AIRPORT SECURITY AND EMERGENCY AWARENESS GUIDE

Keeping our airport safe and secure

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GCA SEC 302

Implementation Approval

Jenny Boyd
Manager Security & Emergency Planning
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENTS</td>
<td>2</td>
</tr>
<tr>
<td>ABBREVIATIONS and ACRONYMS</td>
<td>4</td>
</tr>
<tr>
<td>INTRODUCTION</td>
<td>5</td>
</tr>
<tr>
<td>A MORE SECURE AIRPORT</td>
<td>5</td>
</tr>
<tr>
<td>SECURITY AND SAFETY - ITS EVERYONE’S RESPONSIBILITY</td>
<td>5</td>
</tr>
<tr>
<td>Part 1 – IMPORTANT SECURITY FACTS</td>
<td>6</td>
</tr>
<tr>
<td>1.1 DISPLAY OF IDENTIFICATION</td>
<td>6</td>
</tr>
<tr>
<td>1.2 USING DOORS AND GATES</td>
<td>6</td>
</tr>
<tr>
<td>1.3 AIRSIDE GATE ACCESS</td>
<td>6</td>
</tr>
<tr>
<td>1.4 DAMAGED FENCES, DOORS &amp; GATES</td>
<td>6</td>
</tr>
<tr>
<td>1.5 DRIVING AIRSIDE &amp; LICENSING</td>
<td>6</td>
</tr>
<tr>
<td>1.6 TAILGATING</td>
<td>6</td>
</tr>
<tr>
<td>1.7 PARKING and OBSTACLES NEAR AIRSIDE/LANDSIDE FENCES</td>
<td>7</td>
</tr>
<tr>
<td>1.8 UNATTENDED ITEMS</td>
<td>7</td>
</tr>
<tr>
<td>1.9 CCTV</td>
<td>7</td>
</tr>
<tr>
<td>1.10 BOMB THREATS</td>
<td>7</td>
</tr>
<tr>
<td>1.11 OFF DUTY STAFF</td>
<td>7</td>
</tr>
<tr>
<td>1.12 UNAUTHORISED &amp; UNATTENDED VEHICLES</td>
<td>7</td>
</tr>
<tr>
<td>1.13 MAIL HANDLING and PACKAGES</td>
<td>8</td>
</tr>
<tr>
<td>1.14 AFTER HOURS ACCESS</td>
<td>8</td>
</tr>
<tr>
<td>1.15 AIRSIDE ACCESS</td>
<td>8</td>
</tr>
<tr>
<td>1.16 AIRSIDE INSPECTIONS</td>
<td>8</td>
</tr>
<tr>
<td>Part 2 – GOLD COAST AIRPORT SECURITY ZONES</td>
<td>9</td>
</tr>
<tr>
<td>2.1 AIRSIDE AREA – PROHIBITED AREA</td>
<td>9</td>
</tr>
<tr>
<td>2.2 SECURITY RESTRICTED AREA (SRA)</td>
<td>10</td>
</tr>
<tr>
<td>2.3 ENHANCED AIRSIDE INSPECTIONS</td>
<td>11</td>
</tr>
<tr>
<td>2.4 Sterile Area</td>
<td>13</td>
</tr>
<tr>
<td>2.5 INTERNATIONAL SCREENING</td>
<td>14</td>
</tr>
<tr>
<td>2.6 TOOLS of TRADE</td>
<td>14</td>
</tr>
<tr>
<td>2.7 FIREARMS</td>
<td>15</td>
</tr>
<tr>
<td>2.8 AUSTRALIAN BORDER FORCE (ABF) CONTROLLED AREAS</td>
<td>15</td>
</tr>
<tr>
<td>Part 3 – AVIATION SECURITY IDENTIFICATION CARD (ASIC)</td>
<td>16</td>
</tr>
<tr>
<td>3.1 AVIATION SECURITY IDENTIFICATION CARDS (ASICs)</td>
<td>16</td>
</tr>
<tr>
<td>3.2 CONDITIONS TO OBTAIN AN ASIC</td>
<td>17</td>
</tr>
<tr>
<td>3.3 AVIATION SECURITY RELEVANT OFFENCE</td>
<td>17</td>
</tr>
<tr>
<td>3.4 CONDITIONS AND ISSUE and USE</td>
<td>17</td>
</tr>
<tr>
<td>4.0 VISITOR IDENTIFICATION CARDS (VIC)</td>
<td>19</td>
</tr>
</tbody>
</table>
4.1 PHOTO VISITOR IDENTIFICATION CARD ................................................................. 19
4.2 VISITOR IDENTIFICATION CARD WITHOUT PHOTO ........................................ 19
4.3 CONDITIONS OF ISSUE AND USE ..................................................................... 19
Part 5 – ACCESS CONTROL CARDS and KEYS .............................................................. 20
5.0 ACCESS CONTROL CARDS and KEYS ................................................................. 20
5.1 CONDITIONS OF ISSUE and USE .................................................................... 20
Part 6 – SECURITY and EMERGENCY PLAN, SAFETY MANAGEMENT SYSTEM, POLICIES and PROCEDURES .......................................................... 21
6.1 GOLD COAST AIRPORT SAFETY MANAGEMENT SYSTEM .................................. 21
6.2 GOLD COAST AIRPORT EMERGENCY PLAN (AEP) ............................................... 21
6.3 GOLD COAST AIRPORT TRANSPORT SECURITY PROGRAM (TSP) ....................... 21
6.4 EVACUATION PLANS ......................................................................................... 21
Part 7 – SECURITY ROLES – AIRPORT AGENCIES & OTHER AGENCIES ................. 22
7.1 DEPARTMENT INFRASTRUCTURE & REGIONAL DEVELOPMENT - OTS .................. 22
7.2 AUSTRALIAN FEDERAL POLICE (AFP) .................................................................. 22
7.3 State Police Services ............................................................................................. 22
7.4 CIVIL AVIATION SAFETY AUTHORITY (CASA) ..................................................... 22
7.5 AUSTRALIAN BORDER FORCE (ABF) ................................................................. 22
7.6 DEPARTMENT OF AGRICULTURE ....................................................................... 23
7.7 CONTRACTED SECURITY SERVICES .................................................................. 23
7.8 GOLD COAST AIRPORT (GCAPL) ........................................................................ 23
7.9 AIRLINE OPERATORS ......................................................................................... 23
7.10 CHARTER, GENERAL AVIATION & TENANTS ...................................................... 23
7.11 SECURITY ASSISTANCE ..................................................................................... 23
Part 8 – SHOULD I REPORT IT? .................................................................................... 24
Part 9 – CONTACTS ................................................................................................... 25
### ABBREVIATIONS and ACRONYMS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABF</td>
<td>Australian Border Force</td>
</tr>
<tr>
<td>ADA</td>
<td>Authority To Drive Airside</td>
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<tr>
<td>ALA</td>
<td>Authority To Use Airside</td>
</tr>
<tr>
<td>AFP</td>
<td>Australian Federal Police</td>
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<tr>
<td>AIP</td>
<td>Aviation Industry Participant</td>
</tr>
<tr>
<td>AIRSIDE</td>
<td>Refers to all areas within the airside boundary fence of Gold Coast Airport, including runways and taxiways</td>
</tr>
<tr>
<td>ARFF</td>
<td>Aviation Rescue and Fire Fighting</td>
</tr>
<tr>
<td>ARO</td>
<td>Aerodrome Reporting Officer</td>
</tr>
<tr>
<td>ASIC</td>
<td>Aviation Security Identification Card</td>
</tr>
<tr>
<td>ASIO</td>
<td>Australian Security Intelligence Organisation</td>
</tr>
<tr>
<td>ATSA</td>
<td>Aviation Transport Security Act 2004</td>
</tr>
<tr>
<td>ATSR</td>
<td>Aviation Transport Security Regulations 2005</td>
</tr>
<tr>
<td>CASA</td>
<td>Civil Aviation Safety Authority</td>
</tr>
<tr>
<td>CASR</td>
<td>Civil Aviation Safety Regulations</td>
</tr>
<tr>
<td>DIBP</td>
<td>Department Of Immigration and Border Protection</td>
</tr>
<tr>
<td>OTS</td>
<td>Department of Infrastructure and Regional Development (Office of Transport Security)</td>
</tr>
<tr>
<td>EI A</td>
<td>Enhanced Inspection Area</td>
</tr>
<tr>
<td>EIP</td>
<td>Enhanced Inspection Point</td>
</tr>
<tr>
<td>GCA</td>
<td>Gold Coast Airport</td>
</tr>
<tr>
<td>GCAPL</td>
<td>Gold Coast Airport Pty Ltd</td>
</tr>
<tr>
<td>IATA</td>
<td>International Air Transport Association</td>
</tr>
<tr>
<td>LAGS</td>
<td>Liquids, aerosols and gels</td>
</tr>
<tr>
<td>QPS</td>
<td>Queensland Police Service</td>
</tr>
<tr>
<td>RPT</td>
<td>Regular Public Transport</td>
</tr>
<tr>
<td>SCO</td>
<td>Security Contact Officer</td>
</tr>
<tr>
<td>SRA</td>
<td>Security Restricted Area</td>
</tr>
<tr>
<td>STERILE AREAS</td>
<td>All departure areas of the terminals after passing through security screening</td>
</tr>
<tr>
<td>Tailgating</td>
<td>The act of following a person through a secure access point without using an access card to gain entry</td>
</tr>
<tr>
<td>T1</td>
<td>Terminal One</td>
</tr>
<tr>
<td>TSP</td>
<td>Transport Security Program</td>
</tr>
<tr>
<td>VIC</td>
<td>Visitor Identification Card</td>
</tr>
</tbody>
</table>

