



Aviation Security Service

Kaiwhakamaru Rererangi

CELEBRATING 40 YEARS
OF AVIATION SECURITY



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Forewords



Nigel Gould,
Chair, Civil Aviation Authority

New Zealand skies remain among the safest in the world. The Aviation Security Service has over forty years built up a well-deserved reputation as a world-leading security organisation.

As part of the Civil Aviation Authority, it continues to deliver on the vision of 'Safe and Secure Skies to help New Zealand fly'.

The Aviation Security Service, as a Government entity, proudly wears on its uniform the New Zealand Coat of Arms, and for many passengers is the last official face they interact with as they leave New Zealand. Overseas visitors over the forty years have often commented on the professionalism that Aviation Security Service staff demonstrate in this role.

I commend the team for producing such a great capture of its history, encompassing the highs and lows of being part of the global aviation security system. The future of the Aviation Security Service is exciting as it embraces a move to smart security.



Graeme Harris,
Chief Executive and Director,
Civil Aviation Authority

2017 celebrates 40 years of aviation security in New Zealand.

2017 also marks the 16th anniversary of 9/11. Since 9/11 as the threat to aviation has become more diverse and complex, the need for an effective, modern New Zealand aviation security service to combat these threats is now more essential than ever before.

Avsec has grown over forty years from a small service of 53 'pioneering' staff to over a 1000 professional frontline staff.

The book is a positive reinforcement to all staff of the extraordinary journey we are on. All staff should be proud of the service and what it continues to achieve on behalf of New Zealand.

I commend the team that have produced this Aviation Security Service (Avsec) coffee table book for our 40th Anniversary. We have a proud history of national service worth celebrating.

For some of our staff, 1977 seems a very long time ago. Certainly some of you were not even born.

It was the year the first Apple Personal Computer went on sale, the Bank of America adopted the name VISA for its credit cards, and the Space Shuttle Enterprise made its first flight.

In New Zealand, Parliament Buildings' Beehive was officially opened by the Queen, the Human Rights Commission Act outlawed discrimination on the basis of gender, marital status or religious belief, and Robert Muldoon was the Prime Minister. Heatwave's 'Boogie Nights' was one of the number one hit singles in the music charts.

The average weekly wage was \$95 per week; equivalent to \$850 today. Four years later it had gone up to \$157 per week but high inflation meant the average Kiwi was no better off.

Television viewers had a choice of two channels. Consumer affairs television show Fair Go debuted, and Nice one Stu was joined by Hey hey its Andy, giving Kiwi kids a choice of after-school viewing. A 26-inch colour TV cost \$840 (\$7,500 today) with an annual licence fee of \$35 (\$330 today).

Protestors occupied Bastion Point/ Takaparawhā above Auckland's Waitematā Harbour, reacting to the Crown's decision to sell land which Ngāti Whātua maintained had been wrongly taken from them. People already concerned about the country's first centralised electronic database – the Wanganui Computer Centre – saw a proposed amendment to the New Zealand Security Intelligence Service Act as a further erosion of the civil liberties of New Zealanders. There were sizable protests outside Parliament as a result.

Mostly, food was 'meat and three veg'. The average Kiwi was eating nearly 90 kg of red meat, and spreading 15 kg of full fat butter on their sandwiches each year. Milk was delivered to the letterbox in a glass bottle. Glamorous options when dining out included deep fried camembert with plum sauce, and chicken chasseur.

Avsec, like our way of living, has come a long way since then. It's great that we still have some staff with us from those very early days.

Whether a long serving or newer staff member, I hope you enjoy this book on the forty years of the Aviation Security Service: past, present and future.



Mark Wheeler
General Manager, Aviation Security Service



2017

Mark is pictured at National Office with trainee explosive detector dog Hooper. Hooper is one of the new generation of puppies being trained as Avsec moves to expand one of the most effective ways of protecting aviation – dogs who can detect explosives.

1977



Auckland, Wellington
& Christchurch Avsec
stations open with 53 staff

2001

12 September – attacks on
US, domestic screening begins

1992

First EDD team
trialled at Wellington

2005

1993

Avsec becomes Crown entity

2006

1 January – Hold baggage
screening begins

1995



Avsec opens new
stations at Hamilton and
Palmerston North

1998

Avsec opens
a station at
Queenstown

September – Screening
begins of US military
flights to Antarctica

September – New terminal
and screening point opened
at Christchurch

EDD Unit formally
established

1999

April – New offices for Avsec
opened at Wellington Airport



September – Avsec
assists with APEC security

2000

Avsec domestic
screening trial





28 September – Avsec opens Rotorua station

22 December – UK 'shoe bomber' incident

Avsec's Aviation Security Training Centre, "Aintree", opens in Auckland



August – UK LAGs (Liquids, aerosols and gels) incident

Pacific Security Fund supports regional aviation security capacity building

2007

February – Avsec training centre granted ICAO status

31 March – LAGs (Liquids, aerosols and gels) restricted

2017

September – 1000+ staff

THE
TIME
LINE

The Aviation Security Service (Avsec) was formally established as a government agency in July 1977.

It was part of the Ministry of Transport. In August 1993 it became a Crown-owned entity within the Civil Aviation Authority (CAA).

Extract from the roll of serving members at Avsec Auckland

NAME	DATE	
A. J. Hallett.	JULY 1976 - 11/8/89	
P. R. Alexander	AUG 1977 -	M
P. V. Archer	AUG 1977 -	S.
G. Buntingway (P/T)	JUN. 1981 -	D.
J. G. Bingle	OCT. 1984 -	J.
F. Brown	AUG. 1982 -	B.
J. A. M. Campbell.	AUG. 1982	K. J.
J. V. Cango.	OCT. 1984.	J. M.
A. Cawston (P/T)	DEC. 1981	R. V.

In the beginning

The first Controller of Aviation Security was Trevor Joy, who was later Manager of Security and International Relations for the CAA.

Trevor, a detective senior sergeant in Christchurch, had been seconded from the NZ Police to the Ministry of Transport in 1975 – two years before Avsec was established – to look at how aviation security should be implemented in New Zealand.

At that time, international airports in New Zealand ran their own basic security with their own staff. On Trevor's travels to airports, he found open gates and lax security. At one airport there were 17 open gates where the public could easily access the runways, aircraft and offices. And there had been instances, fortunately not serious, where the public had walked or driven into areas that should have been secure.

Trevor wanted a national security system, rather than the regionally controlled security that operated in most other parts of the world.



1977

The original team at Avsec Auckland in July 1977. The sergeants were in the front row, from left: John Templeton, Don Alexander, Chief Aviation Security Officer Alan Halton, Toto Thompson and Wally Fawcner.

TELEGRAM

19/12/1976

“Bill passed through all stages last
night as drafted, we now exist”.

– Security Joy

– TREVOR JOY

ZCZC AIA044 092047 BC
JJ AATEL CHTEL AKANZ
100935M HOAVA
AA FOR SECURITY HALTON
CH FOR SECURITY CROOKS
ANZ FOR SECURITY SUTHERLAND



1977

Sergeant W. M. Fawcner, in the new uniform,
patrolling the tarmac area at Auckland airport.

Trevor's recommendations led to the establishment of Avsec as a national organisation. Auckland had the first station, then Wellington and by the end of 1977, Christchurch.

The early days were not easy for Avsec. Funding was always a problem because Avsec received its money from airline dues, based on the weight of the aircraft. That had to pay not only for airport security, but also air traffic control and the airport fire service.

At that time the Government also had a 'sinking lid' policy on government workers meaning if staff left they could not be replaced. This meant the 53 staff at the three international airports was about 20 less than what Avsec believed it needed.

The first Avsec patrol cars were cast-offs from the Ministry of Transport – old Holdens in Auckland painted red by the Hamilton fire crews, a rusty yellow Datsun 120Y in Wellington and a red Morris Marina in Christchurch.

Several incidents in the early days showed there was a need to improve airport security. In one case, a disgruntled airline worker at Auckland drove a set of boarding stairs at one of his former employer's aircraft. He missed and rammed a Singapore Airlines plane instead.

Recruitment began early in 1977. One of the first to be approached was a young police officer, Don Alexander, who was then in charge of the Criminal Investigation Branch (CIB) in Blenheim.

Trevor, a pilot, flew to Blenheim to interview Don, and within weeks Don was on Avsec's first basic training course in Auckland.

He started work for Avsec in Auckland on 1 August 1977. When he retired, after many years as Avsec's Northern Region Manager, Don was Avsec's longest-serving officer.

Accommodation for staff at Avsec's three stations was primitive and cramped. The airports had not been designed to house them. With most international flights leaving from Auckland, as they still do, 20 of the national total of 53 staff were located at Auckland.

The Auckland gate-house was a corrugated iron shed and architects for the new international terminal, opened in December 1977, had not considered the need for Avsec accommodation.

Staff had to fight for space next to the screening point. Avsec had a small room with one door and no windows, a sink and jug. There was nowhere to hang uniforms or equipment. Eventually, an adjoining storeroom was requisitioned and later room was found in space previously occupied by the New Zealand Customs Service.



1977

Avsec's first car was a second-hand Holden, as pictured at the Auckland gatehouse in 1977. It was painted red courtesy of the Hamilton Airport fire crew. Wellington had a rusty yellow Datsun 120Y and Christchurch a red Morris Marina.



Film strip of new x-ray machines.



1989

Auckland Management team. Back row from left: Sgt G.Shanks, Sgt K.Scott, Sgt J.Templeton, Sgt S.Stone, Sgt A.Mowatt-Wilson, Sgt J.Gear. Front row from left: D.R.Alexander (Dep.CASO), Mrs M.Brown (Secretary), A.T.Halton (CASO).

The 1980s and 90s:

From small beginnings to the 'sharp end'

While the 1980s was a time of growth for international flights out of Auckland, Wellington and Christchurch, most staff were part-timers, working only when international flights were due to depart. They were also mostly male (96%) and had a police or military background.

Only international passengers and their carry-on baggage were screened. The perceived threat to aviation was low. The attitude to screening, shared by the public and most politicians, was pretty relaxed.

