

Request for Aviation Security Service Form

This is an electronic form – all fields expand where necessary

PLEASE NOTE CHANGES IN THE CONDITIONS OF SERVICE EFFECTIVE 11th MARCH 2019

All applicable fields are to be completed by the client and forwarded to CERTIS Aviation Division

Email: AU_bookaguard@certisgroup.com and attach in MS Word format (not pdf)

Order Details:

Please Tick The Box That Applies: New RFS <input type="checkbox"/> Change To Existing RFS <input type="checkbox"/>					
Client Name:			Client Purchase Order N ^o (Optional)		
Charge To:		If not your company, please attach email authorising you to act on behalf of the client who will be billed			
Your Name:		Contact Phone:			
Date This Form Was Completed:		AWP (Sydney Airport) or ATCW (Qantas leased areas) <small>(tick Yes or No)</small>		YES <input type="checkbox"/> NO <input type="checkbox"/>	AWP Number: or ATCW Number: <small>Please DO NOT Leave Blank</small>

Site/Location Details:

Meeting Point:					
Work Location(s):					
Onsite Contact:					
Onsite Phone N ^o :					
Total Staff Required:		Days Included: <small>(tick Yes or No)</small>		Saturdays: YES <input type="checkbox"/> NO <input type="checkbox"/> Sundays: YES <input type="checkbox"/> NO <input type="checkbox"/> Public Holidays: YES <input type="checkbox"/> NO <input type="checkbox"/>	
Start Date:			Finish Date:		
Start Time: <small>(24hr time format – please add lines if more than one start time and indicate number of staff for each line)</small>		Finish Time: <small>(24hr time format – please add lines if more than one start time and indicate number of staff for each line)</small>		Shift Duration: <small>(in hours – please add lines if more than one start time and indicate number of staff for each line)</small>	
Planned work longer than 7 days:		YES <input type="checkbox"/> NO <input type="checkbox"/>		If YES please contact CERTIS for further discussion via email to Paul_Tohanean@certisgroup.com or call 02 9667 5232	

Task/Service: (please tick all that apply– see attachment for glossary of terms)

<input type="checkbox"/> Escort Non Asic Holder/Security for Airport Tenant or Site	<input type="checkbox"/> Aviation Screening Officer (HHMD/ETD)
<input type="checkbox"/> Access Control (Security Zones)	<input type="checkbox"/> Aviation Screening Officer Xray Operator (Static)
<input type="checkbox"/> Vehicle Escort Driver	<input type="checkbox"/> Airside Security Team
<input type="checkbox"/> Kerbside Vehicle Sponsor	<input type="checkbox"/> SRA Boundary Inspection
<input type="checkbox"/> Airfield Works Safety Officer (WSO)	

Safety Requirements: (please tick all that apply– see attachment for glossary of terms)

<input type="checkbox"/> Site specific induction/training required?	<input type="checkbox"/> Working near high voltage?
<input type="checkbox"/> Fire Warden duties?	<input type="checkbox"/> WHS White card?
<input type="checkbox"/> Fire Watch duties	<input type="checkbox"/> Other <small>(Details to be provided in the service specifications)</small>
<input type="checkbox"/> Working at heights?	

Equipment Requirements (May Require CERTIS Staff Travel Time): (please tick all that apply– see attachment for glossary of terms)

<input type="checkbox"/> Explosive trace detection (ETD) machine	<input type="checkbox"/> Terminal access card - <i>Client to arrange directly with SA</i>
<input type="checkbox"/> Passenger X-Ray Machine	<input type="checkbox"/> Terminal access keys - <i>Client to arrange directly with SA</i>
<input type="checkbox"/> Goods/cargo X-Ray machine	<input type="checkbox"/> Lift access card - <i>Client to arrange directly with SA</i>
<input type="checkbox"/> Hand held metal detector	<input type="checkbox"/> Other <small>(Details to be provided in the service specifications)</small>
<input type="checkbox"/> Escort vehicle	

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Service Specification: Details of what duties are required by CERTIS security personnel – see glossary of terms for further help

Guard Work Scope: Please ensure you enter concise and specific details of what duties/tasks are required.	See Appendix A for details <i>Please cover all details that might help in CERTIS providing the correct service</i>
List specific client work environment task:	
Site Access/Egress:	
List steps to induct ASG in client Safe Work Methods:	
List steps to induct ASG in client emergency procedures:	
List client provided PPE:	

