



BRISBANE AIRPORT CORPORATION

SECURITY AWARENESS GUIDE



REMEMBER: SECURITY IS EVERYONE'S RESPONSIBILITY – IF YOU SEE SOMETHING, REPORT IT

USEFUL CONTACTS

Emergency Services

Police / Ambulance / Fire	000
Australian Federal Police (AFP)	131AFP (131 237)
Aviation Rescue and Fire Fighting (ARFF)	07 3866 3613

Brisbane Airport Services

ID and Access	07 3406 3057
Staff Parking	07 3406 3197
Airside Operations Centre (AOC)	07 3406 3072
Duty Terminal Manager (DTM)	07 3406 3171
Active Surveillance Operator (ASO)	07 3068 6642

For airline contacts please visit <http://www.bne.com.au/corporate/bne-airlines-aviation>

This Security Awareness Guide has been prepared by Brisbane Airport Corporation (BAC) for the use of all people who work anywhere within the boundaries of Brisbane Airport, regardless of whether you are involved in aviation related activities.

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INTRODUCTION

Located at Brisbane Airport means you and your organisation are in a security partnership with all other organisations at Brisbane Airport, working alongside BAC to protect the airport environment.



This guide will assist you in that role, providing a handy reference on security at Brisbane Airport and the important role you play in its protection.

Security at Australian airports is governed by the *Aviation Transport Security Act 2004* (ATSA) and *Aviation Transport Security Regulations 2005* (ATSR), both of which are intended to strengthen Australia's aviation transport security systems.

In accordance with these legal requirements and in the interests of all people who work and/or use Brisbane Airport, BAC invests heavily in security. As a result there are a number of security measures in place to protect aviation operations. Nevertheless, the airport's first vital defence against unlawful acts of interference with aviation is **YOU**.

Please read this important guide and become acquainted with the procedures at Brisbane Airport. This will ensure **YOU** are prepared for a security incident and ready to play an active role in detecting and reporting potential problems before they occur.

If you have any queries regarding the content of this guide, please email security.emergency@bne.com.au

This guide is available online at <http://www.bne.com.au/corporate/about-us/working-brisbane-airport/security-and-emergency-services>

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WORKING AT BRISBANE AIRPORT

As an airport worker at Brisbane Airport you need to:

- » understand the real threat from terrorism, criminality and threats from within. Trusted insiders are a recognised threat to the aviation industry.
- » understand your security obligations and your organisation's first response and emergency procedures.
- » understand your identity and access obligations:
 - always wear your Aviation Security Identification Card (ASIC).
 - ensure Visitor Identification Card (VIC) holders are escorted at all times.
 - do not allow tailgating (people or vehicles).
- » prevent tailgating; every person or group must use their access permissions to enter a security zone; including people or vehicles.
- » prevent unauthorised access to security zones by ensuring doors are physically secured behind you.
- » challenge people without an ASIC or VIC.
- » report threats, suspicious activity, including people behaving unusually as well as unattended items and vehicles.
- » do not move unattended items; report them to the Duty Terminal Manager (DTM) or in accordance with your company policy.
- » report damage to airport infrastructure (doors, fences, gates) to the DTM – damaged infrastructure allows unauthorised access.
- » screen and clear all goods and stock taken into the Sterile Area (Landside Security Zone – LSZ).
- » register and secure your 'tools of trade', including sharps, when in the Sterile Area.
 - ensure all sharps in the Sterile Area are securely attached to fixed objects and/or not able to be accessed by unauthorised persons at all times.
 - do not destroy, throw away, or remove any sharps that have been registered into the Sterile Area as 'tools of trade' without showing them to the screening staff and having them removed from the register.

AIRPORT SECURITY ZONES

At Brisbane Airport there are two types of security zones – **Landside** and **Airside**.

A **Landside** Security Zone (LSZ) prescribes an area of the International and Domestic Terminals commonly known as 'Sterile Area' and can also include other landside areas such as the Air Traffic Control premises and Landside Inspection Areas.

At the International Terminal, Sterile Area access is restricted to passengers and staff with an operational need, and commences after the screening process has been completed.

At the Domestic Terminal, the Sterile Area is open to passengers and the public (meeters and greeters) and commences after the screening process has been completed. It is split between Qantas Airways, Virgin Australia and BAC as all are Screening Authorities in their own right.

The Sterile Area controlled by BAC is the area classified as 'Common User' and is situated in the centre of the terminal between and including Gates 25 and 38.

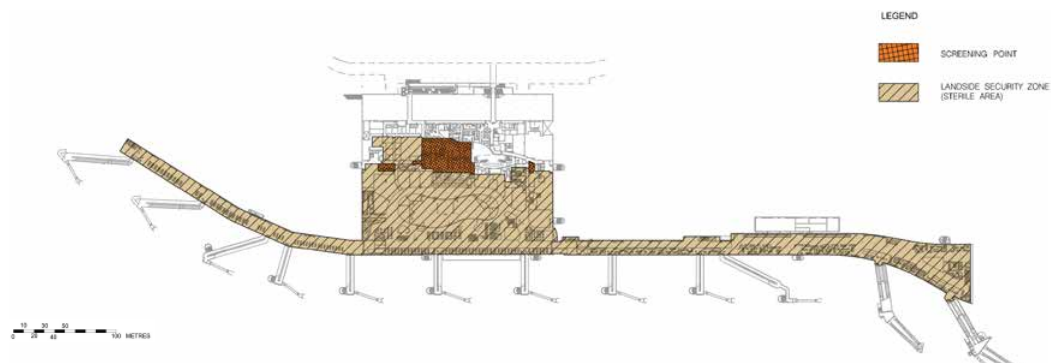
Airside encompasses the whole of the airport within the airside boundary fence line of Brisbane Airport and includes the Security Restricted Area (SRA).

Anyone working and not displaying an ASIC or VIC within the security zones should be challenged. Any persons challenged in any security zone of the airport should show their valid ASIC or VIC and photo ID on request. If a person is not in possession of a valid ASIC or VIC, they must be escorted from the security zone and the details reported to the Australian Federal Police (AFP).

