.nz .
Current Address	Known Customer site location (not the Head Office address).
Principal Contact Person Name	The person to be contacted about this application. If the Principal contact does not work at the location please add a second (site) contact.
Principal Contact Person Role	Principal contact's role within company/organisation.
Phone Number	Principal contact's phone/mobile number.
Email	Principal contact's email address.
Date of last visit / check	Not relevant for the initial inspection.
Scheduled date of next visit / check	Not relevant for the initial inspection.
Certification expiry date	Not relevant for the initial inspection.

ORGANISATION, SECURITY POLICY, AND RESPONSIBILITIES

This section contains key organisational details your RACA needs to know to be satisfied your procedures/policies meet their requirements.

a) Known Customer organisation.

Explaining how your organisation is arranged helps to show how security will be communicated and how different teams work together to achieve security outcomes.

- *Is the organisation governed directly by the owners or does it have a board of directors or a committee?*
- *Outline the size and scope of your organisation*
- *Outline the location of your organisation where known customer activities are run from*
- *Is the organisation part of a larger, parent organisation?*
- *Are there any other organisations involved?*
- *What is your organisation's operational structure, e.g., a head office and sub-branches, and how do they work together?*
- *Is your organisation part of the logistics chain in a larger business?*

b) Security Policy Statement outlining organisational Commitment to implementing Part 109 procedures.

This applies to your security activities relating to the security of export airfreight consignments from being readied for shipment until they pass into the custody of the RACA.

An organisation's security programme makes a commitment about their approach to security by turning it into something tangible. This section aims to uncover how an organisation's security programme is planned and works in practice.

- *What is your organisation's security policy statement?*
- *How does this statement reflect how your security culture works in practice?*
- *What does being 'security conscious' mean to your organisation?*
- *How would you describe your security policy statement in your own words and in a way that reflects your organisation?*
- *What are the principles that set the rules that you and your organisation will act by?*
- *What are the goals that will turn your security policy statement into a set of accomplishments that the organisation works towards?*

A suggested statement follows (alter as you please or create your own). This statement can be integrated into an overall Company Security Policy.

Security Policy Statement in Compliance with Rule 109

The Goal:

Uphold air cargo security to protect the travelling public on international aircraft, ensuring safety and trust in our operations.

We will:

- *Endeavour to establish a culture where security is integral to our operations.*
- *Establish procedures to ensure our staff have comprehensive knowledge of security matters related to our export air freight along the supply chain.*
- *Ensure that we have appropriate checks in place when hiring staff and provide them with ongoing training.*
- *Ensure we have appropriate systems and procedures in place for secure packaging, storage, and transportation of air cargo.*
- *Monitor our processes through audits, spot checks, and observations to maintain security standards.*
- *Take appropriate corrective actions promptly if deviations from accepted procedures are identified.*

Form Field	Notes for Applicants
<p>c) Known customer's activities and responsibilities relating to aviation security and the secure supply chain.</p>	<p>Describe your organisation's activities and responsibilities in the secure supply chain at a high level:</p> <ul style="list-style-type: none"> • <i>Roles involved in all aspects of export air cargo: Manager, Supervisor, Packer, Driver</i> • <i>Locations of your site/s</i> • <i>Locations of any other sites associated with your business where cargo or mail is securely packaged for transit to a RACA.</i> <p>Note: Known customers need to outline responses for all sites where cargo and mail is packaged for a RACA. If the size and scope of the known customer is complex the known customers should consider producing additional security programmes for each site. The expectation is that each known customer has a security programme/s that cover all areas where cargo and mail is packaged for carriage on aircraft.</p>
<p>d) Role/s responsible for air cargo security and their contact details at each site.</p>	<p>Detail the roles involved in all aspects of export air cargo at your site.</p>
<p>e) Policies, procedures, and documentation control systems and how they are communicated to staff.</p>	<p>Outline how staff involved in the export of air cargo and mail understand what they need to do to perform their role:</p> <ul style="list-style-type: none"> • <i>How is that information communicated to them? E.g., Policy documents, overarching policies and plans; are these documents controlled, reviewed, and kept up to date?</i> • <i>Procedural documents, e.g., task lists, procedures and processes for specific roles, operational manuals, are these documents controlled, reviewed, and kept up to date?</i>
<p>f) Procedures for notifying changes to a RACA to ensure the known customer's security procedures remain current, effective and in compliance with Part 109.</p>	<p>How does your organisation ensure that any changes to your organisation or its processes, that impact how air cargo and mail is prepared, is notified to your RACA as soon as practicable? This includes changes to operations, security controls, and structure. These may be done via the AirCertify portal, please note who is responsible for doing this and who decides if a change is significant enough to require a notification.</p>
<p>Organisation, Security Policy, and Responsibilities Section - Supporting Files.</p>	<p>Please upload any documents relevant to the security procedure.</p> 


AIR CARGO AND MAIL SECURITY MEASURES

This section contains key security details your RACA needs to know to be satisfied your procedures/policies meet their requirements.

