



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY
 Name of Document:
 Disclaimer:
 Corporate Turn Around Times:

SERVICE LEVEL AGREEMENT: AVIATION SECURITY
ALL EFFORT WILL BE MADE TO MEET THE SLA TURNAROUND TIMES. IT IS NOTED THAT THE SLA MAY BE SUBJECTED TO OTHER FACTORS EXTERNAL TO THE RELEVANT DIVISION, IN WHICH CASE THE RELEVANT RESPONSIBLE PERSON WILL COMMUNICATE WITH AFFECTED CLIENTS FREQUENTLY.
<ol style="list-style-type: none"> 1. EMAILS ANSWERED WITHIN 3 WORKING DAYS 2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
1. AIRLINES AND AIRPORTS				
Scheduled Air Carrier Operator Certificates	<ol style="list-style-type: none"> 1. AOC initial issue – Air Operator Certificate 2. AOC renewal of Locally Registered Operators 	<ol style="list-style-type: none"> 1. MOSP 	<ol style="list-style-type: none"> 1. 7 working days – Notification to client pre-audit confirmation in writing 2. 15 working days - Reporting to client- post audit 3. 30 working days - Submission of corrective action plan 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days
Airports with Scheduled Air Carriers Operations	<ol style="list-style-type: none"> 1. Initial issue – Airport License 2. Renewal of Airport License 	<ol style="list-style-type: none"> 1. MOSP 	<ol style="list-style-type: none"> 1. 7 working days – Notification to client pre-audit confirmation in writing 2. 15 working days - Reporting to client- post audit 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days



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			3. 30 working days - Submission of corrective action plan	3. 3rd Level: Executive: Aviation Security - 5 working days
Air Traffic Services	1. Initial issue – Air Traffic License 2. Renewal of Air Traffic License	1. MOSP	1. 7 working days – Notification to client pre-audit confirmation in writing 2. 15 working days - Reporting to client-post audit 3. 30 working days - Submission of corrective action plan	1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days
Catering, Stores and Supplies Service Providers	1. AOC initial issue – Air Operator Certificate 2. AOC renewal of Locally Registered Operators	1. MOSP	1. 10 working days – Notification to client pre-audit confirmation in writing 2. 15 working days - Reporting to client-post audit 30 working days - Submission of corrective action plan	1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days



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Foreign Operator Applications	1. FOP Assessments/ FOP Assessments Urgent	1. On request from ASO	1. 3 working days	1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days
Miscellaneous Services	1. On-site assessment and presentations	1. On request	1. 30 working days 3	1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days
Approval of Security Programmes and Security Manuals	1. New Programmes and Manuals (ASP/ AOSP/ ATS / CSP) 2. Existing Programmes and	1. On request	1. 90 working days initial 2. 30 working days revision approval	1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines,



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	Manuals (revision to/amendment)			Airports, Non-Scheduled Ops and GA - 5 working days <ol style="list-style-type: none"> 3. 3rd Level: Executive: Aviation Security - 5 working days
Standard Sequence of Actions for Conducting Oversight	<ol style="list-style-type: none"> 1. As per ICAO standards/procedures -adhere 	<ol style="list-style-type: none"> 1. As per Annual Master Surveillance Plan-monthly activity 	<ol style="list-style-type: none"> 1. Dictated by Annual Master Surveillance Plan -monthly activity 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
2. NON-SCHEDULED OPERATIONS AND GENERAL AVIATION				
Surveillance: Oversight of Air Carrier	1. AOC initial issue 2. Surveillance: Oversight 3. AOC renewal 4. Resolution of security concerns 5. Coordination and interactions with FOD and other relevant departments	1. MOSP 2. EXECs 3. Client requests	1. 10 working days (confirmation in writing)- Notification to client pre-audit 2. 15 working days - Reporting to client- post inspection 3. 30 working days - Submission corrective action plan-short 4. 90 working days - Submission corrective action plan-long term	1. 1 st Level: Manager: NSO GA – 5 working days 2. 2 nd Level: Senior Manager: AVSEC - 5 working days 3. 3 rd Level: Executive: AVSEC - 5 working days
Approval/Certification: Approval of security programmes	<u>A. Initial Approval</u> 1. Pre-application Phase 2. Formal Application Phase 3. Document Evaluation Phase	1. On receipt of application	1. 30 working days: Manual - document evaluation phase 2. 30 working days: Re - submission of	1. 1 st Level: Manager: NSO GA – 5 working days 2. 2 nd Level: Senior Manager: AVSEC - 5 working days



