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Security Culture in Civil Aviation - Salalah Airport Experience

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New Salalah Airport (OAMC)

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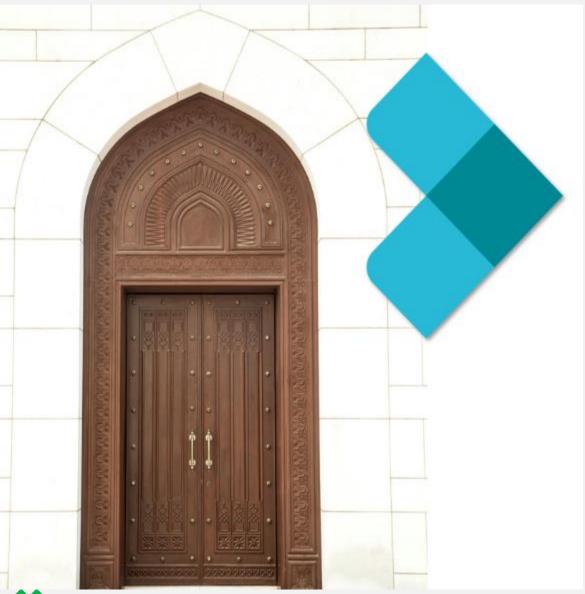REDUCTION

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MAPPING

Outline

❖ **Mechanism used to enhance the security culture**

❖ **Security Culture Awareness Programme Subjects'**

❖ **Balanced Scorecard (BSC) as an evaluation tool.**

❖ **What Next…?**

Security Culture Awareness Programme
Salalah Airport
Security & Facilitation Department

- **_ICAO's promotion message:_**

   "Security is everyone's responsibility"

- **_Objectives:_**

1. Continuity and raising the compliance level with national civil aviation security legislation.

2. Security of Civil aviation is not limited to a specific individual, department or entity.

3. Security is not only a profession, it is a culture.

4. Develop and implement measures and mechanisms that contribute to establishing security culture as an essential aspect of aviation security.

Mechanism used to enhance the security culture

Preparation of the Material: *"Security Culture Awareness Programme"*	
Targeted Segments: • **Airport Senior management & supervisory level** • **All employees**	
Programme Launch: **September 2019**	

Security Culture Awareness Programme Subjects'

National Body

What is Aviation Security?

Acts of Unlawful Interference

Who poses a threat to civil aviation?

What are people's motives?

PERSONAL VENDETTA

Security Culture Awareness Programme Subjects'

Why is Civil Aviation an attractive target?

How could terrorists attack Civil Aviation?

Examples of aviation security threats

- Air Lanka – May 1986.
- Ariana airlines hijacked 6th Feb 2000.
- Attempted sabotage "Richard Reid", American Airlines Flight 63, 2001.
- The 2006 transatlantic aircraft plot.
- Glasgow, UK airport attack June 2007.

Airport Security Zoning & Security Permit holder responsibility

Colors	Security Restricted Areas
Purple	VIP
Sky Blue	Cargo
Orange	Arrival
Green	Departure
Yellow	ATC
Blue	Apron and Service Facilities in the airside
Pink	BHS, Oman Airports and Oman Air Offices,DC1,Oman Airports MCC

Contribution to airport security

- Complying with regulations.
- Reporting; breach of access control, presence of firearms or any weapons, explosive devices, Unaccompanied baggage, occurrence may lead to security risk, any suspicion situations.
- Do not discuss details of security procedures and measures outside of work.
- Be wary of people asking lots of questions about security measures at the airport and report them back.

Tips in the following situations

- How to deal with Unattended Items.
- Suspicious behaviour.
- Suspicious vehicle.
- Dealing with threats (Written or verbally).

Security Culture Awareness Programme Subjects'

Airport Security Quality Control

- **National legislation (NCASP & NCAQCP) and ASP.**
- **The purpose and the plan of these activities.**
- **Examples of the areas and tasks where these activities are conducted and what entity are responsible to comply with:**
  - ✓ **Airport Security Fence.**
  - ✓ **Passengers check-in process.**
  - ✓ **Departure gates.**
  - ✓ **Baggage make-up area.**

أولاً: صالات تسجيل الركاب

ملاحظات	فئـــة الإمتثال		المرجع	
		هل يتم التأكد من هوية المسافرين عند التسجيل؟ Is the Verification of the Identity of the Passenger carried?	2.3.9	1
		هل يقوم موظفي الخدمات الأرضية بطرح الأسئلة الأمنية على المسافرين أثناء تسجيلهم ؟ Do ground handling staff ask security questions to passengers during their registration?	3.3.9	2
		هل يقوم موظفي الخدمات الأرضية بمطابقة الحقيبة مع المسافر ؟ Are ground handling staff matching the bag with the traveler?	2.10	3
		هل يتم تسجيل كل مسافر على حدة؟ Is each passenger registered separately?	3.10	4
		هل يتم التأشير على كل حقيبة بصورة مناسبة من الخارج بحيث يحدد ذلك تبعيتها للمسافر المعني؟ Is each bag is marked properly from the outside so that it is determined to be followed for the intended passenger?	3.10	5
		هل توجد آلية لأنزال أمتعة الركاب الذين تخلفوا عن الرحلة ؟ Is there a mechanism for off-loading the luggage of passengers who did not travel?	3.10	6
		هل يقوم الخدمات الأرضية بتحرير بيان أو وسيلة أخرى تؤكد عملية توافق كافة الحقائب المسجلة التي تم تفتيشها مع المسافرين على متن الرحلة؟ Does the ground handling release a statement or other means confirming the compatibility of all checked baggage checked with passengers on the flight.	3.10	7

