

Air NZ National Cargo Known Customer Self Audit

Background

NZ Civil Aviation Rules (CAR) require that:

An airline operator has a passenger seating configuration (excluding any required crew seat) of more than 9 seats, must establish an air operator security programme that meets the requirements of CAR Part 108.

Cargo and mail carried on domestic air transport passenger operations subject to CAR Part 108 must be subject to security controls to prevent the introduction of weapons, explosives, or any other dangerous devices that may be used to commit an act of unlawful interference.

Under CAR Part 108 there are two options for Air New Zealand Cargo to accept, handle and carry cargo on our aircraft.

1. The shipper can be classified as a Known Customer which requires that:

Air New Zealand has a relationship with the known customer so there is a clear understanding between the parties as to the security procedures put in place by the known customer. There should be documentary evidence that the known customer has procedures in place and that these procedures have been reviewed and accepted by the air operator.

Site visits and completion of a checklist (audit) by Air NZ Cargo covering off the requirements above are the method of determining and assessing processes and providing evidence of the relationship. These site visits and the completion of the checklists must occur annually.

2. Cargo can be tendered to the airline as unknown which means where there is no established relationship with the air operator and no security controls have been applied to the cargo or mail prior to acceptance by the air operator. This will then require that the cargo needs to be screened via X-ray, Physical Inspection or the use of Canine Bomb Detection Dogs

This Self Audit Questionnaire is intended to provide Air New Zealand with the assurance that your known customer security procedures are designed in such a manner as to meet the CAA Rules. Checks are to be undertaken every 12 months or as requested by Air New Zealand. A copy of this form is to be retained for local filing and a copy sent to your relevant Air New Zealand Cargo representative. Further information may be required and on-site visit will be requested before a decision is made on gaining / maintaining a Known Customer status.

It is understood that some information may be deemed commercially sensitive and if there is a concern regarding the release of this information it can be supplied and viewed during the site visit.

For further information regarding NZCAA CAR Part 108 reference can be found at <https://www.aviation.govt.nz/rules/advisory-circulars/show/AC108-1>

Known Customer Audit Review V200429			
Management and Control			
Sub-title	Questions	Hint (e.g.)	Response/Explanation
1.0 Organisation/ Management	Please supply your company structure	Including Key Positions and Responsibilities	
1.1 Organisation/ Management	What is the primary product/commodity to be tendered for carriage on Air NZ	Manufactured articles, foodstuffs, clothing etc	
1.2 Organisation/ Management	What is the principle address for the preparation of goods and will you be applying the same oversight and controls at other sites?	Please list all sites where these requirements are implemented.	
1.3 Organisation/ Management	Do you have Quality Assurance/Continuous Improvement programmes	ISO-9001, internal auditing etc	
1.4 Organisation/ Management	Are you or are you planning to present Dangerous Goods for carriage?	e.g. Certain Classes? Dry Ice, Lithium Batteries etc	
1.5 Organisation/ Management	Do you have a documented company exposition	Company Structure, roles, responsibilities, SOPs, process flows or similar	

Operational Activities			
2.0 Personnel	Do you have pre-employment checks performed prior to hiring of employees	What process is undertaken and who is responsible? Are they reviewed?	
3.0 Training	Is there a robust Induction process for all new employees to ensure they receive required information prior to commencing any duties?	What does the syllabus cover in relation to security controls for your cargo?	
3.1 Training	Do you have specific training to ensure staff that are involved in the acceptance, handling, processing and conveyance of cargo are aware of the risks associated to Air Cargo	What does the syllabus cover?	
3.2 Training	If you are Handling/Tendering Dangerous Goods for carriage what training is undertaken by staff assigned these responsibilities	In-house, Third party, Certificates?	
3.3 Training	If producing items to be tendered what processes are to be followed to ensure only the items planned and documented are in the package(s)	QA processes, Food Safety Authority Processes, Final Validations before despatch, or similar	
3.4 Training	If receiving goods into your premises for distribution re to be followed to ensure only the items planned and documented are in the package(s)	Check in validation process on receipt, Internal QA processes, Food Safety Authority Processes, Scanning Final Cross referencing or sign offs before despatch, or similar	
3.5	If you will be tendering live animals for carriage what training has been completed to ensure the well-being of the animal.	IATA Training,	

4.0 Facilities	Are the facilities secured from non-authorized persons being able to access it	Secure perimeter, signage, alarms etc	
4.1 Facilities	What Access controls are in place?	Swipe access/Keypad/Visitor logs?	
4.2 Facilities	Is there CCTV in place	Number of cameras and retention period	
4.3 Facilities	Once prepared for despatch do you store cargo planned for air carriage separate to other items	How do you ensure items cannot be inadvertently mixed	
5.0 Conveyance	Do you (or your staff) tender items directly to Air NZ	Are items securely transported directly from your premises to the airport?	
5.1 Conveyance	Do you utilise a third-party service provider to tender items to Air NZ	If Yes, do you have oversight of their understanding and training in relation the risks associated with air cargo	
5.2 Conveyance	If third party providers are utilised please supply their details	Company and individuals names	
5.3 Conveyance	If the cargo is tendered by a third party who does not meet the above criteria, what process is applied to the package(s) to be able to identify if the cargo could have been tampered with	This can take any form as long as it can provide evidence of tampering. As a known customer please provide Air NZ Cargo with the means with which you will make the cargo tamper evident.	
Additional Information			



To be completed by the applicant		
Name or Organisation/Business:		
Primary Contact:	Name:	Phone:
Self-Questionnaire completed by:	Name:	Date:
Address where On-site review to be conducted:		

To completed by Air NZ Cargo		
Self-Questionnaire reviewed by:	Name:	Date:
Is the review Acceptable	Yes	No
Remarks:	If not acceptable, please provide remarks below:	
Approved by Manager, National Cargo	Name: Date:	Signature:
Approved by Manager, Cargo Standards and Safety:	Name: Date	Signature: