



INSTRUCTIONS AND GUIDELINES

Air Cargo - Coverage Program **September 2010**

This Instruction & Guideline refers to Practice Statement:

Cargo Intervention Strategy for Imported Air Cargo PS2010/65

Published date: 8 September 2011
Availability: Internal and External
Subject: Air Cargo Coverage Program
Purpose: This Instruction and Guideline sets out the process for undertaking Coverage activities in the air cargo environment.
Owner: National Director Cargo
Category: Operational Procedures
Contact: Cargo Division National Planner, Air Cargo - Ph 02 8339 6255

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

Summary of main points:

- *OH&S considerations*
- *Definitions*
- *Forward Work Plan*
- *Distribution of the Forward Work Plan*
- *Planning and Deploying Coverage Visits*
- *Preparation for Coverage Visits*
- *Conducting the Forward Work Program Visits*
- *Data Capture*
- *Post Visit Activities*
- *Protocols for Undertaking Sampling and Coverage Activities.*

This I&G applies to staff in:

- Cargo Division
- Other Divisions, where those staff are performing Cargo functions.

Introduction

Customs and Border Protection has implemented a refined risk based approach to intervention across the end to end cargo process in the sea and air cargo environments.

In the air freight environment the refined risk based approach will;

- Ensure all identified high risk air cargo will be subject to examination.
- Increase emphasis on deploying resources based on prioritised risk.
- Provide more focus outside the traditional high volume low value cargo reporters.
- Increase campaign and coverage activity to validate emerging and unknown risk.

Under the refined risk based approach, Air Cargo Operations (ACO) staff will be assigned to duties under four (4) separate programs - Targeted Examinations, Campaigns and Local Operations, Coverage and Sampling.

Definitions

Intervention: Customs and Border Protection use of any or all processes, including risk assessment, inspection and examination, in order to prevent the import or export of prohibited items and to control the movement of restricted items.

Inspection: Inspection may include the use of non-intrusive examination through x-ray technology (static or mobile), trace particle detection, detector dogs or a physical examination of the cargo.

Examination: Physical examination of the cargo by a Customs and Border Protection officer.

Find or Detection: Any examination result determined to be a breach of Customs and Border Protection related law at the time of examination, whether or not the matter is further actioned. (N.B. Even if the goods are declared correctly.)

OH&S Considerations

Workplace safety is the responsibility of every Customs and Border Protection Officer. Customs and Border Protection Officers are to wear OH&S issue personal protection equipment (e.g. steel cap boots, high visibility vests, etc) at all times.

Prior to commencing **any** intervention activity, Customs and Border Protection Officers **must** assess the working environment and circumstances of each individual tasking to identify factors which may impact on officer's personal safety.

Officers should not rely solely on Customs and Border Protection and associated documentation/declarations when determining the contents of a consignment. Physical deconstruction should not proceed until a full visual assessment of the whole consignment has been completed and where necessary safety issues have been mitigated.

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Officers are to handle cargo according to safe lifting guidelines (*OH&S Hazard Instruction & Guideline – Manual Handling*) and where applicable, use team lifting or mechanical devices to prevent injury.

In the event that a hazard is identified, appropriate action (depending on the nature of the hazard) is to be actioned in accordance with the relevant Instructions & Guidelines. Customs and Border Protection Supervisors and Managers are to ensure that sufficient First Aid trained officers are available in the workplace.

Comcare

All injuries or incidents are to be reported in Human Resource Information System (HRIS), to a supervisor and to Comcare via the '*Notification and Report of an Incident*' form. The Regional OH&S Coordinator should also be informed.

Note that there are legal reporting timeframes when reporting to Comcare about instances of death, serious personal injury, incapacity or a dangerous occurrence.

Notifiable workplace incidents are to be reported to Comcare via facsimile on telephone **1300 305 916**.

Timeframes as follows:

- Death -within 2 hours
- Serious Personal Injury -within 24 hours
- Incapacity greater than 30 days -within 24 hours of becoming aware of duration
- Dangerous Occurrence -within 24 hours

All hazards are to be reported according to the OH&S Hazard Reporting Process. Specifically, hazards are reported to an immediate supervisor and to the Regional OH&S Coordinator on the *Hazard Report Form* where the hazard cannot be immediately eliminated, or further action is required.

N.B. Failure to comply with the above timeframes is a breach of section 68 of the *Occupational Health and Safety Act 1991* and regulation 37A of the *Occupational Health and Safety (Safety Arrangements) Regulation 1991*.

