

SAFETY BULLETIN

"Security"

ICAO Annex 17 to the Chicago Convention requires that all airlines produce an Airline Security Program. The primary objective of international civil aviation security is to assure the protection and safeguarding of passengers, crew, ground personnel, and the general public and airport facilities against acts of unlawful interference perpetrated on the ground or in flight.

1. IATA Security Manual

The objective of the IATA Security Manual is to provide airline personnel, at all levels, with security reference material, guidance and information required to competently perform their duties.

It provides the reader with an understanding of current day principles of aviation security and various considerations to meet future threats. It also provides reference material that will assist in the management of security tasks not common to everyday operation.

2. Security Checks

Cabin crew (or other designated company personnel) should perform inspections for left-behind objects and suspicious and/or restricted articles. This should be conducted after catering and cabin cleaning, before passengers embark and after passengers disembark. The check should include all compartments that are accessible and are in general use by cabin crew and passengers on a given flight.



3. Reinforced Flight Deck Door

The principal intent of a reinforced flight deck door is to ensure the security of the flight deck by restricting access. Airlines provide the crew with appropriate guidance, procedures and instructions for use when a reinforced flight deck door is in place.

4. Restricted Areas

Cabin crew should be alert for possible security breaches at all times. Only authorised personnel and passengers, as well as screened baggage, mail and cargo should have access to the aircraft, airside and/or other restricted areas. Cabin crew should report to the Safety Systems Office any situation that could affect the security of a flight.

Cabin crew should challenge anyone attempting to gain access to a restricted area without authorisation or proper identification, or anyone entering a restricted area with an unauthorised object that could affect the safety of a flight. Potential security breaches should be reported to the Pilot-in-Command or to another applicable competent authority such as Airport Security. Cabin crew should report what the problem is, where and when it occurred, who noticed the situation and why it is a concern.

5. Identification Badges

All cabin crew are issued with a photo identity card or badge. It must be worn so as to be clearly visible when on duty in all secure areas. Cabin crew should always wear their identification badge as instructed by the applicable authorities. Cabin crew should safeguard their identification badge at all times. Air Niugini has appropriate policies in place to handle cases where badges are lost or stolen.

6. Unruly Passengers

Unruly passengers hinder crew members from performing their duties and constitute a serious threat to aviation safety. A set of procedures offering specific guidelines on implementing the policy have been communicated to all front-line staff.

Conflicts can take many forms. Some may be resolved through discussion and a satisfactory conclusion found, without further consequences. However, when a conflict becomes confrontational and hostile, it should be addressed immediately. Most important to consider is whether the behaviour of the passenger poses a threat to the safety of the flight. If the conflict occurs on the ground, it should be resolved before departure.

In using conflict resolution techniques to reduce tension, it is recommended for cabin crew to:

- ⇒ Listen;
- ⇒ Allow the passenger to express his/her concerns;
- ⇒ Be courteous, but firm;
- ⇒ Address the issue;
- ⇒ Determine what is right, not who is right;
- ⇒ Appeal to reason before resorting to authority;
- ⇒ Ensure cabin safety;
- ⇒ Be assertive;
- ⇒ Do not take issues personally.

7. Crew Protection

Air Niugini provides destination briefings or notices/communications to crew. These can include references to current events and possible advisories to provide advice for the safety and security of crew members while at the destination.

In addition, there are a number of steps cabin crew can take to promote their personal safety and security while on duty:

- ⇒ Be discreet when communicating a room number to hotel staff and other crew members;
- ⇒ Establish a buddy system to contact each other in case of fire or other emergency at the hotel;
- ⇒ Do not leave luggage unattended;
- ⇒ Ensure name tags are discreet and home address is not visible;
- ⇒ Do not walk in questionable or dark areas on layover, especially when alone;
- ⇒ Review hotel exit routes and other emergency procedures (i.e., fire, earthquake, etc.);
- ⇒ Protect passports and any other important documents (i.e., ID cards) as well as valuables in the hotel room by using the room/hotel safe;
- ⇒ Always carry medication in the original containers;
- ⇒ Do not agree to transport packages or envelopes for others.



* Reference: IATA Cabin Operations Safety Best Practices Guide 2015

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