### Useful Contacts

- **Emergency Police/Ambulance/Fire**
  - 000
- **Australian Federal Police – Operations Coordination Centre (24/7)**
  - 131 AFP (131 237)
- **Aviation Rescue & Fire Fighting (local first response)**
  - 07 5590 2710
- **Aerodrome Reporting Officers**
  - 0407 755 722

*For a full list of contacts see page 24*
INTRODUCTION

A MORE SECURE AIRPORT

The Gold Coast Airport Security and Emergency Awareness Guide is provided as an easy induction and on-going reference tool for all Gold Coast Airport personnel. Information in the guide covers what you need to know to help you keep Gold Coast Airport safe and secure.

Being located at the Gold Coast Airport means you and your organisation are in a security and safety partnership with all other organisations at Gold Coast Airport, and working alongside GCA to protect the airport environment.

You should read and understand the contents so you are prepared for day to day operations and ensure you are prepared for a security or emergency incident. It summarises your security responsibilities and provides you with a good reference to help prepare you for your Security Awareness Test.

As part of our corporate strategy, it is important that we maintain the highest safety and security standards in order to protect Gold Coast Airport passengers and fellow staff.

Brett Curtis
General Manager Operations and Service Delivery
Gold Coast Airport Pty Ltd

SECURITY AND SAFETY - ITS EVERYONE'S RESPONSIBILITY

A strong security culture is one of the most important aspects of effective security. It is very important that all airport employees undertake security awareness training to understand basic airport security measures, their obligations and what they are expected to do and how to report suspicious activity, crime or security breaches.

Security at Australian airports is governed by the Aviation Transport Security Act 2004 (ATSA) and Aviation Transport Security Regulations - 2005, both of which are intended to strengthen Australia’s aviation transport security systems. The ATSA requires Industry participants such as airports and airlines to have a Transport Security Program (TSP).

Under the legislation, Gold Coast Airport is known as a security controlled airport. As a security controlled airport, Gold Coast Airport is required to have specific security areas and zones, each created in order to protect the critical sections of the airport from unlawful interference.

The information provided in this Security and Emergency Awareness Guide includes a description of certain security and safety arrangements required at Gold Coast Airport. It is hoped that the Gold Coast Airport Security and Emergency Awareness Guide will also assist in helping to promote a robust security and safety culture at the airport.

Every person who works in the Aviation Industry has an important security and safety role to play.
**Part 1 – IMPORTANT SECURITY FACTS**

**1.1 DISPLAY OF IDENTIFICATION**

You are required to correctly display a valid ASIC/VIC at all times whenever you are working on-airport, whether in a secure area or not.

**1.2 USING DOORS AND GATES**

- Never leave security doors or gates to airside or sterile areas ajar or propped open.
- To open an access controlled door, swipe your card over the card reader and push on the door handle to open.
- If you open a door, you are responsible for closing and locking it. You must physically check it is closed securely.
- If you see a door or gate to airside or a Sterile Area wedged open, close it, and report it immediately to GCA.
  - Terminal Duty Manager on 07 5589 1201 or 0412 985 437
  - GCA Aviation Security Office on 07 5589 1255
  - Aerodrome Reporting Officer on 0407 755 722
- You must not force any door or entry point which your card does not grant access, doing this will activate an alarm in the Gold Coast Airport Security Office, and law enforcement officers may respond.
- Do not use your access card on card readers you are not authorised to use.
  - The card reader system detects attempts to open doors with unauthorised cards. This may result in your access card/ASIC being withdrawn.
- Do not ignore suspicious items and persons.
  - You are obliged to REPORT any suspicious item, person or security incident to the AFP on the following number - 131 AFP (131 237)
  - For terminal matters report to Terminal Operations on 07 5589 1201 or 0412 985 437.
  - For all other areas contact an Aerodrome Reporting Officer on 0407 755 722.