Customs and Border Protection Incident Reporting Centre (CIRC)

Any incidents that arise during an examination that have the capacity to interrupt or affect Customs and Border Protection business, including security incidents, must be reported to the Customs Incident Reporting Centre (CIRC) on telephone **1800 303 387**.

Employee Assistance Provider (EAP)

If required, the Customs Employee Assistance Provider (EAP), PPC Worldwide, is available to work with staff involved in a critical incident. Trained counsellors can be deployed to a workplace within 2 hours. The PPC Group's contact number is **1300 361 008**, 24 hours – 7 days.

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COVERAGE

(1) Forward Work Plan

Coverage intervention is directed by a Forward Work Program (FWP), based on information and intelligence holdings provided by Intelligence Branch and Border Targeting Branch.

The FWP is designed to task activity to test both **known** (medium and low) and **unknown** (unquantified) risks within the airfreight environment. This includes both flight based taskings and depot visitation tasks.

(2) Distribution of the Forward Work Plan

The Border Targeting National Cargo Coordinator (BTNCC) advises ACO of the priority risk ratings and areas of unknown risk by forwarding all risk rated intelligence data pertinent to the air cargo environment to the Cargo National Planner and Regional Planners. This data ranks the relative risks by flight and by depot for each region. Regional Planners will then determine appropriate risk treatments for their respective regions. The Regional Planners will discuss and agree on priorities with the BTNCC and the Regional Border Targeting contact.

When Regional Planners develop the FWP they will forward the FWP to:

- ACO Supervisors
- Compliance Division regionally (to provide Compliance with an opportunity to highlight concerns with respect to the premises, or background information that they may have on the premises); and
- Any other contacts to whom the Regional Planners have agreed to distribute FWPs.

(3) Planning and Deploying Coverage visits

Each region will allocate staff to required tasks in accordance with the FWP. ACO Supervisors, Regional Planners and the National Planner will regularly liaise to ensure prescribed monthly outcomes are achieved.

DEPOT VISITATIONS

(4) Preparation for Coverage Visits

For the first deployment to a licenced premises under the FWP for that month check Cargo information holdings for a Depot Client Profile.

- If a Depot Client Profile exists, teams should familiarise themselves with the Depot Client Profile before the visit. If the Depot Client Profile is more than 12 months old the team should be aware of the likely need to update the Depot Client Profile during this visit.
- If a Depot Client Profile does not exist, teams should be prepared to complete a new Depot Client Profile during the visit. All teams who are deployed to that licenced premises for subsequent visits under that Forward Work Program should familiarise themselves with the Depot Client Profile before the visit.

Teams should also if necessary:

- Seek clarification on any intelligence holdings relating to the premises; and
- Find cargo arrival times to assist with planning of appropriate intervention methods.

(5) Conducting the Depot Visitation

Selection of Consignments

- In order to assess the risk posed by the cargo within the depot, ACO staff may utilise risk indicators such as country of origin, size of packages, goods description, consignee and consignor details, etc in determining selection of cargo for inspection or examination.
- There is no minimum or maximum number of lines required to be inspected during each visit.

Inspection of Selected Consignments

- Inspection is to occur according to Customs and Border Protection definition of inspection. Within this definition, ACO staff will determine the mix of tools and intervention activities necessary to confirm or dismiss the presence of border risks within any selected consignment.
- If an anomaly is identified during inspection, the consignment will be examined. Examinations must occur according to Practice Statement PS2008/08 for Inspection and Examination of Air Cargo - Imports.

Completion and Verification of Depot Client Profile

- Officers will verify the information contained in the Depot Client Profile is accurate. This document is to be completed on the initial visit and will be updated at twelve (12) month intervals or more frequently if required.

(6) Data Capture

- Inspection teams must capture Coverage activity according to the established data collection and reporting protocols vide 'Cargo Intervention Strategy Database'.
- Officers are to note anomalies and identify any risk and refer matters accordingly to the Regional Planner for referral to the appropriate branch.
- Officers are to collect or update data in accordance with the Depot Client Profile form. Refer associated document to this I&G.
- Depot Client Profile information is to be uploaded to the Air Cargo SharePoint site.

(7) Post Visit Activities

Following a Coverage visit, teams must:

- Make any updates required to the Depot Client Profile reflecting observations at the premises.
- Forward copies of the completed Depot Client Profile to the Regional Planner.