The technology was slow compared to today: x-ray machines with basic black-and-white screens. They could show metal items in baggage and on passengers, but couldn't detect organic materials. Hold baggage and domestic flight screening was not to happen until after 9/11.

Airport authorities continued to push for their own security operation at their airports, but various reviews failed to find a better model than that of Avsec.

Expanded operations in the 1990s saw chief aviation security officers (later regional managers) established at the three main centres. Part of their role was to manage local relationships with the airport companies and the airlines. Being an Avsec officer became a sought-after career option, and more women joined up. Four jobs advertised in one recruitment drive in 1999 attracted 900 applications.

Avsec was called on to assist with major events and with incidents occurring outside of airports. It provided security when New Zealand hosted the Commonwealth Heads of Government Meeting (CHOGM) in 1995 and the Asia Pacific Economic Cooperation (APEC) leaders' meeting in 1999.

A national explosives detector dog (EDD) unit was established in the mid-1990s with dog handlers being called on to assist at airports and off-site when suspicious items needed to be checked, or sensitive sites to be made secure.

About the same time, budget airlines began offering international flights, mainly across the Tasman. The resulting competition among airlines meant Avsec had to open

four new stations – at Hamilton, Palmerston North, Dunedin and Queenstown. A Rotorua station opened as a result of 9/11.

Without knowing it, but aware that anything could happen at any time, Avsec was preparing for the storm that happened on 11 September 2001.



1999

Working at the APEC Summit in 1999, which was attended by US President Bill Clinton and other world heads of state, was a highlight for many Avsec staff. Pictured at Auckland Airport during the summit were some of the Avsec staff involved, with Peter Pilley at right rear, and at front Andrew Buchanan, Maura McPhillips (facing away from camera bottom foreground), Carol Cartman and Trevor Watson.

*The Explosive Detector Dog
Unit has been a key part of Avsec
since the early 1990s.*

*It's not surprising when you
consider that an EDD team can
security check the cabin of a
Boeing 777 jet in 15 minutes
and both holds in 5 minutes.*



Avsec's canine 'superheroes'

Handler Glenn Turner and his first dog, Spacer, were Avsec's first dog team, graduating on 11 February 1992 from what was then an Air Force Police dog training school.

Glenn's passion for dogs and their gift for detecting explosives was a driving force behind the establishment of the EDD unit. While passengers carrying dangerous goods such as knives or guns were a serious threat, Glenn could see that the use of improvised explosive devices (IEDs) was an even greater threat. Detecting them in the early 1990s was difficult because x-ray machines displayed only black-and-white images. This showed conventional weapons, but could not differentiate between explosive materials and other soft substances.

If an unattended bag was found, airport authorities would have to call the Police and wait for their dog unit to attend. This could take more than an hour, and the airport would have to be evacuated until the Police gave the all clear.

By June 1992, Glenn and Spacer were active at Wellington Airport, checking passenger bags and suspicious items. They were the only Avsec dog team in New Zealand and working initially as a trial.

Then, in 1995, Glenn and Spacer were seconded to the Police to work on security at the Commonwealth Heads of Government (CHOGM) meeting in Auckland.

With the success of that secondment, it was decided the unit would go nationwide. Larry Hooper in Auckland became Avsec's second dog handler. More teams were trained at the Police Dog Training College in Trentham. Joining the EDD unit became a popular option for Avsec staff, especially if they had a love of dogs.

Many staff and their families foster dogs as puppies while they await training.

Avsec's EDD unit in 2015 became the only unit outside of the United States to be officially recognised by the US Department of Homeland Security.

These days the EDDU is a national operation with 32 EDD teams, based at Auckland, Wellington, Christchurch and Queenstown, and likely soon in Dunedin. National EDDU Manager Monique Masoe, was instrumental in convincing Avsec to change its dog training methods from force-based to reward-based marker training. She has also mentored the New Zealand Police Detector Dog trainers and the New Zealand Corrections Dog trainers and handlers in a switch over to reward-based marker training.

Avsec's EDD unit in 2015 became the only unit outside of the United States to be officially recognised by the US Department of Homeland Security.



2006

In October 2006, EDD handler Andy Raynell's dog, Jess, was more interested in the camera than the conversation between the then Minister of Transport and of Police, Annette King, and then Avsec General Manager Mark Everitt. With them at the 50th anniversary of the Police Dog Training Centre at Trentham were EDD handler (now EDD trainer) Brett Clarke and then Avsec EDD Manager (now Executive Group Manager) Graham Puryer.



2004

Glenn Turner with his dog, Nasa, at Wellington Airport in 2004. Glenn was instrumental in establishing Avsec's EDD unit.



1980

There's no record of how a rickshaw came to be part of the vehicle fleet in the early 1980's.



1980

Aviation security is a serious matter, but you can have a bit of fun too. Seated is Toto Thompson (later Sergeant). The driver with his notable sideburns is unidentified.

Part of ‘New Zealand Inc’

As a small country, New Zealanders know we sometimes all need to pitch in together to get the job done. It's the same for government agencies.

Working in this way, sharing skills, resources and having a ‘can do’ attitude on big events or projects is sometimes referred to as ‘NZ Inc’ or NZ Incorporated. Everyone does what it takes to get a good result at the end.

Avsec has contributed expertise over the years when the Police and diplomatic services have needed assistance, and is very much part of NZ Inc.

In November 1995, Avsec was called on to provide security at the Commonwealth Heads of Government Meeting (CHOGM), but it was nowhere near as big as the Asia Pacific Economic Co-operation (APEC) leaders’ meeting hosted by New Zealand in September 1999.

Security was required ‘off-airport’ at Auckland to ensure the safety of 4000 delegates and at least 3000 media representatives.

They included US President Bill Clinton and Chinese President Jiang Zemin. It was the biggest influx of overseas dignitaries New Zealand had ever seen, and meant mounting the biggest ever operation for Avsec.

Avsec was well prepared, with accommodation for staff being booked nearly two years before. Nearly 80 Avsec staff, including about 30 from stations outside Auckland, worked eight days of 13-hour shifts in the off-airport phase of the conference. About 40 Defence Force personnel were also seconded to Avsec. The work involved staffing screening points at four hotels and other venues in the city of Auckland.

Airport security was also tight, with Avsec standing guard for aircraft such as the US President’s Air Force One 747.

Other stations were also kept busy. Presidents Clinton and Jiang visited Wellington, Christchurch and Queenstown, where Avsec operated further screening points at hotels and other off-airport venues.

Some 22 years later, in 2021 New Zealand is once again scheduled to host APEC. Avsec is already involved in initial planning. This time up to 18,000 delegates and media are expected, a much bigger job second time round for the Avsec team.



1999

Peter Pilley, Avsec’s Manager Tactical Operations for APEC, gets a night-time snap in front of US President Bill Clinton’s helicopter with then Transport Minister Maurice Williamson.

Called on to help

On many occasions, Avsec expertise is called upon to help out in emergencies.

On 9 June 1995, an Ansett Dash-8 jet crashed into a hillside near Palmerston North. Four people died in the crash. Police called for assistance to secure the site. Avsec dog handler Glenn Turner and fellow officer Chris Lousich responded the same day.

Chris, Glenn and his dog, Spacer, spent the first night alone on the hillside in winter weather too harsh to allow a large team of police and investigators.

“There were high winds and it was bitterly cold the first day,” Glenn recalled. “We took turns on guard and stayed in a nearby woolshed that night. When the weather cleared the next day, a caravan was brought up for us and other personnel who had then arrived.” Glenn and Chris were relieved after two days by a team of local security guards.

Another example was in June 2001 when dog handler Sharron Eaves responded to a bomb threat on a Great Barrier Airlines charter flight that grounded then Prime Minister Helen Clark’s aircraft at Tauranga Airport.

As Tauranga was closed to commercial traffic, Sharron and her dog, Xena, had to be flown to the airport from Auckland on the Police helicopter. The Police had called on Avsec’s expertise to check for explosives.

“I kitted up in my gear, and then a police sergeant drove me down to near the aircraft,” Sharron said. “I carried out a full external and internal systematic search of the aircraft that took about 30 minutes.”

Xena gave no indication there was anything amiss during the search and the airport was reopened soon after.



1995

Glenn Turner and his dog, Spacer, guard the Dash-8 crash site near Palmerston North in June 1995.



2001

Sharron Eaves and her dog Xena prepare to board the Eagle helicopter at Auckland Airport in June 2001.

9/6/1995

In June 1995, an Ansett Dash-8 jet crashed into a hillside near Palmerston North. Four people died in the crash.

*It was early morning in New Zealand on
12 September 2001 when the attacks on
New York's World Trade Center towers
and other US targets were first reported.*



September 11 2001: When aviation security changed overnight

Avsec's general manager at that time, Mark Everitt, was awoken by an early morning phone call from Mark Prebble, then Secretary of the Department of the Prime Minister and Cabinet. "Watch the TV," Mark Prebble said. As the GM watched events unfold, it was clear Avsec was going to be in the front line of urgent new security arrangements.

In Auckland, then Senior Sergeant Peter Pilley got a call about 2am and was at work by 4am.

"Some passengers had just come through the airports from where the planes were hijacked, so we were happy to see our planes landing safely."

Peter worked the next 22 days straight, some of them in Wellington and Christchurch, where he helped to set up new screening points. He was not the only one with a heavy workload. As New Zealand's busiest airport, and with only 70 staff at the time, the pressure in Auckland was immense. "It was very difficult for quite some time, but the staff here were spectacular," he said.

"Everyone did their bit with regular 12-hour shifts and cancelled leave."

In Wellington, then Central Region Manager Chris Tosswill got his first call on the way to work about 5.30am. "The airport company wanted to know what was happening and what the likely impact would be," Chris recalls. "At that point it was too early to know, but what was clear was that things were going to change permanently, throughout the world."

The rest of the day was a blur of meetings with staff, the airport company and airlines, and constant calls from the media.

The directive to implement domestic screening, which came from the Cabinet at 11am, was no surprise.

"We had contingency plans for it and it was a case of all hands to the pump," Chris said. "The staff were brilliant."

