



FALP/7

International Civil Aviation Organization

FACILITATION PANEL

SEVENTH MEETING

Montréal, 22 to 26 October 2012

REPORT

LETTER OF TRANSMITTAL

To: The Chairperson, Air Transport Committee

From: The Chairperson, Facilitation Panel

I have the honour to submit herewith the Report of the Seventh Meeting of the Facilitation Panel, held at ICAO Headquarters in Montréal, from 22 to 26 October 2012.



Samuel Lucas
Chairperson
Facilitation Panel

Montréal, 26 October 2012

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REPORT OF THE SEVENTH MEETING OF THE FACILITATION PANEL**Montréal, 22 to 26 October 2012****INTRODUCTION****General**

1. The Seventh Meeting of the Facilitation Panel (FALP/7) was held at ICAO Headquarters in Montréal from 22 to 26 October 2012.

Terms of reference

2. The FAL Panel will:
- a) consider input from FAL area meetings, facilitation contacts, and the Secretariat to formulate recommendations for new and amended Standards and Recommended Practices (SARPs) or guidance material, taking into account recent developments in applicable technology, contemporary challenges, and future needs for improvement of the efficiency and effectiveness of border inspection and other control processes in airports;
 - b) contribute information that could be used by the Secretariat in developing management tools (e.g. a manual) and other guidance material to assist States with the implementation of Annex 9;
 - c) develop proposals for consideration at FAL Division sessions; and
 - d) perform other tasks as assigned by the Air Transport Committee.

Agenda

3. The Agenda for the meeting was determined by the Air Transport Committee and comprised the following items (presented in FALP/7-WP/1):

Agenda Item 1: Recent facilitation developments in ICAO

The Panel was informed of facilitation-related developments in ICAO since its Sixth Meeting, including the planned incorporation of Annex 9 into ICAO's Electronic Filing of Differences (EFOD) Project.

Agenda Item 2: Report on the outcomes of the High-level Conference on Aviation Security and the Twenty-third Meeting of the Aviation Security Panel

The Panel was briefed on the High-level Conference on Aviation Security (Montréal, 12 to 14 September 2012), particularly its recommendations on Advance Passenger Information (API) and Passenger Name Record (PNR). The Panel was also briefed on the Twenty-third Meeting of the Aviation Security Panel (Montréal, 26 to 30 March 2012).

Agenda Item 3: Report of the Persons with Disabilities (PWD) Working Group

The Panel was invited to consider the report of its Persons with Disabilities Working Group and take action, as appropriate.

Agenda Item 4: Developments on Advance Passenger Information (API) and Passenger Name Record (PNR) data

The Panel was informed of recent developments in the areas of API and PNR data, including the work accomplished by the World Customs Organization (WCO)/International Air Transport Association (IATA)/ICAO API Contact Committee.

Agenda Item 5: Amendments to Annex 9

The Panel was invited to consider proposals for amendments to Annex 9.

Agenda Item 6: Other matters

The Panel was invited to consider other matters concerning the ICAO Facilitation Programme.

Attendance

4. The total number of participants was as follows:
51 Panel members, alternates and advisers from 17 Member States;
24 observers from 11 Member States; and
10 observers from 7 international organizations.
5. A complete list of participants is provided in **Appendix A**.

Opening of the meeting

6. The Chairperson of the Air Transport Committee, Ms. K. Macaulay, opened the meeting. The Chief of the Aviation Security Branch, Mr. J. Marriott, welcomed the participants to Montréal and introduced the members of the Secretariat. Mr. Marriott then presented opening remarks on behalf of Mr. B. Djibo, Director, Air Transport Bureau.

Officers and Secretariat

7. The Panel elected Mr. Samuel Lucas, Panel Member from Australia, as Chairperson of the Meeting and Mr. Jaromír Štolc, Panel Member from the Czech Republic, as Vice-Chairperson.
8. Mr. J. Thaker, Facilitation Officer, Aviation Security and Facilitation Policy (SFP) Section, acted as Secretary of the meeting and was assisted by Mr. S. Berti, Chief, SFP Section. Mr. E. MacBurnie and Mr. D. Sterland acted as Assistant Secretaries.

Languages and documentation

9. Interpretation services were provided in Arabic, English, French, Russian and Spanish by the Language and Publications Branch, coordinated by Dr. F. Liu, Director, Bureau of Administration and Services.
10. A list of documentation for the meeting is provided in **Appendix B**.

Agenda Item 1: Recent facilitation developments in ICAO**1.1 DOCUMENTATION**

In WP/21, the Secretariat provided a summary of Universal Security Audit Programme (USAP) audit results relating to the implementation by ICAO Member States of security-related provisions contained in Annex 9 — *Facilitation*.

In IP/7, the Secretariat provided an updated list of FAL Panel Members and Alternates.

In IP/10, the Secretariat provided an update on Amendment 23 to Annex 9 regarding the adoption of an improved Public Health Passenger Locator Form.

In IP/13, the Secretariat provided extracts from Resolution A37-20, adopted by the ICAO Assembly during its 37th Session (28 September to 8 October 2010), regarding Facilitation (Appendix D). Specifically, Appendix D covers the development and implementation of facilitation provisions, international cooperation in protecting the security and integrity of passports, and national and international action and cooperation on facilitation matters.

1.2 DISCUSSION AND RECOMMENDATIONS

1.2.1 The Secretary made a presentation on facilitation-related developments in ICAO since the Sixth Meeting of the Facilitation Panel (FALP/6), held from 10 to 14 May 2010.

1.2.2 A Secretariat staff member from the Air Navigation Bureau (ANB) made a presentation on the development and implementation of ICAO's Electronic Filing of Differences (EFOD) project.

1.2.3 A Secretariat staff member from ANB provided a short briefing to the Panel on the subject of operational 'predictability and punctuality' and its importance to future air navigation system planning.

1.2.4 During the course of the discussions on WP/21, the Panel noted a level of non-compliance with some Annex 9 security-related Standards and Recommended Practices (SARPs) which could be attributed to SARPs not being understood or interpreted correctly, or because the SARPs in question have been superseded by developments in air transport facilitation in some States. In order to attempt to remedy the status quo, the Panel agreed that these issues of non-compliance with Annex 9 and possible actions would be considered in the context of the working paper on the future direction of the Facilitation Programme (WP/17). Such consideration would include both implementation aspects of these SARPs and their current utility.

Agenda Item 2: Report on the outcomes of the High-level Conference on Aviation Security and the Twenty-third Meeting of the Aviation Security Panel

2.1 DOCUMENTATION

In WP/18, the Secretariat presented a report on technical issues raised during the High-level Conference on Aviation Security (HLCAS), held from 12 to 14 September 2012, on matters relating to the role of the Machine Readable Travel Document (MRTD) Programme, Advance Passenger Information (API) and Passenger Name Record (PNR) data, as well as the Public Key Directory (PKD).

In IP/4, the Secretariat presented a report on the outcome of the HLCAS. The paper reproduced a summarized version of the Conference's recommendations on all agenda items. Recommendations on the facilitation-related issues that were addressed during the Conference were reproduced in full.

In IP/5, the Secretariat presented a report on the outcome of the Twenty-third Meeting of the Aviation Security Panel (AVSECP/23), held from 26 to 30 March 2012.

In IP/8, the Secretariat presented a report on Agenda item 7 of the HLCAS, on the role of the MRTD Programme, API and PNR in aviation security.

2.2 DISCUSSION

2.2.1 The Secretariat, in providing an overview of the working and information papers under this item, informed the Panel that WP/18 would be taken up under Agenda item 4.

2.2.2 In drawing the attention of the Panel to IP/4 and IP/5, the Secretary highlighted the work currently underway to enhance air cargo security, including technical cooperation between ICAO, the World Customs Organization (WCO) and the Universal Postal Union (UPU), and developments in the area of MRTDs, API and PNR.

