

ROCKHAMPTON AIRPORT SECURITY and EMERGENCY AWARENESS GUIDE



Safeguarding aviation operations, personnel, assets and infrastructure against acts of unlawful interference.

**SAFETY & SECURITY
WE ALL HAVE A ROLE TO PLAY**

ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

INTRODUCTION

A structured arrangement has been developed to manage security and safety at Rockhampton Airport. The arrangements ensure that Rockhampton Regional Council meets its obligations as a security categorised airport under the Aviation Transport Security Act 2004 and Civil Aviation Safety Regulations 1999, Part 139.

All persons working within the surrounds of the Rockhampton Airport have an important role to play in partnering Rockhampton Airport Management to protect the airport environment. This Guide has been developed to assist you to fulfil your obligations and responsibilities to ensure operations at Rockhampton Airport are conducted in a safe and secure manner at all times. The Airport's first vital defence against unlawful acts of interference with aviation is **YOU**. Your vigilance in detecting and reporting unusual behaviour or occurrences may stop a potential incident from happening. **Security is everyone's business – so make it yours!**

Transport Security Program (TSP)

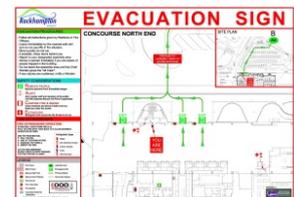
This Security Guide has been prepared to complement the measures and procedures documented in the Rockhampton Regional Council Transport Security Program (TSP) which is intended to allow activities at the Rockhampton Airport to be conducted in a secure operating environment. The TSP prescribes measures to protect and safeguard civil aviation against acts of unlawful interference and identifies law enforcement and other organisations that provide support to meet the security measures outlined in the TSP. The TSP is classified as a 'Sensitive' document. The Security Contact Officer (SCO) is the only person authorised to issue copies of the TSP and will decide who will be granted access to the TSP, or part thereof. Electronic copies of the TSP are accessible only by permission of the SCO.

Aerodrome Emergency Plan (AEP)

The aim of the Aerodrome Emergency Plan (AEP) is to detail the arrangements to cope with the impact of an emergency at ROK. The plan provides the maximum co-ordinated response of all agencies to any given emergency at or in the vicinity of the Airport, in the shortest possible time to minimise the loss of life and/or injury to persons, and to minimise the damage to property. The plan further provides for effective co-ordination of resources of all organisations responding to an emergency at ROK and details the arrangements to restore the Airport to normal operations in a safe and orderly manner and to provide Emergency Welfare.

Evacuation Plans

Evacuation plans have been developed for the terminal building. You must familiarise yourself with the evacuation plans for your particular working areas. If you have any queries regarding the plans, please contact your immediate management.



Abbreviations / Acronyms / Definitions

ABF	Australian Border Force	Landside	All areas outside the airside boundary fence of Rockhampton Airport.
AFP	Australian Federal Police	QPS	Queensland Police Service
AIP	Aviation Industry Participant	ROK	Rockhampton Airport
Airside	All areas within the airside boundary fence of Rockhampton Airport including runway and taxiways.	RRC	Rockhampton Regional Council
AMS	Aviation and Maritime Security	RPT	Regular Public Transport
ANS	Air Navigation Services	SCO	Security Contact Officer
ARFFS	Aviation Rescue And Fire Fighting Service	SRA	Security Restricted Areas
ASC	Airport Security Committee	Sterile Area	Departure area of the terminal after passing through security screening.
ASIC	Aviation Security Identification Card	TAC	Temporary Aircrew Card
ASIO	Australian Security Intelligence Organisation	TSP	Transport Security Program
ATSA	Aviation Transport Security Act (2004)	VIC	Visitor Identification Card
ATSR	Aviation Transport Security Regulations (2005)		
CASA	Civil Aviation Safety Authority		
Department	Department of Home Affairs		

OPERATIONAL CONTEXT

Rockhampton Regional Council (RRC) is the owner and operator of Rockhampton Airport (ROK). Rockhampton Airport Management is responsible for the safe and secure operation of Rockhampton Airport.

RRC has allocated an extensive area of the facility for the safe movement of aircraft. This area has been published in the Federal Government Gazette to be a security controlled airport area and is not available for public access. Airport Management applies a range of procedures to ensure access to the gazetted area occurs in a safe and lawful manner.

Regular Public Transport services operate to and from the airport on a scheduled basis to domestic destinations and on an unscheduled basis to international destinations. Passengers and their baggage are screened to the current legislated requirements. As the approved Screening Authority for Rockhampton Airport, Airport Management provides all facilities and equipment to operate the screened passenger departure lounge and the equipment to conduct screening of checked baggage. A contracted security provider is engaged to supply suitably trained staff to operate both the screening point and checked baggage screening area.

Air freight services are conducted by providers located on and off the airport. A diverse range of other aviation operations and business are conducted on the facility, including ground handling agents, aircraft refuelling, aircraft maintenance, pilot training and aviation emergency services.

Areas are leased to the Australian Defence Force to assist with regular training activities in the local area. The training activities are conducted by Australian and visiting international defence forces.

Federal Government agencies are located on the airport and provide air traffic control services, emergency fire fighting and rescue services and meteorological services. The provision of international border control services occurs when required by the relevant government agencies.



SECURITY MANAGEMENT RESPONSIBILITIES

Security Contact Officer (SCO)

The Manager Airport is the appointed **Security Contact Officer (SCO)**. The role of the SCO is to facilitate, develop, implement, review and maintain the TSP; undertake liaison with other aviation industry participants and responding agencies in relation to aviation security matters in the TSP; and manage responsibilities as identified in the TSP, AEP and Aerodrome Manual.

Airport Operations Coordinator (AOC)

The Airport Operations Coordinator supports the SCO by conducting initial investigations of security incidents and security breaches; maintaining effective liaison with AIPS, government authorities, Defence Forces, QPS and other emergency service organisations; acting as the nominated liaison officer to monitor operation of the contracted security provider ensuring regulatory and customer service requirements are maintained in accordance with the contract; encouraging security awareness and vigilance by all persons working on the airport; ensuring security inductions, training or briefings are conducted for persons working on the airport; and acting in the role of SCO during times of absence.

Operations Supervisors (OS)

A team of Operations Supervisors coordinate the daily activities to ensure operational compliance with all applicable regulations, TSP, AEP, Aerodrome Manual and Rockhampton Airport Standard Operating Procedures.

Safety/Security Officers

The role of Safety/Security Officers is to ensure the safe and secure operation of the airside environment in accordance with all applicable regulations, TSP, AEP, Aerodrome Manual and Standard Operating Procedures.

Compliance Officer

The Compliance Officer is responsible for administration of security and safety related documentation to ensure content achieves legislative compliance. In addition the Compliance Officer administers the Airport ASIC and access control system.

Private Security Contractors and / or Airport Employees

Front of House

Private Security Contractors (Customer Service Officers) provide security functions within the main passenger terminal and car park areas during operating hours. Where required, Airport Employees will assist or supplement the Customer Service Officer with security responsibilities. Where directed to perform this duty, contracted Customer Service Officers and/or Airport Employees ensure the efficient, safe and secure operation of the landside environment in accordance with all applicable regulations, including the ATSR, TSP and RRC Standard Operating Procedures. Customer Service Officers ensure the security of the main passenger terminal area and car park areas outside of the normal hours for scheduled passenger services and when required, at other areas of the airport.

Screened Passenger Services

RRC, as the screening authority, has contracted a security service provider to conduct security screening functions within the main passenger terminal. These services include, but are not limited to, operation of the screening point and checked baggage screening system and day to day operation of the passenger and baggage screening processes to meet the requirements of the Aviation Screening Notice.

General Security

RRC will utilise contracted security service providers and/or RRC staff to support the broader security requirements of the airport's operations, including supervision of contractors, guarding of facilities, patrols within the secure area and after hour patrols of the general aviation public precinct area.

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Commonwealth, State and Territory Agencies, Security Roles and Responsibilities

The Department

The role of AMS in relation to aviation security is to provide policy advice to the Australian Government; set standards for aviation security measures; and test, monitor and evaluate compliance with those standards, policies and procedures consistent with the ATSA and the ATSRs.

Airservices Australia

The role of Airservices Australia at ROK is to provide air traffic management services, aircraft navigational aids, and an aviation rescue and fire fighting service. Responsibilities include operating in accordance with Airservices Australia TSP and maintaining security procedures in regard to Airservices' buildings and property, including aircraft navigation aids; ensuring that access to airside areas at ROK, through or from Airservices property, is restricted to authorised persons and vehicles; through the various ANS centres, provide assistance as required to civil aircraft in flight which are subject to a threat or act of unlawful interference; and participate in the ASC and AEP Committees.



