

Air Niugini Aviation Security Monthly Bulletin



IATA Operational Safety Audit (IOSA)

The IATA Operational Safety Audit (IOSA) program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. All IATA members are IOSA registered and must remain registered to maintain IATA membership.

Benefits for airlines

The total accident rate for IOSA carriers in 2013 was 2.5 times lower than the rate for non-IOSA operators. As such, IOSA has become a global standard, recognized well beyond IATA membership. As of October 2014, 154 (38%) of the 402 airlines on the [IOSA registry](#) were non-IATA member airlines. (Source: IATA Website)

Air Niugini currently is heading into its fourth (4th) IOSA audit scheduled for June 15th-19th 2015. A Pre-IOSA gap analysis audit was concluded on Friday 03rd of April 2015. The airline is audited under the following eight disciplines;

1. CGO-Cargo Operations
2. FLT- Flight Operations
3. CAB- Cabin Operations
4. MNT- Aircraft Engineering & Maintenance
5. GRH- Ground Handling Operations
6. ORG- Organization & Management System
7. DSP- Flight Dispatch
8. SEC-Security Operations

The disciplines are issued specific checklists containing IATA Standards and Recommended Practices or in short ISARPs'. Operational manuals are written up to meet these various standards and recommended practices. Audit organizations recognised by IATA, carry out these audits to assess the level of conformity to these standards and recommended practices. Audit Findings are issued if a non-conformance is picked up during this audit.

Air Niugini's membership to IATA depends on this audit, thus the various disciplines are currently reviewing all its systems, process and practices to conform to the ISARPs' in order to be prepared for the forthcoming audit.

PHILIPPIANS 4:13-

**WE CAN DO ALL
THINGS THROUGH
CHRIST JESUS
WHO IS OUR
STRENGTH**

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EVERYONE IS RESPONSIBLE FOR SECURITY AT AIR NIUGINI

We are all part of the Security Team at Air Niugini.



Security Awareness Training

WHY DO WE NEED SECURITY TRAINING?

- To give our employees an awareness of current aviation security threats and shifting trends of unlawful interference acts.
- To have a general understanding of Civil Aviation Safety Authority requirements/Laws.
- To have a general awareness of International Laws relating to aviation security and its impacts.
- To facilitate change in Equipment and Procedure
- Awareness on new Threats and Suicide Terrorists

Security training is an ICAO/PNG CASA requirement for all operational staff to gain a level of awareness of security threats and hazards within their working environments, and being equipped with the basics in handling these scenarios including reporting to the relevant persons and authorities .

Security Awareness

What is Security ?

It is the freedom from any form of danger, damage and fear.

What is Aviation Security?

It is the safeguarding of aero-planes, crew members, ground staff, assets and all those involved in Civil Aviation against acts of unlawful interference.

Unruly Passengers

Policy for Unruly Passengers (SM 3.8.9)

Extreme misbehaviour by unruly passengers, often called air rage or sky rage, can lead to some tense moments in the air and may even put cabin crew and passengers at risk. Reasons for such behaviour include excessive alcohol consumption, smoking bans, crowding, and long flights, psychological feelings of a loss of control, or problems with authority figures.

The objectives of the policy of Air Niugini is to ensure that the disorder caused by disruptive passengers is kept to a minimum, that the safety of aircraft, passengers and staff is not jeopardized by any such behaviour and that offenders are brought to justice. All ground staff, including ground handling agents, who come into contact with passengers and all flight crew and flight attendants, has a responsibility for the implementation of this policy.

Action to be Taken by Ground Staff (SM 3.8.9.2)

The types of behaviour that may constitute disruptive and/or unruly passenger:

1. Threatening, Abusive and Insulting Behaviour Passengers using persistently threatening, seriously abusive or insulting language or behaving in a way that causes staff harassment, alarm or distress might be committing an offence. Staff faced by passengers behaving in this way should call for the support of a supervisor. In extreme or persistent cases the security and the police if necessary should also be called.
2. Irrational Behaviour. Any member of ground staff who has cause to be concerned or uneasy about a passenger's behaviour at any time prior to boarding should bring their concerns to the attention of a supervisor so that the situation can be assessed in accordance for a decision.
3. Assaults on Staff at Check-in and the boarding gate If a staff member is assaulted by a passenger the security/police must be called at once and the staff shall give the security/police a clear indication of what actually happened.