In Christchurch, Southern Region Manager Chris Watkins was awoken by a phone call from his duty sergeant. "I had time to glance at the TV to see what was going on then rushed straight to work," he says. "We knew what was happening in the United States, but we were in a bit of a state of limbo until we got the word that we had to introduce screening for domestic passengers."

Some passengers had just come through the airports from where the planes were hijacked, so we were happy to see our planes landing safely.

As at other stations, contingency plans at Christchurch were implemented and domestic screening began by 5pm. With a total of 37 staff, it wasn't easy in Christchurch, but Chris tells the same story of staff pitching in to do what was necessary.

Although Avsec had trialled domestic screening in 2000, it had never been required before. By 5.02pm, staff at Auckland, Wellington and Christchurch were all screening domestic passengers at make-shift screening points. Domestic screening at Dunedin and Queenstown followed within a few days and a new station at Rotorua was fully operational within 17 days.

Avsec also had a presence at Hamilton and Palmerston North for international flights – staff there pitched in to provide additional support at Rotorua and Wellington respectively. Staff everywhere did long shifts, skipped days off and helped out at other stations at short notice.

Despite the efforts of staff, Avsec was short of resources for the unprecedented workload. It had to call in NZ Defence Force personnel to assist at the biggest pinch points of Auckland, Wellington and Christchurch.

Without that assistance, Avsec would have been swamped and unlikely to cope for more than a few days.

New equipment was also needed, as were new layouts of airport terminals to accommodate domestic screening points. Avsec revised its equipment purchase programme, recognising it needed significantly more x-ray machines, wands and magnetometers. More urgently, a new x-ray machine was bought immediately from Melbourne for use at the new station in Rotorua.

With the potential for chaos at airports, Avsec relied on the support of the airport companies and airlines, as terminals became more congested and flights had longer check-in times.



2001

Avsec staff around the country were kept busy in the immediate aftermath of 9/11.

On the ground in New Zealand

With New Zealand being 16 hours ahead of New York, it was the middle of the night here when the attacks occurred. A number of flights, including an Air NZ flight, had flown out of the US heading to Auckland before the attacks. The passengers on board didn't know what had happened. Grant Maconaghie (Principal Advisor Security Technology Systems) recalls what happened next.

“We all met at Auckland airport at 5am for briefings, first with the Chief Executive of Auckland Airport International Ltd, and then with our staff about what had happened in the US. Rosters needed to be rejigged, that was done manually in those days. There was a heightened sense of awareness, everyone needed to be on their toes.

“The planes coming in from the US were met by a small group of government officials, including the Police to protect those on board from any untoward media or public interest. It was known that a couple of the people arriving off those flights had family members who had been killed in the New York attacks. The Police took them to the VIP lounge. Other officials went on to the planes to speak to the passengers.

“All of us that day got a very sharp reminder of how important what we do in Avsec is. It was a real wake up call and stayed with people for a very long time. Those attacks ended forever any complacency we might have had about the need for security screening”.



2001

The images show Avsec staff checking aircraft, screening domestic passengers and checking perimeter fences after 9/11.

In the first few weeks, passengers generally accepted the new arrangements, but over time, the patience of some travellers wore thin. Some couldn't see why they should now have to wait while their carry-on luggage was searched, or why dangerous items had to be relinquished. Avsec was collecting bin loads of every imaginable object – knives, scissors, hammers, box cutters and even guns.

Clearly, Avsec needed a lot of new staff, even though in the first few weeks it was unclear whether domestic screening would continue past mid-December.

Recruitment began in two phases. The first was to train 25 new officers in early November to provide much-needed relief at the three main stations. The second phase was to have sufficient staff to replace the Defence Force personnel when they withdrew on 21 December. They were available by early December.

An expansion of the Explosive Detector Dog unit was fast-tracked with the recruitment of four new dog handlers. They began training at the Trentham Police Dog Training College in late October.

Not forgetting the Pacific, Avsec sent regional quality training officers Bronwyn Somers and Paul Drake to run a week-long training and refresher course in Fiji. They and IT Manager Mark Lilly also provided briefings and training at Air New Zealand's Pacific outposts to ensure they complied with the US's Federal Aviation Administration (FAA) security directives.

A major Avsec exercise planned for 2002 originally involved a strategic review of issues such as hold-stow screening, the Auckland terminal design and coincidentally, domestic screening. The terms of the review were revised.

The International Civil Aviation Organisation (ICAO) met for an emergency session in early December. It recommended a total rewrite of its Annex 17 and mandatory implementation of a range of new security measures, including 100 percent hold-stow screening for all international operations by 1 January 2006.

Meantime, also in late 2001, the fear of an anthrax attack heightened. As if staff were not already under pressure, the threat meant guidelines on dealing with suspicious mail were distributed to all stations.

By December 2001, then Transport Minister Mark Gosche said he was impressed with how Avsec had coped with the new procedures and the rapidly changing security environment.

"The response by Avsec to the 11 September attacks in the United States has impressed me enormously," he said. "It shows the organisation was well prepared to deal with events as they unfolded.

"Although the changes at our airports were the most dramatic in the country's history, Avsec moved swiftly and efficiently. I really appreciate the huge commitment staff have made to make it possible."

It was a testing time for Avsec, however it's internationally recognised quality systems, and dedicated staff helped it to adapt to the new threat. Its objective of keeping aviation operating without compromising security continued, as it does to this day.

Happy to have son home

The events of 9/11 put pressure on all Avsec staff as the organisation scrambled to cope with new screening requirements.

But one officer (and now team leader) Peter Harris in Christchurch, also had a young son stranded at Los Angeles airport after the US Federal Aviation Authority grounded flights. Matthew, 9, and 24 other South Island children with various illnesses were on a trip to California organised by Koru Care, the charity run by Air New Zealand cabin crew. They were due home on 14 September, but didn't arrive until 18 September.

"I was quietly worried, because they weren't going to get home quickly," Peter said at the time. "But I rang one of the organisers in Los Angeles, who was very reassuring. Then a couple of days later I rang Matt. He was not at all worried. The kids weren't fazed at all ... There wasn't a lot else I could do, so apart from taking one day off. I kept on working. That helped."



2001

Peter and Robyn Harris greet their son, Matthew, at Christchurch Airport when he arrived back in New Zealand on 18 September 2001, after his Koru Care trip to the US. – Photo Christchurch Press

Rotorua's Security Designated Airport

Full Avsec screening at Rotorua Airport began just two weeks after 9/11, making it New Zealand's first 'security designated airport', even though it accommodated only domestic flights.

Screening was previously not required, but with flights of the larger BAe 146 jets using the airport, screening equipment and staff had to be hastily assembled.

A new x-ray machine was flown in from Australia, which then Auckland Senior Sergeant Grant Maconaghie and Auckland technical staff set up for use. Hamilton Sergeant Mick Stone and Officer Doug Norton gave it a "dummy run" in Rotorua and with temporary local officers Paul McGarvey and Louise Colyer, had it screening passengers at 11am on 29 September 2001.

In the beginning, one of Hamilton's eight officers was assigned to Rotorua four days at a time. By December, six new local staff had been appointed.



2001

Officer Doug Norton checks carry-on luggage for a domestic flight at Rotorua Airport on 29 September 2001, just 17 days after 9/11.
- Photo Rotorua Daily Post

The new threats – shoe bombs and LAGs

On 22 December 2001, British citizen Richard Reid tried to detonate explosives in the shoes he was wearing on an American Airlines flight from Paris to Miami.

Passengers overcame the man, averting an explosion, but the “shoe bomber” incident led to heightened security procedures around the world. By the end of December, all air travellers leaving New Zealand for the United States had to undergo extra security checks, which included removing shoes.

It was the first “additional” security measure introduced after 9/11.

On 11 August 2006, several suspects arrested in Britain were believed to be planning to board aircraft and detonate liquid explosives disguised as soft drinks. The same day, Avsec set up new screening points at Auckland Airport to ensure no liquids, aerosols or gels (LAGs) were carried onto US-bound flights. The arrests in Britain led to new security

measures in many countries (introduced New Zealand-wide on 31 March 2007) for all passengers on international flights to be screened for LAGs.

The LAGs requirement meant a further culture change for the travelling public: leave the water bottle behind and carry any LAGs needed on the flight in a small plastic bag. For Avsec, a new threat meant a new set of procedures needed to be quickly put in place. These procedures worked. Six months after the introduction of LAGS, no flights had been delayed and there were no queues of passengers out of airport doors.

Ten years on, in March 2017, the US announced new restrictions banning large electronic devices in the cabin on flights from some Middle Eastern and African airports. The UK quickly adopted these same restrictions. What will this mean for New Zealand? At the time of publication of this book, while an airline industry group wants to ensure this does not extend to

New Zealand, the Civil Aviation Authority has yet to determine what restrictions will apply, if any, to airlines operating flights out of New Zealand.

What’s clear is that, to those who would do harm, aviation remains an attractive target for acts of terrorism. Extremists will keep looking for new ways to get past security screening systems. With more people than ever travelling by air, the need for aviation security screening is not going to go away any time soon.



2001

Auckland officer Chris Faulkner finds food items that had to be relinquished by a passenger bound for Los Angeles on 11 August 2006. Avsec had to urgently introduce new measures that day restricting liquids, aerosols and gels.

11/08/2006

Several suspects arrested in Britain
were believed to be planning to
board aircraft and detonate liquid
explosives disguised as soft drinks.

AMERICAN AIRLINES
FLIGHT 63, BOEING 767
197 PASSENGERS AND CREW ABOARD
CHARLES DE GAULLE AIRPORT FRANCE,
TO MIAMI INTERNATIONAL AIRPORT IN
MIAMI, FLORIDA, UNITED STATES.

Hold baggage screening introduced

One of the biggest changes for Avsec's operations was introducing hold-stow baggage screening (HBS) in early 2006.

Now standard at airports throughout the world, this new security measure was sparked by the attacks in the United States on 11 September 2001.

HBS was required by the International Civil Aviation Organization (ICAO) to screen all passenger baggage on outbound international flights for explosives and other dangerous devices. Previously only carry-on baggage was being screened.