Queensland Police Service

The role of the QPS is to provide community policing and to provide an operational response to all criminal or suspicious acts, including acts of unlawful interference to aviation. Responsibilities include the lead agency duties for emergency responses at the airport; and participating in the ASC and AEP Committees.

Australian Federal Police

The AFP will deploy to ROK as required to provide a reactive Counter Terrorist First Response role at ROK. AFP responsibilities include implementation of deterrence measures designed to deny information to, and deter acts of terrorism; and provision of a response capability for acts of terrorism and other acts of unlawful interference.

Other Organisations roles and responsibilities

Aircraft /Airline Operators

Operators of prescribed air services are responsible for development of their individual TSPs in accordance with ATSR. Airlines operate in accordance with their TSP, ensuring their agents comply with the approved TSP and their aircraft are protected or guarded.



Owners and Operators of Visiting Aircraft

The owner or operator of an aircraft that is visiting ROK is responsible to ensure that the aircraft is secured in accordance with the ATSR; and comply with all signs, directions and instructions of RRC, employees and contractors of RRC.



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Lessees / Tenants

Lessees/tenants at ROK have security considerations applicable to their lease/tenancy. Airport Management will advise of these requirements to ensure compliance with the RRC TSP, ATSA and ATSR. Lessees/Tenants are to ensure their employees/contractors are familiar with all current aviation security requirements as advised by RRC. Typical security requirements include, but are not limited to:

- The Lessee must ensure unauthorised access to secured areas of ROK cannot occur via the leased area. Persons not compliant with access requirements must be challenged;
- Display of a valid ASIC, VIC or TAC is required in all leased areas designated to be airside, including buildings;
- All access gates and doors are required to be secured unless under the direct control of a valid ASIC holder; and
- Being alert to and report any suspicious actions and/or security incidents to the RRC SCO immediately.

Other Airport Users

Persons who enter the ROK are required to comply with all regulatory provisions brought to their notice by, among other means, public notices, signs, announcements, publications, or oral messages.



ACCESS CONTROL

Access to the secure areas of ROK is restricted to persons with an operational purpose to support the operation of an aircraft or the airport. All personnel entering the secure area must comply with legislated identification requirements. Lawful condition of entry includes the display of a valid:

- Aviation Security Identification Card (ASIC), or;
- Visitor Identification Card (VIC) and constant escort by a valid ASIC holder, or;
- Temporary Aircrew Card (TAC) and constant escort by a valid ASIC holder; or
- Defence Force identification card by on duty defence personnel wearing role specific clothing.

Exemptions from the requirement to display identification include:

- Passengers transiting directly to a departing aircraft with an ASIC holder escort, and;
- On duty Police officers, in uniform or otherwise.

ROK may refuse access to anybody at any time to ensure the security of the airport.

Identification System

All persons requiring access to airside are required to display a valid ASIC, VIC or TAC. For entry to the SRA on the main apron it is a requirement to correctly display a valid red ASIC; or VIC or TAC with supervision of a valid red ASIC holder. Access to all other secured areas requires either a valid grey or red ASIC. When the Sterile Area is established in the Departure Lounge, crew, ground handlers, screeners and cleaning staff must display a valid ASIC, VIC or TAC. Passengers and persons working within part of the sterile area that is generally accessible to passengers or the public generally will not be required to display a valid ASIC, VIC or TAC. RRC Safety/Security Officers and Operations Supervisors are responsible to ensure that persons who are required to properly display a valid ASIC, VIC or TAC do so.

Vehicle Control System

All vehicles and drivers requiring airside access are subject to the requirements of the RRC Aerodrome Manual. This manual requires registration of vehicles that regularly require airside access, licensing of drivers who regularly drive airside; and escort by Safety/Security Officers or other approved persons for vehicles that are not registered for airside operation and drivers that do not hold Airside Driver Authorisation.

Closed Circuit Television (CCTV) System

CCTV cameras are installed to monitor a number of locations throughout the terminal and surrounds. If an incident is recorded by CCTV, images are retrieved and stored until no longer required. Prompt reporting of incidents ensures ease of image retrieval. RRC CCTV Policy and Procedure provides a framework for the establishment and operation of Council's CCTV systems to ensure they are managed in accordance with relevant legislation.

Gate Access

RRC controls access through all general use external gates leading to airside and the car park precinct. All gates display clear identification numbers.

Terminal Building Electronic Card Access System

The terminal makes up part of the airside landside boundary. Locking and unlocking of the terminal building is controlled by a time function in the electronic access control system. The Private Security Contractor checks and ensures the building is locked after normal operating hours. Operating hours are reviewed as required.

Access Cards & Keys

Issue of access cards and keys is assessed on a needs basis and subject to approval of application. The 'Conditions of Issue and Use' attaching to the access cards and keys must be accepted by the applicant, prior to an access card or key being approved for issue. Access provided by an access card or key will be valid until the expiry date of the applicant's ASIC, or for non-ASIC holders a specified period of time.

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Access can be incorporated in RRC issued and certain other ASICs. Standard access cards are issued where an ASIC has been produced on a card that cannot be encoded; or for use in non-security restricted areas where an ASIC is not required to be displayed.

Only holders of a valid ASIC or exempt defence force personnel may be issued with a key or access card to facilitate airside access.

Using Doors and Gates

- Never leave security doors/gates ajar or propped open. Always physically check to ensure doors and gates are closed securely behind you. If you open a door / gate, you are responsible for closing it.
- Always close any doors/gates that have been wedged open and report the finding immediately to the SCO.
- Never allow unknown people to follow you through a security controlled door/gate (tailgating). Everyone must use his or her own access card to gain or validate their entry. Always challenge any person who attempts to tailgate and report the incident.
- **Failure to secure an airside gate or door will result in the issue of a written warning in the first instance. Should a repeat offence occur within a twelve month period, access to the airside security area of the airport will be suspended for 14 calendar days.**



SECURITY ZONES

Airside Security Zone - Means an airside security zone established under the ATSA. Its purpose is to subject those zones, within the airside area of a security controlled airport, to stricter or more specialised controls than those applying generally to the airside area. The only airside security zone that has been approved at the ROK is the **Security Restricted Area (SRA)**.

The SRA is the section of the main RPT apron where screened passenger aircraft arrive and depart. The purpose of establishing the SRA is to control the movement of people, vehicles and goods within the SRA. The landside/airside SRA boundary is contiguous with the terminal building. A valid red ASIC or TAC or VIC with red ASIC holder supervision must be displayed in the SRA.

Regulatory signs are placed on the boundary fence and on or near each building access door which leads to the SRA. The following is an example of this sign:



Landside Security Zone - Means a landside area established under the ATSA. The purpose of landside security zones is to subject those zones, within the landside area of a security controlled airport, to stricter or more specialised controls than those applying generally to the landside area. The only landside security zone that has been approved at ROK is the **Sterile Area (Departure Lounge)**.

The purpose of establishing the Sterile Area is to restrict access to the area; provide a Sterile Area for RPT passengers prior to departure; and to segregate screened and unscreened personnel. The Sterile Area is in force prior to every operational period. The Sterile Area is locked when not operational and re-established upon reopening. All persons entering the area via the screening point are security screened unless exempt by the regulations. Only persons exempt from screening by the regulations are allowed entry into the Sterile Area via access points other than the screening point. Ground handling staff may enter the Sterile Area via the Departure Gates **only** when processing passengers for boarding.

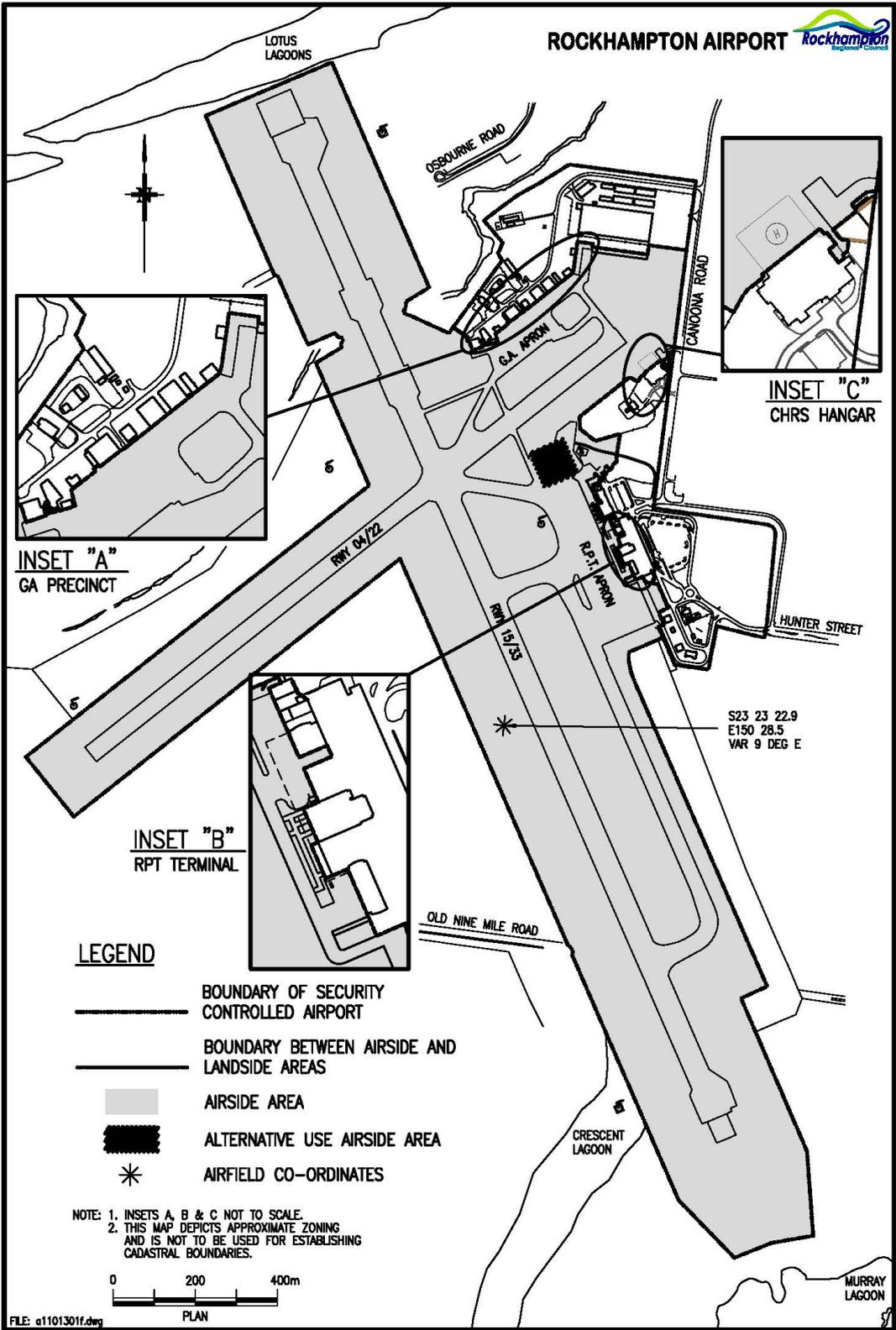
Valid red or grey ASICs, or VIC or TAC with ASIC holder supervision, must be displayed by aircraft operator's employees, cleaning and screening point staff while working in the Sterile Area.

Regulatory signs are placed near each access door which leads to the Sterile Area. The following is an example of this sign:



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The SRA and Sterile Area are shown on the map titled "Airside and Landside Security Zones".



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Other Signage

Regulatory signs have been placed on the security fence and at gates and doors to define the boundary of the secured area. Proceeding past these signs means you are entering the secured area and must display a valid ASIC, VIC or TAC. The carriage of weapons into these signed areas is also prohibited.

Security signs must not be obscured or removed. The following is an example of these signs:



Fence Clearance Areas

Any objects that may be used to breach the security barrier, such as trees, parked vehicles, airport equipment, cargo pallets etc, are to be kept clear of the security fencing for a minimum distance of two (2) metres airside and three (3) metres landside of the fence line. Where such clearances are not practical, further mitigation is applied to provide an equivalent deterrent for scaling the fence.



AIRSIDE AND LANDSIDE OPERATIONS

RRC provides facilities for aircraft and other aviation activities to operate at the airport. RRC complies with the legislative safety requirements as set out by the CASA and security requirements as set out in the ATSA and ATSRs.

Airport Hours of Operation

The airport is operational for 24 hours each day to facilitate aircraft movements. The SRA is usually active between 0600 -2130 daily or later if screened RPT operations occur after these times. Terminal hours of operation are typically 0500 – 2130 daily in accordance with RPT scheduled flights.

Airside and Landside Control Normal Hours

The airside boundary is security fenced. Gate access to airside is controlled by various locking devices. Terminal door access to airside is controlled by both electronic and other locking systems. Other landside zones are security fenced and locked. Patrols of the perimeter and all airside areas are undertaken by the Airport Safety/Security Officer during the SRA hours of operation. When operational the internal security of the Sterile Area is controlled at all times.

Airside and Landside Control Outside Normal Hours

Regular security patrols of the airport are conducted by Airport Safety/Security staff and Private Security Contractor. AMS, CASA, AFP and independent consultants also conduct security checks and audits when deployed to the airport.

Random ASIC checks are conducted during and outside of normal operational hours.

Spot security checks of leased properties with an airside/landside interface occur periodically.

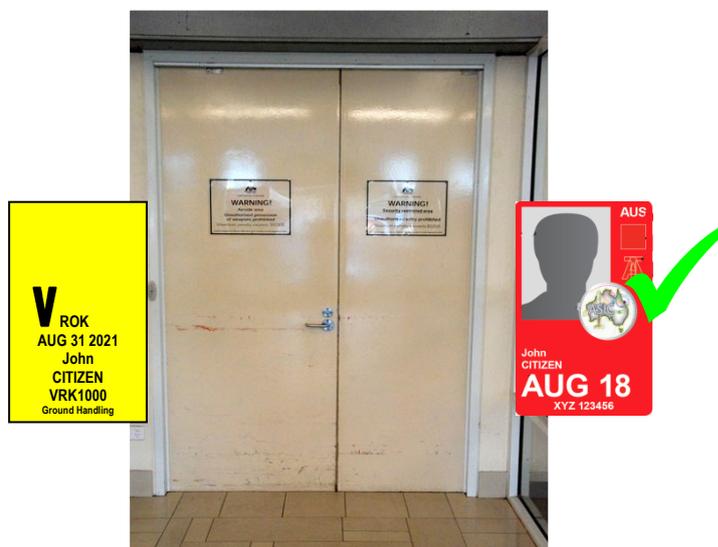
The QPS conduct random patrols of the airport surrounds.

Private Security Contractors conduct airside and landside patrols of the main terminal area including the public car parks and apron areas, on a frequency that may be varied in accordance with security needs.

A Private Security Contractor conducts landside patrols of the general aviation area.

Firearms

The carriage of firearms in landside areas of ROK must be in accordance with the Queensland Weapons Act 1990. The presence of firearms within the airside areas of ROK will be in accordance with the Queensland Weapons Act 1990, ATSR, ATSA and as approved by the SCO.



UNKNOWN SUBSTANCES AND UNATTENDED ITEMS

Unknown substances and unattended items located within the public areas are of concern and should be assessed to determine if they are suspicious. All unattended items and unknown substances should be referred to the OS for assessment.

For unknown substances and unattended items, observe the **HOT-UP** process:

Is the item/substance	H idden?
Is the item/substance	O bviously suspicious?
Is the item/substance	T ypical of what is in the area?
Is the item/substance	U nusual?
Has there been general	P ublic access to the area?

If it is assessed as suspicious, then it is **HOT**. Do not touch the item/substance. Notify the SCO on 0439 716496 who will notify the QPS to attend. If it is not **HOT**, dispose of the item in accordance with your organisation's usual procedure.

If the item is deemed to be **HOT**:

- Never open, touch or move the item.
- If the owner cannot be identified, contact the OS to report the unattended item.
- Never allow any person who is not the owner of the item, to touch, open or move the item.
- Never allow any other person to approach or stay in the area of the **HOT** item. An item is never more than "unattended" until the QPS have responded and assessed the item.



Dangerous Chemical, Biological Agent or Radioactive Substances

Where an item is located which may be suspected of being a dangerous chemical, a biological agent or radioactive, and the item is considered to be unattended or suspicious, the finder must immediately contact the SCO. The SCO or delegate will make a preliminary assessment of the item and determine if the item is a hoax or a genuine threat.

If considered genuine the SCO will contact the QPS, the Queensland Fire & Emergency Service and the ARFFS to respond to the item. The professional agencies will further assess the item to determine if it is suspect or non-suspect and their internal procedures are followed. QPS will be requested to advise RRC of details of their investigation of the incident, in due course.

Unidentified Powder

There is no reason to expect that all unidentified powder is harmful. When found in the workplace please advise your immediate supervisor. When found in the public areas, please advise the OS. Where necessary apply the **HOT-UP** process.

Unattended Vehicles

Unless authorised by RRC, vehicles are not to be left unattended within close proximity to the landside of the terminal building. A Private Security Contractor conducts patrols of the car park and terminal kerbside areas. Where unauthorised vehicles have been left unattended, the Private Security Contractor will attempt to find the driver of the vehicle. If the driver is not located, the vehicle is to be assessed by the Private Security Contractor to determine whether it is considered suspicious. If the vehicle is declared suspicious, the area is to be immediately evacuated and QPS will be contacted as required.

Airport Management will arrange for unattended vehicles, deemed not to be suspicious, to be removed from the terminal precinct.