ENGLISH ONLY**Agenda Item 3: Report of the Persons with Disabilities (PWD) Working Group****3.1 DOCUMENTATION**

In WP/2, the Rapporteur of the Persons with Disabilities (PWD) Working Group (WG) presented the fifth revision of the draft guidelines for persons with disabilities, originally Circular 274, *Access to Air Transport by Persons with Disabilities* (1999).

3.2 DISCUSSION AND RECOMMENDATIONS

3.2.1 With regard to the fifth draft of the PWD Guidelines developed by the PWD WG, the Panel agreed that:

3.2.1.1 In Section 1 – GENERAL ISSUES:

- a) a new definition for ‘service animals’ should be inserted; and
- b) a new paragraph on the allocation of responsibilities between airport and aircraft operators should be added, under a new title ‘Allocation of responsibilities’.

3.2.1.2 In Section 3 – PRE-JOURNEY:

- a) in paragraph 3.3 sub-paragraph i), the term ‘escort passes’ should be re-drafted to read ‘passes for non-travelling companions’;
- b) in paragraph 3.14, the phrase ‘or when required for safety purposes’ should be inserted in the second sentence after the words ‘require such services’;
- c) in paragraph 3.20.1, the phrases ‘but are not required’ and ‘upgrades to a higher class of service if’ should be deleted and the phrase ‘alternative seating, if available where’ should be inserted after the word ‘disabilities’;
- d) in paragraph 3.21, the words ‘if available’ should be inserted in the last line, after the words ‘their needs’; and
- e) in paragraph 3.27, the words ‘e.g. air carriers’ should be inserted before the word ‘airport’ and the term ‘i.e.’ should be deleted.

3.2.1.3 **In Section 4 – ARRIVAL AND MOVING THROUGH THE AIRPORT:** in paragraph 4.8, the words ‘or air carriers’ should be inserted after the word ‘operators’ and the phrase ‘under their control’ should be inserted after the words ‘passenger service areas’.

3.2.1.4 In Section 5 – AIRPORT FACILITIES:

- a) paragraph 5.3 should be re-drafted such that it reads: ‘Routes of travel for boarding and disembarking aircraft should be accessible’;

- b) in paragraph 5.10, the phrase ‘be at eye-level’ should be deleted and replaced with the word ‘have’ and a new sentence should be inserted at the end of the paragraph as follows: ‘Signs should be placed so that they can easily be seen by persons with disabilities including those using a wheelchair’;
- c) the first sentence of paragraph 5.14 should be re-drafted such that it reads: ‘Airport operators should ensure that public telephones (both landside and airside, for example in arrival and departure areas, boarding gates, baggage claim areas) are accessible to a person with disabilities and that such a person can use the machine independently’; and, in paragraph 5.14, in the second sentence, the words ‘hard of’ should be deleted and the word ‘impaired’ should be inserted between the word ‘hearing’ and the word ‘use’;
- d) in paragraph 5.22, in the last line, the words ‘be provided’ should be deleted and replaced with the words ‘have access to’ and the clause ‘that is provided to other passengers’ should be inserted after the word ‘information’;
- e) the beginning of the second sentence of paragraph 5.24 should be re-drafted such that it reads ‘Airport and aircraft operators (as applicable) . . .’ and, in the third sentence, the words ‘a’ and ‘safe’ should be deleted and replaced with the words ‘an accessible’;
- f) in paragraph 5.26, the full-stop at the end of the first sentence should be deleted and, in the second sentence, the words ‘In addition, terminal operators may wish to consider’ should be deleted and the word ‘and’ should be inserted before the word ‘providing’; and
- g) in paragraph 5.27, the word ‘maintained’ should be inserted at the end, following the word ‘properly’.

3.2.1.5 **In Section 6 – SECURITY SCREENING:** the words ‘and border checks’ should be added to the title of the Section.

3.2.1.6 **In Section 8 – ON BOARD AIR CARRIER SERVICES:**

- a) in paragraph 8.2, the term ‘crew luggage and’ should be deleted; and
- b) in paragraph 8.10 (c), the words ‘The person with disabilities and the’ should be inserted at the beginning of the paragraph and the term ‘Air carriers’ should be changed to ‘air carrier’.

3.2.1.7 **In Section 9 – AIRCRAFT:**

- a) in paragraph 9.1, the last line should be re-drafted such that it reads: ‘. . . disabilities, where aircraft type, size and configuration permit’; and

- b) in paragraph 9.2, the words ‘On aircraft with washrooms’ should be deleted and the beginning of the paragraph should be re-drafted such that it reads: ‘Where aircraft type, size and configuration permit, at least one washroom should be accessible . . .’.

3.2.1.8 **In Section 11 – GROUND TRANSPORTATION:** in paragraph 11.2, the word ‘provide’ should be deleted and the words ‘assist passengers in finding’ should be inserted between the words ‘should’ and ‘a booking service’.

3.2.2 The above changes are reflected in the text reproduced in the Appendix to this part of the report.

3.2.3 With regard to Section 9, the Panel recognized IATA’s concerns that some of the issues raised in this section are beyond the control of aircraft operators, as the design elements incorporated into aircraft are primarily determined by aircraft manufacturers.

3.2.4 The Panel noted that the Secretariat will make further editorial changes to ensure consistency with the terminology used in other ICAO documents (e.g., the term ‘air carrier’ will be replaced with the term ‘aircraft operator’).

3.2.5 Subject to the above editorial revision, the Panel agreed to recommend that the revised fifth draft of Circular 274 as the proposed first edition of the *Manual on Access to Air Transport by Persons with Disabilities* (as appended to this part of the report), be submitted for approval by the Secretary General, published, and distributed to States.

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APPENDIX

MANUAL ON ACCESS TO AIR TRANSPORT BY PERSONS WITH DISABILITIES

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FOREWORD

- i) Persons with disabilities make up a significant and growing percentage of the world's population and constitute the world's largest minority. The World Health Organization (WHO) reports that this number is increasing through population growth, medical advances and the ageing process.
- ii) Aviation, like all other transport modes, needs to recognise and accommodate this growing passenger segment. Persons with disabilities have the same international rights as other citizens, such as accessibility, and full and effective participation and inclusion in society, including freedom of movement and freedom of choice (United Nations *Convention on the Rights of Persons with Disabilities*, Articles 3c and 3f). Persons with disabilities should have equivalent access to air travel.
- iii) These international rights apply to air travel as to all areas of life. There have been many changes in the provision of accessible facilities and services to persons with disabilities in air transportation worldwide, and this trend requires renewed attention at an international level.
- iv) In keeping with the general obligations of States under the *Convention on the Rights of Persons with Disabilities*, to promote universal design, to provide accessible information, and to promote the training of professionals and staff working with persons with disabilities (articles 4f, 4h and 4i), this Manual provides general guidance on services and features needed to meet the needs of persons with disabilities in air transportation. The guidance material in this Manual was created by the Facilitation Panel's Working Group on Persons with Disabilities, for the purpose of elaborating on the relevant Standards and Recommended Practices in Annex 9 — *Facilitation* and assisting the civil aviation community in their implementation.
- v) This Manual should be read in conjunction with other key documents in this field, which provide more detailed guidance, and the legal frameworks which apply to various jurisdictions.

ACRONYMS AND ABBREVIATIONS

ACI	Airports Council International
IATA	International Air Transport Association
TTY	Telephone typewriter device
WHO	World Health Organization

DEFINITIONS

1.1 *Person with disabilities.* Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

1.2 *Aircraft operator.* A person, organization or enterprise engaged in or offering to engage in an aircraft operation. For the purposes of this Manual, the term also includes operators operating under code sharing and wet-leasing arrangements.