<p>g) Physical and technical security controls that protect the known customer's sites and facilities, including (but not limited to) detection and surveillance systems.</p>	<p>What security controls are in place to protect a known customer's site from unauthorised access?</p> <p>For example:</p> <ul style="list-style-type: none"> • <i>physical</i> • <i>technological</i> • <i>environmental security controls</i> • <i>third-party security services, e.g., security guards, CCTV, and alarm monitoring services</i> • <i>access control on doors</i> • <i>staff identity cards.</i>
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Form Field	Notes for Applicants
h) Production, assembly, packing, storage, and transport	
<p>i. Measures applied during the production, assembly, packing and storage stages to protect goods to be transported by air from unauthorised interference.</p>	<p>What procedures are in place at each stage to prevent the introduction of an assembled improvised explosive device (IED) or other foreign object into air cargo or mail?</p>
<p>ii. Measures applied to secure the goods after packing, including the use of tamper-evident seals.</p>	<p>What tamper-evident methods are used to package air cargo and mail? What is the process of making cargo tamper-evident? Does it specifically cover all sides of the packaging? How do these provide the RACA with assurance, and to assess whether it has been tampered with during its journey? If tamper-evident security tape, seals or other unique methods are used to make cargo and mail secure, what is the known customer's procedure for storing these at their facility?</p>
<p>Please upload any supporting documentation.</p>	<p>Upload a photo of branded tape and a consignment ready for collection. </p>
<p>iii. Measures applied to secure the goods for being transported.</p>	<p>What procedures are in place to prevent the introduction of an assembled IED or other foreign object while the cargo is being prepared for transportation? The cargo is ready for collection or delivery; how do you now keep it secure?</p>
<p>i) Access control procedures for air cargo and mail.</p>	<p>What are the access control procedures for the secure storage of cargo and mail at the known customer facility? Do the procedures include physical guarding of the secure storage? Is the secure storage area monitored with CCTV?</p>
<p>Upload site plan here (if you have one).</p>	<p>A site plan of the area where air consignments are packed and held ready for collection. Showing entry points and/or lockable cages if they are used. </p>
<p>j) Measures to keep unsecure cargo from secure cargo.</p>	<p>Is unsecure and secure cargo kept in separate locations at the known customer facility?</p>

Form Field	Notes for Applicants
<p>k) Documentation <i>Provide an overview of the documentation used through the end-to-end process of delivery of cargo and mail from the known customer to the RACA.</i> <i>What format are the documents? For example, physical copies or electronic format.</i></p>	
<p>i. Statement of content and other security information relevant to consignments.</p>	<p>How are packing lists and statements of content generated?</p>
<p>ii. Measures for documentation control and record-keeping policies and procedures.</p>	<p>Describe how your documents are created, what system is used and the length period they are stored. How are the creation and production of packing lists and statements of content controlled?</p>
<p>iii. Measures to control access to documentation, records and data to protect information from misuse and alteration.</p>	<p>What controls are placed on documents to ensure they are protected? For example, password protection, encryption, restricted access controls. Describe who in your organisation has access to documents (manual or electronic).</p>
<p>TRANSPORT</p>	
<p>l) Information on how often and by what method cargo is transported from the known customer to the RACA.</p>	<p>How frequently is air cargo and mail transported to the RACA? How is air cargo and mail transported to the RACA? Is it transported via the known customer's own company, a third-party contractor, or by the RACA themselves?</p>
<p>m) Measures to ensure that air cargo and mail consignments are secure when they leave the known customers premises.</p>	<p>If transported by the Known Customer what security controls are used to ensure the vehicle is secure upon leaving the premises? If collected by the RACA or their cartage company how do we know the correct cargo is being collected by the correct carrier? Describe your process to ensure freight is loaded securely, what check points are in place. What training is given, who delivers the training.</p>
<p>n) Measures to ensure vehicles remain secure during transport.</p>	<p>If transported by the Known Customer:</p> <ul style="list-style-type: none"> • <i>What measures are in place to ensure that vehicles remain secure during transport from the known customer through to the RACA?</i> • <i>If there is a problem during transportation to the RACA how is this identified and escalated to the RACA for action?</i> <p>Describe your process to ensure freight remains secure during transit for export, what check points are in place. What training is given, who delivers the training. If collected by the RACA or their cartage company –Not applicable.</p>