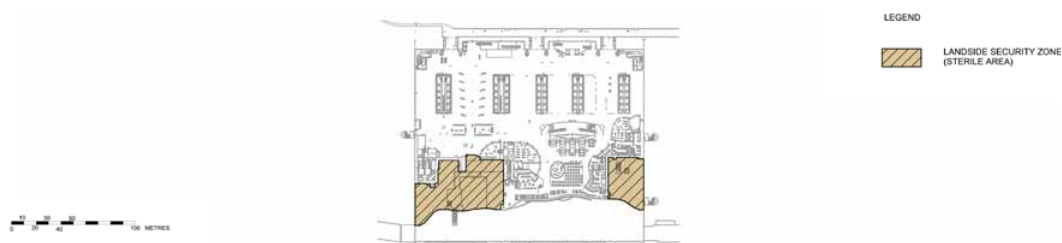
An overview of the Screening Point(s) and Sterile Area for both the International and Domestic Terminals are detailed on the following pages.



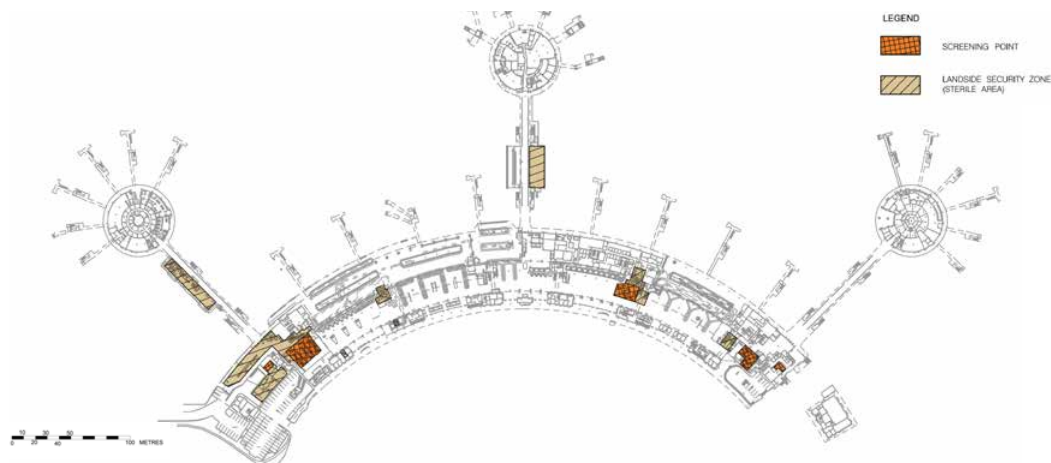
Brisbane Airport International Terminal Level 3 – Screening Point and Landside Security Zones



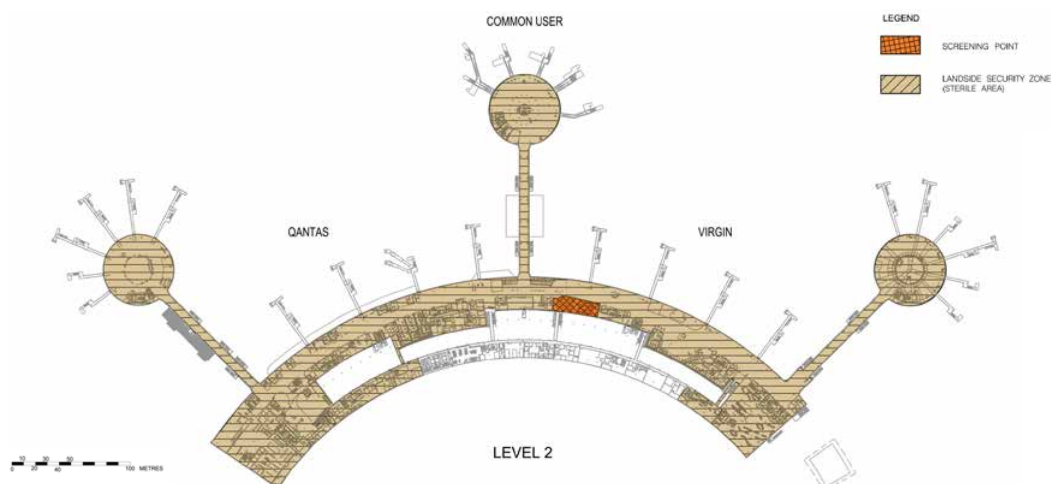
Brisbane Airport International Terminal Level 4 – Landside Security Zones



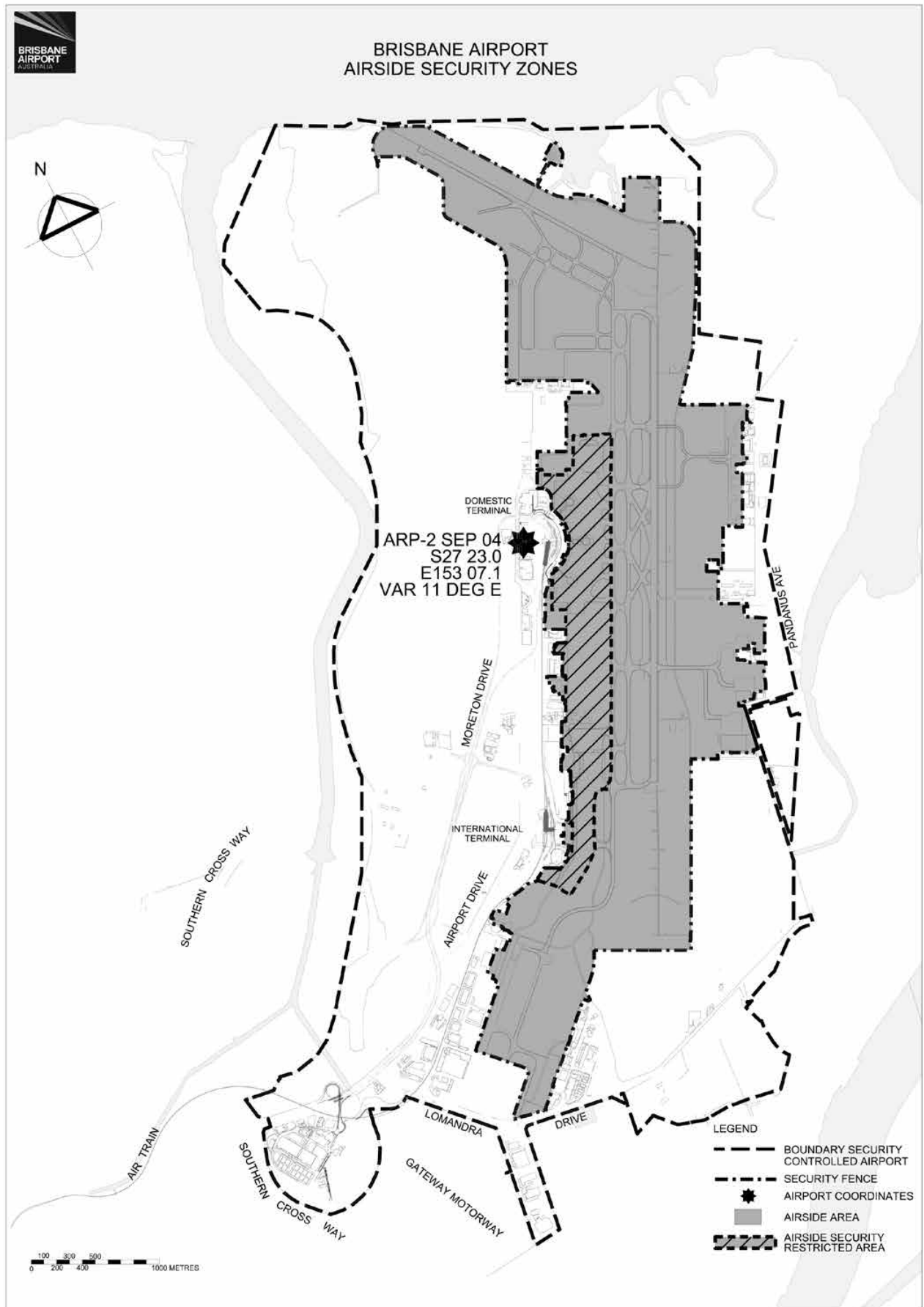
Brisbane Airport Domestic Terminal Level 1 – Screening Points and Landside Security Zones