**1.3 AIRSIDE GATE ACCESS**

- When entering airside security zones through a vehicle gate, all persons in the vehicle must display a valid ASIC or VIC.
- Access to airside through the gates located in the airside fence is strictly controlled by the Enhanced Inspection Area (EIA) provisions.
- You must always have a lawful reason to enter Secure Areas.

**1.4 DAMAGED FENCES, DOORS & GATES**

Damaged fences, doors and access points make it easy for people to gain unauthorised access to secure areas. Report any damaged fences, doors or gates to the GCAPL Aerodrome Reporting Officer 0407 755 722.

**1.5 DRIVING AIRSIDE & LICENSING**

To drive a vehicle airside the driver of the vehicle must have an Authority to Drive Airside (ADA) and the vehicle must display an Authority to Use Airside (AUA) sticker and have appropriate business identification markings on both sides of the vehicle along with a rotating beacon. Otherwise you will require an escort.

To arrange a vehicle escort contact the Aerodrome Reporting Officer at the Enhanced Airside Inspection Point (Gate 1). Phone 0407 755 722 or (07) 5589 1127

To obtain an Authority to Drive Airside or to have a vehicle registered for Airside use, contact GCA Aviation Security Office - phone (07) 5589 1255.

**1.6 TAILGATING**

Is the practice of:

- Allowing a person to follow you through an access point (without them using their own card to gain access to enter);
- You must question/challenge any person who attempts to tailgate you into a secure area.
- Report anyone engaging in tailgating.

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.
1.7 PARKING and OBSTACLES NEAR AIRSIDE/LANDSIDE FENCES

There are prescribed Airside/Landside Security Fence clearance zones at GCA.

Do not leave vehicles or equipment within two (2) metres Airside and three (3) metres Landside of the Security Fence.

Report occurrences of vehicles or objects that infringe Security Fence clearance areas to GCA Aerodrome Reporting Officers on 0407 755 722.

1.8 UNATTENDED ITEMS

Unattended items are a security issue within the Gold Coast Airport environment. It is the responsibility of all airport employees to be vigilant and report anything that they consider suspicious. This includes the identification of unattended items which could pose a risk to both employees, and the general public.

Listed below is a basic procedure to follow if an unattended item is discovered in or close to your place of work.

Remember, **DO NOT** put yourself at further risk. Suspicious or unattended items should only be approached by trained personnel, such as AFP Bomb Appraisal Officers and GCAPL Terminal Duty Managers.

If you identify that an 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 Terminal Duty Managers on 07 5589 1201 or 0412 985 437.
- If in the meantime the owner collects the item or it is identified, give an updated report to Terminal Duty Managers.

Whilst waiting for the Terminal Duty Managers and/or AFP Officers 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 Terminal Duty Managers and AFP when they arrive.

1.9 CCTV

Gold Coast Airport has a comprehensive CCTV system in use throughout the airport precinct.

1.10 BOMB THREATS

In the event of a threat you are required to:

- Contact your Supervisor.
- Strictly follow your company’s procedures.
- If the threat relates to another organisation, notify them.
- Write down every detail of the threat and the person making the threat. This will assist significantly in the handling and evaluation of the threat.
- Call for assistance from the 131 AFP (131 237).
- Notify the GCA Security Contact Officer (SCO) on 0407 143 342 or Aerodrome Reporting Officer on 0407 755 722.

1.11 OFF DUTY STAFF

You must always have a lawful reason to enter secure areas. When you’re off duty, you are not authorised to go into secure areas. Should you do so, you may be prosecuted and your ASIC and access privileges cancelled.

1.12 UNAUTHORISED & UNATTENDED VEHICLES

1.12.1 Landside

Parking of vehicles at Gold Coast Airport is controlled by GCA Ground Transport Services. Unless authorised by GCA, no unattended vehicles are permitted in close proximity to terminal buildings. Kerbside passenger drop-offs are permitted in the appropriate zone, however, vehicles may only stop for one (1) minute and the driver **must remain** with the vehicle. 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 not to be suspicious.

1.12.2 Airside

No unauthorised or unattended vehicles are permitted airside at Gold Coast Airport.

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 not to be suspicious.
1.13 MAIL HANDLING and PACKAGES

Never accept or agree to safeguard or take packages on behalf of someone else. If anyone approaches you to look after or carry a package, refuse to do so and report the matter to the 131 AFP (131 237).

If a suspicious package or envelope is received:
- Strictly follow your company’s procedures;
- Call for assistance from the AFP on 131 AFP (131 237)

1.14 AFTER HOURS ACCESS

The terminal buildings are operational between 0400 and 2200, dependant on operational hours. Afterhours access can be requested by contacting the ARO located at Gate 1, telephone on 0407 755 722. There is a contracted Security Guard at the T1 EIP 24 hours a day 7 days.

1.15 AIRSIDE ACCESS

There are two (2) permanent Enhanced Inspection Points (EIP) at GCA.
1. Gate 1 EIP is operational 24 hours each day. Airside vehicle and pedestrian access is through this point.
2. Terminal 1 EIP is operational 24 hours each day. Entry to the Baggage Room is through this point.
3. Temporary EIAs may be established as required at GCA’s discretion.

1.16 AIRSIDE INSPECTIONS

When entering the airside area at Gold Coast Airport, you are required to:
- Display your ASIC at all times.
- Undergo enhanced screening on yourself or vehicle when entering or in the Security Restricted Area of the airport.
Part 2 – GOLD COAST AIRPORT SECURITY ZONES

At Gold Coast Airport there are two types of security zones:

Landside Security Zone: Encompasses that part of the terminal commonly known as the “sterile area”. All persons accessing this area must be screened in accordance with ATSA and ATSR.

Airside Security Zones: Encompasses the whole of the airport within the landside/airside boundary fence and includes the Security Restricted Area (SRA) and the Enhanced Inspection Area (EIA). All persons accessing the SRA or EIA must be inspected before entry is allowed in accordance with ATSA and ATSR.

The following provides information relates to Secure Areas at GCA

2.1 AIRSIDE AREA – PROHIBITED AREA

2.1.1 Signs
Examples of signs placed along the airside boundary are shown below. You will note that these signs warn people not to enter the airside areas without authorisation, and warn people not to carry weapons airside without authorisation. The penalties that apply to persons who fail to comply with these requirements are also shown.

2.1.2 Airside Locations
All airside areas at the airport are secure areas.
- Officers may physically remove unauthorised people and/or vehicles.
- Breaches will be reported to the Office of Transport Security Operations Centre and may incur penalties.

2.1.3 Description
You can only enter the airside area if you have a lawful reason to be there. Everyone must visibly display a valid grey ASIC or a valid red ASIC; or visibly display a valid VIC (VIC holders to be supervised at all times by a valid ASIC holder). You must challenge/question on the spot anyone who isn’t wearing an ASIC or a VIC and report them to your supervisor, Aerodrome Reporting Officer or an AFP Officer.