1.3 *Service animals.* Animals, normally being dogs or other animals, specified in national regulations, for the purpose of accompanying persons with disabilities with the objective of providing

them with physical or/and emotional support, being under the control of the person with disabilities and provided that their presence on board an aircraft:

- a) does not endanger the safety of flight operations;
- b) is not reasonably considered as a threat to other passengers; and
- c) does not cause health concerns related to hygiene.

1.4 Member States should encourage aircraft and airport operators and travel agents to use common definitions for different categories of persons with disabilities. Such entities should follow the standard system of classification and codification developed by the International Air Transport Association (IATA) for this purpose, as amended from time to time.

SECTION 1 – GENERAL ISSUES

Accessible air travel

1.5 All procedures forming part of an air travel journey, including reservations, check-in, immigration and customs, security clearances, transfers within (an) airport(s), embarkation and disembarkation, departure, carriage, and arrival should be adapted to the needs of persons with disabilities in order to facilitate the clearance and air transportation of such persons in a dignified manner.

1.6 In some instances, the aircraft operator with whom the passenger enters into a contract of carriage may be a separate entity from the actual aircraft operator. Aircraft operators should ensure, as far as possible, that the services that they provide to persons with disabilities are also provided by the operator that operates their flights.

Consultations with organizations representing persons with disabilities

1.7 Airport and aircraft operators should consult with organizations that represent persons with disabilities when developing services and training programmes and designing facilities and equipment to ensure that persons with disabilities have equal access to air transportation. Airport and aircraft operators should consider involving organizations that represent persons with disabilities in evaluating services, training programmes, facilities and equipment.

Seamless service

1.8 The service provided at the request of persons with disabilities should be professional and “seamless”, that is, with no points at which such persons may be left stranded or without assistance.

1.9 “Seamless” is a concept that includes a comfortable, safe and uninterrupted journey, with the provision of assistance that is adapted to the needs of each individual person with disabilities.

No refusal of carriage except for safety reasons

1.10 Aircraft operators should not refuse to transport persons with disabilities on the basis of their disabilities except for safety requirements.

No charge for assistance

1.11 Assistance to meet disability-related needs should be provided without charge to persons with disabilities.

Service level targets

1.12 This Manual presents the minimum recommended service level targets that Member States should meet, and urges them to exceed these service level targets wherever possible.

1.12.1 Recommended service level targets should be set for each request for assistance. These should be mutually agreed on by airport and aircraft operators, as well as all other stakeholders. Organizations representing persons with disabilities should be consulted in the development of these service level targets. Service level targets should be included in contractual arrangements.

Allocation of responsibilities

1.13 Some States' legislation and regulations assign responsibilities for providing accessible services at airports to airport operators, while others assign them to aircraft operators. Further references below to airport and aircraft operators should be read in that context.

SECTION 2 – TRAINING

General principles

2.1 Training of staff is vital for providing quality service to persons with disabilities in a consistent and respectful manner. It is essential that staff know their responsibilities and are able to perform them. Training for all staff in the chain of air travel service delivery is needed to ensure that the needs of persons with disabilities are appropriately met. Training should address the attitudinal, environmental/physical and organizational barriers that affect persons with disabilities in air transportation. Training should prepare staff to provide assistance to persons with disabilities in a manner that respects their dignity, and as a professional service to which the person is entitled, rather than as a favour or compassionate gesture.

Who should be trained?

2.2 Training should be provided to airport and aircraft operator personnel, including contracted personnel, who provide assistance to the travelling public, including persons with disabilities.

Scope and content of training programmes

2.3 Organizations that represent persons with disabilities should be consulted in the content of training programmes. Airport and aircraft operators should consider involving organizations representing persons with disabilities in evaluating the content of their training programmes and, where possible, in the training itself.

2.4 Training should include an understanding of disabilities and their diversity, and help staff develop an awareness of and appropriate responses to persons with disabilities.

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- 2.5** Training should cover:
- a) physical, sensory, hidden and learning disabilities;
 - b) mental health problems;
 - c) cognitive impairments;
 - d) persons who use mobility aids;
 - e) persons with walking difficulties or limitations in balance, agility or coordination that affect their mobility;
 - f) persons who are Deaf or hard of hearing;
 - g) persons who are blind or partially sighted;
 - h) persons who are Deaf blind;
 - i) persons with impaired speech;
 - j) persons who require assistants and the roles of assistants; and
 - k) persons travelling with a service animal, and the role and needs of that animal.
- 2.6** Employees and contractors should be trained in the policies and procedures of the airport or aircraft operator concerning persons with disabilities, and the legal obligations that exist in national and international legislation and regulations.
- 2.7** The content of the training should be appropriate to the duties of the person being trained.
- 2.8** Training on how to seek and record accommodation needs and information from persons with disabilities should be provided to booking agents.
- 2.9** Training should be provided on communication, including on how to ask what assistance persons with disabilities need, and how best to provide it, for example, how to guide and orient a person who is blind.
- 2.10** Employees and contractors should be trained how to recognize requests for communication accommodation from persons with hearing and/or visual impairments and how to respond, such as providing information in an appropriate format, as well as receiving information from persons with disabilities transmitted via their communication aids or devices.
- 2.11** Employees and contractors should be trained how to communicate directly with persons with disabilities, who are in the best position to explain their needs, rather than with a companion, assistant or interpreter.

2.12 Employees and contractors who provide physical assistance should be trained to always ask persons with disabilities what kind of assistance they need, and seek feedback to ensure they are providing appropriate assistance.

2.13 In addition to general training, aircraft and airport operators should ensure that they train their employees and contractors who are required to handle different types of mobility aids. They should be required to be familiar with procedures for securing, carrying and stowing mobility aids, including methods of dismantling, packing, unpacking and assembling these aids, if deemed necessary under safety, security, or hazardous material requirements.

2.14 Employees and contractors who provide physical assistance should be trained in assisting persons with mobility aids through doors and on irregular and multi-level surfaces, steps, curbs and elevators.

2.15 Training should be provided on transferring persons with disabilities from their own mobility aids to mobility aids provided by the aircraft or airport operator, and from such mobility aids to passenger seats. Training should include instructions on lift techniques, asking persons with disabilities about their preferred method of transfer, and performing the lifting with maximum consideration for the dignity, safety and comfort of the persons with disabilities and avoiding injury to the employee(s).

2.16 Training should be provided on the proper and safe operation of equipment used to accommodate persons with disabilities, including boarding and disembarking assistance equipment and how to ensure the safety and dignity of passengers.

2.17 Cabin crew training should be geared towards familiarizing persons with disabilities with their immediate environment and possible hazards within the cabin, and assisting them in the competent use of the facilities that are provided.

2.18 Training programmes and emergency procedures should include special provisions related to the evacuation of persons with disabilities.

Initial training

2.19 Aircraft and airport operators should ensure that employees and contractors complete initial training before commencing their duties.

2.20 Staff should be trained to an advanced skill level that allows them to accomplish their duties, and adeptly, respectfully and effectively provide the necessary services the first time.

Refresher training

2.21 Aircraft and airport operators should provide refresher training periodically and/or when appropriate, for example annually or every two years. Any feedback from passengers that signals necessary improvements should be incorporated into training programmes.

2.22 Routine on-going training should be provided by way of information on new equipment, policies and procedures, and the related implications on the provision of accommodation to meet the needs of persons with disabilities, as these are introduced or implemented.

Section 3 – PRE-JOURNEY

Communication of information on services and facilities

3.1 Member States should publish, or encourage aircraft and airport operators or interested organizations to publish, general information or guidance material relating to air travel by persons with disabilities in accessible formats and technologies appropriate to different kinds of disabilities, such as electronic, web-based, large-print and audio, in a timely manner and without additional cost.