Unauthorised Vehicles and Unsecured Aircraft

All aircraft operators are responsible to ensure their aircraft are secure, attended or guarded. All vehicle operators are responsible to ensure their vehicle is authorised to operate airside. If the operator of an unauthorised vehicle or unsecured aircraft cannot be located, the vehicle or aircraft is to be assessed by the Airport Duty Safety/Security Officer to determine whether it is considered suspicious. If the vehicle or aircraft is declared suspicious, the area will be immediately evacuated and the SCO advised. QPS will be contacted as required. If the vehicle or aircraft is deemed not to be suspicious, it will be removed from the area as soon as practicable.

Suspicious Behaviour

If you see anyone acting suspiciously around the airport you must report it to the OS. This type of information helps RRC and enforcement agencies to protect ROK.

Some suspicious activities to look out for include:

- A person(s) taking notes about potential security vulnerabilities.
- A person(s) taking photographs of places that have no credible photographic interest.
- A person(s) in an area with no apparent legitimate reason for being there.
- A person(s) collecting information from promotional literature or enquiring about security in depth.
- A person driving erratically and without any real purpose or doing repeated circuits or an area.
- A person(s) seemingly testing security.
- A vehicle parked in an area with no legitimate reason.

If you observe any of these activities, do not hesitate. Note as many details as possible and **REPORT IT**.

Include in any report:

- Date and time.
- Place and location.
- Description (e.g. make and model of the car, something distinguishing about the person).
- Outline of the matter being reported.

Suspicious Odours

If you detect an abnormal/unfamiliar odour you must report it to the OS.

if you **SEE**
something
SAY
something

BOMB THREAT

A bomb threat is a statement or action, real or implied, indicating interference or intended interference with an aircraft, associated airport facilities or personnel by use of an explosive device designed with the intention of causing destruction or injury. A bomb threat emergency may involve three (3) conditions:

- detection of a suspect device;
- a suspect device detected by security screening processes;
- or information received by telephone, email, letter, etc.

Having received a bomb threat the aircraft/facility operator's designated representative, in consultation with the SCO, shall assess the details and any other relevant information and classify the threat as being either a "Genuine Threat" or a "Hoax Threat". *Note: The assessment will be completed having consideration for the current risk context.*

The combat authority for all bomb threats is the QPS. Should you receive a bomb threat, follow your own organisation's procedural requirements and contact the SCO. If the threat relates to another organisation, notify QPS, the threatened organisation and the SCO. DO NOT HANG UP – write down every detail of the threat as soon as possible.



BOMB THREAT ASSESSMENT: WHEN IS A THREAT SPECIFIC?

IDENTIFICATION

The purpose of a valid ASIC is for identification and to show that the appropriate background checks required under the ATSA and ATSRs have been completed. ROK produce ASICs that function as access cards to provide authorised access into secure areas of the airport. Conditions of use and specific requirements of issue apply to every ASIC. This section outlines the identification cards issued by ROK including attached conditions.

Aviation Security Identification Card (ASIC)

ASICs are a nationally consistent identification card that must be held by anyone who needs frequent access to enter an Airside or Landside Security Zone. At ROK there are three forms of ASIC:

- White ASIC is required for persons directly involved in the issue of ASICs or VICs but with no operational need to access secure areas of the airport;
- Grey ASIC is required to enter the landside security zone (Sterile Area), and airside security zone excluding the security restricted area; and
- Red ASIC is required to enter all security zones.

ASIC applicants are required to undergo rigorous background checks conducted by various federal and commonwealth agencies. RRC levy charges to recover costs for the issue of an ASIC and applicants may also be required to pay a refundable security bond.

A number of strict conditions apply to the holders of ROK issued ASIC cards, including, but not limited to:

- The ASIC should only be used to access secure areas for legitimate purposes in the course of the holder's employment.
- The ASIC is issued for the use of the individual **when on duty only** and must not be used by others.
- The ASIC must be kept secure at all times.
- The ASIC must be displayed correctly.
- RRC issued ASICs must be immediately returned to the ROK Administration Office if the card has expired, been damaged, altered or defaced in any way or if it is no longer required.
- If an ASIC has been lost, stolen, mislaid or destroyed, immediately notify ROK Administration Office. A statutory declaration must be supplied to ROK within seven (7) days of the loss, detailing the circumstances surrounding the loss.



Visitor Identification Card (VIC)

All visitors to the airport, who require access to a security zone and do not hold a valid red or grey ASIC, must obtain a Visitor Identification Card (VIC). VICs can be issued by Airport Administration, OS and Airport Safety/Security Officers. Capacity to issue VICs may also be delegated to authorised issuing agents.

Visitors in possession of a VIC must be accompanied by a valid ASIC holder at all times when in a security zone. A current and valid Category B government issued identification document with the applicant's photo and signature is required for the issue of a VIC. When in a security zone, a VIC must be properly displayed. The VIC must be returned when it is no longer required or it has expired, whichever is the sooner.

VICs can be issued for multiple days at the discretion of the SCO. A person may only be issued a VIC for ROK for a maximum aggregate of 28 days over a 12 month period. Verified ASIC applicants will be exempt from the 28 day aggregate VIC limit.

Display of Identification

Always wear your valid ASIC/VIC in secure areas, ensuring it is displayed:

- above the waist
- located at the front or side of the body, and
- with the whole front of the ASIC/VIC clearly visible.



SECURITY SCREENING

RRC is the sole screening authority for Rockhampton Airport and is responsible for all screening and clearing of persons and their baggage for the purposes of aviation security. All persons, including RRC officers, tenants and airline staff and their possessions, including tools of trade, stock and other goods entering the Sterile Area are required to undergo a screening and clearance process before entering the area. People who refuse to be screened and unscreened goods will not be permitted into any Sterile Area. Should the screening point staff consider any passenger or item of baggage to be suspect, the person and/or item of baggage will not be allowed to enter the Sterile Area.



Items not permitted in sterile areas include but are not limited to: dangerous goods; prohibited items; weapons, including explosives; and sharp or stabbing implements.

Tools of Trade

Some items are allowed under the ATSR in Sterile Areas as “tools of trade” when required by workmen to carry out a specific maintenance operation or installation function that requires the use of that tool or item. These items must not be accessible to the public and must be under the physical control of the person carrying and using the item at all times. All such items must be registered into the Sterile Area at the entry screening point and removed from the register on exit.

For works on the RPT Apron, a Standard Operating Procedure applies to ensure passengers boarding aircraft do not have access to tools of trade.

Approved Contractors

Contractors should be aware that only the minimum tools required to carry out a task are to be taken into secure areas and when entering the Sterile Area, workers are required to have a list of tools being carried for presentation and inclusion in the tools register at the screening point. Upon completion of the tasks, all tools will be presented to be checked against the entry list and any discrepancies investigated and reported to the SCO. Discrepancies may result in an evacuation and re-establishment of the Sterile Area. If this occurs, the consequent recovery of all costs involved, including airline delay costs, may be sought from the contractor responsible.

LAGs (liquids, aerosols, gels)

The Australian Government, under the ATSA and ATSR, has introduced restrictions relating to liquids, aerosols and gels (LAGS) for **international flights only**. LAGs restrictions are not applicable at ROK, however passengers connecting with an international flight should be cognisant of the LAGs restrictions.

Firearms

Firearms are not permitted in the Sterile Area or in the cabin of an aircraft. People wishing to transport a firearm must contact the relevant airline ahead of travel and follow all procedures prescribed by the airline.



LANDSIDE SECURITY

Terminal Frontage Control

With the exception of QPS, taxis and specific RRC permitted vehicles, no vehicles are permitted to park along the terminal kerbside at any time. Any vehicle found in this area will be moved on. Vehicles left unattended in this area may be towed away.

Tradesperson Parking

Limited parking space has been provided for tradespersons contracted to perform work at the terminal. Application should be made with Airport Management to acquire a parking permit to allow parking in this area.

Public Parking

ROK operates paid parking with various parking options available: Drop Off and Pick Up (20 minute 'grace' to meet and farewell passengers without being charged), Short Term, Covered Car Park, Premium Long Term and Long Term. Disabled parking bays are available throughout the car parks and are situated along the walkway to the terminal for ease of access. For information on parking and costs visit: www.rockhamptonairport.com.au.

The car parks are monitored 24/7 by a Private Security Contractor. If you need assistance with the parking system, press the HELP / INTERCOM button and someone will assist you by intercom. For any questions or enquiries please call 03 9682 1733 or email customerservice@carepark.com.au.

Freight Delivery

A designated loading zone for freight deliveries is located at the northern end of the terminal building.

Cargo

In order to comply with stringent air cargo legislation, no cargo is received or collected from the terminal building. All cargo consignments are handled by the relevant cargo agent: Qantas Freight or Virgin Australia. These freight sheds are located just south of the terminal building.

