



Civil Aviation Authority of Fiji

**GROUND HANDLING SERVICES PROVIDER
PRE-AUDIT QUESTIONNAIRE**

Form
SF 100M

The pre-audit questionnaire covers information that is required by the Authority from the company prior to an aviation security audit. It is intended to provide the authority audit team with adequate information relating to the:

- Company and its operations;
- Recruitment and selection;
- Security training; and
- Contingency plan.

The pre-audit questionnaire is required to be completed by the company and submitted it to the Authority two (2) weeks before the commencement of the audit.

The pre-audit questionnaire is a restricted document and will be handled in accordance with the audit methodology provisions relating to confidentiality.

COMPANY: _____

1 MANAGEMENT RESPONSIBILITIES

Questions	Information Provided by the Company
1.1 Has an Accountable Manager for Security (AMS) been nominated?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> Name of the Accountable Manager: Designation: Telephone number: Facsimile number: E-mail address:
1.2 What are the responsibilities of AMS?	
1.3 Has the AMS received appropriate aviation security training?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> If yes, please provide a list of aviation security training courses attended.
1.4 Who is AMS accountable to?	
1.5 Are there additional personnel, other than the Accountable Manager, dealing with aviation security matters within the company?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> If yes, please provide a list of additional personnel and their respective responsibilities and functions.
1.6 How does the AMS conduct oversight of the company's internal processes and operations?	

Questions	Information Provided by the Company
<p>1.7 What is the number of aviation security staff employed in the company?</p>	<p>Please describe the breakdown of staff numbers by function, as follows:</p> <p>Management:</p> <p>Technical:</p> <p>Internal Quality Assurance Officers:</p> <p>Non-technical support:</p>
<p>1.8 Which types of supporting equipment are available to the company to perform its security tasks?</p>	<p>Office equipment: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Vehicles: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Communication means: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please describe.</p>
<p>1.9 Which types of financial resources are available to the Company?</p>	<p>Company funds: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>User charges: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Levies: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Other: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please describe.</p>
<p>1.10 Does the Company have a policy on the development and provision of guidance and procedures for its own aviation security staff?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, have guidance and procedures been developed?</p>

2 SECURITY PROGRAMME, PLANS AND DOCUMENTS

Questions	Information Provided by the Company
2.1 Who, within the Company is responsible for the development, implementation and maintenance of the Security Programme?	
2.2 Has the Company reviewed the Security Programme in the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is the date of the review?
2.3 Has the company established procedures for the amendment of the Security Programme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.4 Does the Security Programme reflect all aviation security requirements and procedures in effect in the Company?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.5 Has the Company established written procedures and performance criteria to ensure compliance with the requirements and policies of the Security Programme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.6 Has the Company distributed the Security Programme or relevant parts of it to those responsible for the implementation of the security programme?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.7 Does the company distribute the security programme to other stakeholders?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide a list
2.8 Does the Security Programme provide for enforcement actions against violators of specific regulations, directives and/or instructions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.9 Who is responsible for the enforcement of the Security Programme?	
2.10 Does the company perform quality control measures to ensure the effectiveness and efficiency of the security measures implemented?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe the measures that are undertaken.
2.11 Is there a contingency plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is the date of the latest revision? Describe the contents of the company contingency plan.
2.12 Who at your company is best placed to discuss contingency plans and emergencies?	

3 AVIATION SECURITY TRAINING PROGRAMMES

Questions	Information Provided by the Company												
<p>3.1 Has the Company developed an Aviation Security Training Programme?</p>	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, does the programme apply to all personnel involved in various aspects of aviation security?</p> <p>If no, what other system has been established to ensure the proficiency and maintenance of knowledge and skill by security staff? Please describe.</p>												
<p>3.2 Identify whether the Company has established a training policy and programme for its own aviation security staff to address the following types of training.</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Initial:</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/> Yes</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/> No</td> </tr> <tr> <td>Recurrent:</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> </tr> <tr> <td>Upgrading:</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> </tr> <tr> <td>Enforcement:</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> </tr> </table>	Initial:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Recurrent:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Upgrading:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Enforcement:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Upgrading:	<input type="checkbox"/> Yes	<input type="checkbox"/> No											
Enforcement:	<input type="checkbox"/> Yes	<input type="checkbox"/> No											
<p>3.3 Does the Company have a system for maintaining the training records of its own aviation security staff?</p>	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p>												
<p>3.4 Does the Company conduct any security training for this certification year?</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Initial: Date:</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/> Yes</td> <td style="width: 10%; text-align: center;"><input type="checkbox"/></td> <td style="width: 10%; text-align: center;">No</td> </tr> <tr> <td>Recurrent: Date:</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">No</td> </tr> <tr> <td>Awareness: Date:</td> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">No</td> </tr> </table>	Initial: Date:	<input type="checkbox"/> Yes	<input type="checkbox"/>	No	Recurrent: Date:	<input type="checkbox"/> Yes	<input type="checkbox"/>	No	Awareness: Date:	<input type="checkbox"/> Yes	<input type="checkbox"/>	No
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4 AVIATION SECURITY QUALITY CONTROL PROGRAMME AND OVERSIGHT MEASURES

