



Instructions and Guidelines

Visitors to the CEF

March 2011

**This Instruction & Guideline refers to Practice Statement No:
PS2009/22 – Inspection and Examination of Sea Cargo**

Published date: 14 July 2011
Availability: Internal and External
Subject: Visitors to the Container and Cargo Examination Facilities
Purpose: To describe the mandatory procedures that must be observed by all persons that requires access to the Container and Cargo Examination Facilities (CEF) past those areas open to the public
Owner: National Director Cargo
Category: Operational
Contact: National ISO coordinator, Sea Cargo Improvement

The electronic version published on the intranet is the current Instruction and Guideline

Summary of main points

- General CEF visitors procedures
- Visitor sign in procedures
- Suggested format of information

This Instruction and Guideline applies to staff in:

- Container Examination Facilities in Brisbane, Fremantle, Melbourne and Sydney
- Cargo Examination Facilities in Adelaide, Darwin, Launceston, Newcastle, Townsville

The Quality Management system is applied in Cargo Examination facilities in Launceston, Newcastle, Townsville and Darwin although these sites are not required to be certified

Introduction

This Guideline outlines the practices and procedures for accessing CEFs and ensures that it is consistent with overall government protective security policy. This guideline is developed in accordance with the Customs and Border Protection National Security Policy, Access to Customs and Border Protection Premises.

Instructions and Guidelines

Exclusions

In this document, Cargo Examination Facilities are excluded from any reference to a Scanning Hall or Container X-ray machines.

Background

A number of different operational and maintenance activities take place at the CEFs on a daily basis. These activities require that both non-Customs and Border Protection and Customs and Border Protection staff not based at the CEF have access to the facility. The facility may be accessed using either:

- security gates (mostly used for access of various vehicles, large trucks etc) and
- main/foyer entry

Visitors to the CEF may include but are not limited to:

- non-CEF based Customs and Border Protection staff
- non-Customs and Border Protection staff
- non-Customs and Border Protection Government officers
- contractors
- sub-contractors and maintenance personnel

Regular visiting Customs and Border Protection non-CEF based Customs and Border Protection staff/contractors/subcontractors who have undergone site inductions and have been issued with Customs and Border Protection ID Photo card are not required to follow the general visitor's procedures.

NOTE: Any person without a current and Customs and Border Protection authorised security clearance will be regarded as a visitor.

Visitor access to the Container and Cargo Examination Facilities

General visitor procedures The following table describes the seven stage process that will apply each time a visitor(s) enters a Container Examination Facility, irrespective of the duration of their visit

Note: The visitors must be escorted at all times by an authorised person whilst at the CEF.

| Stage | Description |
|-------|---|
| 1 | An authorised escort from the CEF will meet the visitor at the public reception area or guard post |
| 2 | If the visitor is seeking access to Customs and Border Protection premises to undertake any work, including repairs and maintenance, then: <input type="checkbox"/> check that a work order exists, and <input type="checkbox"/> confirm that the visitor has been authorised to perform the work |
| 3 | The visitor is required to produce appropriate photo identification, preferably a current driver's license |
| 4 | The Visitor register is to be correctly filled out in legible writing |
| 5 | The visitor is issued with a Visitor's Pass and must wear and prominently display their Visitor's Pass at all times while on Customs and Border Protection Premises |
| 6 | The Visitor's Pass must be handed back in at the public reception area or guard post and the departure details recorded in the Visitors Register |
| 7 | On completion of the visit, the visitor must be escorted from the CEF |

It is essential that these procedures are established and followed to ensure the safety of all CEF visitors, especially those who are unfamiliar with the CEF operations. These procedures must ensure that all CEF visitors are familiar with CEF visitors' requirements and procedures, emphasising the no-go zones and traffic movement awareness. Under normal circumstances NO pedestrian access to the Scanning Hall is allowed via the truck entry doors.

Mandatory requirements

- a visitors' register must be kept at all CEF entry points to record all relevant details of CEF visitors. These registers may include names, vehicle registration details, times of arrival and departure, purpose of visit, organisation that visitor is from, visitor's pass number, escorting officer's details and acknowledgement of the CEF visitors requirements
- a CEF visitors requirements document, detailing emergency evacuation procedures and warnings associated with the site must be presented to all visitors at all points of access to the facility
- all visitors must familiarise themselves with CEF visitors requirements before entering the facility
- all non-security cleared visitors must be accompanied/supervised by an authorised person at all times

Security gate Access:

All non-security cleared drivers/visitors using a security gate access must first present themselves to the Scanning Hall or office.

Main entrance Access:

- when a visitor's pass is issued at the CEF to non-Customs and Border Protection staff visitors, it must be worn at all times in a full view
- the visitor's pass will not allow unescorted access to Customs and Border Protection premises
- it is recommended that the visitor pass contain key information from the handout/information sheet and have a printed diagram of the facility evacuation routes.

Container X-ray visitor information presented as handout/instruction/visitor's pass must include, but is not limited to, the following information:

- Responsibilities in relation to visitors pass
- Safety Signage and Instructions
- Access to the Scanning Hall
- Smoking
- High visibility vests
- Pedestrian walkways
- Fire or other emergency
- Special conditions applicable to the X-ray Scanning Hall
- First Aid Room Locations

Emergency services access to CEF

In an emergency situation

In the event of an emergency situation all members of the emergency services are:

- not required to be signed in as visitors
- not required to complete the visitors register and
- to be provided unhindered and immediate access to all areas of Customs and Border Protection premises in the event of a call-out, even for a possible false alarm

Related Policies and References

Practice Statements:

- Inspection and Examination of Sea Cargo

Other Instructions & Guidelines

- Instructions and Guidelines relating to CEF Operations
- Customs and Border Protection National Security Policy

Key Roles and Responsibilities

National ISO Coordinator, Sea Cargo Improvement, Canberra
CEF Managers

Copies of this document are controlled. Master copies of the document are on the Intranet. National ISO coordinator is responsible for version control.

Consultation

Internal

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines.

- CEF Management and staff
- ISO Coordinators
- Sea Cargo Improvement

External

- Not required

Approval

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| Approved on | 12 July 2011 | |
| By | National Director Cargo Raelene Vivian | |
| Review Period | This guideline is to be formally reviewed on a 12 monthly basis at the ISO Coordinators meetings. | |

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