The new rules had to be implemented by 1 January 2006. Avsec needed to make sure this caused as little disruption as possible to travel.

It was a huge implementation project for Avsec. The security improvements cost millions of dollars to introduce and operate.

They were paid for by an increase in the government's passenger security charge.

Major investment was required for new state-of-the-art x-ray equipment, and extra space and facilities at airports. It involved many people in its planning, and even more in its implementation. It meant another big boost in staff numbers.

The new rules had to be implemented by 1 January 2006. Avsec needed to make sure this caused as little disruption as possible to travel.

Avsec's training team had to make sure HBS screeners were all properly trained to identify suspicious baggage. The explosive detector dog teams had additional responsibilities as they became an integral part of the hold-stow baggage screening process.



2006

Dog teams have been a key part of Avsec's screening of hold-stow baggage, which was introduced on 1 January 2006.

The Avsec Crest

In 1993, when Avsec became a Crown entity under the Civil Aviation Authority Act, it needed an appropriate crest.

The then Secretary for Transport, Margaret Bazley, asked then Avsec General Manager Mark Everitt to commission the crest.

Several factors needed to be considered. Principal among them were that it had to clearly identify Avsec as an aviation security organisation, as a Crown entity, and it had to place Avsec in its geographical location. The Government needed to approve the design, as did Buckingham Palace.

At the top is the Queen's crown, signifying Avsec's role serving the Crown. The dark blue border contains the words 'Aviation Security Service' and the ribbon at the bottom 'New Zealand'.

The inside border is a gold chain, indicating the unbroken links of security surrounding New Zealand. The central image is Pegasus, the mythological flying horse. Surrounding the horse are the blue waters of the Pacific and the stars of the Southern Cross, placing Avsec in the southern ocean.



The Avsec manaia

The 2011 Rugby World Cup (RWC) in New Zealand was a catalyst for change not only for the Avsec uniform, but also the branding on its patrol vehicles.

Avsec was going to be heavily involved in on and off-airport security for the RWC. This was an opportunity to stand out with unique and distinctive branding.

Designer Sarah Everitt (daughter of then General Manager Mark Everitt) had been involved in designing the previous red livery. She produced a design with a waka theme and the manaia displayed on stern-piece.

It symbolised the "guardian" or "protector" role of Avsec. Sarah's manaia originates from the Ngai Porou iwi.

The Manager International Development at the time, Athol Glover, consulted with kaumatua, who endorsed the livery. It was rolled out in Auckland for the RWC after being blessed by local iwi and was an instant hit.

The manaia, as Avsec's taonga and protector of aviation, was developed further in 2016. It is now used widely and proudly across Avsec, as its unique brand.

Machetes, air guns and half a bird

After 9/11, the number of items relinquished by passengers skyrocketed. Avsec officers were instructed to be on the lookout for a wider range of objects than ever before.

The message took some time to get through, and even today dangerous items are still being found every day at screening points throughout the country.

In the weeks following 9/11, large bins of pocket knives, scissors, screwdrivers, hammers and other implements crammed Avsec's offices. Storage facilities were stretched to capacity.

What was Avsec to do with these items?

It formulated some guidelines which meant items would be held for a month and either destroyed, or for appropriate items, donated to schools and other organisations, including some in the South Pacific.

Some of the more unusual items Avsec has confiscated from carry-on baggage over

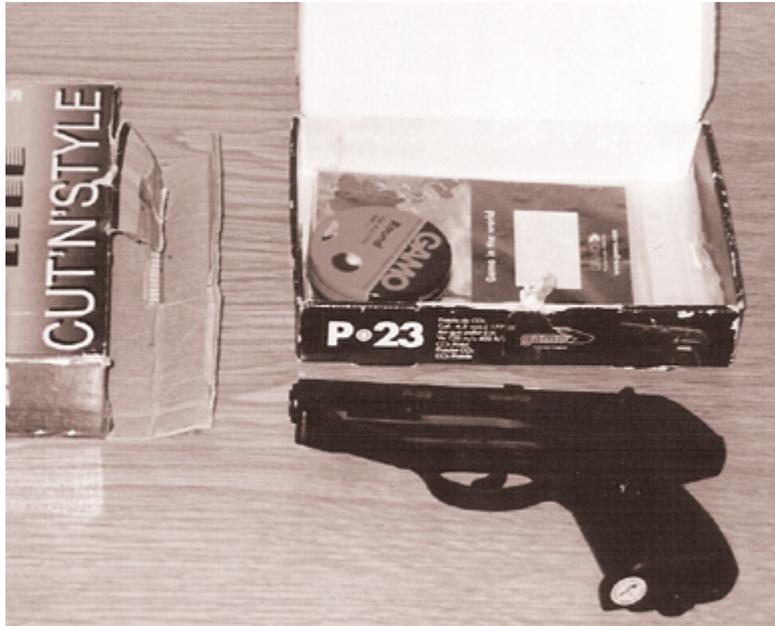
the years have been a chainsaw, half a bird (believed at the time to be a kea), a .22 air rifle, and a machete.

One bizarre confiscation occurred when a nun was found carrying an air pistol. During a routine search of her bag, a box was found containing an air pistol and lead pellets. It was placed inside another box labelled Remington Hair Clippers. She said she was carrying the box for someone else and seemed shocked when the contents were revealed to her. Needless to say, the box was confiscated. The nun was warned and allowed to continue her flight from Auckland to Nadi.

On another occasion, a French visitor was found to be carrying a pen gun in his briefcase. Calling on her training that said 'if it doesn't look right, check it out', Christchurch officer Helen Parker acted after noticing something unusual about the pen in a pencil case. Pen guns are classed as pistols and fire .22 ammunition.

In the weeks following 9/11, large bins of pocket knives, scissors, screwdrivers, hammers and other implements crammed Avsec's offices. Storage facilities were stretched to capacity.

In Rotorua, Sergeant (now Queenstown operations manager) Caroline McLeod was shocked to see a handgun show up on her screen as she was checking hand luggage. The elderly woman passenger had bought the gun at an antiques fair and had not heeded warnings about packing weapons in carry-on luggage. She seemed embarrassed by the incident, but paid for a courier to have the antique returned to her.



2001 | The hair clipper package and handgun found in the carry-on luggage of a nun.



2001 | Christchurch officer Helen Parker with the pen gun she thought looked "a bit suspicious".



2001 | A table full of items relinquished by passengers in the weeks after 9/11.

Sharps

A poster produced by Avsec in late 2005 advised travellers of items prohibited on aircraft. In line with International Civil Aviation Organization (ICAO) guidelines, it reflected that the tight restrictions imposed after 9/11 on what could be carried in hand baggage were relaxed slightly.

Measures introduced after 9/11, including strengthened cockpit doors, restricted entry to aircraft flight decks, crew security training and greater public awareness, led to the relaxed rules.

From 1 October 2005, passengers were able to carry on board knitting needles and corkscrews, and small pocket knives, scissors and nail files with blades of up to 6cm in length.

Most other countries, including the European Union, also eased their restrictions, but some countries, notably Australia and the United States, kept the tougher rules. International travellers were urged to 'play safe' and put all sharp objects in their checked baggage.



1983

Uplifted items from passengers.



2005

A poster produced by Avsec in late 2005.

1/10/2005

Measures introduced after 9/11,
including strengthened cockpit doors,
restricted entry to aircraft flight
decks, crew security training and
greater public awareness led to the
rules relaxing for some sharp items.

Expansion then contraction

In the mid-1990s, the number of Avsec stations rose to seven, with new operations at Hamilton, Palmerston North, Dunedin and Queenstown airports.

It was a period of rapid expansion as the big airline players competed with cut-price newcomers. The flurry of new carriers meant Avsec had to establish the new stations to screen the international passengers.

Budget airline Kiwi Travel International (Kiwi Air) began regular trans-Tasman flights in 1995, but its operation was brief – it collapsed in August 1996. Competitor and Air New Zealand-owned Freedom Air began flights across the Tasman and into the Pacific in late 1995 and continued until March 2008.

At Dunedin, Avsec was on hand when the airport's first international flight, a Qantas Boeing 737-300, landed in July 1994. A year later, Kiwi and Freedom began regular trans-Tasman flights. A new terminal building was opened at Dunedin in 2005. Today, international carriers Virgin Australia and Jetstar passengers, as well as those on large domestic aircraft, are screened by Avsec.

International flights – and Avsec screening – began at Hamilton in 1994. Both Kiwi and Freedom flew the trans-Tasman route from Hamilton, and Freedom even made Hamilton its company hub for a while. After the demise of Freedom, Air New Zealand continued a trans-Tasman service but passenger numbers declined and the airline withdrew in August 2010.

Virgin Australia then flew briefly to Brisbane, but it also withdrew, in October 2012, bringing about the closure of Avsec's station there in late 2014.

Palmerston North Airport was first serviced by Avsec in December 1995, when Freedom established regular flights across the Tasman. Freedom's last flights in 2008 ended Palmerston North's international status, and meant there was no requirement for Avsec services.

An Avsec team from Christchurch first screened passengers at Queenstown in 1995, when an Air New Zealand flight departed for Sydney.





1987

Aviation Security Base, Auckland International Airport, October 1987. Photo Mark R. Cranston

The airport has continued to show strong growth in international passenger numbers, making it New Zealand's fourth-busiest airport and one of Australasia's fastest growing. Avsec established a fully operational station at Queenstown in 1997. A new international terminal was opened there in 2015.

Avsec's eighth airport operation, at Rotorua, came about because of 9/11. The airport had large BAe 'Whisper jets' flying through on domestic flights. As all aircraft of 90 seats or more had to be screened after 9/11, Avsec had to hastily establish a Rotorua base. Just over two weeks after 9/11, Avsec began full screening. At the start one of Hamilton's eight officers was assigned to Rotorua four days at a time. By December 2001, six new local staff had been appointed.