Unauthorised vehicles are also prohibited from access.

Aerodrome Reporting Officers may request assistance from AFP Officers to physically remove unauthorised people and/or vehicles.

2.1.4 To Enter and Remain Airside You Must
- Be on duty or have a lawful requirement to enter airside
- Have authorisation to enter airside
- Have duties or other lawful functions to perform airside
- Not tailgate to enter airside
- Not allow anyone to tailgate you
- Display your ASIC or VIC appropriately
- Not meet, greet or farewell friends, relatives or colleagues
- Have an operational need to be airside

YOU MUST
CHALLENGE / QUESTION

Any person not displaying a valid grey or red ASIC or VIC
2.2 SECURITY RESTRICTED AREA (SRA)

The SRA is regarded as security sensitive and has controlled or restricted access, this area is marked accordingly.

The SRA is in force at GCA 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.

2.2.1 Signs
Examples of signs placed along the airside landside SRA boundary are shown below.
These signs:
- Warn people not to enter the SRA without authorisation.
- Warn people not to carry weapons airside without authorisation.
- Advise the penalties that apply to persons who fail to comply with these requirements.

2.2.2 SRA Location
The SRA covers those parts of the Airside Area that are used by Regular Passenger Transport (RPT) aircraft for embarking and disembarking screened passengers, the baggage make-up area, mezzanine area, and maintenance areas.

The airside boundary of the SRA is delineated by a painted line & the words ‘Security Restricted Area – No Entry’ along the SRA boundary.

2.2.3 Description
As scheduled screened passenger aircraft operate from the SRA, stringent security controls apply.

These controls include inspection of persons and vehicles entering and operating within the SRA.

Inspections may be conducted by Aerodrome Reporting Officers, Contracted Security Guards or AFP Officers and may be conducted on entry to, or whilst in the SRA.

Everyone in the SRA must properly display a valid red ASIC; a valid VIC (must be supervised by a valid red ASIC holder).

Unauthorised vehicles are prohibited from access to the SRA and unauthorised people and/or vehicles may be physically removed from the SRA.

Breaches will be reported to the Office of Transport Security Operations Centre and penalties may apply.

2.2.4 To Enter and Remain in the SRA You Must
- Be on duty or have a lawful requirement to enter the SRA
- Have specific authorisation to enter the SRA
- Have duties or other lawful functions to perform in the SRA
- Not tailgate to enter the SRA
- Not allow anyone to tailgate you
- Display your ASIC or VIC appropriately
- Not meet, greet or farewell, friends, relatives or colleagues
2.3 ENHANCED AIRSIDE INSPECTIONS

At GCA the SRA is also the Enhanced Inspection Area. Therefore entry to this area must be via an EIP (Enhanced Inspection Point).

Airside inspections allow for two layers of inspection;
1. 100% face to identification ASIC checked; or valid VIC identification check and identification of valid ASIC escort.
2. Inspection of all persons, goods and vehicles entering the SRA/EIA for weapons (including explosives).

All persons including government personnel, vehicles and goods entering the area must be inspected.

2.3.1 Airside Screening / Inspection

EIP’s are located at the following SRA Access Points:
- Gate 1 - Airside Vehicle Gate
- Terminal 1 - Airside Access Door to Baggage Makeup room

Temporary EIA’s may be established at GCA discretion.

Airside Access control measures include the following:

a) Proof of identity requirements met. These measures include the following:
   ▪ 100% face to photo ID matching
   ▪ Valid date on ASIC card
   ▪ ASICs and Visitor Passes must be displayed correctly
   ▪ Ensure person/s have a valid/lawful reason for being airside
   ▪ Photo ID required for the issue of an airside Visitor Pass
   ▪ Be escorted by a valid ASIC holder
   ▪ Vehicles are to have an AUA on the windscreen, or entry will be refused
   ▪ Drivers are to produce an ADA before entry is allowed

b) Strict escort/supervision must be provided for visitors, deliveries etc.

The physical and continued presence of the escort officer is required at all times while the visitor is airside.

2.3.2 Inspection of Persons, Vehicles and Possessions

Inspections of persons will consist of a visual search of their possessions.

Visual inspection of a person’s possessions is carried out after verbal permission is given and includes the following:
- Visual inspection of the contents of bags, backpacks & personal carry items etc.
- Inspection applies to all people and all possessions including sealed boxes or packages, carried by a person entering that part of the airside area surrounding aircraft operating a screened air service.
- 100% visual inspection of goods carrying area (except cargo) will be conducted after the driver and Passenger(s) have submitted themselves to inspection.

Note: - Cargo and security sealed catering trucks are exempt from inspection.

AFP and ABF possessions are exempt.

Figure 5: Signs positioned at ENHANCED INSPECTION POINTS.
2.3.3 Inspection of Vehicles

Inspection of vehicles will consist of inspections of the person driving the vehicle, any passengers in the vehicle and an inspection of the vehicle itself.

100% vehicle inspections are required for all vehicles entering the SRA.

Under the GCA TSP Aerodrome Reporting Officers may also conduct a random vehicle inspection.

Visual inspection of a vehicle includes the following:

- Visual inspection of the vehicle’s valid Authority to Use Airside (AUA) label
- Visual inspection of the cabin of the vehicle
- Visual inspection of the boot or goods carrying area of the vehicle
- If the vehicle is under escort the same inspection procedures apply without the requirement for an AUA/ADA
- AFP and ABF vehicles are exempt

Visual inspection of the driver and passenger(s) of all vehicles entering that part of the airside area surrounding aircraft operating a screened air service includes the following:

**Driver**
- Ensure the driver has a valid Authority to Drive Airside
- 100% face to identification ASIC check
- Where applicable, valid VIC identification check and verification of valid ASIC escort
- Lawful purpose to be airside

**Passenger(s)**
- Ensure the passengers all hold valid security identification
- 100% face to identification ASIC check
- Where applicable, valid VIC identification check and verification of valid ASIC escort
- Ensure the passenger has a valid/lawful reason to be airside

Note:

a) the driver and passenger(s) of vehicles transporting goods such as catering (locked and security sealed), cargo and high valued goods by armoured vehicles are required to only submit themselves to inspection – the goods carrying area of these vehicles are not required to be inspected.

b) Emergency services vehicles responding to an emergency are exempt from the inspection requirements, however appropriate security measures such as escorting etc. still apply.

You may be stopped anywhere in an Airside Area by:

- An Aerodrome Reporting Officer;
- A security guard contracted to GCA for this purpose, or
- An AFP Officer.