Brisbane Airport Domestic Terminal Level 2 – Screening Point and Landside Security Zone



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SECURE AREAS AT BRISBANE AIRPORT

In addition to the landside and airside security zones outlined in this guide, the following are restricted areas within Brisbane Airport. You should only enter these areas in the course of your duties.

Customs Controlled Area

Controlled by the Australian Border Force (ABF), these areas are found at the International Terminal only and encompass Level 2 Arrivals hall, Level 3 Departures area (including all parts of the sterile area), all concourses, all aerobridges and airline lounges. All secure zones and security restricted areas are clearly sign posted at entry points. Individuals must ensure they have the appropriate authority to enter these zones and undergo any necessary inspections or screening requirements before entering.

Enhanced Airside Inspection (EAI)

Under the EAI regime that has been introduced by Government, access airside is restricted to those persons, their belongings, vehicles and contents of vehicles that have undergone an inspection process.

In order for this access to be controlled, entry airside has been limited to the following points:

- » **Airside / Landside Boundary** – Airside Inspection Point (AIP), Gahnia Street: operational 24 hours / 7 days
- » **Domestic Terminal** – Gate A3, Level 1: operational 24 hours / 7 days
- » **International Terminal** – Baggage Make-up Area (BMA), Level 1: operational 24 hours / 7 days

Access through any other door or gate is only by prior arrangement and approval. Please contact your BAC representative, project manager or the BAC DTM (07 3406 3171) at least 48 hours prior to the access being required.

BAC may use various forms of technology to assist in these inspections under its legal ability to make this a condition of entry airside.

Security Restricted Area (SRA)

At Brisbane Airport the Security Restricted Area (SRA) encompasses both the International and Domestic Regular Passenger Transport (RPT) Aprons and the space in between them.

All persons entering the SRA of Brisbane Airport are required to undergo an inspection of themselves, their possessions and their vehicle for weapons (including explosives) before they will be allowed to proceed into the SRA.

This inspection will be a visual and/or screening and clearing process and may include, but is not limited to, the inside of bags, packages, passenger carrying areas of a vehicle, car boots, rear canopies of vehicles including trucks and any other containers on request of the inspecting officers.

Inspections may also be requested of persons and their possessions at any time while they are inside the SRA. While refusal of an inspection request is allowed, it may result in your being refused access, or asked to leave the area.



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ID AND ACCESS

BAC has an electronic proximity card access control security system installed in terminal buildings and airport surrounds to protect secure areas. Access through secure doors and gates is provided on individual valid ASICs or specific access cards. This access is only granted following application to BAC's ID and Access Services and after validation from your employer.

The purpose of a valid ASIC is to identify you and show that the appropriate background checks required under the ATSA and ATSR have been completed. BAC also encodes these cards to allow entry into secure areas of the airport while in the course of your employment. Conditions of use and specific requirements of issue apply to every card.

This section outlines the identification and access cards in use at Brisbane Airport. Up to 200 penalty units apply for inappropriate use of Identification and Access Cards.

Aviation Security Identification Card (ASIC)

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 Brisbane Airport there are two types of ASIC:

- » Grey ASIC – permits entry to the landside security zone and Sterile Areas; and a
- » Red ASIC – permits entry to all security zones



Prior to being granted a valid ASIC, applicants are required to undergo background checks involving Federal and State Police and the Department of Immigration and Border Protection. Charges apply to the issue of a valid ASIC, please contact BAC's ID and Access Services for current pricing.

A number of strict conditions apply to the holders of BAC issued ASIC cards, including, but not limited to:

- » using it to access secure areas for legitimate purposes in the course of their employment only.
- » the ASIC is issued for the use of the individual when on duty only and **must not** be given to others.
- » you **must** keep your ASIC secure at all times.

- » the ASIC **must** be displayed correctly - above the waist and clearly visible.
- » you **must** immediately return your BAC issued ASIC to BAC's ID and Access Services if it has expired, been damaged, altered or defaced in any way, or if it is no longer required.
- » **all lost, stolen, mislaid or destroyed ASICs must be reported immediately to BAC ID and Access Services during business hours (07 3406 3057) or the BAC Duty Terminal Manager outside business hours (07 3406 3171), Brisbane Airport. Up to 10 penalty units can apply. A statutory declaration must be supplied to BAC within seven days of the loss that details the circumstances surrounding the loss.**

It is BAC's requirement that all persons regularly working at the airport in the terminals, dealing with or coming into contact with passengers and/or public undergo a background check and be issued with an ASIC.

All staff needing to go into the Sterile Area at the International Terminal are required to undergo a background check and be issued with an ASIC or arrange to be issued with a Visitor Identification Card (VIC). All VIC holders must be escorted at all times by an ASIC holder while in the secure area.

At the Domestic Terminal, it is BAC's preference that all staff working in shops or tenancies, within the Sterile Area, undergo a background check and be issued with a grey ASIC. While the ATSR are not as specific for the Domestic Terminal, they do stipulate that if any person working in the Sterile Area is required to access any part of the area that is generally not available to the public e.g. store rooms or behind counters, they must be issued with a red ASIC or a VIC and be escorted.