3.1.1 Web-based material and internet bookings should be accessible to persons with disabilities, in accordance with international web accessibility standards found at <http://www.w3.org/standards/webdesign/accessibility>.

3.2 Aircraft and airport operators, ground handling operators, and travel agents should take necessary measures to inform those persons with disabilities planning to travel or in the course of travel of the availability of accessible services and of how to access them, whether or not the information is specifically requested.

3.3 Information about the following should be made available to the public by airport and aircraft operators as applicable:

- a) hours of operation;
- b) location of designated parking areas;
- c) location of drop-off and pick-up areas;
- d) telephone numbers for accessibility information;
- e) wheelchair or electric cart services;
- f) location of relieving areas for service animals;
- g) accessible inter-terminal transportation;
- h) accessible ground transportation;
- i) passes for non-travelling companions;
- j) complaint resolution services;
- k) advance notice requirements;
- l) check-in and flight departure times;
- m) requirements for the carriage of mobility aids, e.g. size; and
- n) types of service available at the airport and in flight, including available boarding equipment.

3.4 Aircraft and airport operators should ensure that they have the means to facilitate communication with travellers who have cognitive or sensory disabilities (e.g. Deaf or hard of hearing, or blind or with low vision) and they should describe such means in the public information referred to above, in accessible formats.

3.5 Aircraft and airport operators and travel agents should integrate information for persons with disabilities into their general product literature and information available online or in advertising.

Reservation assistance

3.6 Travel agents, tour operators and aircraft operator employees or contractors should actively enquire during booking transactions whether there will be anyone in the party who may require assistance at the airport and/or in flight. For bookings made online, there should be a place where the required assistance can be noted. If this is not possible and can only be done by telephone, a toll-free telephone number should be provided.

3.7 When a reservation for a person with disabilities is being made and such disability and the assistance required is made known to the aircraft operator, the latter should provide information on the assistance that it is required to provide, and the accessibility features of the aircraft or service limitations, whether or not such information is specifically requested.

3.8 Aircraft operators should request the dimensions of any mobility aids at the time of booking to ensure that if they cannot carry a mobility aid, or if a mobility equipment requires special handling (e.g. a powered wheelchair that requires the battery to be isolated), such information is communicated as soon as possible to passengers, in order for them to make alternative arrangements, if needed.

3.9 If a change in aircraft before a flight's departure results in the aircraft operator not being able to accommodate a passenger's wheelchair in the cargo hold, the aircraft operator should offer the passenger alternative transportation at a different time or refund the fare where there is no alternative.

3.10 Agents should advise passengers on the limits of an aircraft operator's liability regarding the carriage of mobility aids, so that persons with disabilities can consider taking out their own insurance. Agents should also advise passengers of the current status of safety, security, and hazardous material restrictions, as these could impact on the carriage of medical devices or mobility aids.

Advance notice

3.11 Persons with disabilities requesting special assistance should be encouraged to inform the aircraft operator or travel agent of their needs at the time of booking of a flight or as early as possible in advance of the flight.

3.11.1 Aircraft operators and travel agents should ensure that the information they receive from travellers with disabilities regarding their disability-related needs is communicated to the departments, teams and organizations that will deliver the relevant assistance, such as airport operators and ground handling companies.

3.12 Aircraft and airport operators should ensure that services are provided to persons with disabilities as long as a request is made at least 48 hours prior to departure.

3.13 Persons with disabilities who wish to travel on short notice should not be prevented from travelling if they are unable to provide advance notice. Aircraft and airport operators should make all reasonable efforts to accommodate the needs of persons with disabilities who do not provide advance notice of 48 hours.

Self-identification

3.14 Persons with disabilities should not be required to identify themselves when they do not require disability-related services. However, when persons with disabilities do require such services, or when required for safety purposes, it is important that they identify their needs to the aircraft or airport operator.

3.15 Aircraft and airport operators should promote the services available to persons with disabilities and the advantages of persons identifying their needs in advance of travel.

Travelling with an assistant

3.16 Aircraft operators should accept the self-assessment persons with disabilities as to whether they are able to travel independently and attend to their own needs on board an aircraft. However, in some circumstances, for reasons of safety, an aircraft operator may determine that it is necessary for a person with disabilities to travel with an assistant (e.g. to understand and respond to safety briefings when no alternate forms of communication can accomplish this, or to assist in an emergency evacuation).

3.17 As aircraft operators do not provide personal care (e.g. assistance in the washroom or with eating), some persons with disabilities who require such care will need to travel with an assistant who can provide personal care during the flight. However, an aircraft operator's concern that a person with disabilities may need personal care should not be reason enough for it to impose a requirement to travel with an assistant; rather, a person's self-assessment of his or her personal care needs should be accepted.

3.18 Consideration should be given to offering discounted rates or a free seat to assistants.

3.19 An assistant travelling with a person with disabilities should be seated with that person.

Seat reservations – General

3.20 Aircraft operators should have seats that are designated as accessible for persons with disabilities. Aircraft operators may choose to block these seats until close to the time of departure, and should ensure that they are the last seats assigned to other passengers. Seats should be reassigned, if necessary, to ensure that persons with disabilities have appropriate seating. Aircraft operators that charge for advanced seat selection should waive the charge for a persons with disabilities in order that the latter may select the seat that best meets his or her needs.

3.20.1 Aircraft operators are encouraged to provide persons with disabilities alternative seating, if available, where this can better meet their needs.

3.21 When a person identifies the nature of his or her disability, the aircraft operator should, before assigning that passenger a seat, inform the passenger of those available seats that are most accessible and then establish with that passenger an appropriate seat assignment (e.g. movable armrests,

additional legroom, near washroom, adjacent seating for the person with disabilities and the assistant), subject to safety regulations. Where seats are not allocated in advance, the person should be able to pre-board and choose the seat which best meets his or her needs, if available, subject to safety regulations.

Seat reservations for persons travelling with service animals

3.22 Where the use of a service animal is required by a person with disabilities, aircraft operators should provide seating with sufficient space so that the animal can remain on the floor at the passenger's seat in accordance with applicable safety regulations.

3.23 Aircraft operators should not impose charges for transporting service animals.

3.24 Aircraft operators should have a dialogue with a person with disabilities in advance of a flight to help determine the amount of space required to ensure that the person in question and his or her service animal can travel safely and without discomfort.

3.24.1 For more information on the carriage of service animals please refer to section 8.10.

Transmission of reservation confirmation

3.25 Whenever possible, aircraft operators should indicate in the record of a person's reservation the disability-related services that they will provide to the person, and provide a written confirmation of such services.

3.26 Aircraft operators should ensure that instructions relating to special assistance requests by persons with disabilities, such as those regarding mobility aids, are passed on to the cabin crew, gate agents, ground personnel and others, as appropriate, with any other special instructions. They should also transmit, to the appropriate personnel assisting the person requiring the services mentioned above, a list of the services that they have undertaken to provide to the person, at the time of reservation. When medical information is provided to the aircraft operator, the passenger should be advised that this data will be transmitted to personnel who need this information in order to provide the relevant services.

3.27 When an aircraft operator, its agent(s) or tour operator(s) receive a notification of a need for assistance, they should transmit the information as soon as possible to the departments, teams and organizations that will deliver the assistance (e.g. aircraft and airport operators and ground handling companies). The information should be transmitted as soon as practicable if the identity of the aircraft operator is not known at the time of notification.

Section 4 – ARRIVAL AND MOVING THROUGH AN AIRPORT

Timely service

4.1 Aircraft and airport operators should ensure that assistance to persons with disabilities is provided in a timely manner such that they are able to take the flights for which they have reservations.

Use of facilities

4.2 Aircraft and airport operators should provide assistance to persons with disabilities in the use of airport facilities, such as assistance in getting to and from washrooms and using automated kiosks, subject to sufficient time being available.