Air New Zealand began international flights at Rotorua in December 2009 in a deal with Rotorua District Council. However, it was decided in 2015 that the cost to the council was too much and the last international flight was in August 2015. With no requirement for domestic screening, Avsec withdrew its service at Rotorua in 2016. With the

As all aircraft of 90 seats or more had to be screened after 9/11, Avsec had to hastily establish a Rotorua base. Just over two weeks after 9/11, Avsec began full screening.

Hamilton and Palmerston North stations also closed, Avsec now operates only at the five international airports, Auckland, Wellington, Christchurch, Queenstown and Dunedin.

And in the future? The popularity of New Zealand for international visitors and the expansion of regional tourism may see Avsec once again operating outside of the main centres.

Then and now

Avsec in the beginning	The modern Avsec
Regional	National
Sergeants, senior sergeants	Team leaders, shift leaders, operations managers
National Office was a portable cabin at Wellington Airport	Avsec offices at each airport – that need to keep getting bigger as more and more people travel by air
Second-hand Ministry of Transport cars	SUVs, utes, customised dog vehicles
Paper based records and communications	Portable electronic devices
Shared dress tunics –terracotta coloured, later 'smurf' blue	Black polo shirts; formal uniform of white shirt, tie, dress pants/skirt
96% men, 4% women	50% men, 50% women by 2013
One explosive detector dog team in 1992 (Wellington)	32 teams in 2017
Manual systems, Excel spreadsheets	National Rostering Centre using Quintiq workforce scheduling software processing 3,000 flights and publishing 3,500 shifts and 50,000 duties each week.



1977

Avsec officer Andrew Smith provides airport security at Auckland in 1998 for a B707, "Air Force 4". The aircraft carried then US Secretary of State Madeleine Albright to New Zealand for a whirlwind visit. Avsec officers worked alongside US Secret Service agents and New Zealand Police to provide a security cordon and guard for the plane.

Staff reflect on life in the regions

Avsec's regional stations were often staffed initially by officers from the main centres. In the case of Palmerston North, there were originally only three Kiwi Air flights a week that had to be screened. Staff from Wellington made the two-hour drive to screen passengers, then drove home.

Debbie Suisted (now Senior Technical Specialist Aviation Security, CAA), who was the sergeant at Palmerston North, recalls working in the regions being quite different than at the main centres. Staff knew everyone at the airport, so were always willing to pitch in when help was needed.

“We were all part of the airport team, whether Avsec, airport or airline personnel,” Debbie says. “Avsec staff would often do things that were not in their job description, like helping other teams to shift bags during diversions when passengers were bussed to Palmerston North.” Sometimes the airport company would help Avsec if it was short-staffed. It was the way it worked in the regions.

When the first permanent staff were appointed at Palmerston North in 1996, it was an all-woman crew. Debbie was joined by Marie Manderson, Vanessa Allen, Carol Comerford and Rosemary Raymond. Staff numbers eventually peaked at 12 part-timers. They would regularly do split shifts, starting at 4.30am and working until 7.30am, and then from 1.30pm to 4.30pm.

Caroline McLeod has a similar story. When she began work as an Avsec officer at Rotorua in 2004, Avsec was screening two flights a day, seven days a week. Caroline was promoted to sergeant and station manager. Having worked in Auckland, and nowadays at the busy Queenstown station where she is an operations manager, she says it was a different atmosphere at a regional airport.

“There was definitely a different vibe. The airport was a community in itself. We all knew each other, from the airport and airline staff, to the rental car people and cafe workers.”

Regional station managers had different pressures than those in the main centres.

They were mostly sergeants and had to be a jack-of-all-trades, being a hand on deck when required as well as fulfilling management duties.

“We were always considered as part of the overall national management team though, so we knew as much as anyone what was happening,” Debbie says. However, when it came to work practices and processes, nothing was different, whether in Auckland or Palmerston North. “We had a job to protect aviation security, and that's what we did.”



Partners in the Pacific

New Zealand's Aviation Security Service has taken the lead in helping its Pacific Island neighbours with aviation security screening.

Up until 2006, Avsec had been assisting on an ad hoc basis, but services were formalised in 2006 when New Zealand's Ministry of Foreign Affairs and Trade (MFAT) established the Pacific Security Fund (PSF). The PSF provides for a range of security-related functions and activities supplied by agencies including NZ Police, NZ Customs, Ministry for Primary Industries in the areas of fisheries and biosecurity, Immigration New Zealand, and Avsec.

Avsec's involvement was coordinated from 2006 by Murray Breeze, Group Manager Compliance and Improvement, who had already built strong relationships with Island nations. Athol Glover, Principal Aviation Security Advisor – Pacific Islands, took over this role in 2011. The nations to which Avsec provides regular support include the Cook Islands, Samoa, Tonga, Fiji, Niue, Vanuatu, Kiribati and the Solomon Islands.



PACIFIC SECURITY

Avsec has also engaged with Nauru and Papua New Guinea on an ad-hoc basis.

Athol says that although larger countries such as Australia and the United States also offer assistance, New Zealand has a lead role for several reasons. They include historical relationships, adoption of New Zealand legislation and Civil Aviation Rules and most importantly, the Kiwi approach. He says New Zealand is known for talking with its PIC – Pacific Island country – partners on the same level. With that comes sound and solid relationships, and trust.

“We Kiwis tend to treat people as equals,” Athol says. “We offer advice rather than tell them what they should do. We get on very well with our Pacific Island colleagues.”

The Islands are Athol's ‘other’ workplace. When he makes one of his regular visits from the CAA head office in Wellington, he's often greeted with the words “Welcome home” which is a good measure of how New Zealand is regarded in the region.

The job for Avsec is made easier because many of the Pacific nations have adopted

similar systems as New Zealand, and have similar rules and regulations around civil aviation. The services Avsec provides are in three main areas: training, equipment and maintenance. All are critically important to the Islands. Without them, the vital tourism trade would be seriously hampered.

Apart from operational training – for example what to look for on an x-ray screen – Avsec provides on-going support and advice on technical and personal development training to implement succession planning and identify future leaders.



A training course conducted by Avsec on Niue.

“We Kiwis tend to treat people as equals, we offer advice rather than tell them what they should do. We get on very well with our Pacific Island colleagues.”

This has already led to a Tongan security officer successfully graduating from the prestigious ICAO professional management course, which originates from ICAO headquarters in Montreal. His success not only gives him new skills and access to a global network of aviation security experts, but also supports his home country's ability to provide expertise locally. Since the completion of that course, the officer has been promoted to a management position within Tonga Airports Limited.

Equipment supplied by New Zealand to the Pacific includes screening and x-ray machines, CCTV and access control systems, radio communication equipment and vehicles. They all contribute to improving and enhancing each country's international security obligations. Avsec also provides follow-up and ongoing training in the maintenance and servicing of screening equipment.

Pacific Island countries are gradually building their own capacity to do the work required and to be self-sufficient.

As part of Athol's activities he conducts reviews of individual Pacific Island aviation security procedures to identify areas for improvement, and assists with solutions.

In 2014, Avsec played a major role in helping with security for the Small Islands Developing States (SIDS) conference in Samoa. Nine Avsec staff from stations throughout New Zealand assisted, with the uniformed Avsec officers being sworn in as Samoan police officers for the event. The Avsec team was primarily assisting Samoa Police, Samoa Airport Authority, New Zealand Police and the United Nations with security screening. Reports from Samoa at the time showed that only Avsec and its New Zealand-trained Samoan counterparts were familiar with security screening processes; they were recognised as being the experts fairly quickly.



2013

New Zealand Deputy High Commissioner Aimee Jephson hands over the keys of a former Avsec Honda CRV to Joseph Ngamata of the Cook Islands Airport Authority, in 2013.

Long service recognised



2017



Aviation Security Officers Julaine Dunn, Peter Dunn, Rachel Skelton, and EDD handler Craig Bishop are presented with their 15 year service awards by Tala Natapu, Station Manager, Christchurch.

2016

New long service badges were introduced in 2016. Currently the average tenure of Avsec staff is eight years.

Avsec's Antarctic service

One of the more unusual roles for Avsec is the provision of screening services for the United States Antarctic Program (USAP) at Christchurch.

The USAP operates a transition facility at Christchurch Airport for flights to and from its Antarctic base. Some of the US military's biggest planes fly the Antarctic route – originally a fleet of LC130 Hercules and later the huge C5 Galaxys, C141 Starlifters and C17 Globemasters.

Avsec was approached by the US in the mid-1990s to screen passengers on these flights. They include scientists, VIPs and other civilian personnel. By 1998, a basic screening point was established, which allowed baggage to be screened.

Avsec now has a full screening system at the USAP centre, which includes total baggage and passenger screening. Avsec staff drive to the centre from their normal workplace at Christchurch Airport and screen USAP passengers at the centre before the passengers are bussed to their aircraft.

Shipments are screened for prohibited items and dangerous goods and explosive detector dogs have been used to check personal luggage. "We apply exactly the same screening standards as we would to an international flight leaving New Zealand," says Avsec's Christchurch Station Manager, Tala Natapu.

Not surprisingly a challenge in providing the USAP service is the weather which plays a big part in scheduling. Staff including a dog handler can be rostered on, and then at the last minute, the flight is delayed or cancelled. On the other side of the coin, a re-scheduled flight, which needs to be security screened, can be arranged on very short notice.



A US Air Force LC130 Hercules prepares to leave Christchurch for Antarctica.





One of the US Air Force's giant C5 Galaxy aircraft, used for Antarctic missions, on the tarmac at Christchurch.

In 2016 for the first time ever, aircraft flew to Antarctica in winter. Starting in April, the sun completely disappears for four months, but now night-vision technology means winter flights are possible. The trial season was a success, but it wasn't without a 'ground hog' element. The August flight was delayed for three days before eventually taking off after the weather finally cleared. Tala said "Those rolling delays are probably one of the biggest hurdles we face doing this work. Sometimes we end up screening the same passengers over and over because of flight delays – frustrating for both us and passengers".

Winter 2017 will see Avsec routinely screening flights for Antarctica meaning people wintering there will have better access to food and goods such as newspapers, medicine and gifts from family. The extra flights also mean there can be a change of staff and winter research can be carried out.