Visitor Identification Card (VIC)

All visitors without an ASIC wishing to enter a security zone must obtain a valid Visitor Identification Card (VIC).

VICs allow for visitors, staff or persons without an ASIC to access any security zone provided that they are escorted/supervised at all times by a valid ASIC holder. The regulations are very explicit in the requirements for escorting/supervision and these are:

- » the ASIC holder escorts or watches the VIC holder at all times while in a secure area; or
- » the ASIC holder ensures that the VIC holder stays within a particular area; and
- » the ASIC holder can see if the VIC holder leaves the area.



A VIC can be obtained from any of the following locations:

- » BAC Reception located on Level 3 of the International Terminal
- » BAC Airport Operations Centre, Baeckea Street
- » BAC offices located on Level 2 of the Domestic Terminal
- » Airside Inspection Point, Gahnia Street



BAC's escorting ratio of ASIC holders to VIC holders, where tools are involved, in the Sterile Area is a 1:5 ratio or part thereof.

Any request for relaxation of this policy will have to be forwarded in writing to id.access@bne.com.au. This request should include the reason for the relaxation and the procedure that will be put in place to ensure that all VIC holders are escorted at all times within the secure area or zone.

Please be aware that VIC holders cannot be left unattended in a security zone at **any time**.

VICs can be issued for up to 7 days at a time with a maximum of 28 days in any 12 month rolling period for any one applicant. Any request for a single VIC to be issued for over 7 days and up to the 28 day maximum will need to be in writing to id.access@bne.com.au detailing the reason for the extension. The limit of 28 days in a 12 month period cannot be extended unless emergent circumstances apply or the applicant has submitted an ASIC application to an authorised ASIC Issuing Body and the application has been accepted. ASIC applications submitted to an Issuing Body other than BAC will need written certification of receipt from that Issuing Body.

Photo ID must be presented before a VIC is issued and this ID must be produced on request from any ASIC holder while the visitor is in any secure area of Brisbane Airport. It is also a requirement that, where possible, the same photo ID is produced for any further VIC requirements in the future.

VICs are an accountable item under the ATSR and must be returned. If not returned (or lost or destroyed) a Statutory Declaration, signed by a Justice of the Peace (JP), must be produced detailing the circumstances surrounding the non-return before any further VICs will be issued.

As the escort also has a responsibility to ensure that the pass is returned, any failure to return a pass will also be followed up with them and further actions may apply if any such request is ignored.

For further information on VIC requirements, please email id.access@bne.com.au

Display of Identification

You should wear your valid ASIC / VIC wherever you are working on-airport, whether in a secure area or not.

- » Always wear your valid ASIC in secure areas, ensuring it is displayed:
 - above the waist; and
 - located at the front or side of the body.
- » Never lend your valid ASIC to any person.
- » Never use your valid ASIC to enter secure areas when you are NOT on duty.
- » Always advise the BAC DTM immediately if the card is lost or mislaid.

All staff working at Brisbane Airport have an obligation to challenge any person they know should be wearing an ASIC in a secure area who is not doing so and that person has to produce the ASIC or leave the area. Any person refusing to do so must be reported to the AFP on 131AFP (131 237).

Access Cards

All doors leading into security zones in the terminals are controlled by a proximity card reader access control system. BAC automatically places the relevant access on ASIC cards in accordance with the employment classification as approved by their employer in the ASIC application.

Any additional access requirements will need to be accompanied by a written request from their employer. This request must state the reader number(s) or location(s) of the reader and give the reason for the access.

Staff are reminded that if they open an access controlled door, they are responsible for:

- » ensuring that no unauthorised person accesses through the door before it closes behind them (tailgating).
- » physically ensuring that the door is securely closed before leaving the area.

Penalties will apply for any staff member who fails to ensure that a door is securely closed behind them. The penalty will be commensurate with the gravity of any breach that occurs due to the door not being secured and may result in, as a minimum, 1 months removal of access privileges.

Staff should also be aware that it is a BAC requirement that, if they enter through a security controlled door that has been opened by another person, they are to badge the proximity reader as if they had opened the door.

Any breach of the Sterile Area, attributed to an employee by failing to adhere to access control requirements, may result in the employee being fined for an offence under the ATSA and/or ATSR and/or being held responsible for direct/indirect costs associated with the breach.

Requests for information regarding access control and usage of ASIC or access cards should be emailed to id.access@bne.com.au with a valid reason.

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ID and Access Services contact details are as follows:

The Circuit, Skygate, Brisbane Airport QLD 4007
Phone 07 3406 3057

For general enquiries please email id.access@bne.com.au

For access requests please email access@bne.com.au

Keys

Security sensitive doors around Brisbane Airport are locked using either an electronic or manual keying system. Keys will only be issued under the following conditions:

- » The person requesting the key has undergone the necessary BAC induction(s) to enter the area.
- » The person requesting the key has met the requirements (insurance, electrical qualifications etc.) necessary to obtain and is in possession of a valid BAC Contractors Induction card.
- » The person is responsible for returning the key when no longer required.
- » A replacement charge will apply for any key lost or not returned.
- » Failure to return a key may result in the company/employer of the person who was issued the key being banned from being issued any future keys until the key is returned or a replacement key charge as above has been received.

Keys are issued by BAC at the following locations:

- » **International Terminal Keys** – BAC Reception, Level 3 of the International Terminal
- » **Domestic Terminal Keys** – BAC Office, Level 2 of the Domestic Terminal

For further information regarding the issuing of keys please contact the BAC International Terminal Reception on 07 3406 3349 or email itb.reception@bne.com.au

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 the airside through gates in the airside fence is strictly controlled due to the SRA provisions by government.

There are currently seven electronic gates that allow vehicle access to the airside and, of these, only three are operational with the remainder locked down. As the SRA requires that all persons, vehicles, possessions and carrying compartments have to be inspected before accessing the airside, the operational gates are manned by security guards with appropriate training.

Direct access to the SRA through any building that forms part of the landside/airside barrier is the responsibility of the Aviation Industry Participant that leases/owns/operates the building. This responsibility includes ensuring that all SRA requirements are carried out in accordance with legislation.

Access through terminals to the airside is also controlled and guards are located as follows:

Domestic Terminal Gate A3, Level 1: operational 24 hours / 7 days

International Terminal Baggage Make-up Area (BMA), Level 1: operational 24 hours / 7 days

For access through the Qantas or Virgin Australia areas of the Domestic Terminal, please contact the respective airline.