Information desks

4.3 Information desks should be accessible to all persons with disabilities, for example, those who use a mobility aid such as a wheelchair, or who have a visual, auditory, dexterity, or speech impairment. Information desk staff should be provided with the training required for handling requests for information from persons with disabilities with efficiency and sensitivity.

Check-in services

4.4 Airport and aircraft operators should ensure that automated check-in machines or kiosks under their control are accessible and identified with the universal symbol of accessibility. If the machines and kiosks cannot be made accessible, then an equivalent level of service should be provided to those persons who are unable to use them independently.

4.5 Airport and aircraft operators should provide assistance to persons with disabilities at check-in counters. Check-in staff should be given appropriate training to handle requests from, and respond to the needs of, persons with disabilities, such as by assigning appropriate seating.

Availability of wheelchairs

4.6 Airport and aircraft operators should provide wheelchairs, upon request, at airports to persons with disabilities to ensure seamless transportation from their arrival at an airport to the time of boarding an aircraft, and from the point of disembarkation to their exit from an airport. Adequate information should be available to passengers about the availability of wheelchairs, and whether the airport or aircraft operator needs advance notification to provide wheelchair service. Passengers should be able to remain in their personal wheelchair up to the departure gate and receive it upon disembarking, wherever this is possible.

Baggage assistance

4.7 Airport and aircraft operators should provide assistance with baggage to persons with disabilities, when requested during check-in, security, customs, immigration and boarding.

Seating

4.8 Airport or aircraft operators should provide persons with disabilities with seating in passenger service areas under their control where there may be long waiting lines or times, including at ticket sales counters, check-in counters, security screening points, customs areas, and baggage retrieval areas. Seating should not be placed where it blocks evacuation routes.

Leaving persons with disabilities unattended

4.9 When a person using a wheelchair who is not independently mobile must await assistance with boarding or disembarking, the airport or aircraft operator staff, as appropriate, should be in frequent

(e.g. every 30 minutes) contact with the person to advise them of the status of the request for assistance and to enquire about the person's needs.

Review of processes

4.10 Airport and aircraft operators should ensure that they continually review their processes related to the provision of services to persons with disabilities so that services are consistently improved, and take account of new practices and technologies. Feedback from persons with disabilities should be sought to help inform this review.

Section 5 – AIRPORT FACILITIES

Consultations in planning stages

5.1 Airport operators should ensure that, from the first phase of planning, any plans for new construction and renovation of airport facilities open to the public meet accessibility standards for persons with disabilities. Airport operators should seek the advice of experts on accessible and universal building design. In general, airport operators should refer to the relevant manuals of ICAO (*Airport Planning Manual* (Doc 9184), Part 1, Master Planning) and Airports Council International (ACI) for guidance on the building and planning requirements which will help to ensure accessibility for persons with disabilities.

Accessible routes and passageways

5.2 Passenger walkways, including crossings to terminal buildings, should be accessible to persons with disabilities.

5.3 Routes of travel for boarding and disembarking aircraft should be accessible to persons with disabilities.

5.4 All areas in terminal buildings that are open to the travelling public should include facilities designed in such a way that persons with disabilities can reach and use them without difficulty, in particular:

- a) washrooms;
- b) restaurants;
- c) shops;
- d) business lounges;
- e) communication equipment;
- f) information and check-in counters;
- g) drop-off and pick-up areas; and
- h) exterior paths of travel, such as in parking areas.

5.5 Airport operators should ensure that new barriers are not created along accessible routes. Accessible paths of travel should be checked on a regular basis and any obstructions should be removed.

5.6 Systems of intra and inter-terminal transportation (e.g. moving walkways) should comply with national legislation on accessibility standards.

Wayfinding

5.7 Airport operators should incorporate wayfinding methods that are appropriate for persons with disabilities.

5.7.1 Examples of wayfinding methods include visual contrast, detectable (e.g. tactile) patterns on floors and walls to indicate direction, arrangement of architectural features such as walls and columns, etc.

Signage

5.8 Facilities which are reserved or designed for persons with disabilities should have appropriate signage in accordance with internationally-agreed standards. All other signs should take account of the needs of persons with disabilities.

5.9 Airport operators should ensure that when persons with disabilities arrive at an airport, signage is clear and enables them to find their way easily within the airport.

5.10 Airport operators should ensure that tactile symbols are included in signs used for: washrooms; emergency exits; elevators; stairwells; doors or passageways off main corridors; designated seating areas; service animal relief areas; and gate and departure area numbers. Signs should have letters, symbols or pictograms that are glare-free, in high contrasting colours and of a universal font and size. Letters should be sans serif and numbers should be Arabic. Signs should be supplemented by Braille where possible. Illuminated signs should not use red text on a dark background. Signs should be placed so that they can easily be seen by persons with disabilities, including those using wheelchairs.

Automated kiosks

5.11 Airport and aircraft operators should ensure that automated kiosks are accessible and identified with the universal symbol of accessibility. Automated kiosks include those that provide travel-related services such as: confirming check-in; verifying photograph identification; allowing seat selection; and dispensing boarding passes, baggage tags, and parking passes. If kiosks cannot be made accessible, then an equivalent level of service should be provided to those persons who are unable to use them independently.

Accessible communications systems

5.12 Some or all flight information systems should be installed at eye level.

5.13 Airport operators should ensure that communications systems for use by the general public (such as telephones, internet terminals, and mobile device recharging stations) are also accessible to persons with disabilities.

5.14 Airport operators should ensure that both landside and airside public telephones (e.g. in arrival and departure areas, at boarding gates and in baggage claim areas) are accessible to persons with disabilities and such persons can use the machines independently. For example, people who are Deaf or hearing-impaired use telephone typewriter devices (TTYs) or require communication equipment to be compatible with hearing aids and, for those who do not have hearing aids, volume controls and some kind of visual indication that their requests for assistance have been received should be in place.

5.15 Accessible telecommunications systems should be clearly identified using the universal symbol of accessibility or the identification sign for TTYs.

Public announcements

5.16 Airport and aircraft operators should ensure that public announcements concerning delays, schedule changes, gate changes, connections, and baggage claims are made both verbally and visually.

Arrival and departure monitors

5.17 Airport operators should install some monitors at eye level (1.5 metres above the floor +/- 25 mm) in each area where monitors are used. Monitors installed above eye level should be placed so that they can be easily seen by persons with disabilities, including those using wheelchairs. Information screens should be visible from seating areas which are designated for persons with disabilities. Monitors should be positioned to avoid glare.

5.18 Information displayed on monitors should be in plain language that is easy to read, and should avoid the use of acronyms.

5.19 If monitors or other electronic signs are used, good colour contrast should be provided, such as a light colour on a dark background, which is preferable. Red lettering on a black background should not be used. Scrolling, flashing or dot matrix texts also create accessibility barriers for some users and should be avoided, where possible.

Seating areas

5.20 Airport operators should provide specially designated seating along circulation paths at regular intervals, for example in long corridors or passages to boarding areas, where possible. Seating should not be placed where it blocks evacuation routes.

5.21 Airport operators should provide persons with disabilities with seating in passenger service areas where there may be long waiting lines or times, including at ticket sales counters, check-in counters, security screening points, customs areas, and baggage retrieval areas.

5.22 Designated seating should be available for persons with disabilities at boarding gates and departure areas within viewing distance of communication boards, and within hearing range of audio announcements. Such seating areas should be identified by the universal symbol of accessibility, and shelter should be provided if this seating is outdoors. However, airport and aircraft operators should not require persons with disabilities to remain in designated seating areas in order to receive accommodation or to have access to information that is provided to other passengers.

5.23 Aircraft and airport operator staff should provide regular updates to persons with disabilities who self-identify on the status of their flights and enquire about their needs. This is particularly important for visually impaired passengers, who cannot read customer information screens.

Relieving areas for service animals

5.24 Airport operators should ensure that there is an area available for service animals to relieve themselves, whether designated or not. Airport and aircraft operators, as applicable, should ensure

that staff and volunteers are made aware of the relieving areas so that they know how to facilitate access for travellers to the relieving area and on to their connecting flights. There should be accessible paths of travel between terminals and suitable relieving areas.

5.25 Where possible, persons travelling with service animals should have access to a relieving area within secured areas for use between connections. If this is not possible, a relieving area that can be easily accessed from secured areas should be provided, to minimize the time required to relieve a service animal.

Note — Service animals may have different preferences for surfaces for relieving themselves. Generally, gravel or grass works well in a relieving area, as not all animals will relieve themselves on hard surfaces such as concrete. Ideally, relieving areas should provide more than one surface.

5.26 Other considerations for relieving areas include the provision of: a fenced-in area, located away from high traffic areas; plastic bags for clean-up and a garbage can or other container for the hygienic disposal of waste; and a water source to facilitate the cleaning of the area by staff. Signage should be provided that reminds users to clean up after their animals.

Maintenance of accessible features and equipment

5.27 Airport and aircraft operators, if they own, lease or operate the airport facility, should ensure that accessibility features are maintained in proper working order. If airport operators own and operate boarding devices or equipment, they should be properly maintained.

Section 6 – SECURITY SCREENING AND BORDER CHECKS

Maintaining dignity

6.1 Immigration, customs and security operational procedures should be adapted to the needs of persons with disabilities in order to facilitate their clearance in a dignified manner.

6.2 Security procedures should be communicated both verbally and visually, as needed, to advise passengers of the following:

- a) when to proceed into a security screening area;
- b) directions for placing cabin baggage and other materials on an X-ray machine conveyor belt;
- c) when to proceed through a security screening device; and
- d) when a security inspection is complete and to continue to the next step.

Security screening options

6.3 Security personnel should offer a physical search in the place of screening using metal detectors, with the option of the search being performed in an area that is not open to public viewing.

Passes for non-travelling companions

6.4 If government security regulations allow, airport operators should have a process in place to provide temporary passes to non-travelling companions, so that persons with disabilities can be escorted by a person of their choice, in addition to aircraft operator or terminal staff, through secured areas to boarding gates.

Section 7 – BOARDING AND DISEMBARKING AN AIRCRAFT***Assistance with boarding and disembarking***

7.1 Assistance for persons with disabilities should be provided by airport and aircraft operator staff trained and qualified to meet their needs, from arrival at an airport terminal until they are seated on board an aircraft, and *vice versa*, and the appropriate equipment to assist them.

7.2 Services should include:

- a) assistance with boarding and disembarking an aircraft;
- b) transferring a person with disabilities from the person's own mobility aid to a wheelchair, boarding chair or other mobility aid provided by the airport or aircraft operator;
- c) transferring a person with disabilities from a wheelchair or mobility aid to his or her seat and *vice versa*;
- d) assistance with stowing and retrieving cabin baggage, including mobility aids and other assistive devices;
- e) assistance with proceeding to baggage retrieval areas, including the completion of immigration and customs procedures;
- f) assistance with retrieving hold baggage if the person with disabilities has difficulty doing so; and
- g) assistance with proceeding to general public areas and, if requested, to the first point of onward connection or to reach a connecting flight.

7.3 Persons with disabilities who self-identify as needing assistance or additional time should be offered the opportunity to separately pre-board (i.e. prior to all other passengers) and disembark (i.e. before or after all other passengers), as this is generally more dignified and less stressful for the person and more efficient for the aircraft operator. Assistance in getting on and off aircraft should be provided promptly to persons with disabilities.

7.4 Aircraft, airport and ground handling operators should cooperate to ensure, where practicable, that persons who use wheelchairs may use their own wheelchairs to move to and from an aircraft door. However, this may not be possible with some powered wheelchairs. For example, it may not

be practical to allow an individual to remain in his or her own wheelchair at an airport where wheelchairs have to be carried up and down stairs at a gate, which could potentially place staff at risk of injury.

7.5 Aircraft and airport operators should provide for the timely return of wheelchairs and other mobility aids, as close as possible to the door of an aircraft so that persons with disabilities may use their own equipment to the greatest extent possible, except if there are national security or hazardous material rules to the contrary, or if the person requests otherwise.

7.6 Aircraft and airport operators should ensure that they inquire periodically about the needs of persons who are not independently mobile.

Lifts and ramps

7.7 Airport and aircraft operators, including airport ground handlers and aircraft operators that self-handle, should ensure that boarding equipment that provides for the safe and dignified boarding and disembarking of persons with disabilities is available for use at their terminals. Airport and aircraft operators should ensure that boarding equipment is properly maintained.

7.8 Aircraft operators should be encouraged to use hand-carrying as a method of boarding and disembarking assistance for persons with disabilities only if all other options have been exhausted, and only if the person with disabilities agrees and the transfer can be done safely.

Transfer of mobility aids

7.9 Airport and aircraft operators should ensure that means to securely transfer mobility aids to or from boarding levels in preparation for carriage are available, avoiding, as far as practicable, the hand-carrying of power wheelchairs and other large mobility aids, to minimize the risk of damage to mobility aids and the risk of injury to staff handling such aids.

Section 8 – AIRCRAFT OPERATORS’ SERVICES ON BOARD

Carriage of mobility aids and assistive devices

8.1 Mobility aids and assistive devices should be accepted in addition to an aircraft operator’s standard baggage allowance for both cabin and hold baggage. Mobility aids and assistive devices should be accepted free of charge.

8.2 Aircraft operators should permit the carriage, where stowage space permits, of manually operated folding wheelchairs and small disability aids in passenger cabin. Mobility aids should take priority in the cabin over other passengers’ items of cabin baggage.

8.3 If wheelchairs cannot be carried in a passenger cabin, aircraft operators should accept them for carriage in the cargo hold and promptly return them at the passenger’s destination.

8.4 Wheelchairs and mobility aids should be the last items to be stowed in an aircraft cargo hold and the first items to be removed.

8.5 Batteries may need to be removed from battery-operated wheelchairs or mobility aids and packaged, in accordance with national regulations.

8.6 If it is necessary to disassemble and package a mobility aid, aircraft operators should then unpackage and reassemble the aid and return it as quickly as possible to the person with disabilities. Mobility aids should be returned to passengers in the same condition in which they were received. Aircraft operators should encourage passengers to provide instructions regarding the disassembly and assembly of their mobility aids.

Signage on board

8.7 Signage should be positioned so as to avoid shadows and glare. Characters and symbols presented in contrasting colours (light on dark or dark on light). Letters should be sans serif. Many States have their own standards regarding the height at which signs should be placed and the sizes of characters, symbols and pictographs. If symbols and pictograms are supplemented with Braille, the code should be located under the symbols or pictograms.

Seat allocation

8.8 Persons with disabilities should be assigned seats that meet their needs, subject to safety requirements, for instance a seat with a movable armrest for a passenger who cannot easily transfer over a fixed aisle armrest; a seat that provides additional leg room for a passenger who cannot bend his or her leg; or a seat close to a washroom or exit for a passenger with a mobility impairment. Once seats have been assigned, persons with disabilities should not be moved from the seats that are most appropriate for them, other than for safety reasons. In the event of an equipment change, persons with disabilities should be reassigned to an appropriate seat.

8.9 Aircraft operators should have seats that are designated as accessible for persons with disabilities. Seats should be reassigned, if necessary, to ensure that persons with disabilities have appropriate seating. Aircraft operators may wish to block accessible seats in order to ensure that they are available for persons with disabilities. If a person with disabilities requests a seat with less than 24 hours' notice in advance of the flight, aircraft operators should make a reasonable effort to provide appropriate seating.

