



KNOWN CUSTOMER SELF AUDIT CHECK SHEET

CUSTOMER NAME: _____

HEAD OFFICE

ADDRESS: _____

A Known Customer is an agent, freight forwarder or any other entity that conducts business with an air operator and provides security controls that are accepted or required by the appropriate authority in respect of cargo, courier and express parcels or mail. A Known Direct Customer with Air New Zealand National Cargo is simply a Known Customer or an entity that ships its own products for commercial use.

Note that Air New Zealand Cargo is required to comply with various Civil Aviation Authority of New Zealand (CAANZ) Rules including Part 108.53 (Domestic) in relation to security. In particular this means that to become and remain a Known Customer you must implement and monitor appropriate security controls to prevent the introduction of weapons, explosives, or any other dangerous devices that may be used to commit an act of unlawful interference.

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

- **Direct customers are required to fill out all sections, except for section 3.**
- **Indirect customers are required to fill out all sections.**

Company

1.0 What is the location(s) where your own products to be shipped for commercial use are to be accepted/ prepared/ manufactured/ stored/ handled or consolidated prior to delivering to Air NZ?

1.1 Do you have written security procedures and processes to ensure security of activities and shipments at the location(s) above and during transportation to Air NZ?

(Please provide a copy)

Yes No

Facilities

- | | | | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 2.0 | Is there a nominated person responsible for facility security?
Please state their name and position:

_____ | Yes | No |
| 2.1 | Do your facility security measures prevent unauthorised access and interference with air cargo at any stage in the process?
Details: _____

_____ | Yes | No |
| 2.2 | Do your security measures provide segregation between air and other cargo where required to prevent other products being shipped with air cargo?
Details: _____

_____ | Yes | No |
| 2.3 | Do you have Visitor and Contractor control systems in place?
(For example: Passes issued, escorts required for non-security trained personnel, staff required to identify and challenge unauthorised or unidentified persons found within the facility etc.)
Details: _____

_____ | Yes | No |

Acceptance (Indirect customers only)

- | | | | |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 3.0 | Do you have a written procedure for approval of a Known Customer?
<i>(Please attach a copy.)</i> | Yes | No |
| 3.1 | Do you maintain a Known Customer database?
<i>(Please attach a list of your approved Known Customers showing the date they were last approved.)</i> | Yes | No |
| 3.2 | Do you have a written procedure for acceptance personnel to apply appropriate security screening based on the Known / Unknown Customer requirements?
<i>(Please attach a copy.)</i> | Yes | No |
| 3.3 | Do you have a process to ensure that your Known Customers procedures are followed by other agents, freight forwarders, or other entities providing goods to your company for carriage on Air NZ services?
<i>(Please attach a copy.)</i> | Yes | No |
| 3.4 | Do you have procedures in place to detect any hidden / non declared articles, including dangerous goods?
<i>(Please attach a copy.)</i> | Yes | No |

Personnel / Training

- 4.0 Are pre-employment history and references verified prior to employment? Yes No
Who are these completed by?

- 4.1 Are prospective employees checked for previous criminal history? Yes No
Who are these completed by?

- 4.2 Do all staff (and third parties) with access to consignments for carriage by Air New Zealand receive Security Training to provide adequate knowledge of security matters as per part 108 requirements? (This includes the security of premises, product and transportation). Yes No
If yes, who provides this training?

(Please attach a copy of the syllabus for this training.)
- 4.3 How often is recurrent training carried out and are all applicable staff (and contractors) current? Yes No

- 4.4 Do you provide initial and recurrent training for Dangerous Goods by air? Yes No N/A
If yes, who provides this training?

(Please attach a copy of the syllabus for this training.)
- 4.5 Do you maintain and periodically review personnel training records for all staff? Yes No
How often do you do this?

Transportation

- 5.0 Are security measures in place to prevent unauthorised access or interference with your cargo whilst it is being transported from your premises named above to the Air New Zealand acceptance point? Yes No
Details: _____

- 5.1 Do you provide initial/recurrent security training or ensure drivers have their own current security training to meet your security responsibilities? Yes No
Details: _____

- 5.2 If using a third party, please provide details of your current authorised transport providers (list of all company names, drivers' names and the ports they operate at and attach to this document).

Summary

6.0	Are you confident that as a Known Customer to Air New Zealand Cargo that your security controls are appropriate and will remain in place to prevent the introduction of weapons, explosives, or any other dangerous devices that may be used to commit an act of unlawful interference for any cargo carried on Air New Zealand services?	Yes	No	
6.1	Are you confident that as a Known Customer to Air NZ Cargo that your security controls are appropriate and will remain in place to detect and prevent the transportation of any mis-declared or undeclared dangerous goods for any cargo carried on Air NZ services?	Yes	No	
6.2	Do you have any other comments or information you wish to provide in support of your application? Comments: _____ _____ _____	Yes	No	
6.3	Security Procedures from 1.1 are attached?	Yes	No	
6.4	Written procedure for approval from 3.0 is attached?	Yes	No	N/A
6.5	Known customer database from 3.1 is attached?	Yes	No	N/A
6.6	Known/ unknown customer acceptance procedures from 3.2 is attached?	Yes	No	N/A
6.7	Known customer procedures for other agents and freight forwarders from 3.3 is attached?	Yes	No	N/A
6.8	Hidden/non-declared articles/dangerous good detection procedures from 3.4 attached?	Yes	No	
6.9	Syllabus from Security Training from 4.2 is attached?	Yes	No	
6.10	Syllabus from DG Training from 4.4 if applicable is attached?	Yes	No	
6.11	Driver details from 5.2 attached?	Yes	No	

Customer Representative RESPONSIBLE for the Known Customer Security Programme above:

Signed By: _____
 Name: _____
 Appointment: _____
 Date: _____

<i>Below is for Air New Zealand completion only</i>			
	Accept	Decline	Signature and Date
National Cargo Sales and Ops. Manager			
National Cargo Manager			
Cargo Standards & Safety Manager			

Comments (if applicable):