



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

| |
|--|
| SERVICE CHARTER: AVIATION SECURITY |
| <ol style="list-style-type: none"> ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. 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"> EMAILS ANSWERED WITHIN 3 WORKING DAYS 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"> AOC initial issue – Air Operator Certificate AOC renewal of Locally Registered Operators | <ol style="list-style-type: none"> MOSP | <ol style="list-style-type: none"> 7 working days – Notification to client pre-audit confirmation in writing 15 working days - Reporting to client- post audit 30 working days - Submission of corrective action plan | <ol style="list-style-type: none"> 1st Level: Manager: Airlines and Airports – 5 working days 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days 3rd Level: Executive: Aviation Security - 5 working days |
| Airports with Scheduled Air Carriers Operations | <ol style="list-style-type: none"> Initial issue – Airport License Renewal of Airport License | <ol style="list-style-type: none"> MOSP | <ol style="list-style-type: none"> 7 working days – Notification to client pre-audit confirmation in writing 15 working days - Reporting to client- post audit | <ol style="list-style-type: none"> 1st Level: Manager: Airlines and Airports – 5 working days 2nd Level: Senior Manager: Airlines, Airports, Non-Scheduled Ops and GA - 5 working days |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|--|---|---------|---|---|
| | | | 3. 30 working days - Submission of corrective action plan | 3. 3rd Level: Executive: Aviation Security - 5 working days |
| Air Traffic Services | <ol style="list-style-type: none"> 1. Initial issue – Air Traffic License 2. Renewal of Air Traffic License | 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 |
| Catering, Stores and Supplies Service Providers | <ol style="list-style-type: none"> 1. AOC initial issue – Air Operator Certificate 2. AOC renewal of Locally Registered Operators | 1. MOSP | <ol style="list-style-type: none"> 1. 10 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 |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|---|--|------------------------|--|---|
| Foreign Operator Applications | 1. FOP Assessments/ FOP Assessments Urgent | 1. On request from ASO | 1. 3 working days | <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 |
| Miscellaneous Services | 1. On-site assessment and presentations | 1. On request | 1. 30 working days | <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 |
| Approval of Security Programmes and Security Manuals | <ol style="list-style-type: none"> 1. New Programmes and Manuals (ASP/ AOSP/ ATS / CSP) 2. Existing Programmes and | 1. On request | <ol style="list-style-type: none"> 1. 90 working days initial 2. 30 working days revision approval | <ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines, |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|--|---|--|--|---|
| | Manuals (revision to/amendment) | | | Airports, Non-Scheduled Ops and GA - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days |
| Standard Sequence of Actions for Conducting Oversight | 1. As per ICAO standards/procedures -adhere | 1. As per Annual Master Surveillance Plan-monthly activity | 1. Dictated by Annual Master Surveillance Plan -monthly activity | 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 |



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

| |
|--|
| SERVICE CHARTER: AVIATION SECURITY |
| <ol style="list-style-type: none"> ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. 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"> EMAILS ANSWERED WITHIN 3 WORKING DAYS SMS ANSWERED WITHIN 24 HOURS OF RECEIPT |

| Service | Service Standard | Service Initiation | Turn Around Times | Escalation Process |
|--|---|--|---|---|
| 2. NON-SCHEDULED OPERATIONS AND GENERAL AVIATION | | | | |
| Surveillance: Oversight of Air Carrier | <ol style="list-style-type: none"> AOC initial issue Surveillance: Oversight AOC renewal Resolution of security concerns Coordination and interactions with FOD and other relevant departments | <ol style="list-style-type: none"> MOSP EXECs Client requests | <ol style="list-style-type: none"> 10 working days (confirmation in writing)- Notification to client pre-audit 15 working days - Reporting to client- post inspection 30 working days - Submission corrective action plan-short 90 working days - Submission corrective action plan-long term | <ol style="list-style-type: none"> 1st Level: Manager: NSO GA – 5 working days 2nd Level: Senior Manager: AVSEC - 5 working days 3rd Level: Executive: AVSEC - 5 working days |
| Approval/Certification: Approval of security programmes | <u>A. Initial Approval</u> <ol style="list-style-type: none"> Pre-application Phase Formal Application Phase Document Evaluation Phase | <ol style="list-style-type: none"> On receipt of application | <ol style="list-style-type: none"> 30 working days: Manual - document evaluation phase 30 working days: Re - submission of | <ol style="list-style-type: none"> 1st Level: Manager: NSO GA – 5 working days 2nd Level: Senior Manager: AVSEC - 5 working days |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

| |
|--|
| SERVICE CHARTER: AVIATION SECURITY |
| <ol style="list-style-type: none"> 1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. 2. 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 |

