

RNLI STANDARD OPERATING PROCEDURE



Airwave

Validation

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Objective

To identify procedures to ensure secure handling and use of Airwave radio terminals in line with the Airwave Service Code of Practice. These procedures are to be adopted for the storage, issue, use, accounting and auditing of Airwave radio terminals.

Reference Documentation

CoBT 1 Unit 16.4-01
Airwave Service Code of Connection (Joining Requirements for Connecting Systems and Terminals to the Airwave Service) v 1.7 August 2006
Airwave Service Code of Practice – (Secure Handling and Use of Airwave service Radio Terminals) issue v4.0 – 04 June 2013
Airwave Service – General Information (for Prospective Users)
Flood Water Rescue Manual TP TBC
RNLI – TEA2 Extended Licence

Checklist

SOP communicated and understood by all?	<input checked="" type="checkbox"/>
Appropriate PPE identified /specified?	<input type="checkbox"/>
	<input type="checkbox"/>
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Hazards

Health and Safety

<p>Caution</p>					
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Definitions

- Radio Terminal – mobile or hand portable radio
- Mobile Radio Terminal – a radio terminal permanently fixed to a lifeboat
- CINRAS – Comsec Incident Notification, Reporting and Alerting System, 24hour system for reporting lost or stolen radio terminals
- PSO – Public Safety Organisation i.e. RNLI
- Chief Executive Officer – has the ultimate responsibility for security of the RNLI's Airwave radio terminals
- Radio Terminal Custodian – provides liaison between RNLI, service providers, manufacturers and Airwave authorities
- Local Airwave Contact – authorised Airwave user at each station or Regional Base acting under the supervision of the ROM, LOM or Thames Duty Manager, responsible for general day to day management of the Airwave terminals
- Authorised Radio User – any authorised RNLI user of the Airwave system
- Authorised Management – an organisation authorised by the PSO to act on their behalf with Airwave
- ISSI – Individual Short Subscriber Identity – used to identify an individual terminal
- CoP – Code of Practice

Roles and Responsibilities

Chief Executive Officer or equivalent

Under Home Office rules for the operation and security of Airwave terminals the Chief Executive Officer (CEO) or equivalent has ultimate responsibility for security of the Airwave radio terminals within the PSO and for defining and documenting the roles and responsibilities for the security and use of Airwave radio terminals.

Radio Terminal Custodian

The Radio Terminal Custodian, (RTC), liaises between service providers, radio terminal manufacturers, CINRAS, the accreditation authority (through the Airwave Accreditation Secretariat), on behalf of the RNLI. The RTC for the RNLI is Paul Fisher A/SOO (CNS)

RTC responsibilities

The Radio Terminal Custodian is responsible for the following:

- Ensuring the Airwave Accreditation Secretariat is notified of any changes to the Radio Terminal Custodian contact details
- Ensuring the organisation's procedures and documentation reflect the requirements in the latest version of the Airwave Service Code of Practice
- Ensuring adequate physical security of all centrally stored Airwave radio terminals
- Maintaining a register to account for the issue and status of all radio terminals and any item of ancillary equipment

- Conducting an audit of all radio terminals on a regular basis
- Ensuring all users are trained in the Airwave Service Code of Practice, or any local CoP
- Ensuring all authorised radio users read and fully understand their responsibilities with regard to the Airwave Service Code of Practice, or any local CoP
- Implementing procedures to ensure a lost, missing or damaged radio terminal is reported and disabled
- Reporting lost, missing or damaged radio terminals to CINRAS
- Training acting Radio Terminal Custodians (covering annual leave etc) in their duties
- Ensuring secure arrangements are in place for the repair and disposal of radio terminals.
- If applicable, ensuring Local Airwave Contacts are meeting their responsibilities

Nominated Local Airwave Contact

Each Regional Base and Airwave equipped lifeboat station will have a Local Airwave Contact (LAC) who will, under the supervision of the ROM, Station Manager or LOM, be responsible for:

- The storage, security and issue, of radio terminals at a local level
- Ensuring that their teams/crew are trained in the procedures outlined in this SOP
- Reporting faulty or lost terminals to the RTC (and ARQIVA for Thames Stations) in line with Sections 8 and 9 of this SOP
- The general day to day use of the Airwave terminals
- Ensuring that their crews/teams maintain strict radio discipline

The Local Airwave Contact will keep the RTC and ROM, Station Manager or LOM advised of any faulty or lost handsets or any other issues in connection with the Airwave service.