2011

Photo of the Kalkoura Ranges, taken during the
visits small airports throughout the country.



Rugby World Cup – keeping small airports safe

With a broad oversight role in New Zealand’s aviation security, Avsec is occasionally called on to perform tasks outside day-to-day operations.

One such occasion was in 2011 when New Zealand hosted the Rugby World Cup. A project was undertaken by Avsec to visit as many general aviation operators and airfields near Rugby World Cup venues as possible before the start of the tournament.

No one wanted to see a repeat of events at the Springbok rugby tour of 1981, when a Cessna flew over Auckland’s Eden Park and dropped flour bombs and flares during the third test. An earlier game in Hamilton had been cancelled partly because of fears a light plane had been stolen and was headed for the ground.

The brief was to raise security awareness with operators of light aircraft and helicopters who might otherwise not be well informed about security risks. While Avsec was largely

responsible for security at airports, it didn’t typically have a lot of input or influence on what happened at smaller airfields.

There was a risk that a person could gain access to an aircraft, and if they had a mind to, fly over a city and have a go at a big public event.

Impromptu visits were made throughout the country, spreading the word about security systems, which at some airfields were poorly managed. Keys were often found to be left in the aircraft ignition and the aircraft were not locked. Engineering facilities and fuel stores were also sometimes not secure.

Operators had tended to believe that aircraft and facilities were safe because few people had the skill to fly aircraft. However, new computer simulations and websites made it easier to work out what an aircraft can do.

The people met were usually ‘off the radar’ for Avsec. However, from a regulatory point of view, the project made a lot of sense.

On completion of the project, about 55 airports, airfields and heliports from Invercargill to Whangarei were visited, and discussions held with more than 500 people covering more than 200 organisations. The organisations included private owners of light aircraft, light aircraft engineering facilities, and fixed and rotary wing operators.



Then Dunedin Station Manager Graham ‘Harry’ Harrington at security screening with former All Blacks captain Richie McCaw.





*September 2010 and
February 2011 will be
etched forever into the
memories of Avsec staff
at Christchurch Airport.*

Canterbury Earthquakes 4 September 2010

At 4.35am on 4 September 2010 and at 12.51pm on 22 February 2011, the Canterbury region was rocked by powerful earthquakes.

The first resulted in widespread damage but no fatalities, the second killed 185 people and caused extensive damage to Christchurch.

It was a difficult time for staff. After 4 September, many after-shocks rattled Canterbury with the fear that another quake was on its way. Passengers passing through the airport would look to the ceiling whenever an after-shock happened. They moved on. Staff, however, were edgy, worried about another big one. Some had damaged homes. The fears were justified. It happened again just six months later.

Early on the morning of 4 September, Earl Chapman (now Operations Manager) was at home in Kaiapoi, ready to go to work, when the earthquake struck.

“I was out at the car and I heard what sounded like a freight train in the driveway with large cracking and banging coming from the ground below me,” he said. “I was thrown off my feet, there was the sound of crashing and things breaking all around me. Looking up, the house chimney was rocking side to side, and I couldn’t get up until the ground stopped violently shaking.

“When I did get up, I saw bright flashing lights in the neighbourhood, which would have been power boxes exploding, then the pitch black, but still being rocked hard. The silence immediately after was really eerie.”

Inside it was dark because there was no power and Earl kept tripping over items that had come out of cupboards and drawers and off shelves.

“I had no idea what the inside was like. Somehow I managed to find a tealight candle and lit it. It’s at times like this that you wish you had everything prepared

for – such as a torch that was easy to find. Dougal, our brave boxer dog, found me and stuck to me like glue. He was scared stiff, just like me.”

Wife LeeAnne, also an Avsec officer, was already at work on the early morning shift. The landline phone wasn’t working and cell phone calls weren’t connecting, so Earl texted work to say he’d be a bit late, not knowing if it would be received.

“I was really concerned because I was Acting Senior Sergeant for the morning shift and I knew I had to be there. Was LeeAnne OK, had the airport survived...? I secured the house as best I could, turned off the power and water, locked up and left Dougal free in the yard.”

When he got back to his car, a big Holden Calais, he found the quake had shifted it – instead of being parallel to the house, it was now facing towards the house.

On his way to work, Earl found the northern motorway bumpy and cracked, the flyover bridges were higher or the ground on either side had sunk, and it was dangerous not knowing what was ahead.

4/09/2010

“When I did get up, I saw bright
flashing lights in the neighbourhood,
which would have been power boxes
exploding, then pitch black...”

– EARL CHAPMAN

ORIGIN TIME 04:35 NZST
MAGNITUDE 7.1 MW
DEPTH 10 KM (6.2 MI)
EPICENTER 43.55°S 172.18°E
COORDINATES: 43.55°S 172.18°E
CASUALTIES 2 SERIOUSLY INJURED,
APPROXIMATELY 100 TOTAL INJURIES

He got to work about 6.15am. His first priority was for staff on the morning shift – where were they, were they safe, did they need to go home if they were worried about their family and house?

“I was concerned about how they were emotionally. If I saw them starting to waver, decisions had to be made about their ability to operate safely and whether they should go home.”

The aftershocks continued all day and every time one hit, staff wondered “how many more before something really gets destroyed”, not knowing that Christchurch and surrounding areas had received a severe battering. The TV in international arrivals gave staff their only view of the destruction.

The airport closed until about 1.30pm so it could be assessed for damage, which was fortunately minimal. Avsec provided extra security with rolling mobile patrols and some staff helped the police with road blocks to stop passengers still arriving for their flights that had been cancelled.

Earl says all the staff on the C shift were awesome. “They did everything I asked of them. They didn’t take breaks, they just did what had to be done. I know they got a lot of respect from the other agencies here.”

Although no Avsec Christchurch staff received physical injuries, three had serious damage to their homes, and all were affected in some way that morning. Earl said Avsec provided very good ongoing support for staff.

“It’s great knowing that the achievements of the C shift that morning are recognised by Avsec. I chose not to leave that day until the entire C shift staff had gone home or had been accounted for and ‘handed over’ to the afternoon supervisors. We breathed a sigh of relief that our part at work was over for the day and we could go home to see what the earthquake had done to us.”

Chris Watkins, who was then Regional Manager Southern, said at the time that Avsec was looked upon for guidance not only because of the comparatively large number of staff at the airport, but also because of its recognised competence.

“I’ve had nothing but positive comments from other agencies at the airport about the professionalism of the Avsec staff, and despite the obvious personal concerns, the way they maintained a sense of calm among the chaos,” Chris said.



2010

Broken bottles lay strewn over the floor at the Christchurch Airport duty free store on the morning of 4 September 2010. While the airport itself sustained little harm, several Avsec staff had to contend with damage in their homes, as well as the trauma of the constant aftershocks.

22 February 2011

It happened again on 22 February, this time with more devastating effect because the quake was closer to the centre of Christchurch and during a busy lunchtime.

While none of Avsec's staff lost their life and only one significant injury was sustained (a fractured elbow), everyone knew someone who had died.

“I grabbed a pole at the end of the screening point and I saw someone else do the same at the other end,” Mike said. “It lasted only about 15 seconds, but it was certainly violent.”

Avsec staff, however, were quick to respond as volunteers when the Police asked for assistance in the central city only hours after the quake, helping evacuate the CBD.

Management provided campervans for staff whose damaged homes lacked basic amenities, made available work showers and provided three days of special leave.

Staff from other stations rushed to volunteer when extra resources were required. Three groups of 20 staff from North Island stations went to Christchurch to give 150 local staff the special leave. Rosters ensured everyone had their normal three days off and then the three days of earthquake leave.

Mike Lulham (now a Team Leader) was on duty at the domestic screening point in Terminal 1 at 12.51pm when the quake struck.

“I grabbed a pole at the end of the screening point and I saw someone else do the same at the other end,” Mike said. “It lasted only about 15 seconds, but it was certainly violent.”

There was no panic, but it was clear the screening point should be closed and the terminal evacuated, which Mike set about doing. Terminal 2 and international were also evacuated, with Avsec taking a lead role. It was only when the urgent work was done

that Mike was able to think about his own family – a son at school and his wife due to leave for work in Sydenham.

“Our home phone wasn't working and I couldn't get hold of anyone on their cell phone for quite a while. I kept trying every few minutes and eventually got hold of my son at school. My wife was just picking him up, so I knew both of them were OK and the house was still standing. We fared a lot better than many other people in Christchurch.”

Knowing his family was fine, Mike volunteered to join 13 other Avsec staff to help police in the central city. With police officers, they fanned out within the CBD, which had been cordoned off. Their role was to clear people out of the cordon, but Mike says they tentatively peered into collapsed buildings or called out to see if anyone needed help.

They went about their work knowing people were buried under the rubble and beyond help. Some cars that had been crushed by falling debris had been spray-painted to indicate the number of deceased inside still to be recovered.

It was a devastating scene, similar to what Mike had seen in Iraq and East Timor, where he had served with the Air Force.

“I can only commend the Avsec volunteers for their selfless actions under extraordinary conditions,” he said. “Some had sustained damage to their own properties in both quakes and had frightened families at home waiting for them.”

“They were just happy they could assist in some small way and wouldn’t have wanted to be anywhere else. They are a credit to Avsec.”

“They were just happy they could assist in some small way and wouldn’t have wanted to be anywhere else. They are a credit to Avsec.”