Parking Penalties

The airport precinct is patrolled by security officers. Parking tickets and other infringement notices may be issued for persons illegally parking within the airport precinct.

Abandoned Vehicles

Any vehicles found to be abandoned in the airport precinct are to be reported to the ROK Administration Office.

Drones (Remote Piloted Aircraft - RPA)

Civil Aviation Safety Authority standard operating conditions stipulate that a drone cannot operate higher than 120m or within 5.5km of a controlled aerodrome. Drone activity around the airport should be reported. Personnel should not attempt to touch or confiscate any equipment without the owner's permission.



ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

TERMINAL EVACUATION

The principal function of the emergency procedures is to ensure the safety of personnel. Rockhampton Airport seeks cooperation from all persons to observe the airport's evacuation procedures and in the event of an emergency, the instructions given by the wardens.

Designated Wardens and their Areas

Warden	Area	Operating Hours 0500 - 2130	After Hours
Chief Warden	Fire Indicator Panel	OS	Night Guard will contact QFES
Deputy Chief Warden	As directed by Chief Warden	ARO	
Area 1 Warden	Swissport (V) – check in and common user area.	Aero-Care (V) Supervisor	
Area 2 Warden	Swissport (Q) – check in including Qantas, office area and Qantas Club.	Aero-Care (Q) Supervisor	
Area 3 Warden	Departures Lounge	Contracted Screening Staff	
Area 4 Warden	International Area	ARO (as required)	
Area 5 Warden	Terminal Concourse	Contracted Screening Staff	
Area 6 Warden	Baggage and Apron Area	ARO	
Area 7 Warden	Precinct Roadway	Contracted Kerb Side Staff	
Area 8 Warden	Mezzanine Floor	Airport Commercial Supervisor (Monday to Friday 7.30-16.00)	

Types of Emergencies

Below are the types and colour code of each type of emergency.

RED	Fire/Smoke
ORANGE	Evacuation
PURPLE	Bomb Threat
BLUE	Medical Emergency
YELLOW	Internal Emergency (Failure or threat to essential services or hazardous substances incident)
BLACK	Personal Threat (Armed or unarmed persons threatening injury to others or themselves)
BROWN	External Emergency

Safety Rules

- Do not panic or cause others to panic
- Do not run in the Terminal or surrounds
- Evacuate in a calm and orderly manner
- Keep communications short and sharp
- If unable to evacuate the area notify the Chief Warden and do not attempt to evacuate. Await further instructions from the ARFFS or QFES Officers or the Chief Fire Warden
- Follow the evacuation procedure in all cases whether it is a drill or an actual event.

ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

Evacuation Procedure

In the event of fire the 'ALERT' sound will be activated

ALERT ALARM - *Beep Beep Beep Beep*

Message – EMERGENCY, EMERGENCY, EMERGENCY

ACTION - The Chief Warden will respond. Staff will prepare to evacuate but

DO NOT EVACUATE

When the 'Alert' sound is heard:-

- Area Wardens check area for fire or emergency and if identified evacuate immediate area and notify Chief Warden.
- Ensure all emergency exits are clear and accessible.
- Shut down all unnecessary equipment where possible.
- Prepare for an evacuation.

The alert phase will cascade throughout the building from the source of alarm. Not all areas will hear the initial alert **alarm**.

EVACUATION ALARM- *Whoop, Whoop, Whoop, Whoop*

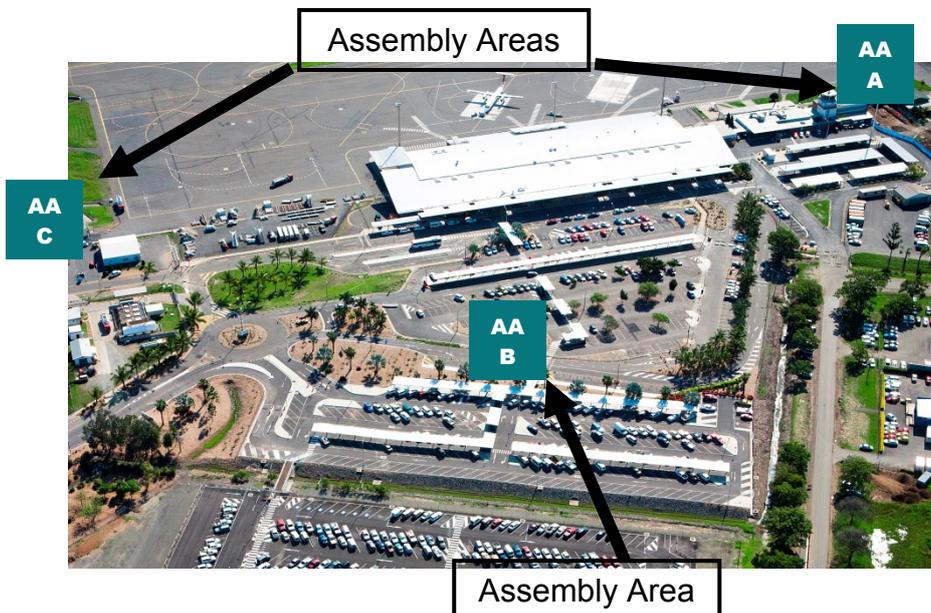
Message – EVACUATE NOW, EVACUATE NOW, EVACUATE NOW

ACTION – All staff and customers evacuate via the nearest exit.

When the 'Evacuation' alarm is heard:-

- Evacuate all personnel including staff, clients/ customers, contractors from area.
- Nominated staff to lead passengers to the nearest fire exit and vacate the building.
- Evacuate to the appropriate assembly point. Apron exits are to be used as the last alternative.
- Prior to evacuating the building the Area Warden will turn off equipment, shut doors, DO NOT LOCK and report area evacuation to the Chief Fire Warden.
- On leaving the building by the nearest exit, move to the nearest assembly area.

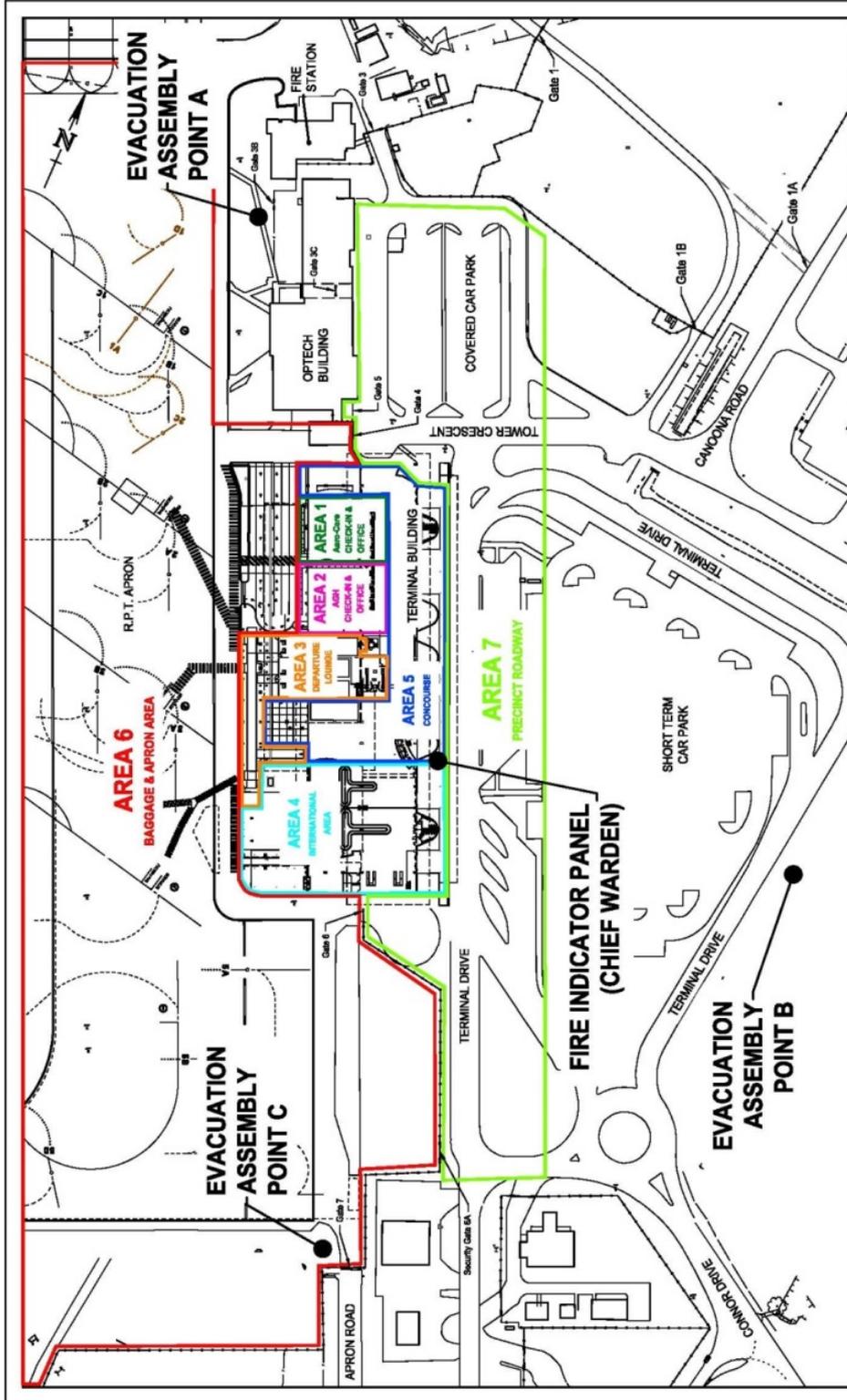
DO NOT USE THE LIFT TO EVACUATE



ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

Terminal Ground Floor Plan

O:\Design\Engineering\Design\Office Projects\2015\15-165 - Airport Terminal Evacuation Plans\CAD Design\2015-165-00.dwg, 07/07/2015 3:16:59 PM