Questions	Information Provided by the Company
4.1 Has the Company developed and implemented an Aviation Security Quality Control Programme?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please describe its objectives and contents.</p> <p>Does the programme apply to all entities implementing security measures?</p>
4.2 Describe the resources available to the Company to perform quality control measures.	
4.3 Has the Company ensured the delegation of sufficient authority to the aviation security quality control officer to allow them to execute their duties?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please provide references to the appropriate document.</p>
4.4 Have the procedures used by the aviation security quality control officer been compiled into an approved handbook or manual?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
4.5 Describe the types of quality control measures that are implemented.	
4.6 Does the Company require entities performing security measures to develop, implement and maintain internal quality control measures?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide references to the appropriate document. Are these internal quality control measures monitored by the Company?</p>
4.7 Has the Company established a formal programme of inspections, audits, surveys and tests?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, are they applied to all entities implementing security measures?</p>

Questions	Information Provided by the Company
4.8 Who is responsible for the inspections, audits, surveys and tests?	
4.9 Describe in detail the type and frequency of the following.	Inspections: Audits: Surveys: Tests:
4.10 Explain the procedures followed upon detection of a security breach or violation (including possible enforcement actions).	
4.11 Has the Company established a process for identifying, implementing and reviewing corrective actions as appropriate, following a breach of security?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide references to the appropriate document.
4.12 Who is responsible for investigating circumstances in which breaches of security or violations have occurred?	
4.13 Has the company conducted any investigations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
4.14 Has the Company established a confidential reporting system for analysing security information provided by sources such as passengers, crew and ground personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which personnel manage it?

5 RISK ASSESSMENT

Questions	Information Provided by the Company
5.1 Does the company conduct risk and vulnerability assessments of its security operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which personnel manage it?
5.2 Who is responsible for the dissemination of security and threat information to management and staff?	

6 CONTINGENCY PLANS

Questions	Information Provided by the Company
6.1 Have contingency plans and alert procedures been developed?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is the date of the latest revision?
6.2 Describe the procedures for responding to an act of unlawful interference and specific threats to civil aviation.	
6.3 Which entity/who is the highest decision maker?	
6.4 Describe how the Company ensures cooperation with other Companies in the event of an act of unlawful interference.	
6.5 Does the company conduct security exercises?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is the date of the exercise?

7 GENERAL INFORMATION

Questions	Information Provided by the Company
7.1 Who owns the company?	
7.2 What are the operational hours of the company?	
7.3 How many staff are employed in the company?	
7.4 Provide the total numbers for the previous year for the following.	Aircraft movements: Passengers for scheduled flights: Passengers for non-scheduled flights: Transfer passengers: Transit passengers: Private passengers
7.5 List all aircraft operators which the company handles, aircraft type and the type of services provided.	

8 RECRUITMENT AND TRAINING OF STAFF

Questions	Information Provided by the Company
8.1 Who is responsible for selecting, interviewing and deciding on the appointments of security staff?	
8.2 Describe the selection criteria for security staff.	
8.3 Was there any new recruitment for this certification year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.4 Are background checks required for security staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please identify the office responsible for conducting them and describe the types of checks conducted and the disqualification criteria established.
8.5 Who conducts security training?	
8.6 What specific training has/have the training officer(s) received?	
8.7 What courses, including refresher training, are run internally and at what frequency?	

9 CARGO, MAIL, CATERING, CLEANING AND STORES

Questions	Information Provided by the Company
<p>9.1 Identify the entity responsible for security controls of the following.</p>	<p>Cargo/Mail: Regulated Agent: Catering: Company Mail and Company Material: Cleaning supplies:</p>
<p>9.2 What are the peak operational hours of the cargo terminal(s)?</p>	
<p>9.3 What are the peak operational hours of the catering facility/facilities?</p>	
<p>9.4 Specify the target time for cleaning a type of aircraft and the number of staff involved.</p>	

10 ACCESS CONTROL, PERSONNEL AND VEHICLE IDENTIFICATION SYSTEM

Questions	Information Provided by the Company
<p>10.1 Are background checks required for those granted unescorted access to the company security control areas?</p>	<p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>If yes, please identify the office responsible for conducting them and describe the types of checks conducted and the disqualifying criteria established.</p>
<p>10.2 Identify the entity responsible for the following.</p>	<p>Controlling access to the company premises:</p> <p>Guarding and patrolling:</p>
<p>10.3 Has a personnel and vehicle identification system been established at the company?</p>	<p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>If yes, which office is responsible for the issuance of passes for persons and for vehicles?</p>
<p>10.4 Indicate who manages the security staff employed by the company.</p>	
<p>10.5 What kind of administrative support and equipment are available to security staff?</p>	

11 PASSENGER INFORMATION

Questions	Information Provided by the Company
11.1 Has the Company introduced an advanced passenger information system (APIS)?	<p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe the system (indicate the destination(s) and the aircraft operator(s) to which it applies, what travel document details are collected and how and to whom are they transmitted).</p>

The company is requested to enclose copies of the most recent versions of the following:

1. *Company Organisation Structure*
2. *Company facilities plan/map*