Client Sign-Off

Conditions of Service *Please note that revised rates will be in place from 01/07/2018*

- 1 A minimum notice period of 8 hours is required to book guarding services
- 2 Additional charges may be incurred for less than 8 hours notice of security deployment.
- 3 Minimum security service is 5 hours.
- 4 A WSO is rostered for 1/2 hr either side of the requested times, to allow for briefings/handovers and arrive on site for the requested start time.
- 5 Once a service has been confirmed, services can not be cancelled. Should you wish to cancel a service once confirmed you will incur full charge.
- 6 Any early completion of the confirmed service will still incur the full charge of the original booking.
- 7 Variations to the service specified above are to be advised in writing and emailed/faxed as detailed above.
- 8 Requests can only be actioned between the hours of Mon-Wed:1000-1600, Thu: 1000-1700 Fri: 1200-2000 and Sun: 0700-1300 For urgent matters outside operational hours please contact CERTIS Duty Security Manager - 0410 542 933 or CERTIS Ramp Supervisor - 0419 912 732.
- 9 Any variance to this request during security deployment MUST be approved by the Duty Security Manager.
- 10 Subcontracting – CERTIS may engage another master Licensee to provide persons on our behalf. Where this occurs the name and Master Licence number is Manpower Direct Pty Ltd Master Licence No 000 101 203

The Client agrees to the above Conditions of Service: (Tick to confirm)

Print Name: _____ Date Signed: _____

Important Security Contacts

- Ramp Supervisor: 0419 912 732 (24 hours)
- Control Room Operator (IOC): (02) 9667 9673 (24 hours)
- Duty Security Manager: 0410 542 933 (04:00-23:00)

CERTIS Corporate Contacts

- Book-a-Guard – Booking Queries only 1300 556 131 AU_bookaguard@certisgroup.com
- WSO Coordinator 1300 556 131 - Option 3 Andrew_Dick@certisgroup.com
- Protective Services Manager (02) 9667 5232 Paul_Tohanean@certisgroup.com

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CERTIS Processing Details (For Completion by CERTIS)

Rostering Details:

RFS Processed By: (Full Name)		Client Requirements Checked and Verified:	<input checked="" type="checkbox"/> (Tick to confirm)
Entered In System:	<input checked="" type="checkbox"/> (Tick to confirm)	System Lodgement N ^o :	
Confirmation Email Sent To Client:	<input checked="" type="checkbox"/> (Tick to confirm)	Date and Time of Email:	

Rosters Sign-Off:

I confirm that I have checked the client's requirements (including attachments) and the details in Powerforce to ensure there are no discrepancies.

Name: Signed:

Confirmation of Hours Worked: (To be completed by DSM or Ramp Supervisor)

Are there variations to the Hours ordered?	YES <input type="checkbox"/> NO <input type="checkbox"/>	If YES Please Provide Details:	
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ASO/ASG To Complete To Confirm Shift(s) Worked:

ASO/ASG Name	Contact No.	Time On	Time Off	Signature	DSM/RS Confirmation

Client Confirmation of Hours Worked: (To be requested from client site contact by DSM or Ramp Supervisor)

I confirm that the above services have been provided and the job completed as detailed:

Name: Date:

Signature: Time:

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Glossary of Terms Used In This Form