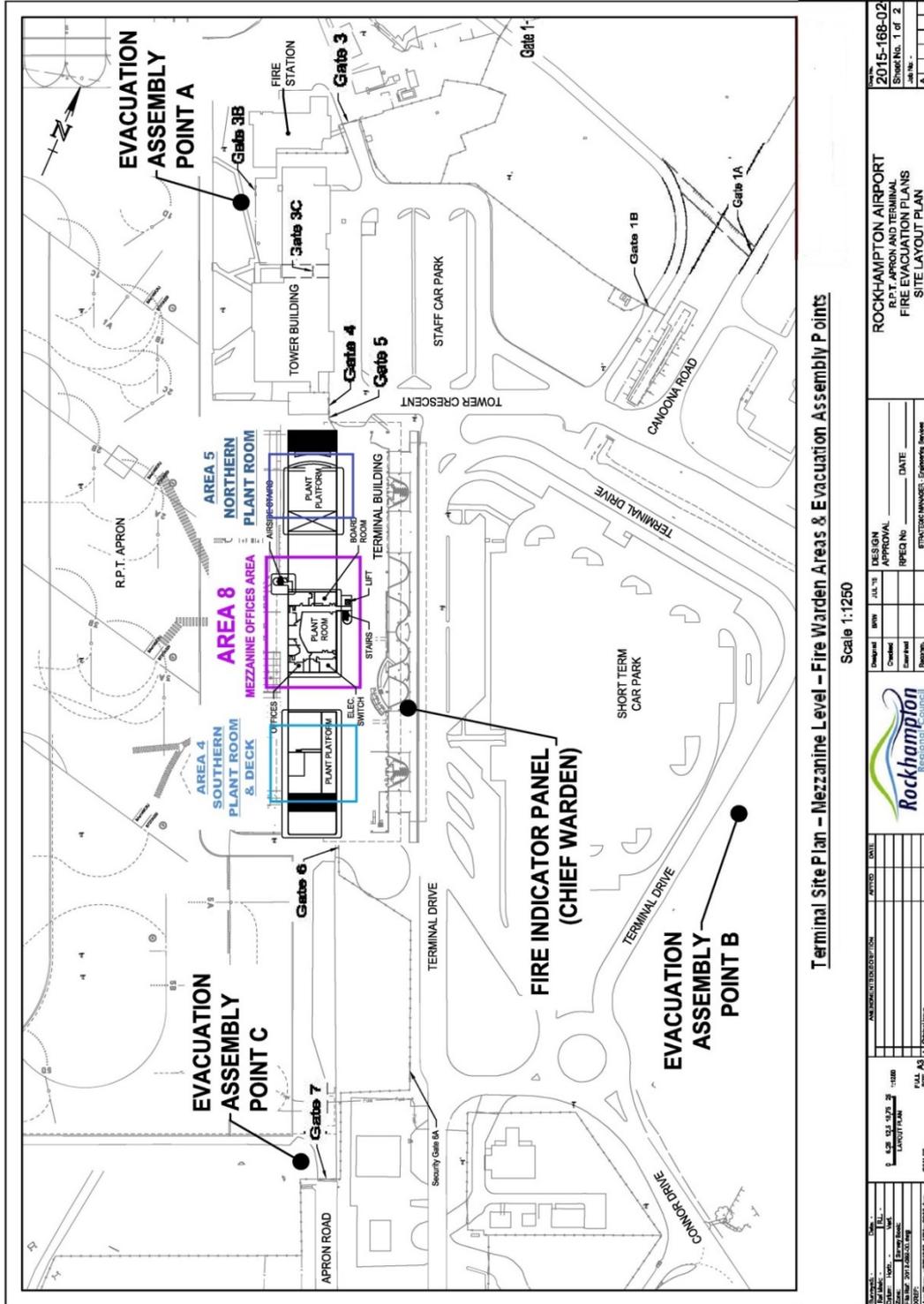
Terminal Site Plan - Ground Level - Fire Warden Areas & Evacuation Assembly Points
Scale 1:1250

Date: _____ Drawn: _____ Check: _____ Date: _____	APPROVAL RECD No: _____ DATE: _____	DESIGN APPROVAL RECD No: _____ DATE: _____	PROJECT NO: 2015-168-01 SHEET NO: 1 OF 2 DRAWING NO: _____	ROCKHAMPTON AIRPORT R.P.T. APRON AND TERMINAL FIRE EVACUATION PLANS SITE LAYOUT PLAN
PROJECT DESCRIPTION: _____ PROJECT NO: _____ DATE: _____		DESIGNER: _____ CHECKED: _____ DATE: _____		PROJECT MANAGER: _____
SCALE: _____ DATE: _____ DRAWN BY: _____		PROJECT NO: _____ SHEET NO: _____		PROJECT NAME: _____

ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

Terminal Mezzanine Floor Plan

C:\rockhampton\design\design\office\projects\2015\102 - Airport Fire Evacuation Plan\CAD Dwg\2015-02-00.dwg, 05/01/2017 8:22:01 AM



ROCKHAMPTON AIRPORT SECURITY and AWARENESS GUIDE

GENERAL MATTERS

Filming or Photography

Due to the sensitive nature of airport security, all media or other parties wishing to film, photograph or broadcast from anywhere within the airport precinct are required to seek prior permission from Airport Management.

Emergency First Aid

The Aviation Rescue and Fire Fighting Service respond to a range of injuries and other emergencies within the airport precinct. In the event of a heart attack, a defibrillator is located in the terminal concourse, adjacent to the screening point.

Appendices

The attached appendices are provided to assist in the event an incident. Using the information and check lists may assist the Police with their investigations. A Phone Threat Checklist should be retained beside each telephone for use if needed. Please note, as the airport operator, Council is providing this information for assistance only - **it is not intended to replace any procedures established by your company or organisation.**



CONTACTS

Emergency Police / Ambulance / Fire	000
Security Contact Officer	0439 716 496
Duty Operations Supervisor	0448 619 596
Duty Safety Officer	0409 368 314
Airport Administration Office	07 4936 8018
Queensland Police Service	07 4932 3500
Aviation Rescue and Fire Fighting Service	07 4930 7410
Queensland Fire & Rescue Service	07 4927 1488
Queensland Ambulance Service	07 4931 7100

Airlines – Local Agents

QantasLink	07 4923 9900
Swissport	www.swissport.com.au www.qantas.com.au
Virgin Australia	07 4922 1085
Swissport	www.swissport.com.au www.virginaustralia.com.au



Rockhampton Regional Council Airport (7:30am to 4:00pm Monday- Friday)

Airport Administration Office
Mezzanine Floor
Terminal Building
Terminal Drive
Rockhampton Qld 4700

PO Box 1860
Rockhampton
Qld 4700

Telephone:
Facsimile:
Email:
Web:

07 4936 8018
07 4927 7523
airportadmin@rrc.qld.gov.au
www.rockhamptonairport.com.au

APPENDICES

TELEPHONE THREATS – BOMB & OTHER

Although rare, telephone and bomb threats are an issue that all staff should be made aware of. It would be useful to keep a photocopied or laminated version of the Phone Threat Checklist directly beside/near the business telephone for immediate use by staff at the time, should a threatening call be received.

TELEPHONE RESPONSE

1. Stay calm.
2. Do not panic or make return threats.
3. If possible, fill out all information on the Phone Threat Checklist while you are on the phone to the caller.
4. Listen carefully for a full description:
 - Sex of the caller
 - Age of the caller
 - Any accents or speech impediments
 - Any background noises
 - Any key phrases used by the caller.
5. Ask the caller:
 - What the threat is?
 - When the threat is to be carried out?
 - Where the threat may be located?
 - Why the threat is being made?
6. Keep the person talking for as long as possible (to obtain as much information as possible).
7. Activate Malicious Call Tracing (MCID) on Cisco telephone.
8. Whilst not alerting the caller, have an available co-worker contact the police using a separate telephone line or mobile phone.
9. If the call is received on a telephone other than a Council Cisco telephone, once the call is finished **DO NOT HANG UP** – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
10. Ensure all information has been written down.
11. Inform management and report threat to police immediately – use a separate telephone line or mobile phone.