Service animals

8.10 Guidelines regarding service animals on board include the following:

- a) Aircraft operators should not impose charges for transporting service animals;
- b) Persons with disabilities and aircraft operators should take the steps necessary to comply with animal health regulations, if any, of the State of arrival, to permit the legal transportation of a service animal to the destination airport. States are encouraged to minimize such restrictions whenever possible to facilitate travel by persons requiring service animals;
- c) If the use of a service animal is required by a person with disabilities, aircraft operators should provide seating with sufficient space so that the animal can remain on the floor at the passenger's seat, in accordance with applicable safety regulations.

This may require an extra seat to be provided by the aircraft operator or purchased by the passenger in order for there to be enough floor space for the animal to lie down, without extreme discomfort to the animal or the person with disabilities. The accommodation should ensure that the animal is able to carry out its duties without contravening safety regulations;

- d) In advance of a flight, aircraft operators should determine with persons with disabilities the amount of space required to ensure that they and their service animals can travel safely and without discomfort. The following should be considered when determining the required amount of floor space:
 - 1) A service animal should not have to remain in a ‘tight curl’ for any significant period of time. The space should allow the animal to assume other positions besides curling up, especially on long flights;
 - 2) Entry paths of seat rows affect the space available for a service animal to lie down. An entry path for this purpose is measured from the front of the seat cushion to the back of the seat in front, and should be wide enough for the animal to get in and out of the row without having to be squeezed through the space;
 - 3) No part of a service animal should have to extend into an aisle in the way of carts or people walking;
 - 4) Sufficient space is required to allow a person with disabilities to sit with his or her legs and feet in a position which will not result in the service animal lying on the person’s feet or legs;
 - 5) The person with disabilities should be able to avoid having to place his or her legs over the service animal in a confined space, which may result in injury to the person if the animal is startled or gets up quickly for any reason; and
 - 6) an assigned seat for a person with disabilities and a service animal should have the fewest impediments possible under the seat (e.g. electrical boxes, entertainment and safety equipment, footrests, and seat fasteners) to reduce the chance that the animal will become injured or accidentally damage equipment;
- e) If an aircraft is changed at the last minute or if a person with disabilities fails to check in on time, resulting in a change to the pre-assigned seat (which was determined to have enough space for the person and a service animal), aircraft operators should discuss the situation with the person. The person should be offered an opportunity to move with the animal to another seat if the new seat assignment does not provide enough space for the person, their service animal, and other passengers to travel safely and without injury or extreme discomfort; and
- f) Only if no other alternative for appropriate seating is available on the flight should the aircraft operator discuss other alternatives with the person with disabilities, such as travelling on a later flight with more room.

Communication of safety briefings and information on equipment features

8.11 Aircraft operators should provide individual safety briefings to persons with disabilities, where requested or required, in a manner that meets the passenger’s needs. If individual safety briefings are provided, they should be done as discreetly as possible.

8.12 Aircraft operators should ensure that verbal descriptions are provided for information that is presented in a visual format and that verbal information is likewise also presented in a visual format. This will ensure that persons with sensory impairments have equal access to the same information provided to all other passengers. The use of pictures generally meets the needs of persons with learning disabilities.

8.13 Upon request, aircraft operators should provide verbal, written or visual information about the equipment features of an aircraft, such as the location of call buttons and washroom features.

On-board wheelchairs

8.14 An aircraft with accessible washroom facilities should be equipped with an on-board wheelchair. An aircraft that is not equipped with accessible washrooms should carry an on-board wheelchair when a person with disabilities requests one, subject to the aircraft having the capacity to stow and restrain such equipment.

8.15 On-board wheelchairs should be designed to permit the easy transfer of an occupant and easy manoeuvring of the wheelchair. On-board wheelchairs should include footrests and armrests that are moveable or removable, an occupant restraint device, and wheel locks or other adequate means to prevent the chair from moving during transfer or turbulence.

Periodic enquiries

8.16 During a flight, aircraft operators should make periodic enquiries concerning the needs of a person with disabilities.

Moving through the cabin

8.17 Aircraft operators should provide assistance to persons with disabilities in moving to and from an aircraft washroom. Such assistance should not include hand-carrying the person.

Services NOT required of operators

8.18 Aircraft operators are not required to provide personal care assistance to persons with disabilities. Examples of personal care assistance include the following:

- a) assistance with eating;
- b) assistance in a washroom or with elimination functions; and
- c) provision of medical services, including administration of medication.

Section 9 – AIRCRAFT

Accessible aircraft features

9.1 Aircraft operators should optimize the level of accessibility of new aircraft and those undergoing refurbishment by choosing design options and features that meet the needs of persons with disabilities, insofar as aircraft type, size and configuration permit. For example:

- a) aircraft should be equipped with an accessible washroom;
- b) signage should be positioned to avoid shadows and glare. Aircraft should have tactile directional signage to assist the movement of vision-impaired passengers around the cabin;
- c) lighting on aircraft, except reading and other lighting under the control of a passenger, should be directed and controlled so as not to create shadows or glare. Lighting should not result in any sharp contrasts in intensity in the cabin;
- d) integrated boarding stairs on an aircraft should have: uniform riser heights and uniform tread depths, and a first step on and a last step off of a height that does not exceed the uniform riser height; tread surfaces that are firm and non-slippery and do not create glare; a contrasting colour strip marking the top outer edge of each step; and handrails on both sides;
- e) handrails should: be sturdy, rounded, smooth and slip-resistant; be colour contrasted from their surrounding area; have an exterior diameter that permits easy grasping and not have any obstructions that could break a handhold; and return to the wall or the head and foot of the stairs in a smooth curve;
- f) floor surfaces on an aircraft should be glare-free and slip-resistant;
- g) movable aisle armrests should be installed on at least 50% of the seat rows and should be distributed throughout all classes of service;
- h) aircraft with more than one aisle should have at least one on-board wheelchair that can be moved around the cabin;
- i) an on-board wheelchair should have a design that permits the easy transfer of an occupant and easy manoeuvring of the chair with assistance in the aircraft. It should have footrests, armrests that are movable or removable, a restraint device and wheel locks; and
- j) tactile markers should be installed to indicate rows.

Accessible washrooms

9.2 Where aircraft type, size and configuration permit, at least one washroom should be accessible to persons with disabilities, including tactile signage, colour contrasting and ease of use of handles, faucets and other controls, as set out below.