Form Field	Notes for Applicants
<p>o) Measures applied to secure the goods while being transported.</p>	<p>If transported by the Known Customer:</p> <ul style="list-style-type: none"> • <i>What procedures are in place to prevent the introduction of an assembled IED or other foreign object while the cargo is being transported?</i> <p>If collected by the RACA or their cartage company – Not applicable.</p>
<p>p) A procedure to ensure that the driver is aware of the measures set out in n) and o) above.</p>	<p>If transported by the Known Customer:</p> <ul style="list-style-type: none"> • <i>What training and procedures are provided to the driver responsible for the secure transportation of air cargo and mail to the RACA?</i> <p>Describe your process to ensure drivers employed or contracted are aware of requirements, what check points are in place. What training is given, who delivers the training.</p> <p>If collected by the RACA or their cartage company – Not applicable.</p>
<p>Transport Section - Supporting Files.</p>	<p>Upload any supporting documents, photos, or other relevant data.</p> 

RECRUITMENT OF STAFF

This section contains details regarding staff recruitment which your RACA needs to know to be satisfied your procedures/policies meet their requirements.

<p>q) Measures to determine all staff are reliable and of good character through a background check.</p>	<p>What background checks does your organisation perform for prospective new staff and contractors?</p> <p>What arrangements does your organisation have in place for the supervision of untrained or probationary staff?</p> <p>Background checks can include (but are not limited to):</p> <ul style="list-style-type: none"> • <i>a Ministry of Justice criminal record check, or</i> • <i>evidence of five years' checkable work history with at least two references.</i> <p>These checks are required for considering the suitability of the person to apply security controls to air cargo and mail.</p> <p>Any other arrangements concerning the supervision of untrained staff must be discussed with the RACA.</p> <p>Describe your organisation's process and record keeping of such, does your organisation conduct MOJ/Police checks or similar, where is this information stored and who has access. If you have an alternative, please describe here.</p>
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TRAINING OF STAFF

<p>r) List of roles and personnel involved in the packing, storage, and transportation of cargo.</p>	<p>List these roles: this could be provided as a separate spreadsheet or as an appendix to the security programme for ease of updating.</p> <p>List your organisation's role titles in order of process – example below:</p> <ol style="list-style-type: none"> 1. Supervisor – Joe Smith 2. Pick/Packers – Frank Walters, Julie Brown 3. Warehouse – Bob Long, Sam Lewis, Sarah Connell 4. Driver – George Dalton
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Form Field	Notes for Applicants
<p>s) Security training programme outline and maintenance of training records.</p>	<p>What information does your organisation's security training programme include? How are training records stored and how long are they retained? How is this initial training (at the time of employment) delivered, documented, and recorded? List your organisation's Cargo Security Awareness training programme and include content and record keeping. What does the programme cover, why aviation security, security of supply chain, incident reporting, who delivers this, how frequent.</p>
<p>t) Initial and recurrent training programmes for <i>What frequency is recurrent training delivered to staff? If using the AirCertifyNZ programme, IVS will provide an initial awareness course for your organisation which should be included here.</i></p>	
<p>i. Personnel who carry out security measures relating to the packing, storing, and transportation of cargo and/or mail.</p> <p><i>Note: Training materials should be reviewed and refreshed at least every three years.</i></p>	<p>What roles require recurrent security training? How is this training delivered, documented, and recorded? What frequency is recurrent training delivered to staff?</p>
<p>ii. Staff with access to secure air cargo and/or mail and security awareness training.</p>	<p>How does your organisation use the security awareness training provided by the RACA? What roles and/or areas within your organisation receive security awareness training? How is this training delivered, documented, and recorded? What frequency is this training provided?</p>
<p>REPORTING OF SECURITY INCIDENTS <i>This section details how you report incidents. It already contains an answer regarding the AirCertifyNZ system, but you should also add any other relevant details our RACA needs to know to be satisfied your procedures/policies meet their requirements.</i></p>	
<p>u) Procedures by which known customers will report to the RACA suspected or confirmed cargo and mail incidents of a security nature involving cargo or mail.</p>	<p>What procedures does your organisation have implemented to report security incidents to RACAs? Who is responsible for doing this? What does your organisation consider a suspected or confirmed security breach and/or incident? (What would trigger a report?) List your organisation's process, including personnel responsibility, when/where, description of incident, notification to whom internally/externally, investigation process, outcome, and corrective actions.</p>

If you have any queries, or need assistance, please contact our team on **0800 021 169**.