LOCATING AN ITEM – If an item or suspect package is located:

- Do not touch, tilt or tamper with the item. Refer to Front of House Customer Service Officer.
- Notify police immediately and follow the instructions given to you by them.

EVACUATION – If evacuation is deemed necessary, it should be conducted in a pre-planned manner:

- If appropriate in the circumstances, clear the area immediately within the vicinity of the package of all people, ensuring that they are not directed past the package
- Ensure people that have been evacuated are moved to a safe, designated location
- Request that people remain available at the designated location to assist police.

Alert your supervisor. If your supervisor is unavailable call Police on **Triple Zero '000'**.

DO NOT HANG UP – REMEMBER TO KEEP CALM

PHONE THREAT CHECKLIST

REMEMBER TO REMAIN CALM

Who received the call?

Name (print):

Signature:

Telephone number called:

Date call received: Time received:

QUESTIONS TO ASK THE CALLER

GENERAL

- What is it?
- When is the bomb going to explode? OR
- When will the substance be released?
- Where did you put it?
- What does it look like?
- When did you put it there?
- How will the bomb explode? OR
- How will the substance be released?
- Did you put it there?
- Why did you put it there?
- What is your name?
- Where are you?
- What is your address?

BOMB THREAT QUESTIONS

- What type of bomb is it?
- What is in the bomb?
- What will make the bomb explode?

CHEMICAL/BIOLOGICAL THREAT QUESTIONS

- What kind of substance is in it?
- How much of the substance is there?
- How will the substance be released?
- Is the substance a liquid, powder or gas?

EXACT WORDING OF THREAT:

.....

ANALYSIS OF CALLER'S VOICE

SEX	ACCENT		VOICE		SPEECH	
Male	Australian	Irish	Angry	Soft	Fast	Distinct
Female	American	Asian	Child	Giggling	Stutter	Clear
	Middle	Other	Calm	Other	Slow	Muffled
	Eastern	Obscene	Lisp	Other
	European	Loud	Slurred
	British	Emotional	Distorted

THREAT LANGUAGE		BACKGROUND NOISE	
Well spoken	Other	None	Sirens
Incoherent	TV/Radio	Street Noises
Irrational	Music	House Noises
Taped	Voices	Construction
Abusive	Train	Other
Message read by caller	Aircraft

- Duration of Call: :
- Did you recognise the voice? Yes/No
- If so, who do you think it was?
- Did the caller appear familiar with the area? Yes/No
- Estimated Age:
- Comments from person receiving the call:
-

Active Shooter Guidelines for Places of Mass Gathering



FIREARM ATTACK –

Initial action advice for INDIVIDUALS

ESCAPE

Under immediate gunfire – Take cover initially but attempt to leave the area as soon as possible if safe to do so. Try to confirm that your escape route is safe.

Nearby gunfire – Leave the area immediately, moving away from the gunfire if this can be achieved safely.

- Leave your belongings behind
- Do not congregate at evacuation points
- Try to maintain cover (see below)

Cover from gunfire

- Substantial brickwork or concrete walls
- Engine blocks of motor vehicles
- Base of large live trees
- Earth banks/hills/mounds

Cover from view

- Internal partition
- Car doors
- Wooden fences
- Curtains

SEE

The more information you can pass on to police the better, but **NEVER** risk your own safety or that of others to gain it.

If it is safe to do so, think about obtaining the following information:

- Details of any firearms being used or possessed
- Exact location of the incident
- Whether the perpetrator is stationary or moving in any particular direction
- Number of casualties
- Number of other people in the area
- Number and description of offenders
- Their motives or intent (if known or apparent)
- What else they are carrying

TELL

- Ring police immediately on **000** and give them the information shown under '**SEE**'.

- Stay on the line and provide any other information or updates the operator requests (if safe to do so).
- Use all the channels of communication available to you to inform staff, visitors, neighbouring premises, etc of the danger.

IF YOU CAN'T ESCAPE...

ACT

- Secure your immediate environment and other vulnerable areas.
- Keep people out of the public areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Try to choose a room where escape to a more secure area may be possible.
- Move away from the door, remain quiet and stay there until told otherwise by *appropriate authorities*, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself if you are located.

Police response

In an attack involving firearms a police officer's priority is to protect lives. In an active shooter scenario, this usually means locating the offender as quickly as possible, even if it means initially moving past people who need help.

Please remember:

- At first police officers may not be able to distinguish you from the gunman.
- Police officers may be armed and could point guns in your direction.
- They may initially move past you in search of the gunman.
- Avoid quick movements or shouting and keep your hands in view.
- Promptly follow any instructions given.

Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.

Acknowledgement: Guidance material developed by the Mass Gatherings Advisory Group on behalf of the Australia-New-Zealand Counter-Terrorism Committee (ANZCTC)

AGGRESSIVE PEOPLE

Whilst the vast majority of customers are polite and friendly to deal with, violent outbursts that occur inside a store or small business can result in physical injury to staff, customers, the offender and/or damage to stock or fixtures. It may be useful to keep photocopies of the Description Form in a convenient location within the business for quick and easy reference and use by staff.

PREVENTION

Educating staff about conflict resolution can be a useful investment in avoiding customer complaints and potential risks such as those outlined above. Staff should be skilled to tell the difference between assertive, aggressive and potentially violent customers. In all instances of dealing with aggressive people, the main priority is to ensure the safety of yourself, your staff and your customers. Every situation is different and as such there is no one, absolute set of procedures in dealing with aggressive people. Following some basic steps however, may assist staff to respond to such situations.

Basic Security Tips

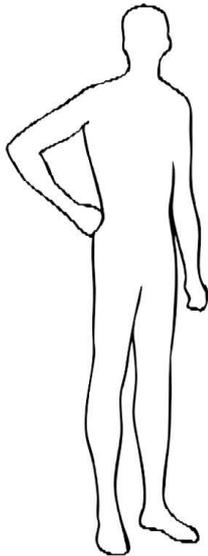
1. Assess the situation and remain calm at all times.
2. If store security officers are employed, ensure staff are aware of when and how to contact them.
3. If it appears that the safety of staff or customers is at risk, the police should be called immediately on **Triple Zero '000'**.
4. Do not respond to the customer's bad behaviour in the same manner.
5. Remain respectful. Try to restore a sense of justice for the person. Explain what options are available and encourage them to try one of these.
6. Patience is usually a good strategy and this can be achieved by not only listening to the person but by acknowledging their problem or situation:
 - Staff members should not take insults personally – they are being delivered by a person who appears unreasonable and may relate to business policies and procedures as opposed to the employee personally
 - Listening can be useful to allow the person to 'let off steam'
 - Remember that over a period of time anger can diminish.
7. Other staff not involved in the incident should not become an audience; however they should monitor the situation for any possible escalation.
8. If the person is not able to be calmed and they continue to be offensive or obnoxious, politely request the person to leave the store or office.
9. If having been politely requested to leave a store, a person refuses, contact the police and await their arrival. Do not engage in any further unnecessary dialogue.

Violent Offenders

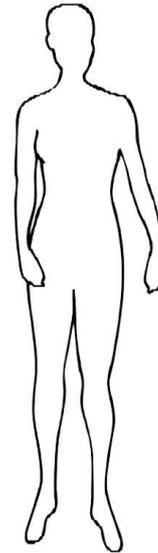
1. Do not enter the person's physical space as this can escalate the situation. Holding your stance can appear aggressive to the offender – consider stepping back, etc.
2. Discreetly remove any items that could potentially be used as weapons.
3. Counter areas or display stands can be discreetly used to create natural barriers and distance between staff members and the other person.
4. Employees are entitled to protect themselves from violence. The amount of force used however to deter the violence, must be reasonable and proportionate to the harm that is being sought to be avoided. Excessive force is not justified and can result in a counter claim of criminal assault or civil litigation.

DESCRIPTION FORM

If you are a victim of a robbery, please complete this form by yourself. If you are unsure of an answer don't guess – leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.



OFFENDERS	1	2	3
Gender			
Height			
Build			
Age			
Hair			
Facial hair			
Complexion			
Eyes			
Accent/race			
Disguise			
Scars/Tattoos			
Headwear			
Glasses			
Shirt/jacket			
Pants/dress			
Clothing logos			
Shoes/boots			



VEHICLE DETAILS							
Make		Model		Type		Year (approx)	
Colour		Registration		Plate colour			
Number of occupants				Distinguishing features/ accessories			

	<p>OTHER:</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>
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WITNESS DETAILS	
Witness 1	
Witness 2	
Witness 3	

ARMED ROBBERY

Planning may assist in reducing the risks of armed robbery to your business, thereby maximising the safety of your employees and customers. It may be useful to keep photocopies of the attached Description Form in a predetermined, convenient location within the business for quick and easy reference and use by staff.