You will be requested to allow your ASIC, items that you carry on your person or in your vehicle to be inspected.
2.4 Sterile Area

The sterile area is used primarily to hold and transfer screened passengers before they board their aircraft.

Should a person have a lawful requirement to enter the sterile area after operational hours, access can be requested by contacting GCA Management.

2.4.1 Sterile Area Location

The sterile area is located wholly within the terminal building and is otherwise known as the departure lounge.

2.4.2 Signs

Examples of signs placed at the sterile area entry points are shown below.

These signs:

- Warn people not to enter the sterile area without authorization.
- Warn people not to carry weapons or prohibited items into the sterile areas without authorization.
- Advise the penalties that apply to persons who fail to comply with these requirements.

2.4.3 Description

Sterile areas are designed to prevent passengers from taking weapons, or prohibited items, on board an aircraft.

All persons and goods entering the sterile area (not only passengers and their carry-on items) are required to be screened and kept segregated from non-screened persons and items.

You can only enter the sterile area unscreened if you have been specifically exempted to do so under legislation.

Note: All food, beverages and other items destined for airline lounges and retail outlets located in sterile area are subject to screening and clearing.

Any person breaching the security measures and procedures established for the sterile area will incur penalties.

2.4.4 To Enter and Remain You Must

- Be screened and cleared (unless exempted)
- Have authorisation to enter the sterile area
- Have duties to perform in the sterile area
- Not carry any item that might be used as a weapon into a sterile area unless exempted to do so under the legislation

2.4.5 Screening

Entry to the sterile area is via a Security Screening Point. Persons, vehicles and goods may not enter these areas until given clearance.

Persons who refuse to be screened, along with any unscreened goods, will not be permitted into the sterile area.

Items not permitted in the sterile area include firearms, dangerous goods, prohibited goods, weapons, sharp or stabbing implements. Refer: ATSR 2005 for a full list of prohibited items.

Delivery of goods into Sterile Areas will ONLY be facilitated through screening points.
2.5 INTERNATIONAL SCREENING

2.5.1 LAGs (Liquids, aerosols, gels)
Under the ATSA and ATSR, there are restrictions relating to liquids, aerosols and gels (LAGs) for international flights only.

To enter the international sterile departure lounge there is a second level of screening for LAGs.

A LAG product is identified as anything which is:
(a) a liquid when at room temperature
(b) a gel
(c) a cream
(d) a paste
(e) an aerosol

If you are a passenger travelling on an international flight, or an employee entering or working in the sterile area, you must be screened for liquids, aerosols and gels by passing through an international screening point.

Note: For more information on regulations relating to LAGs, please visit the following web pages:
or download the “Can I Pack That APP”.

2.5.2 Body Scanners
The Australian Government, under the ATSA and ATSR, has introduced body scanners into the international screening departure points at all international Gateway Airports. The Body Scanner uses millimeter wave technology to detect any items concealed on your skin. Automated threat detection software installed on the body scanners produces a stick figure shaped image on the computer screen and no images can be stored.

Body Scanner screening is carried out in a random and continuous basis and crew and airport staff are not exempt from screening.

A ‘No Opt Out’ policy has been introduced, so if you are selected for a body scan and you refuse you will not be allowed to enter the international sterile area.

2.6 TOOLS of TRADE

2.6.1 Airside/SRA/Sterile Areas
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 must be lawful.

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

The Tools of Trade register is managed by the contracted security provider ISS.

Retailers and food outlets must ensure all “tools of trade” such as knives used in the preparation of food, scissors, carton cutters, etc., are only used in areas of the tenancy that are not able to be accessed by the public generally or, if they are, they are securely fastened (this means, at a minimum, the use of a metal chain or wire and screws) to an immovable object. All sharps, such as knives must be kept locked away in a secure area when not in use.

2.6.2 Approved Contractors
Contractors should be aware that only the minimum tools required to carry out a task are to be taken into secure areas and, when entering the sterile areas, workmen are required to have a list of tools being carried for presentation and inclusion in the tools register at the screening point.
2.7 FIREARMS

2.7.1 Airside/SRA/Sterile Areas
The only people permitted to carry a firearm in the Airside Areas of GCA are:

- A person who, with the consent of GCA, is engaged in controlling wildlife or other animals on the airport. These persons must:
  - Display a valid ASIC; and
  - Hold and have on his or her person a valid QLD or NSW firearms licence.
- 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;
  - These persons must display a valid ASIC.
- 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.
  - These persons must display a valid ASIC.
- A law enforcement officer (state or federal);
- 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 OTS.

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 only persons permitted to carry a firearm through a Screening Point are:

- Law enforcement officers (state or federal); and
- Border Force CTU; and
- Persons permitted by the ATSRs; and
- Persons authorised in writing by the Secretary OTS.

2.8 AUSTRALIAN BORDER FORCE (ABF) CONTROLLED AREAS

ABF and Border Protection Controlled Areas are those areas defined under the Customers ACT 1901 where passengers with international connections are processed.

2.8.1 Signs
The form and wording of signs that are placed on the boundary of the ABF Controlled Area:

2.8.2 Location
ABF Controlled Areas include all areas where international passengers, international passenger baggage and international freight operations are processed and occur.

ABF Restricted Area Signs identify entrances to ABF Controlled Areas.

2.8.3 Description
Persons requiring entry to ABF Controlled Areas must have valid identification and have a work related requirement to be in the area. The ABF Act 1901 allows for persons breaching entry requirements to be fined.

The display of an ASIC or approved Visitor Identification Card (with escort) does not by itself authorise you to enter ABF Controlled Areas.

2.8.4 To enter and remain you must

- Display your valid ASIC or approved Visitor Identification Card (with escort);
- Be on duty;
- Have duties to perform in the ABF Controlled Area;
- Not tailgate;
- Not allow anyone to tailgate you;
- Not meet, greet or farewell friends, relatives or colleagues;
- Comply with the provisions of the ABF Act 1901;
- Comply with any direction given to you by an ABF Officer.
Gold Coast Airport has an electronic proximity card access control security system installed in terminal buildings and around the airport to protect secure areas. Access through secure doors and gates is provided on individual valid ASIC or specific access cards and this access is only granted following application to QAL’s ASIC Office, and after endorsement from your employer.

The QAL ASIC Office is located at Level 1, Airport Central, 1 Eastern Ave Bilinga, QLD.

<table>
<thead>
<tr>
<th>Hours of Operation: Monday – Friday 9am – 4pm (Closed Public Holidays)</th>
<th>Phone: (07) 5589 1255</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fax: (07) 5599 5101</td>
</tr>
</tbody>
</table>

**3.1 AVIATION SECURITY IDENTIFICATION CARDS (ASICs)**

ASICs are a nationally consistent identification card that must be held by anyone who needs frequent access to enter an Airside or Landside Security Zone. At the Gold Coast Airport there are two forms of ASIC:

1. **Grey ASIC** permits entry to the landside security zone/sterile areas and the General Aviation area.
2. **Red ASIC** permits entry to all security zones.