ثانياً: قاعات المغادرة

ملاحظات	فئـــة الإمتثال		المرجع
		هل صالات المغادرة مغلقة وتخضع لمراقبة الدخول الآلي؟ Are all boarding gate lounges on the departures level are closed and are subject to automated access control?	2.7.7
		هل نظام – interlock system مفعل بين بوابات المغادرة والوصول؟ Is the interlock system working between boarding gates and arrival gates working?	2.7.7
		هل يتم تفتيش القاعات قبل البدء في استخدامها؟ Are Departing halls subjected to thorough search, prior to being brought into use?	3.7.7
		هل يتم مضاهاة لوثائق السفر مع بطاقة الصعود على متن الطائرة قبل السماح للمسافر بدخول القاعة؟ Is the verification between travel documents and boarding are conducted prior to be allowed to enter departure hall?	3.7.7
		هل يتم تفتيش جسور عبور المسافرين قبل البدء باستخدامها؟ Are passenger boarding bridge halls subjected to security search, prior to being brought into use?	3.7.7

Salalah Airport

مطارات عُمان
Oman Airports

Restricted – محدود

مطار صلالة

التفتيش الأمني (منطقة فرز الحقائب)

Security Inspection (Baggage Make –up Area)

ملاحظات	فئـــة الإمتثال		المرجع	
		هل توجد آلية لأنزال أمتعة الركاب الذين تخلفوا عن الرحلة ؟ Is there a mechanism for off-loading the luggage of passengers who did not travel?	3.10	1
		هل يقوم الخدمات الأرضية بتحرير بيان أو وسيلة أخرى تؤكد عملية توافق كافة الحقائب المسجلة التي تم تفتيشها مع المسافرين على متن الرحلة؟ Does the ground handling release a statement or other means confirming the compatibility of all checked baggage checked with passengers on the flight?	3.10	2
		هل يتم وضع بيان شحن صادر من الخدمات الأرضية ونظام لمطابقة الأمتعة يثبت على الحاوية وذلك في مكان واضح ومرئي. Is a shipping statement issued by the ground services and a baggage matching system installed on the container in a clear and visible location?	3.10	3
		هل يوجد إشراف على الحقائب والأمتعة المسجلة والمحولة من وقت وصولها لمنطقة الفرز بعد التفتيش وحتى يتم نقلها على متن الطائرة المغادرة؟ Is there a supervision on Registered and transferred baggage by Ground Handling Services (Oman Air) after the security inspection and until transferring them on board of the departing flights?	6.10	4

Balanced Scorecard (BSC) as an evaluation tool

Category	Objectives	Target	Measures / KPIs
1. Customer (40%)	Increase security awareness level for all stakeholders	80% increase	- Conducting bi-weekly security culture awareness sessions & attendance record. - Review Toolbox minutes for stakeholders and emphasis them to address security matters related to their operations. - Quality Control Activities. - Security Occurrence reports. - Suspicious Reports. - Security Committee. - Reports any defects in security systems. - Security Audits by appropriate Authority (CAA) and corrective action plans generation. - Security Campaign. - Create a web link for reporting security matters "anonymous reporting".
	Increase the Security collaboration		- Compliance level in terms of approved security programs & SOPs. - Security committee. - Include the security tasks and general tips in their daily operational tool box meetings and record. - Developed an approved annual plan for Security Quality Control Activities. - Develop & approved SOPs related to security tasks. - Security Occurrence reports. - Suspicious Reports. - Reports any defects in security systems. - Participate in Emergency exercises. - Internal workshops and record.

Balanced Scorecard (BSC) as an evaluation tool.

Category	Objectives	Target	Measures / KPIs
2. **Internal Business Process (25%)**	Develop & implement Security Culture Awareness Program in Compliance with NCASP & ASP.	100% compliance	• Approved ASP, ASQCP and ASTP by appropriate Authority (CAA). • Approved contingency plan and its SOPs. • Annual revision of the ASP and when required. • Security threat analysis and risk management. • Amend the material as per global situation. • Quality Control Activities observations. • Security systems fault reports and preventive maintenance plan. • Security breach, occurrence and suspicious Reports
3. **Learning & Growth (25%)**	Improve Staff Knowledge, skills through Training & participation	80% Achievement	• Develop a training plan. • Patriciate in developing & reviewing Security Documentation and SOPs. • Involved in threat analysis and risk management. • Develop Security Quality Control Activities plan and study the outcomes. • Knowledge sharing & experience learning with regional airports. • Develop reporting system concept "Just Culture". • Participate in emergency exercises & security campaign. • Participation in National / international workshops. • Attend National / international conferences.
	Improve working environment thought performance appraisal		• Develop KPIs and to be reviewed & evaluated quarterly. • Appreciation and recognition. • Employees Satisfaction survey
4. **Financial Data (10%)**	Reduce Operation Expenses for the Programme	80% Achievement	• Online sessions. • Reduction in paperwork "flyers, brushers, posters, reports" and to be converted to digital. • E-learning tools; web link contain security culture awareness and exercises. • An electronic Security Bulletins send via email to all Airport users by coordination with Media team.

What Next…?

- Unified Week for Aviation Security Culture:
  - Conducted annually in a fixed month by all Oman Airports.
  - All Airport parties will be involved; CAA, Airport Police, Airport Operator, Airlines, Ground handling, Duty Free…etc.
  - Activities; Awareness Sessions, filed Work (joined QCA), workshops…etc.

- E-learning platform; Security Culture Awareness Programs & exercises (integrated with Airport network & access will be monitored for improvement and generate statistic data).

- Establish **"Security anonymous reporting"** within the safety system which promotes security is everyone's responsibility.

- Sending a weekly security awareness bulletins to all users via e-mail in coordination with the media team.

At the *End...*