For access through any other electronic gate, prior arrangements must be made with BAC and SRA provisions completed by the entity requiring the access.

In general, this will not be allowed unless a contracted security guard or Airside Operations Officer is present. Please contact the BAC DTM on 07 3406 3171 for further details.



GENERAL SECURITY

If you find an unattended or suspicious item you are to apply the **HOT-UP** principle:

Is the item / substance **H**idden?
Is the item / substance **O**bviously suspicious?
Is the item / substance **T**ypical of what is in the area?
Is the item / substance **U**nusual?
Has there been general **P**ublic access to the area?

Unattended Items

All staff and tenants working at Brisbane Airport have an obligation to maintain their vigilance and awareness of unattended and suspicious items. Airports are busy places and often items are left unattended, sometimes quite innocently.

In the airport environment unattended items can include but are not limited to:

- » baggage left unattended
- » electrical items, including those left on charge without an owner present
- » discarded bags and boxes
- » items that may appear suspicious and not typical of the area.

If you assess the item as suspicious, then it is deemed **HOT**, and the following steps must be followed:

- » Do not move or touch the item.
- » Contact the BAC DTM on 07 3406 3171, or AFP on (131AFP or 131 237) and provide the following information:
 - description of the item(s)
 - location of the item(s)
 - how long it has been there
 - any defining markers e.g. bag tag (flight number) or name
 - your name and contact details
- » If the owner returns, ask them to stay with you until the AFP arrive.
- » Follow the directions from the BAC DTM or AFP and remember to remain with the item. On attendance, the AFP will make an initial assessment of the item and a determination of any further action to be taken.

If it is **not** deemed **HOT**, dispose of the item in accordance with your organisation's usual procedures.

Unidentified Powder

There is no reason to expect that all unidentified powder is harmful. In the workplace please advise your immediate superior, in the public areas of the terminals please advise the BAC DTM or, at the Domestic Terminal the appropriate airline.

Suspicious Behaviour

If you see anyone acting suspiciously around airport precincts or come across an abnormal/unfamiliar odour you **must** report it to the BAC DTM. It is exactly this type of information that helps BAC and enforcement agencies to protect Brisbane Airport.

Suspicious activities may include, but is not limited to:

- » a person(s) taking notes about potential security vulnerabilities
- » a person(s) taking photographs of places that have no credible photographic interest
- » a person(s) in an area with no apparent legitimate reason for being there
- » a person(s) collecting information from promotional literature or enquiring about security in depth
- » a person driving erratically and without any real purpose or doing repeated circuits of an area
- » a person(s) seemingly testing security
- » a vehicle parked in an area with no legitimate reason.

If you observe any of these activities, do not hesitate. Note as many details as possible and **REPORT IT**.

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 AFP on 131AFP (131 237). Do not put yourself and others in danger.

Telephone Bomb Threats

In the first instance, follow your own organisation's procedure. If the threat relates to another organisation, notify the threatened organisation followed by the AFP on 131AFP (131 237) and BAC's DTM on 07 3406 3171. Ensure that all reception personnel have the BAC Bomb Threat Checklist available. Do not hang up and write down every detail of the threat and report as soon as possible.

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Parking Near Fences and Gates

There are prescribed security fence clearance zones at Brisbane Airport. These clearance areas are two metres Airside of the security fence and three metres Landside of the security fence. Do not leave vehicles, equipment or any item that can be used to assist in climbing the fence within these clearance zones at any time.

All clearance infringements should be reported to the BAC DTM on 07 3406 3171.

Unattended Vehicles

Parking of vehicles at Brisbane Airport is controlled by BAC's Parking and Transport Services. All terminal face roads are clearly sign posted indicating what types of vehicles are allowed in specific zones and the times that they may remain there. These regulations are strictly enforced.

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 two minutes and the driver must remain with the vehicle at all times.

Unattended vehicles on the terminal face roads and any other suspicious vehicles on airport must be reported to the BAC DTM on 07 3406 3171.

Abandoned Vehicles

Any vehicles found to be abandoned in the Brisbane Airport precinct are to be reported to the BAC DTM who arranges disposal through BAC's Parking and Transport Services.

CCTV

Brisbane Airport has a comprehensive CCTV system in use across the airport. Should you require access to footage following an incident, footage is only available for a maximum of 30 days. Outside of this time **no** footage is available. To request access to view or retrieve footage, a Request For Information (RFI) form must be completed.

To obtain a copy of the RFI form, please email cctv.requests@bne.com.au

Note: Requests for the viewing of any footage should come through employer management. Any direct requests from staff for personal reasons will not be granted unless exceptional circumstances exist.

Staff complaining about damage to vehicles in staff car parks should be aware that the cameras covering those areas are there for general surveillance only and are not able to be used to identify number plates or persons. Additionally, the likelihood of there being footage of any particular vehicle at any time is minimal as the cameras are not fixed could be pointed anywhere.

It is your responsibility to report and challenge any possible breaches of security or suspicious behaviour.

Using Doors and Gates

- » Never leave security doors or gates open.
- » Never allow people to follow you through a security controlled door (tailgating). Everyone must use his or her own access card to gain or validate their entry.
- » Always challenge any person who attempts to tailgate.
- » Always report anyone engaging in tailgating.
- » Always physically check to ensure doors and gates are closed securely behind you. If you open a door, you are responsible for closing it.
- » Always close any doors that may have been wedged open and report the finding immediately to the BAC DTM.

SECURITY – make it *your* business

What can you do?

- » Have you seen anyone recording or taking photos in or around sensitive areas of the airport?
- » Have you seen an unattended vehicle, bag, package or item?
- » Have you seen anyone acting strangely or in an unusual manner?
- » Have you heard anyone asking questions to gain information about the airport?
- » Have you seen anyone attempting to gain unauthorised access?

→ Report it!



SECURITY SCREENING

All persons, including BAC, tenants and airline staff and their possessions, including tools of trade, stock and other goods, entering the Sterile Area of the Domestic and International Terminals are required to undergo a screening and clearance process before entering the area.

Screening Points at the International Terminal are fitted with Body Scanners and staff may be requested to undergo clearance by way of this technology and, under legislation, any refusal for other than valid medical reasons will result in them not being allowed to proceed past the screening point for 24 hours.

No staff are exempt from any screening requirements, including frisk searches, Explosive Trace Detection (ETD) and Liquids, Aerosols and Gels (LAGs) requirements. People who refuse to be screened, and unscreened goods, will not be permitted into any Sterile Area.