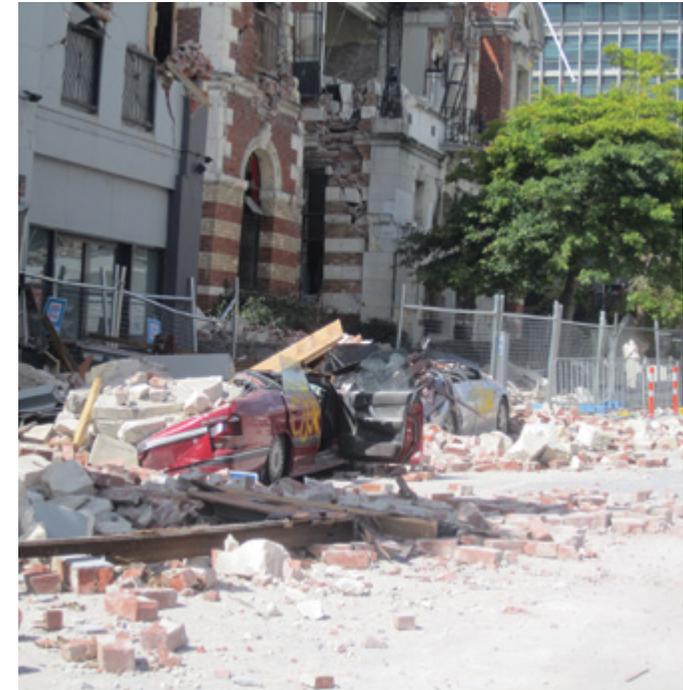
Avsec officer Maurice Evans also went into the CBD that evening.

“Some of the smaller retail businesses on the fringe were still occupied and there were a lot of shocked people milling around,” he said. “Some were trying to get to the collapsed CTV building to look for relatives.

“For their own safety and the security of the area we had to get them out. Everyone was fine with that.”

After seeing relatively light damage caused by the September earthquake, Maurice was shocked by the destruction.

“We saw some quite considerable buildings that were tilted over and just leaning on the buildings next them. It was amazing how powerful the quake was.”



2011

A smashed car under the rubble on the corner of Manchester and Gloucester Streets, outside the Iconic Bar. – Photo Mike Lulham



2011 | Manchester Street with the teetering Hotel Grand Chancellor in the background on 22 February 2011. – Photo Mike Lulham



2011 | Christchurch staff who volunteered to go into the CBD on 22 February 2011 were (back row from left): Mark Campbell, Warren Tooth, Karl Lutterman, Ross Bubbins, Andrew Moody and Tracy Counter. Front row: Dave Kennedy, Stu Cairncross, Sgt Mike Lulham, Dave McLean and Maurice Evans. Absent are Donna Kelly, John McKendry and receptionist Stephanie McLeod.



1978

Maura McPhillips

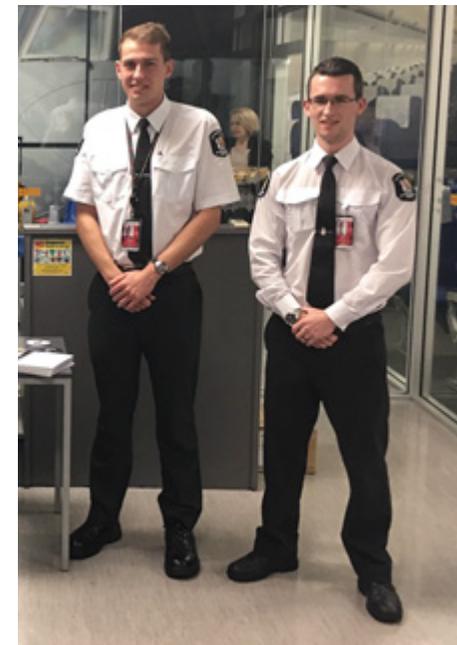


1990

Aviation Security Service ASO Basic Training Course.

Row (L-R): Mick Stone (Deputy CASO) Shane Reilly, Alan Cole, Doug Hallagan, Brenda Alexander, Max Dickson, Freda Howells, Chris Lucich, Grube, Athol Glover, Gary Harvey.

Row (L-R): Christine Smith, Theresa Jones, Denise Parker, Don Alexander (CASO), Suzanne Taunton (Snr Sergeant), Mark Everett (GM), Brownwyn Somers, Anne Sparrow, Sara Crawley-Allen.



2017

Aviation Security Officers
Matthew Parker and Martin Buys

The Avsec uniform

In 1978, only months after Avsec was established, the first uniforms were designed for staff.

They featured “Aviation Security” lettering on the left shoulder and were originally a deep apricot colour. As befitting the times, they had bell-bottom trousers, a slim-fitting jacket and white shirt.

By the 1980s, the main colour changed to sky blue, with the women originally wearing a white cravat. The fact that the blue uniform was similar to a uniform worn by CAA navigation calibration personnel was not a coincidence. The calibration team was small and operated out of Paraparaumu Airport. Its job was to calibrate the navigation systems at New Zealand airports.

Somehow they had plenty of fabric for their uniforms. Avsec requisitioned the bolts of fabric for itself. Only when the fabric ran out and Avsec staff numbers soared did Avsec have to pay handsomely to get fabric specially dyed for its uniforms.

The sky (or ‘smurf’) blue uniform defined Avsec for about 30 years – and it lives on to this day as the uniform worn by aviation security personnel in the Cook Islands and the Republic of Kiribati. This changed when a new design featuring a white shirt, charcoal trousers and skirts and black jerseys and vests, was unveiled in 2012.

While this will remain for formal occasions, the latest iteration for everyday wear on the front line are black polo shirts for officers, and red trimmed black polos for team leaders. The blue polo variation is for temporary staff such as student load assistants, the Avsec culture group, and Avsec sports teams. A distinctive feature of the polo shirts is the unique Avsec manaia. The inspiration for the new uniform was an optional polo shirt designed for staff to wear during the 2011 Rugby World Cup in New Zealand. The shirts proved an instant hit with both staff and the travelling public.



EDD officers Brett Clarke, left, and Craig Bishop in the blue uniform that defined Avsec for 25 years. For special occasions such as prize-giving at the Police Dog Training College in Trentham, even dogs Zeb and Fyfe were kitted out in Avsec colours.

Mark Everitt

General Manager 1989-2013

The story of Avsec in its first 40 years would be incomplete without recognising the contribution of Mark 'Biggles' Everitt, its General Manager for 24 of those years.

In 1999, when he celebrated 10 years with Avsec, Mark said it had been a decade of unrelenting change. This change was to stand the organisation in good stead when the world of aviation security changed overnight on 11 September 2001.

At the time, Avsec was facing its third border agency review, it was gearing up for the APEC Leaders' Meeting and an influx of visitors for the America's Cup. There was also Y2K – a fear, eventually proven to be unfounded, that computer systems would crash at the turning of the clock for the year 2000. Greater risks were to follow after September 2001.

Previously a detective with NZ Police, Mark joined Avsec in 1989, taking over from Trevor Joy as Controller of Aviation

Security within the Ministry of Transport. In 1993, when Avsec became a Crown entity, Mark was appointed the service's first General Manager.

Then-Secretary for Transport, Margaret Bazely, wanted Mark to create a world-class aviation security service. He had some work to do. Airports had no secure perimeter fencing, and no sterile zones where people and vehicles could be screened. Avsec had a relatively lax attitude to security, with most of its staff part-timers. But times were changing. Tensions in the Middle East had raised security fears, especially when Iraq invaded Kuwait in August 1990, sparking the first Gulf War.

During the 1990s Mark worked on instilling a security culture at New Zealand airports. This helped New Zealand to be prepared for the events in the United States of 11 September 2001. Fortuitously in 2000, Avsec had conducted domestic screening trials at the seven airports where it was then operating. Although the crisis

of 9/11 shocked everyone, Avsec was in a strong position to rapidly implement new security measures, including the introduction of passenger and security screening for many domestic flights.

In April 2000, Mark won an award for Outstanding Aviation Security Official at the Asia Pacific Aviation Security Conference in Singapore.

In 2013, with the incorporation of Avsec into the Civil Aviation Authority, Mark was appointed to the new role of Regulatory Advisor (Pacific Islands) within CAA.

In 2016, Mark received the Jim Collins Memorial Award for Aviation Safety in New Zealand. This award recognised Mark's long and distinguished career in civil aviation and his exceptional contribution to aviation safety and security.



2001

Then Transport Minister Mark Gosche, left, and Avsec General Manager Mark Everitt, inspect bins of sharp objects taken from passengers at Auckland Airport in the weeks after 9/11.

2017

Some of Avsec's senior managers meeting at National Office.
Front row seated left to right: Mike Rivers (Station Manager Queenstown), Nichola McKinney (Station Manager Auckland), Graham Puryer (Executive Group Manager), Mark Wheeler (General Manager Aviation Security Service).

Back row standing left to right: Tala Natapu (Station Manager Christchurch), Murray Breeze (Group Manager Compliance and Improvement), Simon Jones (National Operations Manager EDDU), Silas Harrison (National Manager Workforce Rostering), Warwick Burr (Station Manager Wellington).



Mark Wheeler

General Manager 2013-present

As Avsec enters its second 40 years, it continues to face an ever changing, dynamic global aviation environment.

Mark Wheeler, ONZM joined Avsec in October 2013 as its second General Manager, to lead Avsec through the next stage of its journey – “from industrial screening to smart security”.

In the four years since he joined Avsec, staff numbers have grown from about 750 to over 1000. Staff are now screening over 10 million passengers and with the success of air travel these numbers keep growing each year. However along with this growth are new threats and challenges. To meet these, Mark is leading Avsec to embrace staff development, advances in technology and an expanding explosive detector dog programme.

“In our 40th year the first Smart Lanes will become operational, followed by advanced imaging technology, and by 2022 Avsec will be using computed tomography (CAT scan) technology. Our 40th year will see Avsec with 33 EDD teams and our own dog-breeding programme. All of this is underpinned by our great staff, like Maura McPhillips who has been with us almost from the start, daily going above and beyond to keep aviation safe in our country,” says Mark.

Mark joined Avsec well equipped to lead this change. Prior to joining in 2013, he was the Army's Land Component Commander, responsible for global operations based on an intelligence driven, risk based approach. Mark remains acutely aware that the principal threat to NZ defence force personnel on operations and NZ aviation security is the same – improvised explosive devices. Mark had been influential in the NZDF explosive detector dog programme, behavioural analysis reviews, bomb disposal programmes and searching and screening techniques. Mark was New Zealand's representative on several key working groups.

Mark acknowledges there have been a lot of changes for staff in a very short time. “Avsec has moved from a regionally based organisation to a national model, with a refreshed national leadership team, frontline leadership, training, rostering, and EDD.