Disclaimer:

Corporate Turn Around Times:

| | | | | |
|-------------------------------|--|---|---|---|
| | <ol style="list-style-type: none"> 4. Demonstration Phase 5. Certification Phase <p><u>B. Revisions</u></p> <ol style="list-style-type: none"> 1. Document Evaluation Phase 2. Demonstration Phase 3. Certification Phase | | <p>the security programme</p> <ol style="list-style-type: none"> 3. 14 working days: Recommendation or decline on submission | <ol style="list-style-type: none"> 3. 3rd Level: Executive: AVSEC - 5 working days |
| Miscellaneous Services | <ol style="list-style-type: none"> 1. On-site assessment and presentations | <ol style="list-style-type: none"> 1. On request | <ol style="list-style-type: none"> 1. 30 working days | <ol style="list-style-type: none"> 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 |



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

| |
|--|
| SERVICE CHARTER: AVIATION SECURITY |
| <ol style="list-style-type: none"> ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. 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"> EMAILS ANSWERED WITHIN 3 WORKING DAYS SMS ANSWERED WITHIN 24 HOURS OF RECEIPT |

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



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|---|--|---|--|---|
| Inspections | | activity | | <ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: DGCS – 5 working days. 3. 3rd Level: Executive: AVSEC – 5 working days. 4. 4th Level: Director of Civil Aviation - 5 working days |
| Air Operator Certification (AOC) Applications- Freighter Operators | <ol style="list-style-type: none"> 1. AOC initial issue -Air Operator Certificate - Freighter Operators | <ol style="list-style-type: none"> 1. On request | <ol style="list-style-type: none"> 1. 10 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 4. 4th Level: Director of Civil Aviation - 5 working days |
| Foreign Operator | <ol style="list-style-type: none"> 1. FOP Assessments/FOP | <ol style="list-style-type: none"> 1. On request from Flight | <ol style="list-style-type: none"> 1. 5 Working Days | <ol style="list-style-type: none"> 1. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|---------------------|---------------------------|-------------------|--|---|
| Applications | Assessments Urgent | Operations | | working days 2. 2nd Level: Senior Manager: DGCS – 5 working days 3. 3rd Level: Executive: AVSEC – 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days |
|---------------------|---------------------------|-------------------|--|---|

| Service | Service Standard | Service Initiation | Turn Around Times | Escalation Process |
|--|---|---|---|---|
| 4. TRAINING & PERSONNEL CERTIFICATION | | | | |
| Training organisations and instructor certification | <ol style="list-style-type: none"> 1. Applications 2. Renewal 3. Amendments of security Training | <ol style="list-style-type: none"> 1. On receipt of ASTO/ASTI application forms 2. Master Surveillance plan | <ol style="list-style-type: none"> 1. Training Organisation <ul style="list-style-type: none"> o 60 days (2 months) prior to expiry for applications | <ol style="list-style-type: none"> 1. 1st Level: Manager: AVSEC Training & Personnel Certification - 5 working days |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|--|---|--|--|--|
| | Organisations certification | 3. Proof of payment | <ul style="list-style-type: none"> o 60 days (2 months) prior to expiry for renewal o 60 days (2 months) for amendments <ol style="list-style-type: none"> 2. Instructor Certification <ul style="list-style-type: none"> o Once a quarter – workshops are conducted o Once a quarter – exams are administered o Once a quarter – initial instructor practical evaluation | <ol style="list-style-type: none"> 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 |
| 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 | <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 |



Department /Division: AVIATION SECURITY
 Document Owner: EXECUTIVE: AVIATION SECURITY

Name of Document:

SERVICE CHARTER: AVIATION SECURITY

Disclaimer:

1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2. 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

Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

| | | | | |
|---|--|---|---|---|
| | <ul style="list-style-type: none"> • Level 2: Less sever non-compliance • Level 3 : Minor non-compliance | | | <ol style="list-style-type: none"> 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 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 | <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 |