



August 2021

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# Staying vigilant to help keep our communities safe

How proud are you that together the team of five million continue to work to save lives and eliminate COVID-19 from our community? While we remain vigilant our collective action allowed us to quickly return to 'normal' while other nations continue to battle COVID-19 and, hopefully our collective actions and locking down early will allow us to return to 'normal' as soon as possible.

In the same way we can all contribute to prevent an act of terrorism here.

We cannot be complacent. New Zealand has experienced both home-grown and imported acts of terrorism. It happens here:

- 1951 - Huntly rail bridge bombing
- 1969-70 - Multiple bombings and attempted bombings of military bases related to New Zealand's involvement in the Vietnam War
- 1982 - Suicide bomb attack at the Wanganui Computer Centre
- 1984 - Wellington Trades Hall bombing
- 1985 - Rainbow Warrior bombing
- 2008 - Aircraft hijacking ex Blenheim
- 2017 - A teenager, radicalised online, intended to ram a car into a group of people in Christchurch and then stab them
- 2018 - Police thwarted a heavily armed teen's plan to shoot teachers and classmates in a South Island school
- 2019 - Christchurch mosques shooting
- 2021 - Two people arrested following a threat made against the Christchurch mosques.

You are guardians of your airport or your own part of the aviation network, and you contribute to protecting it, yourselves and the public from terrorist and criminal activity.

Your vigilance and your actions in reporting what you see or hear, could prevent an act of terrorism or criminal act in your airport.

Contribute to your own security culture by challenging those who are not complying with security policies and/or procedures. Pay attention to your surroundings and know what unusual or suspicious behaviour looks like. Then, when you see or hear anything in or around your airport, warehouse, car park, hangar or aero club that you sense is not quite right, report it.

## **See it. Hear it. Report it.**

# **Identifying suspicious behaviour**

It's incredibly important to recognise suspicious behaviour, in and around an airport, as it might be 'hostile reconnaissance', which is the planning stage before an attack.

All airport staff play a critical role in identifying, and therefore deterring this type of activity to keep you, your workplace, and our airports safe and secure.

### **It's important to understand why people are at an airport**

In the day-to-day operation of an airport, there are generally only five reasons for a person to be in an airport:

- To drop a person off
- To pick a person up
- As an arriving passenger
- As a departing passenger
- People working in the airport.

When you notice someone engaged in an activity that does not reflect normal airport behaviour, question the behaviour. If the hairs on the back of your neck stand up, or you sense something's not quite right, ask yourself - "What is wrong with this picture? What is making you uneasy?"

If the behaviour is suspicious in the context of the airport environment, report that behaviour as quickly as possible.

You may be embarrassed or reluctant to report the behaviour. You might feel it's a waste of time, or that your concerns may be unfounded and not worth reporting – but

they are worth reporting. What you see or hear, and report, may be just one piece of a jigsaw puzzle. If you and others report what you see, the puzzle may be solved.

### **Know how to identify if someone belongs and is authorised to be in a restricted area**

It's important for you to understand your place of work and the wider airport environment. This includes knowing what usually occurs in your area of responsibility and what you would expect to see, on a daily basis (items and actions of others). You have a reason for being there, but does everyone else?

A high-vis jacket is a piece of personal protection equipment, but it does not give its wearer the authority to be in an area where they have no business or operational reason to be. Take a few seconds to look beyond the outer garments to see if they have, for example, an airport identity card or other identity card which may indicate why they are there, are they carrying the right equipment for what their role is, are they in the right area and behaving in the expected manner?

Some landside areas are not accessible to the public such as airline office space.

Just because an individual presents themselves as working in the airport, doesn't necessarily mean they are. Or they may be a staff member, but one who is prepared to abuse their position of trust.

It's important to report any suspicious behaviour immediately!

### **Criminals and terrorists plan events in advance**

In the planning phase of any criminal activity or terrorist attack, the more information they gather, the greater the chance of success. A lax attitude to security will be noticed and exploited.

If you see a person photographing, recording or simply watching in a way that's out of the ordinary, it's important you take note. For example, an individual lingering in an area for a significant amount of time, recording an area of the airport, or without any clear travel-related purpose. If you see an individual acting in a suspicious manner like this, it's important to contact the appropriate authority such as the airport company, the Aviation Security Service or police immediately.

Sometimes visitors to the airport may display suspicious activity, designed to hide their presence from airport company staff, the Aviation Security Service, or police. Your position may make it easier for you to identify this behaviour – for example, making notes, or taking an interest in staff. Over the course of a number of days, you may recognise the same person revisiting the airport and watching airport operations. You may see them actively avoiding the attention of the airport staff, aviation security officers or police walking through or patrolling the area.

### **You play a vital role in stopping something before it happens**

As an airport employee, you play a vital role in recognising this type of activity and reporting it. You are a guardian and protector of your airport. Security is everyone's responsibility. Take the appropriate action and report anything that isn't quite right.

## **See it. Hear it. Report it.**

If you work off airport – you can still learn lessons from this. With a less busy environment suspicious activity should be easier to spot.

## **Suspicious behaviour case study**

In June 2021, an airport employee identified an individual pushing a trolley with a bag on it following two airline staff towards the rear of their check-in counters. The airport employee approached the person and had an unusual conversation with him where he asked about who worked upstairs and who worked on the roof.

During a foot patrol the following day, the airport employee saw this same person, again pushing a trolley with a bag on it. They did not believe they were a passenger but were, instead, pretending to be one.

The person's intentions were unclear. He wasn't travelling ... but was he trying to get airside access, was he using the airport as somewhere to sleep, or did the person have a mental health issue?

Something wasn't quite right and the airport employee reported their concerns about the person and their behaviour.

It turns out the person had been appearing in the terminal for four days without purpose. Once reported, the Airport Company and other agencies took appropriate action to address the concerns reported.

## **See it. Hear it. Report it.**

✈ Be safe.  
Feel safe.

# Airport security **You can help**

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**Something not quite right?**

**See it. Hear it. Report it. ☎ 04 385 5124**



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