Any check-in agent who judges that a passenger reporting for check in is under the influence of drink or drugs or is otherwise disruptive is to suspend the check in process and call for a supervisor to attend. If the decision is made to refuse carriage the passenger is to be notified why he/she is denied carriage.

Should a passenger be judged to be disruptive at the boarding gate, the support of a supervisor/security should be requested. The Duty Manager is fully empowered to off-load passengers who are under the influence of drink or drugs or who it is believed might be disruptive in flight. This is so even if the off-loading leads to a delayed departure. The responsibility for deciding whether or not to off-load a passenger at the gate lies entirely with the Duty Manager.

Air Niugini has a zero tolerance attitude towards unruly passengers

"Touch me again and I'll drown you..." - Mrs. Doubtfire

Protect your personal space. Always know what's going on around you by interpreting your environment, determining if you are safe or in danger and then reacting appropriately, better known as situational awareness.

In one spectacular example, a passenger on an Icelandair flight got so drunk and out of control, the flight crew used duct tape to keep him in his seat. He allegedly grabbed women, choked other passengers, and spat on people, but was not prosecuted.

In a 2011 report, the International Air Transport Association said "two intoxicated business executives" physically and verbally abused the crew and passengers so severely that the plane had to be rerouted off its transpacific flight path. The airline estimated the incident cost about \$200,000.

Intoxicated Passengers

The following excerpts are from various Aviation Security industry sources:

Drunken or intoxicated passengers are among the biggest challenges facing airport operational and security personnel, and account for the majority of emergency incidents in airports.

If a compilation of all reported incidents is done, it will show that out of 300 events, 50% will stem from passengers carrying prohibited articles and 30% will involve unruly and disruptive people, most of whom will be drunk. It will be these incidents that cause the most disruption to security procedures and more often staff will need assistance from co-workers or security when dealing with intoxicated passengers.

"The figures illustrate the complexity of actual behaviour in airports,"

"There is a definite need to improve security decision-making abilities as there is a gap between procedures and actual behaviour when a threat is recognized,". "Security decisions tend to be inconsistent as employees regard most threats as false alarms, have never faced a real threat and have pre-biased estimates of what constitutes a threat."

The reported incidents will also indicate that airport employees often do not rely on procedures or rules and more than one-third of staff if interviewed will admit bending the rules when the situation called for it. More often or not, employees' concerns are not perceived to be terror related but are primarily connected to passengers.

Always remember that Air Niugini has a zero tolerance attitude towards unruly passengers which includes INTOXICATED PASSENGERS



Email from NAC Compliance Office—23rd March 2015

Intoxicated Passenger

Just for your information an intoxicated passenger is now on board flight PX274. The aircraft was already off chocks when we had gone out to the tarmac after being alerted by our MD. We briefly interviewed the PX Gate check passenger handling Officer, who had seen, accepted and allowed the intoxicated passenger to proceed to the aircraft.

She also mentioned she had noticed an intoxicated passenger, but did not make any attempt to challenge and question the passenger. When we went to the boarding gate to obtain passengers information, she was busy fiddling with her mobile phone, totally unaware of situational awareness and vigilance.



Ground Operations and Aviation Security



Alika Chan

Staff#:

Position: Domestic Airside Driver

(Domestic Terminal Ramp)

Date: 26th March 2015

Paul J. Basky (Aviation Safety and Security Adviser) from the Civil Aviation Authority of PNG walked through APNG office and on to the Tarmac and was heading straight to Bay # 9 towards the air craft when he was stop by our **Ramp Driver ALIKA CHAN**.

Alika noticed the person was dressed in civilian clothing and was a stranger around the airside area, prompting him to approach the person and challenged him and advised him that the area was restricted and out of bound and that he was breaching Security Procedures by entering the area without any proper Identification. He (Alika) then quickly notified Security officer, Joromo Wrasause, who was on duty at the Airside to assist and remove the person from the area.

Paul identified himself to the Security Officer and explained that he was conducting a test on Access Control for the special audit by CASA PNG.

He mentioned Security had failed to challenge him, even when he walked through the APNG Office straight toward the Tarmac area, and was really thankful that ALIKA was around to challenge him and thanked him for a job well done, ensuring access control procedures was not compromised.

ANG Aviation Security Office

Security's 24/7 Hot Line : 327 3666

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Security is Everyone's Business