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	4. Demonstration Phase 5. Certification Phase <u>B. Revisions</u> 1. Document Evaluation Phase 2. Demonstration Phase 3. Certification Phase		the security programme 3. 14 working days: Recommendation or decline on submission	3. 3rd Level: Executive: AVSEC - 5 working days
Miscellaneous Services	1. On-site assessment and presentations	1. On request	1. 30 working days	1. 1st Level: Manager: NSO GA – 5 working days 2. 2nd Level: Senior Manager: AVSEC - 5 working days 3. 3rd Level: Executive: AVSEC - 5 working days



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3. CARGO SECURITY & DANGEROUS GOODS				
Aviation Security - Cargo Security & Dangerous Goods will provide the following Services	<ol style="list-style-type: none"> 1. Pre-application phase 2. Formal application phase, 3. Document evaluation phase, 4. Demonstration and Inspection phase, 5. Certification phase. 	<ol style="list-style-type: none"> 1. On receipt of application, proof of payment 2. Monthly inspection Schedule -confirmation of client availability 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 working days 2. 2nd Level: Senior Manager: DGCS – 5 working days 3. 3rd Level: Executive: AVSEC – 5 working days
Standard Sequence of Actions for Conducting Inspections	<ol style="list-style-type: none"> 1. As per ICAO standards/procedures -adhere 	<ol style="list-style-type: none"> 1. As per Annual Master Surveillance Plan-monthly activity 	<ol style="list-style-type: none"> 1. Dictated by Annual Master Surveillance Plan -monthly activity 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 working days, 2. 2nd Level: Senior Manager: DGCS – 5 working days.



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				3. 3rd Level: Executive: AVSEC – 5 working days.
Air Operator Certification (AOC) Applications- Freighter Operators	1. AOC initial issue -Air Operator Certificate - Freighter Operators	1. On request	1. 10 working days	1. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 working days 2. 2nd Level: Senior Manager: DGCS – 5 working days 3. 3rd Level: Executive: AVSEC – 5 working days
Foreign Operator Applications	1. FOP Assessments/FOP Assessments Urgent	1. On request from Flight Operations	1. 5 Working Days	1. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 working days 2. 2nd Level: Senior Manager: DGCS – 5 working days 3. 3rd Level: Executive: AVSEC – 5 working days



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4. TRAINING & PERSONNEL CERTIFICATION				
Training organisations and instructor certification	1. Applications 2. Renewal 3. Amendments of security Training Organisations certification	1. On receipt of ASTO/ASTI application forms 2. Master Surveillance plan 3. Proof of payment	1. Training Organisation <ul style="list-style-type: none"> ○ 60 days (2 months) prior to expiry for applications ○ 60 days (2 months) prior to expiry for renewal ○ 60 days (2 months) for amendments 2. Instructor Certification <ul style="list-style-type: none"> ○ Once a quarter – workshops are conducted ○ Once a quarter – exams are administered ○ Once a quarter – initial instructor 	1. 1 st Level: Manager: AVSEC Training & Personnel Certification - 5 working days 2. 2 nd Level: Senior Manager: AVSEC Training & Personnel Certification - 5 working days 3. 3 rd Level: Executive: AVSEC - 5 working days 4. 4 th Level: Director of Civil Aviation - 5 working days



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			practical evaluation	
Standard sequence for conducting audits/inspections	<ol style="list-style-type: none"> 1. MSP- Risk index indicator high and low 2. Findings, reporting and applying corrective actions of: <ul style="list-style-type: none"> • Level 1: Severe Non-Compliance • Level 2: Less sever non-compliance • Level 3 : Minor non-compliance 	<ol style="list-style-type: none"> 1. Ad-Hoc Inspections 2. As per MSP 	<ol style="list-style-type: none"> 1. Level 1: immediately on advice from LAC 2. Level 2:14 days after Inspection 3. Level 3:14 Days after Inspection 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AVSEC Training & Personnel Certification - 5 working days 2. 2nd Level: Senior Manager: AVSEC Training & Personnel Certification - 5 working days 3. 3rd Level: Executive: AVSEC - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Screener Organisation Oversight/Screener Certifications Examinations	<ol style="list-style-type: none"> 1. Screener Organisation Oversight 2. Screener Certifications Examinations 3. Certificate and compliance 	<ol style="list-style-type: none"> 1. Annual Exam Plan 2. MSP 3. As per risk identified for Ad-Hoc Inspections 	<ol style="list-style-type: none"> 1. 14 working days for Screener organisation oversight report for Level 1, 2 and 3 2. 14 working days for screener 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AVSEC Training & Personnel Certification - 5 working days 2. 2nd Level: Senior Manager:



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			certifications examinations results, as per the annual schedule 3. Monthly schedules are published mid-month of each month are sent to all clients via email	AVSEC Training & Personnel Certification - 5 working days 3. 3rd Level: Executive: AVSEC - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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