An ASIC is not an access card and does not automatically entitle the holder to be in a secure area. The holder **MUST** have a lawful reason to be in a secure area.

GCAL will only issue an ASIC to person(s) who have first read and understood the Gold Coast Airport Security and Emergency Awareness Guide, viewed the Safety & Security Induction and passed the associated Security Awareness Test.

**AUS Identifier** – An AUS wide ASIC allows access to more than one security controlled airport. Application must be supported by employer evidence of requirement.

An ASIC is only bone fide and compliant if it has an intact silver strip (Kinegram©).

**RED ASIC** and **GREY ASIC**

Airport Specific **RED ASICs** are valid for all secure airside areas (including SRA/Sterile Areas) within the specified QAL Airport. Specific airport is detailed on each individual ASIC.

Airport Specific **GREY ASICs** are valid for General Aviation, landside security zones and sterile areas.

**Note:** ABF approval and an ASIC (red) are required to enter ABF Controlled area.
3.2 CONDITIONS TO OBTAIN AN ASIC
To obtain an ASIC you must have:
- A requirement to enter and remain in a Secure Area of the airport for the purpose of your employment or another lawful reason.
- Have undergone background assessment checks by the following agencies:
  - AFP
  - ASIO
  - DIBP
- Successfully completed the Security Awareness Test.

3.3 AVIATION SECURITY RELEVANT OFFENCE
ASIC holders are required to inform GCA within 7 days if they are convicted of an Aviation Security Relevant Offence (ASRO).

Note: Penalties apply to persons not informing GCA of a conviction under ATSR 2005.

3.4 CONDITIONS AND ISSUE and USE

3.4.1 Use of your ASIC
You can only enter and remain in a secure area for the purpose of your employment or for another lawful reason;

Note: It is an offence under the ATSRs if you contravene this requirement.

The ASIC or Access Card is issued for the use of the individual named on the card only whilst on duty. It MUST NOT be given to anyone else to use.

You MUST keep your ASIC secure at all times (even when you are not using it).

Note: It is also an offence under the ATSRs if you are in a secure area using an ASIC that was not issued to you.

3.4.2 Display of your ASIC
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
- with the front of the card clearly visible

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

3.4.3 Refusal, Cancellation or Suspension of an ASIC or Access Control Card
GCA may refuse to process an application if the applicant:
- Does not complete all sections required in the application form;
- Provides information in the application form which GCA determines or discovers was false or misleading.

GCA may also 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 GCA ASIC program or the ATSRs.

3.4.4 Return of ASIC
You MUST immediately return your ASIC/VIC to GCA Aviation Security Office if:
- Your ASIC has expired; or
- GCA notifies you that your ASIC has been cancelled; or
- Your ASIC has been damaged, altered or defaced permanently or temporarily; or
- You no longer have an operational need to enter a secure area for the purposes which your ASIC was issued to you; or
- If the kinogram© strip is damaged or illegible.

Note: It is an offence under the ATSRs if you fail to return your ASIC and penalties apply.

3.4.5 Lost/Stolen ASIC
You MUST immediately notify GCA Aviation Security Office (PH: 07 5589 1255 business hours) or a GCA Aerodrome Reporting Officer (PH: 0407 755 722 all hours) if your ASIC has been lost, stolen or destroyed.

Note: It is an offence under the ATSRs if you fail to notify GCA that your ASIC has been lost, stolen or destroyed. A Statutory Declaration must be completed and signed if the card cannot be recovered.
3.4.6 Security Awareness Testing
An ASIC applicant must view the Safety and Security Induction and successfully complete a Security Awareness Test prior to being issued with an ASIC by GCA.

This process is used as a mechanism to confirm an applicant’s understanding of the security & safety requirements at GCA.

The test questions are based on the information in this Security and Emergency Awareness Guide.

3.4.7 Airside Inspections
When either in or about to enter airside areas, if requested, you must allow inspections of your vehicle, ASIC, or items that you carry on your person or in your vehicle by persons authorised to carry out inspections.

Persons authorised to carry out airside inspections at GCA are Aerodrome Reporting Officers, Security Guards contracted to GCA for this purpose and AFP Officers.

Note: Failure to comply with this requirement may result in cancellation of your ASIC or VIC.

3.4.8 Who does not need an ASIC or VIC to be Airside
Certain persons are exempt under the Regulations from the ASIC requirements. These persons include:

- Bona fide passengers moving directly to or from their aircraft;
- Uniformed military personnel on duty and displaying their military identification;
- Uniformed foreign aircrew in uniform and displaying their company identification card; and certain other persons as defined in the ATSRs

3.4.9 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 Infrastructure and Regional Development 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.

A brochure outlining the process and requirements is available from the QAL ASIC Office or obtainable from the following website:

3.4.10 Temporary Aircrew Card (TAC)
A temporary Aircrew Card will allow aircrew to continue to work where they are required to fly to multiple airports as part of their employment. Gold Coast Airport does not issue TACs however they may be used by airline staff transiting through Gold Coast Airport from time to time.

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:
4.0 VISITOR IDENTIFICATION CARDS (VIC)

4.1 PHOTO VISITOR IDENTIFICATION CARD

A photo VIC will only be issued:
- Maximum of **28 Days** in a twelve (12) month period
- If the person(s) has a valid reason for obtaining a Photo Visitor Card
- Has constant supervision from an ASIC holder whilst in a secure area
- Has not been refused an ASIC, or had an ASIC suspended or cancelled
- Administration fee payable to QAL for Card

**Note:** Exemption to the 28 day limitation applies to applicants who have submitted an ASIC Application.

4.2 VISITOR IDENTIFICATION CARD WITHOUT PHOTO

A visitor pass without a photo will be issued:
- For visitors as a Single Day Issue only
- Valid for a maximum of 24 hours
- Maximum of 28 days in a twelve (12) month period
- Must constantly be under the supervision of an ASIC holder whilst in a secure area

4.3 CONDITIONS OF ISSUE AND USE

4.3.1 To be issued with a VIC you must:
- Have an operational requirement to enter a secure area
- Be under escort by an ASIC holder

- Produce valid Identification

4.3.2 Use of your VIC:
The VIC must be kept secure at all times (even when you are not using it).

A VIC **MUST NOT** be given to anyone else.

4.3.3 Display of VIC
All VIC holders **MUST** properly display VIC at all times in airside areas. This means:
- above waist height
- on the front side of the outer clothing
- with the front of the card clearly visible

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

4.3.4 Supervision of VIC holders
An ASIC holder must escort or accompany the VIC holder at all times when the VIC holder is in a secure area.

The ASIC holder watches the VIC holder at all times when the VIC holder is in the secure area.