“I know it's been tough for some people, however I'm absolutely convinced that we're on the right track. I want our staff to know this is a great place to work, as we do our job to protect aviation, providing a high quality service at our airports and to everyone going through security. As Avsec enters its fifth decade of service to New Zealand it is ready to meet the challenges”.

Highlights of international recognition

In 2000 at the Asia Pacific Aviation Security Conference in Singapore, Avsec wins the inaugural Edith Cowan University/SATS Security award for the Outstanding Security Organisation in the Asia-Pacific region.

The same year, in an audit of Avsec, Qantas Airlines described the service as 'one of the leading security organisations in the world'.

Avsec was the first security organisation in the world to be ISO 9001 certified.

The International Civil Aviation Organisation (ICAO) in 2004 invited Avsec to establish an ICAO training centre at Auckland. The centre now provides a range of courses for aviation security staff not only in New Zealand but also throughout the Asia/Pacific region.

Who are you? Are you allowed to be here?

These are important questions when someone is working at the airport, whether they're making the coffees, fixing the wiring, selling duty-free, or managing airport operations.

Avsec needs to know who everyone is, we're the ones who issue Airport Identity Cards to anyone who has a job at the airport.

It's a surprisingly big operation – nine full-time staff around the country who, in 2017, will issue about 16,000 permanent cards and 72,000 temporary cards.

With security paramount at the airport, thorough identity, criminal and security checks get done for each applicant. It's quite a turnaround from the 1970s when Trevor Joy, the first Controller of Aviation Security, toured the airports looking at security and found open gates where the public could just wander in and access runways, aircraft and offices.



1987

David Lange's airport visitor card returned by his wife Naomi Lange after being accidentally taken offsite.

Avsec was the first security organisation in the world to be ISO 9001 certified.

THE INTERNATIONAL CIVIL AVIATION ORGANIZATION (ICAO) IS A SPECIALIZED AGENCY OF THE UNITED NATIONS. IT CODIFIES THE PRINCIPLES AND TECHNIQUES OF INTERNATIONAL AIR NAVIGATION

Avsec staff numbers

When the Aviation Security Service was established in 1977, it had just 53 staff. They worked at the only international airports of the time – Auckland, Wellington and Christchurch.

Numbers gradually increased during the next 20 years as the need for more stringent security measures were introduced. In 2001, before the events of 11 September, about 300 staff were employed at Auckland, Hamilton, Rotorua, Palmerston North, Wellington, Christchurch, Queenstown and Dunedin.

After 11 September, a huge number of staff was required, in a very short time. By the end of 2002 and after a period of intense recruiting and training, the numbers reached nearly 800. In 2017, there are over 1000 staff.

53

1 CONTROLLER
3 CHIEFS
37 SERGEANTS
12 SECURITY OFFICERS
9 FEMALE OFFICERS

53

Passenger growth

The number of passengers passing through New Zealand airports has skyrocketed in recent years.

Auckland, the busiest airport, accommodated about 17,260,300 passengers in 2016, almost three times the number of the next busiest, Christchurch (6,305,700). The Auckland number was up 1.3 million on the 2015 figure. Five years earlier, in 2011, 13,703,000 passengers went through Auckland. It is the fourth busiest airport in Australasia, after Sydney, Melbourne and Brisbane.

At the airports where Avsec operates, nearly 33 million passengers a year now pass through, with most being checked by Avsec staff. The figure in 2011 was about 27.3 million.

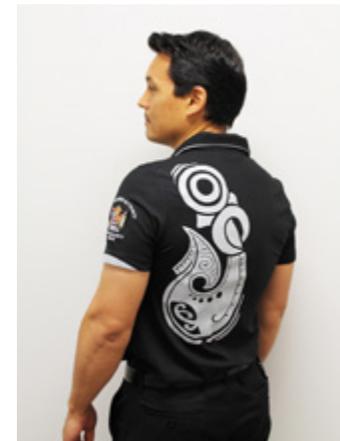
Airport transit figures are not available for 1977, the year Avsec was established (and, coincidentally, the year Auckland became an international airport), but the total number of passenger arrivals and departures at all ports – including by sea – was just over 727,000.

A 'departing passengers' list published in the Avsec newsletter showed that at the end of the millennium, in December 1999, over 182,300 international passengers departed from Auckland, leaping to over 206,800 in January 2000. It was the first time the figure had gone above 200,000 for any airport in New Zealand. Christchurch was well behind at 42,700 in January 2000, and Wellington at 20,300. Other figures for January 2000: Hamilton 5590, Palmerston North 3590, Dunedin 2240 and Queenstown 430.



2017

Visitor Card for official visitors and dignitaries



2017

New uniform item being introduced in time for peak season 2017/2018.

Tourism

Avsec's aviation security services contribute to the tourism sector, ensuring the safe and efficient flow of tourists in and out of the country. Our major tourism sources, such as Australia, China and the United States, rely on Avsec to see that their aircraft are safe from threats that come in many forms.

Tourism is New Zealand's largest export industry in terms of foreign exchange earnings. It directly employs 7.5 percent of the New Zealand workforce and it has the potential to improve the economies of communities around the country.

In the year ended March 2016:

- Total tourism expenditure was \$34.7 billion, an increase of 12.2 percent from the previous year.
- International tourism expenditure increased 17.1 percent (\$1.7 billion) to \$11.8 billion, and contributed 17.4 percent to New Zealand's total exports of goods and services.
- Tourism generated a direct contribution to GDP of \$12.9 billion, or 5.6 percent of GDP.
- The indirect value added of industries supporting tourism generated an additional \$9.8 billion for tourism, or 4.3 percent of GDP.
- 188,136 people were directly employed in tourism (7.5 percent of the total number of people employed in New Zealand).
- Tourists generated \$2.8 billion in goods and services tax (GST) revenue.

(Source: Statistics New Zealand)



Departures gate, Wellington Airport.

\$34.7 BILLION
Tourism expenditure

7.5% OF WORKERS
Employed in tourism

\$2.8 BILLION
Generated in tourist GST

From sheep shed to international training provider

In the early days of Avsec, all new recruits went through a centralised basic training course held in Christchurch. By the 1990's these courses were held at each station in Auckland, Wellington and Christchurch, then later also at Queenstown and Dunedin when they became security designated airports.

In 2017 it's gone full circle back to centralised basic training courses but this time held at a purpose built training centre located at Aintree Avenue near Auckland airport. Aintree's computer suite for online learning and screening point lab for practical skills training reflect the major shift from class-room based content heavy theory to 'blended and immersion learning' with a focus on practical skills.

Avsec staff who attended BTCs in the 1990's and early in the new millennium experienced a very different style of training to today's.

They had to learn all the acts and sections of Avsec legislation verbatim – which was then promptly forgotten once they went operational. As there was no dedicated training centre until 2005, some staff still recall a notorious Auckland BTC from 1990 held in an old disused meteorological building at the back of Auckland Airport on Wairoa Island. Sheep on Wairoa Island had been using the building as a shelter shed up until the week before the course started.

2005 saw the establishment of the Aviation Security Training Centre at Aintree Avenue as an ICAO Aviation Security Training Centre. It was one of 15 global network training centres endorsed at that time by the International Civil Aviation Organization. Twelve years later there are now 33 ASTCs endorsed by ICAO in the global network. The Auckland ASTC conducts a range of AVSEC specialist courses from the suite of ICAO Aviation Security Training Packages. Past and present alumni include a large number of aviation security personnel from New Zealand and throughout the Asia Pacific region and as far afield as Africa and Europe.

Since the early 1990's Avsec Training has contributed to the capacity and capability development programme for the Pacific with the delivery of Avsec technical training programmes to Cook Islands, Fiji, Kiribati, Nauru, Niue, Papua New Guinea, Samoa, Solomon Islands, Tonga and Vanuatu. The demand for Avsec training in the Pacific is still strong with the Avsec training team regularly conducting technical training for these Pacific countries.



2017

ICAO Avsec Instructors Course participants at Jackson Airport Papua New Guinea completing a practical exercise.



2002

Staff on a “content heavy” Health & Wellness training session in the training room at the old Avsec Ops Building at Auckland Airport (now the Auckland Airport Police Station).



2016

Aviation Security Officer Basic Training Course Queenstown. Training Officer Virginia Baker, Tasha Boland, Station Manager Mike Rivers, Jo Tyne, Nicki Robinson, Leila Jang, Brian Marquand, Mary Strachan, Satwinder Singh, General Manager Mark Wheeler

The next 40 years – the flight path to 2057

There's nothing but growth in the aviation sector. The number of flights, the size of planes, and passenger numbers predicted to keep doubling every 20 years. Globally, much stronger than anticipated demand for air travel means about 4.1 billion people are expected to fly this year, growing to 7.2 billion in 20 years.

With aviation an attractive target for acts of terrorism, the need for security screening, of some description, will continue. There have been plots involving bombs in shoes, underpants, laser printer cartridges and bottles of soft drink. The search for new ways to get explosives on to planes will not stop.

Minute sensors – nanotechnology – in paint that can detect vapour particles from explosives is an example of what might lie ahead. Put the paint on a wall at the airport and it could detect traces of explosives as passengers walk past. Hypersonic space-kissing jets, super planes that can take you anywhere in the world in just four hours. It's certain the technology will change but with security screening being all about people, the need to protect aviation while providing great customer service will remain.



2017

Some of the team behind the shift to the new location for the international departures screening point at Auckland airport.

Left front: Ben Brown and Bonnie Barnes (CAA); Stu Campbell (Avsec) and behind him Chris Cunningham (CAA) and Dave Larcombe (Avsec); to his right Celia Parks (Avsec); to her front and right Dan Isaac and Sio Tulia (CAA). Others are from Auckland International Airport Ltd, Smiths Detection, and Platinum Logistics.



2014

Auckland Station Culture Group powhiri.



2017

Avsec fleet vehicle at Wellington airport with the USA Secretary of State's aircraft in the background.



2017

Aviation Security Officer Tina Wang screening x-ray images.



2017

Hooper, from page 7, now in his 'L plates' as a trainee Avsec explosive detector dog.