Items not permitted in Sterile Areas include but are not limited to:

- » dangerous goods
- » prohibited items
- » weapons, including explosives
- » sharp or stabbing implements.

For more information on items not permitted in Sterile Areas please visit: www.travelsecure.infrastructure.gov.au/domestic/prohibited_list.aspx

Retail Goods Deliveries

International

Delivery to the loading docks at the International Terminal is allowed between 0400hrs and 1800hrs 7 days a week. Restrictions are in place for vehicles parking in the tunnel area. Direct all enquiries regarding these restrictions and any other matters relating to the tunnel area, including the loading docks, to the Dockmaster on 07 3406 5751.

Times for the screening of goods and stock into the Level 3 Sterile Area at the International Terminal vary.

Please contact the BAC DTM on 07 3406 3171 for the current times that the Goods Screening Point is open.

Domestic

Both Qantas and Virgin Australia have loading docks for deliveries to the Domestic Terminal and enquiries regarding the hours of operation of these docks should be directed to them on 07 3867 3397 for Qantas and 07 3114 7032 for Virgin Australia.

There are no set hours for delivery of goods or stock to the Common User section of the Domestic Terminal. All deliveries for this part of the terminal will have to be made via the road system and parking restrictions apply at all times, including that the driver **must** stay with the vehicle. Please contact the BAC Domestic Terminal Manager on 07 3406 3374 for specific delivery requirements to the Common User area.

Screening of goods and stock into the Common User area is through the screening point on Level 2 during the hours of operation (0400hrs – 2100hrs); however passenger screening will always take priority. For large quantities of goods prior consultation with the Screening Point Supervisor (0407 132 715) is recommended. For further information or to make specific delivery arrangements, please call the BAC DTM on 07 3406 3171.

Liquids, Aerosols, Gels (LAGs)

The Australian Government, under the ATSA and ATSR, has introduced restrictions relating to LAGs for international flights.

A LAG product is identified as a liquid, gel, cream, paste or aerosol and includes, but is not limited to, toothpaste, lipstick, honey, jam and many other products.

You may not take any LAG product through an international screening point unless:

- » it is in a container that has a capacity of 100ml or less; and
- » the container is inside a resealable one litre capacity plastic bag and the bag is able to be sealed.

Only one LAG bag per person is allowed and the bags are available at no cost on Level 3 (prior to entering security screening) of the International Terminal. Exemptions are available for medicines, baby products etc. but only for the amounts necessary for use during the flight.

Staff need to be aware at the point of sale that:

- » If the passenger is transiting through any other port in Australia, any LAGs purchased in Brisbane may not be allowed through at the transit port e.g. Sydney, Melbourne.
- » If the passenger is transiting through an overseas port, there may be a requirement to have their purchases over 100ml packed in a Security Tamper Evident Bag (STEB) or it may need to be surrendered at that transit port.

Staff should also be aware that they will not be allowed to bring any personal LAGs (water, coffee, soft drinks etc.) past the screening point into the Sterile Area.

For more information on regulations relating to LAGs, please visit: <http://www.travelsecure.infrastructure.gov.au/international/lags/index.aspx>

REMEMBER: SECURITY IS EVERYONE'S RESPONSIBILITY – IF YOU SEE SOMETHING, REPORT IT

Prohibited Items in Retail Tenancies and Airlines Lounges – Sterile Area

The Regulations provide for tenancies/lounges in Sterile Areas to be able to have prohibited items in their premises as 'Tools of Trade'. These items can only be for the use of the staff in these leased areas and the following are the restrictions that BAC has imposed to ensure that the Regulations are complied with:

- » All sharps (knives, scissors, box cutters etc.) that are kept behind counters or in any area that would make them accessible to customers, passengers or unauthorised persons must be securely attached to an immovable object. The attachment must be of sufficient strength that it cannot be broken or snapped by a quick pull. BAC's preference is that this is done by screws and chain or wire.
- » All sharps necessary to allow the tenant to carry out their business (e.g. food preparation areas) that cannot be reached by customers or passengers must be kept in an area that is inaccessible to passengers or customers at all times. Entry to these areas must be kept locked at all times and the items securely locked away within the area when not in use.
- » Tools that are required to be kept in tenancies/lounges for day to day use must also be kept in an area that is inaccessible to passengers or customers at all times. Tools should not be left lying around and should be securely locked away at all times when not in use.
- » All tools and sharps that are taken out of the Sterile Area must be shown to the screening contractor on exit and be removed from the appropriate register.

Tools and Sharps Register

All prohibited items taken into the Sterile Area must be individually entered into a register that is kept at the main screening points.

There are two registers available, one for short term entry and one for permanent entry. Please ensure that security staff at the screening point are aware of your requirements so the appropriate register is used. All tools and sharps exiting the Sterile Area must also be shown to screening point staff and removed from the appropriate register. Any tool or sharp that is damaged, unusable or no longer required is not to be thrown away or taken out of the Sterile Area until it has been removed from the appropriate register at the screening points.

Tenancies who bring tools and sharps into the Sterile Area are responsible for the ongoing management of these items. Additionally tenancies must ensure that tools and/or sharps are not moved between their tenancy and any other tenancy in the terminal without updating the register at the screening point. At the Domestic Terminal, this rule also applies to tools and/or sharps being moved into the Common User area from either the Qantas or Virgin Australia Sterile Areas. Failure to comply may result in tenancy management being held responsible for the evacuation and search of the entire Sterile Area and the subsequent costs of the disruption to airlines.

Concessionaires and retailers should conduct regular reconciliation audits on all tools and sharps contained within their tenancy.

Tenancy Audits

Tenants will be audited on a regular basis against the permanent tools and sharps register. Failure of an audit can have severe ramifications and could result in:

- » all sharps being removed from the tenancy/lounge for a specific length of time
- » all tools being removed from the tenancy/lounge
- » the tenant being required to produce a letter to BAC outlining what they will do to ensure compliance with the Regulations in the future
- » the audit process being reviewed and the tenant undergoing a more frequent auditing process which may include random audits
- » the tenant being responsible for the entire Sterile Area having to be emptied of all persons, searched, re-established and all persons re-screened back in. This responsibility may include reimbursement of all costs involved, including ongoing airline costs
- » any or all of the above depending on the ramifications of the failure.

Cargo

Security provisions for cargo facilities and operators on-airport are regulated under the ATSA and ATSR.