The ASIC holder ensures the VIC holder stays within a particular part of the secure area.

The ASIC holder must be able to see if the VIC holder leaves the area.

4.3.5 Return of VIC
You must return your VIC to GCA Aviation Security Office or your escort at the completion of your visit, or to the approved issuing authority.

The VIC must be returned immediately and GCAPL advised if the VIC was issued for the purpose of obtaining an ASIC and the application for the ASIC was rejected.

**Note:** It is an offence under the ATSRs if you fail to return your VIC and penalties apply.

4.3.6 Lost/Stolen VIC
You **MUST** immediately notify GCA Aviation Security Office (PH: 07 5589 1255 business hours) or a GCA Aerodrome Reporting Officer (PH: 0407 755 722 all hours) if your VIC has been:
- Lost
- Stolen, or
- Destroyed

A Statutory Declaration must be filled in and faxed to the GCA Aviation Security Office on 07 5599 5101.

**Note:** It is an offence under the ATSRs if you fail to notify GCA that your VIC has been lost, stolen or destroyed.
5.0 ACCESS CONTROL CARDS and KEYS

A GCA Access Control Card or key will only be issued to you if you are the holder of a valid ASIC with either an OOL or AUS designator and you require frequent access to airside due to your employment or for other lawful reasons.

Access Control Cards are issued to persons at the discretion of GCA Management. GCA 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. Refer to – Refusal, Cancellation or Suspension of an ASIC or Access Control Card Section 3.4.3 page 16.

Access Control Cards are valid for a maximum period of two (2) years or for the validity period of the associated ASIC.

5.1 CONDITIONS OF ISSUE and USE

An Access Control Card or Key is issued to staff at GCA who require access to secure areas and have been issued with a valid ASIC, and have completed the Security Induction and Test.

Note: Access Control Cards or Keys will not be issued to VIC holders.

5.1.1 Use of Access Control Cards or keys

- You can only use your Access Control Card or Key to gain entry to a Secure Area for a lawful purpose.
- You must not give your Access Control Card or Key to anyone else to use. It is for your use only while on duty.
- You must keep your Access Control Card or Key secure at all times (even when you are not using it).

5.1.2 Return of Access Control Cards or Keys

You must immediately return your Access Control Card or Key to the GCA Aviation Security Office if:

- Your Access Control Card or Key is no longer needed to enter secure areas for a lawful purpose.
- GCA notifies you that your card has been cancelled.
- Your Access Control Card or key is altered, defaced or is not working.

5.1.3 Lost/Stolen Access Control Cards or Keys

You must immediately notify GCA Aviation Security Office (PH: 07 5589 1255 business hours) or a GCA Aerodrome Reporting Officer (PH: 0407 755 722 all hours) if your ASIC/Access Control Card or Keys have been lost, stolen or destroyed.
6.1 GOLD COAST AIRPORT SAFETY MANAGEMENT SYSTEM

As part of the Gold Coast Airport corporate strategy it is important that we maintain the highest safety and security standards in order to protect Gold Coast Airport passengers, staff, airline partners, contractors and all stakeholders.

The four pillars of the Gold Coast Airports Safety Management System:

- Safety Policy – clearly defined policies, procedures and organization structure.
- Safety Risk Management – formal system of hazard identification and risk assessment.
- Safety Assurance – continuous quality improvement of processes and products.
- Safety Promotion – continuous communication of safety.

What is your role?

- Carry out all duties in a safe manner
- Report any potential hazards or unsafe situations
- Report any incidents or accidents
- Participate in risk assessments as required
- Follow documented procedures
- Be aware of your surroundings
- Promote safety awareness in others
- Be aware of the evacuation plan

The Gold Coast Aviation Department has the primary responsibility for establishing an Aerodrome Safety Management System however, safety is the shared responsibility of all employees in the workplace.

6.2 GOLD COAST AIRPORT EMERGENCY PLAN (AEP)

The AEP is a documented plan to respond to aviation emergencies. It details the multi-agency coordinated response to support the resolution and recovery from a major aviation incident or emergency. Access to this on-line document will only be given to organisations that have a legitimate need. The document is available on application in writing by email to GCAs Aviation Dept. at aviationservices@gcal.com.au.

6.3 GOLD COAST AIRPORT TRANSPORT SECURITY PROGRAM (TSP)

The TSP is a document, approved by the Department of Infrastructure and Regional Development (OTS) that details how GCAPL will meet its obligations under the ATSA and ATSR. Access to this on-line document will only be given to approved Aviation Industry Participants (AIPs) that have a legitimate need. The document is available on application in writing by email to GCAs Aviation Dept. at aviationservices@gcal.com.au.

6.4 EVACUATION PLANS

Evacuation plans have been developed for the Gold Coast Airport Terminals, Management Offices and maintenance hangar.

If your place of work is outside of these buildings, it is a requirement that plans are implemented for your particular building or work area.

You must familiarise yourself with the evacuation plans for your particular work areas. If you have any queries regarding these plans please contact your immediate management.

Further information on the Gold Coast Airport Safety Management System (SMS) is available on application in writing by email to GCAs Aviation Dept. at aviationservices@gcal.com.au.
Part 7 – SECURITY ROLES – AIRPORT AGENCIES & OTHER AGENCIES

7.1 DEPARTMENT INFRASTRUCTURE & REGIONAL DEVELOPMENT - OTS

OTS works with industry to improve the 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 the ATSRs

7.2 AUSTRALIAN FEDERAL POLICE (AFP)

The AFPs role is to enforce Commonwealth criminal law and to protect Commonwealth and National interests from crime in Australia and overseas. The AFP also provides Counter Terrorist First Response (CTFR) at GCA.

The AFP is the primary policing presence at Gold Coast Airport and is the initial responder to all incidents.

The AFP should be called for any situation that requires a law enforcement presence or to provide information that may assist in keeping the airport environment safe and secure. Where appropriate the AFP will contact the Queensland Police Service (QPS).

Australian Federal Police responsibilities include:
- Investigation of all breaches of Commonwealth legislation;
- Immigration offences;
- Any offences occurring on international flights;
- Assistance to QPS where required;
- Response availability to any other incidents that occur at Gold Coast Airport.

Responsibilities of the uniformed security force at GCA are the provision of the Counter-Terrorist First Response functions, this includes:
- Deterring acts of terrorism
- Patrolling within the airport
- Providing an initial response capability for acts of terrorism and other acts of unlawful interference
- Responding to suspect items
- Administering the Airport Watch Program

Note: The AFP has a capability to conduct bomb appraisals and detect explosives at the airport.

The AFP should be notified of any suspected security breaches or incident on 131 AFP (131 237).

7.3 State Police Services

The relevant state Police Service is responsible for responding to any security incident and providing their normal community policing for their relevant jurisdiction.