Authorised radio users

The authorised radio user is directly responsible for the following:

- The security of any Airwave radio terminals issued to them in line with the physical, procedural and electronic security procedures outlined in this SOP
- Understanding the procedures for reporting lost, stolen or missing radio terminals outlined in Section 8 of this SOP
- Users are required to maintain strict radio discipline when using the Airwave radio terminals

Authorised management

Arqiva are the RNLI's authorised managers for Airwave at Lifeboat Stations. They have the necessary authority to report lost, stolen or missing terminals and will work with Airwave on Fleetmapping and programming of these radio terminals.

Flood Rescue Airwave assets are managed by Airwave Direct. They have the necessary authority to report lost, stolen or missing terminals and have the authority to amend Fleetmapping and programming of these radio terminals. All reporting to them is through the RTC.

Security

General

Airwave terminals contain encryption keys and are therefore classified as **'RESTRICTED'**. Encrypted material is subject to national guidelines and audit procedures. It is therefore important that these instructions regarding their issue, use and storage are strictly complied with.

No Airwave terminals are to be loaned to other organisations.

Building security

All buildings and rooms storing Airwave radio terminals must afford adequate physical protection to the equipment and offer a level of privacy and a degree of resistance to a casual or opportunist attack.

Airwave terminals should be secure at all times, whether this is in a locked cabinet or with the person to whom the terminal has been issued. When kept in a cabinet, it must be locked and the keys removed. All Airwave terminals must be switched off when not in use.

Handheld terminals must not be taken anywhere other than the Lifeboat or other Lifeboat stations or on deployment or exercise for FRT without informing the RTC.

Boat security

Handheld terminals must be removed from unattended boats.

Boat Servicing or Repair (Fitted Terminals)

When a boat is taken for servicing or repair to a secure premises, no action is required to further protect the radio terminals.

If a boat is taken to non-secure premises, hand portable and mobile radio terminals should be removed and kept in a secure store at the lifeboat station **before** the boat leaves the station.

Where it is not possible to remove the mobile radio terminal, the following procedures should be followed:

- Where the facility is available, the LOM or Thames Manager must contact Arqiva and request a temporary disable (stun) of the terminal
- Where a temporarily disable is not possible, the LOM or Thames Manager must ask the RTC to authorise a request for subscription removal to be sent to the service provider before the boat leaves the station
- When the boat returns to station, the tamper seals on the radio terminal (if fitted) should be inspected – evidence of tampering should be immediately reported to CINRAS via Arqiva
- Radio terminals returned with the tamper seal intact can be re-enabled or have the subscriptions reactivated by the service provider

Reporting of Lost, Missing or Stolen Radio Terminals

Authorised radio users must not attempt to cover up the loss of a radio terminal.

Loss of terminals (whether lost, stolen or missing) must be reported by the authorised user to the LAC, Thames Duty Manager or LOM within 1 hour whatever time of day the incident happened.

For station equipment

- Initial notification of lost or stolen radios should be made by the Thames Duty Manager or Local Airwave Contact, to Arqiva on 01924 508252 and the RTC within 1 hour of being informed of the loss. If the RTC is not available, the RNLI CNS Team or Duty Officer at Poole should be notified. Arqiva will advise Airwave of the incident and arrange for the radio to be temporarily disabled
- The Thames Duty Manager must initiate an immediate search for the missing terminal
- 8.5 Where a loss is confirmed, Arqiva must be informed so they can arrange for the terminal subscription to be removed

For FRT equipment

- The LAC must inform the RTC/Duty Officer at Poole within 1 hour of being informed of the loss. The RTC or deputy will arrange for the terminal to be temporarily disabled through Airwave Direct

An Incident Reporting form must be completed by the RTC within 4 working hours and e-mailed or faxed to (CINRAS) (e-mail addresses and fax numbers are on the form).