The aim of any planning around armed robberies should be to:

- Prevent the business being targeted by offenders
- Increase the safety of employees and customers
- Reduce the impact of the crime on the business
- Assist police in the arrest of any offender/s.

PREVENTION

1. Advertising material, posters and curtains should be kept at a minimum to provide a clear view of the premises from both the inside and the outside.
2. Be alert to strangers or individuals who may be observing the business or who are asking questions about how the business runs.
3. Pay particular attention when opening or closing the business, including checking to make sure no intruders are hiding on the premises.
4. Ensure all back doors, side doors, windows and store rooms are kept secure at all times.
5. Do not discuss cash holdings or movements of cash in public.
6. Sales areas should only be used by staff and be monitored and secured at all times. Raised platforms and deep counters provide added safety for staff by increasing surveillance and distancing staff from a possible assault.
7. Consider installation of a safe in a secure area but within close proximity to the cash register. The safe should be secured to a sturdy fixture. Consider installing a sign that states staff do not have access to the safe.
8. Reduce cash held at counters to a workable minimum.
9. Set out escape routes and safe areas for employees to move to when required. Ensure that staff members are aware of security and armed robbery procedures and what to do in the case of such an event. This routine should be regularly practised as with any other type of emergency drill.
10. Make use of signage and stickers both inside and outside your business promoting security measures such as: locks, video surveillance and minimum cash held on premises.
11. Consider the installation of electronic methods of payment to reduce the amount of cash kept on hand.
12. Consider the installation of additional security devices such as duress/panic buttons and quality Closed Circuit Television (CCTV).

IN THE EVENT OF AN ARMED ROBBERY

1. Try to remain calm, assess the situation and do exactly as the offender says. Remember the number one priority is your safety, the safety of other staff and customers.
2. Activate alarm devices as soon as possible, but only if it is safe to do so.
3. Avoid sudden actions and calmly explain any necessary movements to the offender. These could pose an unintended threat to the offender, who may already be anxious and tense.
4. Speak only when spoken to as any conversation with the offender will prolong the incident.
5. Unless otherwise ordered, discreetly watch the offender/s, making a mental note of their description especially scars, tattoos, prominent or other distinguishing features.
6. Avoid direct eye contact with the offender/s.
7. Note the offender's conversation including any indecent language, accent, nicknames or speech impediments.
8. Observe and take note of any weapons that are being used.
9. If safe to do so, observe the direction of travel taken by the offender/s when they leave the premises.
10. If safe to do so, look to see if a vehicle has been used and if there are any other occupants, record the registration number, make, model and the colour of the car.
11. Never take drastic action during the robbery and do not chase the offender/s.

AFTER THE ROBBERY

1. Immediately telephone the police on **Triple Zero '000'**, even if you have activated a hold up or duress alarm. Tell the police telephone operator:
 - If anyone has been hurt at the scene
 - That an armed robbery has occurred
 - Exact location – business name/address of where the crime occurred including the closest intersecting street
 - Your name/address and contact phone number
 - Date/time/nature of offence
 - Number and description of offender/s including any vehicles used
 - Direction of travel
 - Note whether any weapons were seen and what type they were.
2. Only hang up the telephone when told to do so and stay off the phone until police arrive unless you remember additional information that may be important.
3. Close the premises to the public and keep unauthorised persons out.
4. Make sure that no person touches or moves any items where the offender/s was/were present.
5. Consider arranging someone to meet police outside, particularly in large shopping areas to make the response time more efficient.
6. Request that witnesses and customers remain until the police arrive – failing that, request their names, addresses and telephone numbers and pass them onto police when they arrive.
7. Make sure witnesses are isolated from each other or are aware not to discuss descriptions or what happened with other witnesses.
8. Witnesses should independently try to write a full description of offender/s and what actually occurred in as much detail as possible.
9. Do not make any statements to the media before discussing the matter with police.
10. Supply to police all details no matter how insignificant they appear to you. This could include earlier suspicious customers, rude, drunk or drug affected customers, upset former employees or simply details of certain cars constantly driving past.
11. Crime affects different people in different ways and the impact may not be felt immediately. Consideration should be given to organising professional trauma counselling for employees affected by the crime.

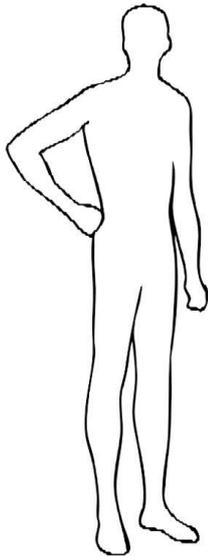
FOR URGENT POLICE, FIRE BRIGADE OR AMBULANCE ATTENDANCE, DIAL



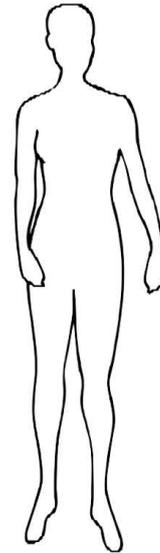
- ☎ Crime Stoppers 1800 333 000 or www.police.qld.gov.au/programs/crimeStoppers
- ☎ Safe Work Australia 02 6121 5317 or www.safeworkaustralia.gov.au
- ☎ Victims of Crime Helpline 1800 819 817 or <http://www.victimsofcrimeaustralia.com.au>
- ☎ Victim Assist Queensland 1300 546 587 or www.justice.qld.gov.au

DESCRIPTION FORM

If you are a victim of a robbery, please complete this form by yourself. If you are unsure of an answer don't guess – leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.



OFFENDERS	1	2	3
Gender			
Height			
Build			
Age			
Hair			
Facial hair			
Complexion			
Eyes			
Accent/race			
Disguise			
Scars/Tattoos			
Headwear			
Glasses			
Shirt/jacket			
Pants/dress			
Clothing logos			
Shoes/boots			



VEHICLE DETAILS							
Make		Model		Type		Year (approx)	
Colour		Registration		Plate colour			
Number of occupants				Distinguishing features/ accessories			

OTHER:

WITNESS DETAILS	
Witness 1	
Witness 2	
Witness 3	

PERSONAL SAFETY

Under Occupational Health and Safety legislation, all people have the right to work in a safe environment in which risk to their health and safety is minimised. Employers have a duty to provide a safe working environment.

Below are some tips that may assist staff to satisfy their individual sense of personal safety. Additional factors may need to be considered depending upon individual circumstances.

WITHIN THE BUSINESS

1. Familiarise all staff with emergency procedures and policies on how to deal with aggressive people, armed robberies, shoplifters, cash handling etc.
2. Restrict access to employee only areas and back rooms.
3. Ensure valuables such as personal possessions belonging to staff remain locked away at all times. Items such as mobile phones, handbags and wallets should not be left unattended and in view, even for a moment.
4. Install audible door announcers to identify when customers enter the store.
5. Keep doors and windows locked if staff are working late.
6. When a staff member is temporarily leaving the premises, notify a second party and advise that person of the staff member's likely movements, expected time of return or arrival at next location.
7. Encourage staff members to move their private vehicles closer to the business during daylight hours. After hours, arrange an escort to the car park or have someone watch their safe arrival into the car.
8. Pre-program important numbers such as **Triple Zero '000'** and security into business telephones and the mobile telephones of staff members.

ON THE STREET

1. If a second person has been notified of a staff member's departure from the business, ensure that the same person is contacted and advised that the staff member has reached their intended destination safely.
2. Avoid walking alone at night unless absolutely necessary, stay on lit paths and wear visible clothing.
3. Wear comfortable clothes and footwear that allow for freedom of movement.
4. Avoid shortcuts and dark, isolated areas.
5. Walk purposefully and know where you are going.
6. Walk on the footpath facing the oncoming traffic.
7. If you feel threatened, cross the road, locate a telephone, or enter a store or place of business even if you have just left it.
8. If using a public telephone, stand with your back to the phone after dialling – maintaining a view of the surrounding area and persons approaching.
9. Carry purses and handbags close to your body.

IN YOUR CAR

1. Position vehicles as close to your work premises as allowed.
2. Have car keys in hand ready for use. Do not search for them in a handbag along the way or when standing at the car door.
3. Check inside the car by looking through the windows before getting in.
4. Consider driving with all of the doors locked and the windows wound up.
5. Do not leave valuable items visible inside the car.
6. When leaving the car, always close the windows and any glass vents, remove the ignition key and lock the doors.

NO AMOUNT OF PROPERTY IS WORTH RISKING YOUR SAFETY