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The Regional Planner will:

- Forward feedback on the FWP to the BTNCC at the end of each month.
- Forward copies of the Depot Client Profile to the National Cargo Planner and National Border Targeting Cargo Coordinator

(8) **Preparation for Coverage Flight Interventions**

Flight Based Coverage Activities

The FWP will articulate the flight tasking. It will also provide the list of premises that handle the cargo from the flight. The Planner, in conjunction with the ACO Supervisor, will use that information to determine the day's taskings. The Team leader will assemble his team, collect the necessary data and equipment required to complete the tasking.

This may include, but is not limited to:

- Flight arrival/processing times
- Cargo loading information
- Depot arrival/processing times.

Inspection/examination equipment required will include, but is not limited to:

- MXU (if not static x-ray is available)
- Search tools
- Trace/substance detection technology
- DDU
- Laptop

There is no minimum and maximum lines to be inspected during each visit. However, to appropriately determine or validate the risk posed by the cargo and/or depot and, where possible, 100% of the cargo is to be inspected.

If an anomaly is identified during inspection, the consignment will be examined. Examinations must occur according to Practice Statement PS2008/08 for Inspection and Examination of Air Cargo – Imports.

(9) **Data Capture**

- Inspection Teams must capture coverage activity according to the established data collection and reporting protocols vide 'Cargo Intervention Strategy Database'.
- Any positive detections will be treated in accordance with appropriate I&G procedures.

(10) **Protocols for Undertaking Sampling and Coverage Activities.**

The CSIRO have confirmed that Sampling and FWP Coverage activity **cannot** be undertaken at the same time. There is a risk of bias if ACO combine Sampling visits and 'medium risk' Coverage visits to a depot (because there is a preconceived view that the depot poses an elevated risk).

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When a depot has been both randomly selected for Sampling in a month, and is also included on the FWP, it will be necessary for the Regional Planner to clearly articulate to operational teams (prior to the visit) the purpose of the visit. Any detections made on the visit will be recorded against the activity nominated.

One exception to the above will occur in CAPEC depots where the FWP identifies flights (not the depot) as the risk. For example, if ACO attend FedEx to do Coverage activities on the QF02 because it is on the FWP, and it has been predetermined that the team will also complete Sampling activities on the QF06, this is acceptable practice. The QF02 will be recorded against Coverage and the QF06 will be recorded against Sampling.

Overall, there is an expectation that an appropriate amount of resources will be committed to both Sampling and the FWP in order to appropriately cover off on both strategies. Intelligence and Targeting do not necessarily expect ACO to achieve everything detailed on the FWP.

Related Policies and References

Practice Statements:

- Cargo Intervention Strategy for Imported Air Cargo
- PS2008/08 for Inspection and Examination of Air Cargo - Imports

Other Instructions & Guidelines

- Air Cargo - Import Sampling Program
- Air Cargo – Procedures for the Inspection of Targeted Consignments (Alert/Profile Match or User Select)

Occupational Health and Safety Act 1991

- Section 68 states the reporting timeframes for notifiable workplace incidents
- *Occupational Health and Safety (Safety Standards) Regulations 1994*
- Regulation 37A relates to notifiable workplace incidents

Customs Act 1901

- Section 30 refers to Customs control of goods
- Section 33 refers to persons not to move goods subject to the control of Customs
- Section 50, 51 and 51A relate to prohibited imports including certain controlled substances
- Section 112 and 112A relate to prohibited exports including certain controlled substances
- Section 186 relates to the general powers of examination of goods subject to Customs control
- Section 186A relates to the power of officers to take copies of documents examined under s.186
- Section 229 relates to forfeited goods
- Section 233BAA refers to Tier 1 goods
- Section 233BAB refers to Tier 2 goods

Customs Regulations 1926

- Regulation 179AA and Schedule 1AA relate to Tier 1 and Tier 2 goods

Customs (Prohibited Imports) Regulations 1956

Customs (Prohibited Exports) Regulations 1958

OHS Hazard Instruction & Guideline - Viewing Objectionable Material

Key Roles and Responsibilities

Policy Owner: National Director Cargo
Information Contact: National Manager Air Cargo and Detained Goods


Consultation

External Consultation

Internal Consultation

- Air Cargo Operations
- Intelligence and Targeting Division
- Compliance Branch
- Corporate Statistics
- Strategic Development (Cargo)
- Cargo Business Improvement

Approval

Approved on	22nd September 2010	
By	Raelene Vivian National Director Cargo	
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