

THE *EVAAS* QUALITY CHARTER

The members of the EU Validators' Association for Aviation Security (EVAAS), hereafter referred as the "Members"

- Having regard to common EU provisions on counteracting acts of unlawful interference committed by the transport of cargo and mail by use of aviation
- And to the EU requirements on independent validation of the implementation of these provisions

Have agreed as follows:

1. Scope

The EVAAS Quality Charter (EQC) applies to EVAAS members conducting independent validations in the field of:

- Air Carriers Carrying Cargo into the Union from Third Countries, (ACC3s);
- Regulated Agents in Third Countries (RA3); and
- Known Consignors in Third Countries (KC3).

The EQC aims to set the minimum standards to which EVAAS members are expected to adhere before, during and after each validation in relation to:

- The behavioural philosophy of EVAAS Members when in contact with third parties;
- Ethical minimum requirements; and
- The methodology for common standards in the field of planning, executing, reporting and after-service of an on-site and desktop validation.

It also incorporates guidance to assist validators during the validation cycle, not only in relation to processes and procedures, but also on creating the environment and culture for advising or validating in the field of aviation security.

2. Common minimum standards for EVAAS members

(a) Service philosophy

EVAAS promotes and expects the highest possible standards of service and ethical behaviour amongst its members.

One of EVAAS' broad operating principles is to promote professionalism, consistency, effectiveness and quality in the area of air cargo security validations. Its members are also expected to consistently deliver high standards of service, by providing customers on a commercially viable basis:

- On – time performance;
- Quality outputs when carrying-out aviation security validation services, or providing related advice;
- A positive, friendly and professional attitude; and
- Respectful behaviour towards customers and authorities and their employees or representatives.

(b) Ethical Standards

EVAAS Members will at all times conduct their activities professionally and with integrity. In particular, Members will:

- Undertake validation activities with impartiality and objectivity;
- Take great care to be completely objective in any judgements they make and any recommendations they give;
- Never be influenced by anything other than the best and proper interests of the integrity of air cargo security validations;
- Never accept gifts of high monetary value from validated entities. Minor items may be accepted should refusal offend local or cultural customs or practice;
- Never accept hospitality, except that which is reasonable (for example, food and drinks during validations);
- Behave respectfully and professionally in wording and expression when dealing with customers or their employees, customers' business partners or national authorities and their representatives;
- Maintain the highest level of confidentiality in relation to their commercial dealings, except where otherwise required by national, international or EU laws;
- Collect, use and retain relevant information during validations and related activities, only for as long as necessary or as required by law;
- Limit access to personal and commercial information only to those with a legitimate business reason for seeking that information, and obtain the consent of the person or entity concerned before externally disclosing such information (unless legal process provides otherwise); and
- Refrain from knowingly associating with any entity or other enterprise that uses improper or illegal methods for obtaining business.

Due to the sensitive nature of the air cargo security validation business, Members will **not**:

- Intentionally disseminate false or misleading information, whether written, spoken or implied, nor conceal any relevant fact in relation to air cargo validations and associated activities, or otherwise intentionally injure the professional reputation or practice of a customer, associated entity or other EVAAS Member;
- Use their position to obtain benefits or advantages not available to the general public; or
- Engage in unethical practices of any kind including, but not restricted to, unreasonably restraining trade between other Members, other validators and entities involved in the area of air cargo.

If a Member has evidence that another Member has been guilty of unethical practices, it shall be their duty to inform the EVAAS Board without delay.

(c) Standards relating to Checklist completion and validation reporting

These standards apply equally to ACC3, RA3 and KC3 validations.

Members should ensure that ACC3 / RA3 / KC3 aviation security Checklists are completed fully and in accordance with:

- The observations of, and evidence obtained by, the EU aviation security validator;
- European Commission provisions;
- The relevant Appropriate Authority's requirements and instructions; and
- The standards set out in the EVAAS Quality Charter.

The validation report should comprise of at least the following:

- A fully completed Checklist signed by the validator and, where requested, commented on by the validated entity in the necessary detail;
- The Checklist should also include the names and positions of the persons interviewed during the validation;
- A completed Independence Declaration, signed by the EU aviation security validator; and
- A Declaration of Commitments, signed by a senior responsible officer of the validated entity.

In addition:

- Each page of the validation report should contain the page number, and the initials of the validator and the validated entity;
- Each page (where possible) should contain the date, although as a minimum the date may be specified on one page only;
- The validation report should, by default, be in English – although, by agreement, other languages may be used; and

- The validation report should be delivered to the Appropriate Authority within one month following the desktop / on-site validation.

There are no further specific legislative requirements regarding the layout or presentational style of the validation report other than those highlighted above.

However, Members should also ensure that:

- All supporting evidence is clearly recorded and structured;
- The source of the evidence obtained is described and reproduced in written or documentary form where possible, ensuring that references to other documents are fully evidenced;
- If evidence is refused or cannot be provided, or indeed if access is denied, this should be specifically noted;
- There is a seamless secure supply chain from KC3 > RA3 > ACC3 (including all those involved in the secure supply chain);
- Any possible 'gap' between the screening shed (Regulated Agent/GHA) and loading onto the aircraft is accounted for. It is paramount to very clearly evidence in the reporting documentation / validation report precisely who/which entity 'owns' what in terms of how the KC3/RA3/ACC3 cover the whole set of required security measures and which entity's security programme is referencing / accounting for it.
- Any gaps in the secure supply chain are noted in the Checklist (where any gap is evident within the EU validated 'secure supply chain', then that cargo must be screened at the LPD);
- Ticking boxes or just stating 'yes' or 'no' on the Checklist is avoided - instead, sufficient commentary should be provided in each case;
- The Checklist (and any accompanying report) contains only factual evidence, drawing on all the evidence available - observations, documents, verbal responses from staff interviewed, and through the auditing process generally; and
- When conducting a desktop validation where an RA3 report is part of the supporting evidence, the report is signed by the validator and the required pages are numbered, initialled and dated.

A good practice example of the layout of a validation report for an RA3 can be found at Annex 4 of this Quality Charter.