Term	Definition
Access Control (Security Zones)	Provides access control to a site or area designated by the client. This does not include legislated boundary monitoring. This is basic guarding. This can be combined with an Access key/card or lift swipe to provide access privileges. Please see the details for these items in the descriptions in this chart.
Aviation Screening Officer (HHMD/ETD)	This is the basic requirement for goods to enter the Sterile area when full screening is not possible or not practicable. Approval from Sydney Airport should be sought to use this reduced level of screening prior to booking
Aviation Screening Officer X-ray Operator (Static)	This is the qualification required to operate a screening lane using X-ray and other passenger screening equipment. Screening through the use of walk through metal detectors, X-Ray screening and Explosive Trace detection (ETD) is the standard requirement for access into the sterile area. Note: each screening lane requires 3-5 staff to operate.
Airfield Works Safety Officer (WSO)	A WSO is required to ensure the safety of the aerodrome is maintained while works are being undertaken on the airfield.
Airside Security Team (Airside Screening Officers x 2)	This is a requirement under the Airside Security Regulations. Airside Security team (Male & Female Airside Screening Officers) to conduct screening of non-exempt persons, vehicles and goods entering a security restricted area via a vehicle security access checkpoint.
AWP	Airport Works Plan – A document created and supplied by Sydney Airport providing approval to work and providing detail on the nature, scope and method of works to be undertaken by the contractor.
EIA Boundary Inspection	This is the inspection and access control as per Enhanced Inspection Area (EIA) legislation at a designated EIA access point or any point on the boundary of the EIA that has been unsecured or compromised.
Escort Non ASIC Holder/Security for Airport Tenant or Site	This service is to act as an ASIC sponsor for visitors to the airport. There is no access control, screening or boundary access involved in this role.
Escort vehicle	This is a request to book a vehicle that is compliant with the airport vehicle controllers handbook (AVCH) to perform escort services at Sydney airport. It is important to ensure that you also book an adequately qualified escort driver when selecting this equipment. Only CERTIS staff are permitted to use these vehicles.
Explosive trace detection (ETD) machine	This is a screening requirement for entry into the sterile area. It is a non-invasive sampling for explosive material residue on a person or item.
Fire Warden duties	This service will provide a staff member that has current training in the Sydney Airport emergency response plan and will act as a warden in the event of an emergency. This does not provide any of the other services as listed above.
Fire Watch duties	This service will provide a staff member that will monitor a designated area and provide reports to the control rooms if a fire or other emergency is detected by the officer.
Goods/cargo X-Ray machine	This is the same as "Aviation Screening Officer X-ray Operator (Static)" with the exception that the officer has been inducted into the additional screening requirements required for cargo screening using cargo screening equipment.
Guard Work Scope	This is the detail that is required to inform the guard of their goals, methods and restrictions during the work. This needs to be detailed enough to provide adequate information regarding the work to enable it to be easily understood with minimum clarification.
Hand held metal detector	A hand held security device that is used to screen a person for metallic objects to ensure no prohibited items or weapons enter the sterile area. This device is used where the use of a Walk through metal detector (WTMD) is not possible or practical.
Kerbside Vehicle Sponsor	This service is required when deliveries are made on the departures roadway or other restricted parking area where continuous presence is required and the driver or a representative from the company making the delivery cannot stay with the vehicle at all times. This service does not provide any of the other services listed above.
Lift access card	An access card provided by Sydney airport and controlled by CERTIS staff to gain access to lifts and access between levels. Note: This card can provide access into the EIA and sterile area without passing through required screening processes. Paths of travel and access requirements should be reviewed to ensure adequate screening has been arranged for all movements into legislated zones.