Repair/Software Upgrade of Radio Terminal

The Local Airwave Contact will e-mail details of faulty radio terminals to the RTC.

For lifeboat stations

The LAC will telephone the Arqiva 24 hour helpdesk on 01924 508252 giving the lifeboat station's name, the faulty Airwave terminal ISSI number and fault symptoms. A confirmation e-mail will be sent by Arqiva giving a fault number.

The faulty terminal should be packaged in its original box, if available, or something similar if not, to prevent further damage. This box should then be packed inside another.

The inner box must be sealed securely to prevent tampering and contain a copy of the confirmation e-mail. It should be marked 'ADDRESSEE ONLY' and the protective marking 'RESTRICTED ACCESS'. The RNL..... fault reference from the e-mail and the full names and addresses of the consignee and consignor must also be shown clearly.

The outer packaging (of new, not re-used, material) must be sealed securely to prevent tampering. It should not indicate in any way the sensitive nature of the contents of the inner package. It should be marked with RNL..... fault reference from the e-mail for accounting purposes and 'ADDRESSEE ONLY'. (Protective markings **must not** be used.) The full names and addresses of the consignee and consignor must be shown clearly.

Once packaged, the faulty equipment should be sent via a suitable courier for **next day delivery**. Arqiva will supply pre-paid address labels.

The RTC should be advised by email when units are sent for repair. When repaired, the equipment will be returned to the relevant lifeboat station by courier. The RTC should again be advised by email.

Arqiva will monitor receipt of the item and contact the station's LAC if the package has not been received within 24 hours. If there is no verification of receipt within expected timescales, the radio terminal must be treated as lost or missing and reported to CINRAS as an incident.

For Flood Rescue assets

The LAC will telephone the RTC giving the faulty Airwave terminal ISSI number and fault symptoms. The RTC will report the fault to Airwave Direct and arrange repair, advising the LAC how to proceed. (May be revised idc.)

Accounting

Details of all radio terminals are kept on the equipment record spreadsheet at RNLI HQ. Where a terminal's physical location is moved (i.e. away from the station for repair etc), this must be notified as soon as practicable to The RTC by email. Where fixed terminals move with their host boat, moving the boat will also move the terminal. The LOM and LAC are responsible for ensuring that the details pertaining to the terminals located at their station are accurately passed to the RTC at all times. The RTC will be responsible for all other terminals kept at HQ.

At the change of shift, at Tower, Chiswick and Gravesend, hand portable terminals will be handed over with the oncoming duty helm signing for the radio for the period of that shift on a hand-over form. If the hand portable terminals are not used on a regular basis, they will remain secured and a log will be completed every week.

At Teddington the hand portable terminals will be physically checked weekly. Hand portable terminals will be issued from a secure store at the time of launch. Each terminal will be entered and signed for on a station issue form by the issuing officer. On deployment of the Flood Rescue Team, the hand portable terminals will be issued from a secure store. Each terminal will be entered and signed for on an issue form by the issuing officer.

In all events, on return to storage, any defects should be notified and dealt with in accordance with section 9.

Auditing

All radio terminals should be physically audited by the RTC or his delegate at least once every 12 months. Where systematic anomalies are exposed, a review of local procedures should be carried out. If any radio terminal cannot be located during the audit, it must be treated and reported as lost.

An audit of the accounting system must take place at a minimum of once every 12 months.

Accounts should be retained for a minimum of three years.

Any Airwave related security documentation and accounts must be available for viewing by the accreditation authority, for audit at any time, if requested to do so.

Radio Communications Discipliner

Calls should be of the shortest possible duration, especially at times of high system load (e.g. during a major incident)

Telephone or point to point calls should be avoided as much as possible as these utilise more of the network capacity and are generally of longer duration.