7.4 CIVIL AVIATION SAFETY AUTHORITY (CASA)

The Civil Aviation Safety Authority (CASA) is responsible for ensuring airside safety including that the Airport Safety Management System and Emergency Plan (AEP) complies with the Civil Aviation Safety Regulations.

7.5 AUSTRALIAN BORDER FORCE (ABF)

ABF facilitates and monitors the movement of people and goods across the border in a manner that protects the community, intercepts prohibited and restricted items, identifies illegal movement of people, and maintains compliance with Australian Law.

ABF responsibilities include the management of the security and integrity of Australia’s borders, entry requirements for travelling to Australia and prevention of illegal entry into Australia.
7.6 DEPARTMENT OF AGRICULTURE

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

7.7 CONTRACTED SECURITY SERVICES

An external security provider is contracted for the domestic and international screening of passengers and baggage. They are also responsible for staff inspections, traffic control front of house and any other security function where GCAPL may require their services.

7.8 GOLD COAST AIRPORT (GCAPL)

GCA is responsible for the physical infrastructure of the airport.

GCA has the following responsibilities:
- Overall security of the airport and co-ordination of all security responses on site
- Screening Authority
- Issues and manages the TSP, ASIC program and associated documents
- Controls access arrangements to airside
- Ensures compliance with the TSP and ATSR in conjunction with airport tenants and agencies
- Alarm monitoring: Gold Coast Airport provides a 24/7 response to all alarms generated through GCAPL’s electronic access control systems.

7.9 AIRLINE OPERATORS

Virgin Australia, Jetstar, Tiger Airways, Qantas, JetGo, Hong Kong Airways, Air Asia X, Scoot and Air New Zealand have security responsibilities at Gold Coast Airport, which may include the:
- Control of their passengers during aircraft boarding and disembarkation;
- Security of their aircraft;
- Assistance to GCA with airport security matters.

7.10 CHARTER, GENERAL AVIATION & TENANTS

All Charter and General Aviation Operators are responsible for their passengers and aircraft. They are also responsible for controlling the access of their passengers and employees to secure areas and access points through their leased premises when conducting flight operations (including boarding and disembarkation).

Airport tenants and employers are responsible for the safety and security of their own employees, premises and goods at Gold Coast Airport.

7.11 SECURITY ASSISTANCE

Airline Operators, tenants and concessionaires requiring AFP assistance or to report an incident should telephone 131 AFP (131 237).

Also notify the GCA Security Contact Officer (SCO) on 0407 143 342 or an Aerodrome Reporting Officer on 0407 755 722.
Part 8 – SHOULD I REPORT IT?

The Australian Federal Police (AFP), as part of the Australian aviation community, works closely with state and territory police services, federal agencies and aviation stakeholders to combat the threat of terrorism and prevent criminal acts in the aviation sector.

Airport Watch is the AFP’s national community engagement initiative supported by the Office of Transport Security. Airport Watch engages the airport community to participate in and enhance reporting of suspicious activity in airports, airport precincts and across the aviation sector more broadly. You are the eyes and ears at your airport. With a focus on identifying suspicious activity and resolving matters with a real-time response, your role in Airport Watch is an important one.

As a member of the aviation industry, you are critical to the success of Airport Watch and together we can improve the security and crime prevention culture in our airports.

The Airport Watch call to action is See It, Hear it, Report It! If you see something unusual or notice any suspicious behavior or you hear a threatening or unusual conversation, contact the AFP by dialing 131 AFP (131 237)

If You See Something Say Something.

If you see an unattended bag, package, ASIC misuse, or are witnessing suspicious activity, don’t keep it to yourself

REPORT IT

In accordance with your usual procedures or direct to AFP on 131 AFP

ACTIONS

- In emergency situations call “000”
- If it is suspicious or criminal behaviour report it to the AFP on 131AFP (131 237)
- If it is a potential security breach call the GCAPL Manager Security & Emergency Planning (0407 143 342)

Include in any report:

- Date and time
- Place and location
- Description (e.g. Make and model of the car, something unique about the package)
- Outline the matter being reported.
## Part 9 – CONTACTS

For information or assistance contact:

### Gold Coast Airport

<table>
<thead>
<tr>
<th>Position</th>
<th>Telephone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Gold Coast Airport Aviation Security Department</td>
<td>(07)5589 1255</td>
</tr>
<tr>
<td>For ASICs, VICs and Access Cards</td>
<td></td>
</tr>
<tr>
<td>Manager Security &amp; Emergency Planning (Security Contact Officer)</td>
<td>(07)5589 1178 0407 143 342</td>
</tr>
<tr>
<td>Terminal Manager</td>
<td>(07)5589 1105 0418 985 711</td>
</tr>
<tr>
<td>Manager Risk &amp; Regulatory Compliance</td>
<td>(07)5589 1203</td>
</tr>
<tr>
<td>General Manager Operations &amp; Service Delivery</td>
<td>(07)5589 1192 0457 101 243</td>
</tr>
<tr>
<td>Manager Operations &amp; Standards (Deputy Security Contact Officer)</td>
<td>(07)5589 1264 0418 285 499</td>
</tr>
<tr>
<td>Airside Operations Supervisor</td>
<td>(07)5589 1228 0448 213 643</td>
</tr>
<tr>
<td>Aerodrome Reporting Officer (Gate 1)</td>
<td>(07)5589 1127 0407 755 722</td>
</tr>
<tr>
<td>Terminal Duty Managers</td>
<td>(07)5589 1201 0412 985 437</td>
</tr>
<tr>
<td>General Manager Commercial</td>
<td>(07)5589 1141 0412 711 474</td>
</tr>
<tr>
<td>General Manager Assets &amp; Services</td>
<td>(07)5589 1137 0407 379 747</td>
</tr>
<tr>
<td>Manager Assets &amp; Services</td>
<td>(07)5589 1121 0407 735 678</td>
</tr>
<tr>
<td>Electrical Systems Supervisor</td>
<td>(07)5589 1183 0414 428 287</td>
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</table>

### Australian Federal Police

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<thead>
<tr>
<th>Position</th>
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<tr>
<td>To report suspicious behaviour, request security assistance, report incidents</td>
<td>131AFP (131 237)</td>
</tr>
<tr>
<td>AIRPORT WATCH</td>
<td>131AFP (131 237)</td>
</tr>
<tr>
<td>Airport Office – non-urgent matters (Office Hours)</td>
<td>(07)5589 1500</td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th>Position</th>
<th>Telephone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>000</td>
</tr>
<tr>
<td>Coolangatta Police Station</td>
<td>(07)5589 8444</td>
</tr>
<tr>
<td>Aviation Rescue Fire Fighting (Local first response)</td>
<td>(07) 5590 2710</td>
</tr>
</tbody>
</table>