



Department /Division: AVIATION SECURITY

Name of Document:

Disclaimer:

Corporate Turn Around Times:

SERVICE STANDARD: AVIATION SECURITY
All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.
<ol style="list-style-type: none"> 1. E-Mails responded to within 3 working days. 2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

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 a 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 and Airports - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days 4. 4th Level: Director of Civil Aviation - 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 and Airports, - 5 working days



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

			3. 30 working days - Submission of a corrective action plan	3. 3rd Level: Executive: Aviation Security - 5 working days 4. 4 th Level: Director of Civil Aviation - 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 a 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 and Airports - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days 4. 4th Level: Director of Civil Aviation - 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 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines and Airports, - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

			30 working days - Submission of corrective action plan	4. 4 th Level: Director of Civil Aviation - 5 working days
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 and Airports - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Miscellaneous Services	1. On-site assessment and presentations	1. On request	1. 30 working days 3	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines and Airports - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				4. 4 th Level: Director of Civil Aviation - 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 Manuals (revision to/amendment) 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 2. Initial – in line with the SS 001 Procedures Revision approval – in line with the SS001 Procedures 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airlines and Airports – 5 working days 2. 2nd Level: Senior Manager: Airlines and Airports - 5 working days 3. 3rd Level: Executive: Aviation Security - 5 working days 4. 4th Level: Director of Civil Aviation - 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 and Airports - 5 working days. 3. 3rd Level: Executive: Aviation Security - 5 working days



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				4. 4th Level: Director of Civil Aviation - 5 working days
--	--	--	--	---

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"> 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 	<ol style="list-style-type: none"> 1. MOSP 2. EXECs 3. Client requests 	<ol style="list-style-type: none"> 1. 30 working days (confirmation in writing)- Notification to client pre-audit 2. 15 working days - Reporting to client- post inspection 3. 30 working days - Submission of corrective action plan-short 4. 90 working days - Submission of corrective action plan-long term 	<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 4. 4th Level: Director of Civil Aviation



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Approval/Certification: Approval of security programmes</p>	<p><u>A. Initial Approval</u></p> <ol style="list-style-type: none"> 1. Pre-application Phase 2. Formal Application Phase 3. Document Evaluation Phase 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 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. In line with the SS 007 Procedures: Security Programme - document evaluation phase 2. In line with the SS 007 Procedures: Re - submission of the security programme 3. In line with the SS 007 Procedures: Recommendation or decline on submission 	<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 4. 4th Level: Director of Civil Aviation
--	---	--	---	--

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<p>3. CARGO SECURITY & DANGEROUS GOODS</p>				



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Aviation Security - Cargo Security & Dangerous Goods</p>	<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. 90 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
<p>Standard Sequence of Actions for Conducting Inspections</p>	<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. 3. 3rd Level: Executive: AVSEC – 5 working days. 4. 4th Level: Director of Civil Aviation



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Air Operator Certification (AOC) Applications- Freighter Operators</p>	<p>1. AOC initial issue -Air Operator Certificate - Freighter Operators</p>	<p>1. On request</p>	<p>1. 10 working days</p>	<p>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</p>
<p>Foreign Operator Applications</p>	<p>1. FOP Assessments/FOP Assessments Urgent</p>	<p>1. On request from Flight Operations</p>	<p>1. 5 Working Days</p>	<p>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</p>



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

Manual Approvals	2. Approval of manuals to support all operations linked to Dangerous Goods and Cargo Security (Initial or Amendments)	2. On request	2. 30 Working Days	5. 1st Level: Manager: Cargo Security/ Manager: Dangerous Goods – 5 working days 6. 2nd Level: Senior Manager: DGCS – 5 working days 7. 3rd Level: Executive: AVSEC – 5 working days 8. 4 th Level: Director of Civil Aviation
-------------------------	---	---------------	--------------------	--

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
4. TRAINING & PERSONNEL CERTIFICATION				



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Training organisations and instructor certification</p>	<ol style="list-style-type: none"> 1. Applications 2. Renewal 3. Amendments of security Training Organisations certification 	<ol style="list-style-type: none"> 1. On receipt of ASTO/ASTI application forms 2. Master Surveillance plan 3. Proof of payment 	<p>Training Organisation</p> <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 <p>Instructor Certification</p> <ul style="list-style-type: none"> • Once a quarter – workshops are conducted • Once a quarter – exams are administered • Once a quarter – initial instructor practical evaluation 	<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
---	---	--	---	---



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Standard sequence for conducting audits/inspections</p>	<ol style="list-style-type: none"> 1. Conducting Inspection 2. MSP- Risk index indicator high and low 3. 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
<p>Screener Organisation Oversight/Screener Certifications Examinations</p>	<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 - Screener organisation oversight report for Level 1, 2 and 3 2. 14 working days - Screener certifications examinations results, as per the annual schedule 	<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



Department /Division: AVIATION SECURITY

Name of Document:

SERVICE STANDARD: AVIATION SECURITY

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

			3. Monthly schedules are published mid-month of each month are sent to all clients via email	4. 4th Level: Director of Civil Aviation - 5 working days
--	--	--	--	---