Provisions range from the Regulated Air Cargo Agents (RACA) scheme to the use of equipment such as x-ray and explosive detection.

All cargo must be inspected prior to moving airside. If cargo operators have direct access to airside areas, all persons, vehicles and goods must be inspected before allowing entry. RACA are also required to have their own Office of Transport Security (OTS) approved Transport Security Program (TSP).

Firearms

Firearms are not permitted in Sterile Areas or in the cabin of an aircraft on domestic or international flights. People wishing to transport a firearm must contact the relevant airline ahead of travel and follow all procedures prescribed by the airline and, for international flights, Australian Border Force (ABF) requirements regarding the exportation of these items.



WORKING IN A CUSTOMS CONTROLLED / STERILE AREA

Below are some key points to remember when entering or working in a Customs Controlled Area:

- » Your ASIC must be valid and clearly displayed at all times.
- » Only use the authorised access points to move between areas.
- » You are only permitted in the Customs Controlled Area if you are rostered on for work and you are conducting duties that require you to be in that location.
- » Do not wear your ASIC at the airport if you are off duty or travelling.
- » Do not swipe anyone through a door unless you have permission to do so.
- » Make sure you always swipe all doors you access. Do not tailgate colleagues or people from other companies, even if they hold the door open for you out of courtesy.
- » If you do not have access to a door or a gate don't enter it unless you have authority to do so.
- » Your ASIC may be checked and your person and belongings may be searched at any time by a Customs Officer within a Customs designated area. This includes restricted areas and the greater airport.
- » Visiting work colleagues, families or friends are not permitted within Customs Controlled Areas. This includes greeting and farewelling family or friends whether on duty or not. Any incidental conversation with persons you know should be kept to the bare minimum.
- » If as part of your role you are required to escort a friend, family member or colleague through the Customs Controlled Area you should refer the circumstance to your supervisor. Where at all possible this task should be undertaken by another staff member.
- » Under no circumstances should you allow a passenger through any staff or ASIC activated door. If a passenger appears lost or asks for assistance to exit please refer to a Customs Officer.
- » It is an offence to enter Customs Controlled Areas if you do not have permission or a valid work related reason to be there, or engage in activities which are not directly related to your work.

Penalties apply for Customs Controlled Area offences and can include one or more of the following:

- » Prosecution (maximum penalty: 50 penalty units)
- » Issue an "exclusion notice" (which covers the Level 3 departure lounge and entire arrivals area on Level 2)

Goods Under Customs Control

- » All goods unloaded or brought from an international aircraft, and all goods delivered for export on an international aircraft are under Customs control (this includes passengers baggage, mishandled baggage and/or, aircraft and catering stores).
- » Do not open any mishandled baggage or baggage that a passenger has left behind until it has been screened by Customs. If you need to open the bag to identify the owner, make sure the bag is opened by a Customs Officer or in the presence of one.
- » Penalties apply for unlawful movement of goods subject to Customs Control, including prosecution (maximum penalty: 60 penalty units).

Contractor Obligations

Any tenant who wishes to have a contractor work in the Sterile Area must ensure that the contractor is aware of their requirements under the Act and Regulations;

- » Contractors are required to have a list of all tools in their possession with them when they arrive at the screening point.
- » As this list will be checked against the contents of tool boxes, it is recommended that contractors arrive with only those tools that are necessarily needed to complete the tasks they are contracted to do.
- » Contractors carrying tools must have a security guard present in Sterile Areas or be a BAC Security Approved Contractor.
- » Contractors are to comply with all requirements for ASICs and VICs when entering and working in Sterile Areas at the airport.
- » Tenants are responsible for ensuring that all VIC holders working in their tenancies are escorted by ASIC holders at all times.
- » Contractors who have registered tools into the area are responsible for ensuring that the tools are logged out of the area on departure. All tools taken out are to be checked against the entry list and any discrepancies investigated and reported to BAC. Discrepancies may result in an evacuation and re-establishment of the Sterile Area. If this occurs, the consequent recovery of all costs involved, including airline delay costs, will be sought from the contractor responsible.
- » Contractors can leave tools in the area but they must be securely locked away in tool boxes and the tool boxes must be locked in an area that is inaccessible to the public, passengers or other persons.

If you have any queries regarding the requirements for working in a Sterile Area please email security.emergency@bne.com.au

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Security Approved Contractors

Contractors working in the Sterile Area and wishing to take 'Tools of Trade' into the areas will be classified as either 'Security Approved Contractors' or 'Non-approved Contractors'. BAC reserves the right to classify all contractors and/or their staff members and this classification can only be authorised by BAC Security management on application and with the endorsement of other BAC management.

'Security Approved Contractors' with 'Tools of Trade' will be allowed to enter and work in the Sterile Area at Brisbane Airport without a security escort, however 'Security Approved Contractors' need to be aware that any breach of these provisions by an employee may result in removal of this status for all employees.

Before applying to be a Security Approved Contractor at Brisbane Airport, Contractors are required to have completed the mandatory on-line inductions and been issued with a BAC Contractor Induction Card.

For more information on obtaining a BAC Contractor Induction Card please email BACOHS@bne.com.au

For more information on becoming a Security Approved Contractor please email security.emergency@bne.com.au

Tools of Trade

Some items are allowed under the ATSR in Sterile Areas as 'Tools of Trade' when required by workmen to carry out a specific maintenance operation or installation function that requires the use of that tool or item, or if the item is necessary for the operation of the tenancy. These items must not be accessible to the public and must be under the physical control of the person carrying and using the item at all times. All such items must be registered into the Sterile Area at the entry screening point and removed from the register on exit. Audits of all such tools of trade are regularly carried out.

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.

Purchasing from Concessionaires

Staff working at Brisbane Airport should be aware of the following when selling / purchasing from concessionaires at the International Terminal;

Level 2

Goods purchased in the Customs Controlled Area cannot be sold to staff under duty free conditions and then removed out of the Customs Controlled Area unless the purchaser is a passenger travelling inbound from an overseas port.

Level 3

Goods purchased in the Sterile Area / Customs Controlled Area cannot be sold to staff under duty free conditions and then removed out of the Sterile Area unless the purchaser is travelling overseas and has cleared outwards Customs.

Level 4

Concessionaires wishing to retail goods to staff out of their tenancies on Level 4 of the International Terminal are responsible for ensuring that all legal conditions of sale are complied with, including taxes and GST.