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List client provided PPE:	Any PPE that is provided by the client in excess of the PPE provided by CERTIS. This will be PPE that is specialist in nature or due to works that are requested at short notice. All general PPE requirements should be assessed and supplied by CERTIS where reasonable and practicable to do so in consultation with each client as required.
List specific client work environment/task	This is the specific area or task that the officer is to work within. Please provide details of all access points and areas with specific reference points or door numbers to ensure accurate assessment of service requirements can be made.
List steps to induct ASG in client emergency procedures	Any requirements for the officer to undergo specific site emergency procedure induction and how they will receive the information. Please be aware that staff that have already been inducted may not be available and multiple staff may require induction for longer period works.
List steps to induct ASG in client Safe Work Methods	Any requirements for the officer to undergo specific site induction and how they will receive the information. Please be aware that staff that have already been inducted may not be available and multiple staff may require induction for longer period works.
May Require CERTIS Staff Travel Time	This may be required due to the size and geography of the airport. This will be assessed when the scope of the requested work is reviewed. Items such as collecting and setting up screening equipment or vehicles may be classed as travel time.
Passenger X-Ray Machine	A general duty X-Ray screening machine used to screen hand luggage and small to medium sized items.
RFS	This form and supporting processes
Site Access/Egress:	This is any specific rules or requirements that the officer needs to understand when entering and exiting the site.
Site specific induction/training required?	This is any training that the officer may require that is specific to this site or task that is not provided for in the approved CERTIS training for each of the qualifications listed in this form.
Terminal access card - Client to arrange directly with SA	An access card provided by Sydney airport and controlled by CERTIS staff to gain access to specific doors for the purposes of works. Note: This card can provide access into the EIA and sterile area without passing through required screening processes. Paths of travel and access requirements should be reviewed to ensure adequate screening has been arranged for all movements into legislated zones.
Terminal access keys	Any key/s provided by Sydney airport and controlled by CERTIS staff to gain access to specific areas for the purposes of works. Note: These keys can provide access into the EIA and sterile area without passing through required screening processes. Paths of travel and access requirements should be reviewed to ensure adequate screening has been arranged for all movements into legislated zones.
Tool of Trade	A Tool of Trade is an item that is considered a prohibited item and/or restricted LAG item (T1 only) as defined in the Aviation Transport Security Regulations 2005.
Tool of Trade - Escort	This service will provide an escort and supervision to the work site for VIC Pass holders to utilise tools of trade within the sterile area as part of an approved AWP.
Vehicle Escort Driver	This is a service to allow vehicles to move across the airport aerodrome under escort. The service will incorporate a qualified driver and a vehicle. This vehicle is for escort services only. The vehicle cannot be used for transport. Please ensure you request a vehicle in the equipment section of the booking form when requesting this service. This service does not provide any of the other services listed in this RFS document.
Working at heights?	Any position where the officer is working at a height of over 1M off the ground in an area that is not designed for public access.
Working near high voltage?	Any area where the officer may accidentally come in contact with high voltage electricity through the course of his duties. These areas are regulated and signposted.

PLEASE NOTE CHANGES IN THE CONDITIONS OF SERVICE EFFECTIVE 11th MARCH 2019**APPENDIX A****Core Sydney Airport Security Compliance Requirements**

The guard assigned to your works is required to adhere to the following security compliance requirements as a primary requirement. This requirement may cause delays to the tasks that you need them to perform. These requirements override any site specific tasks or duties unless specifically noted in the Sydney Airport approved works plan and in the guard works scope section of this form.

These requirements also apply as terms and conditions of holding an ASIC or visitor pass at Sydney Airport. Therefore all persons must comply with all reasonable requests made by the guard in order to remain compliant with these requirements.

Landside Security Zone – Sterile Area

- Monitor the tools of trade requirements:
 - Tools are kept under constant control of an ASIC holder or VIC holder who is under the supervision of an ASIC holder.
 - RFS guard becomes the supervisor for the purpose of tool of trade when providing an escort to VIC Pass holder in possession of tools, supervision and responsibility remains in place until the visitor/s are handed over to an ASIC holder at the worksite
 - All doors leading to and from the workplace are secured unless under guard supervision
 - Keybox for any site keys are secure
 - The locks or locking mechanism on the hoarding must be robust enough to prevent unauthorized access without tools
- Worksites are to be monitored and inspected when all works in the area are complete
 - Conduct a sweep of the area looking for unattended tools of trade that are not in a secure area
 - Check the site is secured and the door locking mechanism is functioning
 - Ensure VIC holders do not carry tools of trade while in the sterile area without an ASIC holder sponsor present
- Monitor Contractors ASIC/VIC display and movement around the zones.
 - VIC holders are to be under the supervision of an ASIC holder when in areas not accessible to the public or passengers (tenancy storage area, terminal back of house area, construction site or an area where tools of trade are stored / accessed).
 - Red ASIC escort not required for VIC holders when accessing public areas such as food courts or public amenities (without tools)
 - All persons are to display their ASIC/VIC above the waist and must be visible.

Airside Security Zone

VIC (red only) holders in the airside security zone must be under escort of an ASIC (red only) holder at all times.

All persons are adhering to the ASZ PPE requirements, immediately report any refusal or non-compliances.

General Security Awareness

- Ensure all hoarding doors are closed behind you.
- Do not tailgate or permit others to tailgate
- Report any unattended items or suspicious activity to the control room (T1-9667 9673) (T2-9352 7286)
- Immediately report all security breaches and concerns to the control room or to the CERTIS supervisor (Ramp Supervisor 0419 912 732)
- Maintain security vigilance at all times for your immediate area
- Understand your role within the security framework and understand the other related roles
- Trust your instincts – If something does not look or feel right, ask and report.