LANDSIDE SECURITY AND PARKING

Terminal Frontage Control

Public terminal face roads are strictly controlled. Time limits apply and drivers **must** remain with their vehicles at all times. A vehicle is considered unattended if the driver is further than three metres from the vehicle. Terminal face roads are patrolled regularly, parking tickets and other infringement notices may be issued and unattended vehicles may be towed away.

Roads

All roads on Brisbane Airport are owned and maintained by BAC. Drivers should be aware that Queensland road rules apply, and both AFP and QPS monitor these roads. Additionally, BAC contracted Security Patrol Officers are empowered to issue parking infringement notices anywhere on these roads.

Staff Parking

BAC offers several parking facilities for staff working at the airport. The standard Staff Car Park is located near the International Terminal. For staff working at the Domestic Terminal there is a free courtesy bus running between the car park and the terminal. The S-Bus runs 24 hours a day, 7 days a week at 10 minute intervals. The bus stops are easily recognisable at Staff Park 5 and in front of the Domestic Terminal.

Charges apply for parking and applications must be made by companies along with individual staff members. Contractor parking options are also available. Applications can be found on the Working at BNE website <http://www.bne.com.au/corporate/about-us/working-airport/parking-and-transport>

Please note the Staff Parking License stipulates that parking is for work purposes only. Any breach in these conditions may result in parking privileges being revoked for both employee and business.

For further information please contact the Staff Car Parking Office on 07 3406 3197 or email staff.carparking@bne.com.au

Public Parking

Public parking is available at both the Domestic and International Terminals and at the new open air car park remote facility, AIRPARK.

Any queries or requests relating to public parking should be directed to BAC's Parking and Transport Services on 07 3406 5732, or park@bne.com.au

The best available rates are available by booking online. For more information please visit <http://www.bne.com.au/to-from-brisbane-airport/parking/book-parking>

SECURITY AND EMERGENCY PLANS

The BAC Security and Emergency Planning division provides a range of operational and emergency planning services and monitors airport compliance documentation. Among their responsibilities is the development, testing and implementation of plans related to airport safety and security, including:

Brisbane 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.

To request a copy of this document please email security.emergency@bne.com.au

To request a copy of this document please email security.emergency@bne.com.au

Evacuation Plans

Evacuation plans have been developed for both the International and Domestic Terminals by BAC. If your place of work is outside of these buildings, it is a requirement that plans are implemented for your particular building.

Brisbane Airport Transport Security Program (TSP)

The TSP is a document, approved by the Office of Transport Security (OTS) that details how BAC 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.

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

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SECURITY AND EMERGENCY STAKEHOLDERS AT BRISBANE AIRPORT

Security at Brisbane Airport is the responsibility of everyone, with specific support from:

Australian Federal Police (AFP)

The AFP is the primary policing presence at Brisbane Airport and 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) for additional support or to take over the management of an incident.

Australian Border Force (ABF)

The ABF is the operational arm of Department of Immigration and Border Protection and manages the security and integrity of Australia's borders and, at Brisbane Airport, operates from the International Terminal. It works closely with other government agencies, such as the AFP and the Department of Agriculture, to detect and deter unlawful movement of goods and people into and out of Australia. Some ABF personnel also conduct airside patrols and are empowered to stop, search, seize possessions and detain people under the **Customs Act 1901** and ATSR.

Civil Aviation Safety Authority (CASA)

CASA is responsible for ensuring airside safety including that the AEP complies with the **Civil Aviation Safety Regulations 1998** (CASR).

Airlines

Each airline operating at Brisbane Airport has its own TSP and Emergency Plan, along with a nominated security representative, which is consistent with Brisbane Airport security and emergency planning procedures.

Office of Transport Security (OTS)

OTS is part of the Australian Government – Department of Infrastructure and Regional Development. OTS collaborates 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.

Active Surveillance Operator (ASO)

ASOs are contracted to BAC to provide a 24/7 service including but not limited to:

- » active surveillance of BAC CCTV
- » response to all alarms generated through BAC's security systems
- » daily tasking of Security Mobile Patrols
- » CCTV footage requests

Other Organisations

Other organisations involved in, or responsible for, security and emergency at Brisbane Airport include:

- » BAC's Airside Operations Centre (AOC), which is responsible for airside operations and safety.
- » External security contractor(s), primarily responsible for passenger, baggage and staff inspection and screening requirements at both the Domestic and International Terminals and any other security operation that BAC may require assistance with.
- » Contracted traffic officers working at the terminal face roads assist with ensuring vehicles are not left unattended or for excessive periods of time.



GENERAL INFORMATION

Emergency First Aid

The Aviation Rescue and Fire Fighting (ARFF) service provides emergency first aid, supported by Queensland Ambulance, Fire and Police as required.

In the event of heart attack, Automated External Defibrillators (AEDs) are located in the public and Sterile Areas throughout the Domestic and International Terminals. For the location of the nearest machine, please ask the nearest airline, BAC or tenancy staff member.

First Aid Room

First Aid rooms are available at both the International and Domestic Terminals. To gain access to these rooms, please contact the BAC International Terminal Reception on 07 3406 3349 during office hours or the BAC DTM after hours on 07 3406 3171.

The International Terminal First Aid Room is located on Level 3, near BAC Reception.

The Domestic Terminal First Aid Room is located on Level 1, adjacent to the Common User check in area.

Plane Spotting

A plane spotting area, open from 0600hrs to 1800hrs daily, has been provided for aviation enthusiasts at Acacia Street, Brisbane Airport.

For further information please visit <http://www.bne.com.au/corporate/about-us/community/plane-spotters>

Filming or Photography at Brisbane Airport

Due to the sensitive nature of airport security, it is Brisbane Airport protocol for media or other parties wishing to film, photograph or broadcast from anywhere within the precinct to seek permission through BAC's Corporate Relations team on 07 3406 3399 or BNEMedia@bne.com.au

For more information about filming and photography guidelines at Brisbane Airport please visit <http://www.bne.com.au/corporate/media-centre/filming-and-photography>

Driving Airside and 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. Otherwise you will require an escort.

For more information on airside driving and to obtain an Escort Request form please visit <http://www.bne.com.au/corporate/about-us/working-airport/airside-operations>

Lost Property

	<i>Who should I contact?</i>
Taxis	the appropriate taxi company.
International Terminal	International Visitor Information Centre on 07 3406 3190.
Common User Area of the Domestic Terminal	Domestic Visitor Information Centre on 07 3305 9233.
Qantas or Virgin Aircraft / Terminal Areas	the appropriate airline.
International Flights	the appropriate international airline or their Brisbane Airport handling agent.



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