9.2.1 The following additional features apply to aircraft whose size permit an on-board wheelchair:

- a) Identification: Persons with disabilities should be able to identify the accessible washroom by the universal symbol of accessibility in pictograph and tactile form by or on the door;
- b) Privacy: Persons with disabilities using an on-board wheelchair should be able to use the accessible washroom with privacy;
- c) Doors: Doorways should be wide enough to accommodate a person with disabilities using an on-board wheelchair and there should be enough space outside the door to manoeuvre that wheelchair. Doors should open outwards or sliding doors should be used. Door handles, pulls, latches, locks and other operational devices should be mounted at a height that a person in an on-board wheelchair can easily reach. These devices should be operable with one hand using minimal force and should not require fine finger control, tight grasping, pinching or twisting of the wrist. They should also be colour contrasted from their surrounding areas;
- d) Toilets: Toilets should be at a height and location that allows a person with disabilities using an on-board wheelchair to make an easy transfer. Toilets should have a flush control that is colour contrasted from its surrounding area. A person with disabilities should be able to operate the flush control with a closed fist using minimal force, or the flush control should be automatically controlled. Toilets should have a back support if there is no seat lid, and a toilet paper dispenser within reaching distance that does not interfere with the grab bars;
- e) Grab Bars: The accessible washroom should have grab bars that are sturdy and located on the wall behind the toilet, if possible, and on one of the walls beside the toilet. They should be at a height and length such that a person in an on-board wheelchair can easily reach them. Grab bars should be rounded, free of any sharp or abrasive element and slip-resistant. They should as well be colour contrasted from their surrounding areas or marked with a contrasting colour strip that runs the full length of each bar;
- f) Sinks, faucets and other controls: The sink should be positioned such that a person using an on-board wheelchair can use it easily. Faucets and other controls should be colour contrasted from their surrounding area. A person with disabilities should be able to use the faucet with a closed fist using minimal force or the faucet should be automatically controlled;
- g) Accessories: Accessories, such as soap dispensers, towel dispensers and waste receptacles, should be easily useable by a person using an on-board wheelchair. Such accessories should be a different colour than their surrounding areas and identified by tactile signs;
- h) Mirrors: Each mirror should be mounted so that a person using an on-board wheelchair can access it easily; and
- i) Call buttons: Washrooms should have call buttons that are a different colour than their surrounding areas and identified by tactile signs. A call button should be positioned so that a person using an on-board wheelchair can easily access it and

operate it with one hand using minimal force, and should not require fine finger control, tight grasping, pinching or twisting of the wrist.

Stowage space for mobility aids

9.3 (a) Where there is sufficient space, aircraft operators should carry a passenger-owned manually-operated folding wheelchair in addition to small aids in the passenger cabin, consistent with safety and security requirements;

(b) Stowage of a passenger's manually-operated wheelchair in the cabin should have priority, and take place when the person using the wheelchair pre-boards; and

(c) Aircraft operators should give priority in the stowage of wheelchairs and other mobility aids in the hold over other baggage and cargo.

Section 10 – CONNECTIONS AND LEAVING AN AIRPORT

Loss or delay of or damage to mobility aids

10.1 In the case of a lost, damaged, unduly delayed or destroyed mobility aid resulting in the mobility aid not being available to a person with disabilities upon the person's arrival at their destination, airport and aircraft operators should provide a temporary replacement.

10.2 This replacement should be as similar as possible to the person's mobility aid and satisfactory to the person with disabilities, and provided at no extra charge.

10.3 Airport and aircraft operators should have information about local mobility aid providers readily available so that they can make arrangements in the event of loss, damage or undue delay of mobility aids, and to ensure that persons with disabilities can make onward travel arrangements.

10.4 If a mobility aid is damaged during carriage and can be repaired quickly and adequately, aircraft operators should arrange for its repair at no expense to the person with disabilities, and return it to the person as soon as possible.

10.5 If a mobility aid is damaged during carriage and cannot be repaired adequately or if a mobility aid is lost and cannot be located, aircraft operators should reimburse the person with disabilities according to applicable conventions. Aircraft operators are encouraged to reimburse the person for the full replacement cost of the aid.

Baggage retrieval

10.6 Airport and aircraft operators should assist persons with disabilities with baggage retrieval, if requested to do so.

Section 11 – GROUND TRANSPORTATION

Availability of accessible ground transportation

11.1 Airport and aircraft operators should ensure that accessible ground handling services are available in landside, terminal and airside areas during operational hours, and also during extended hours when necessitated by irregular operations. Where it is not possible to provide accessible ground transportation, airport and aircraft operators should advise of alternative services available in the community and advise the public how to access these other services. Where there is no ground transportation available, the public should be informed of this fact.

Information on and reservations for accessible ground transportation

11.2 Airport and aircraft operators, or ground handling operators as appropriate, should assist passengers in finding a booking service that allows persons with disabilities to specify their needs for ground-handling assistance in advance of travel. This information should be accessible, for instance published in large print or Braille or available in audio or on an accessible website.

Ground transportation within an airport

11.3 Airport, aircraft or ground handling operators should provide vehicles or equipment for the transport of persons with disabilities within an airport.

No extra charges

11.4 Persons with disabilities should not incur extra charges for accessible ground transportation for transporting service animals, wheelchairs, or other mobility aids.

Accessible ground transportation to remote aircraft stands

11.5 Airport, aircraft or ground handling operators under contract should make available accessible vehicles to transport persons with disabilities between terminals and between a terminal building and a remote aircraft stand when other persons are transported by bus. Such vehicles should be designed and equipped to ensure the safe and dignified transport of persons with disabilities. Personnel operating such vehicles should be trained in the correct and safe procedures for boarding and disembarking. Service animals should be permitted to accompany persons with disabilities in the passenger compartment of a vehicle.

Accessible transportation between airports

11.6 Airport or aircraft operators, as appropriate, should be encouraged to organize means of transport between airports so as to enable persons with disabilities to be transported at the same cost and in the same conditions of comfort and safety as those available to other passengers. Service animals should be permitted to accompany persons with disabilities in the passenger compartment of a vehicle. Ground transportation vehicles should be able to accommodate the sizes of mobility aids commonly used in their State.

Signage

11.7 Airports operators should provide signage, in accordance with internationally-agreed standards, indicating the availability of accessible ground transportation services.

Adapted rental vehicles or equivalent service

11.8 Airport operators should encourage rental vehicle companies on their premises to make available vehicle rentals with hand controls for persons with disabilities at no additional cost beyond the standard vehicle rental rates.

Section 12 – COMPLAINTS

12.1 Airport and aircraft operators should:

- a) have processes available for persons with disabilities to make complaints about the level or quality of service;
- b) have specially trained human resources available, whether in person or by telephone, to persons with disabilities to resolve problems in a timely manner, at no cost to the passenger;
- c) ensure that the complaints process is accessible to persons with disabilities, who may need assistive technology such as TTYs or similarly effective technologies, and accessible websites;
- d) provide reasonable means for persons with disabilities to file a complaint. Aircraft and airport operators should accept both verbal and written complaints;
- e) inform the public about their complaints procedures in ways that are accessible to persons with disabilities; and
- f) promptly inform persons with disabilities that they may file a complaint with the State body that handles such complaints if they are unable to resolve the complaint or become aware that the person is not satisfied with the solution provided.

Section 13 – MONITORING AND ENFORCEMENT OF COMPLIANCE

13.1 States are encouraged to set up a body or agency responsible for the enforcement of compliance with accessible air transportation standards and guidelines of that State.

13.2 The general responsibility of the enforcement body should be to conduct regular monitoring of service providers to ensure that standards are upheld and improved as needed, and to ensure that the rights of persons with disabilities are respected.

13.3 States should encourage service providers to establish their own internal performance monitoring systems.

Agenda Item 4: Developments on Advance Passenger Information (API) and Passenger Name Record (PNR) data**4.1 DOCUMENTATION**

In WP/18, the Secretariat presented a report on technical issues raised during the High-level Conference on Aviation Security (HLCAS), held from 12 to 14 September 2012, on matters relating to the role of the Machine Readable Travel Document (MRTD) Programme, Advance Passenger Information (API) and Passenger Name Record (PNR), as well as the Public Key Directory (PKD).

In IP/2, the World Customs Organization (WCO) presented the text of a recent WCO Council recommendation on the use of API and PNR by Customs administrations.

In IP/8, the Secretariat presented a report on Agenda item 7 of the HLCAS, on the role of the MRTD Programme, API and PNR in aviation security.

In IP/9, the Secretariat provided a general review of documentation on the security and integrity of API and PNR data and its protection.

In IP/11, Australia, on behalf of Australia, Canada, the United Kingdom, and the United States, provided details on a new message standard called PNRGOV that was jointly developed by the International Air Transport Association (IATA) and a number of Member States and aircraft operators for the transfer of PNR data from aircraft operators to Member States.

In IP/12, the Secretariat provided information on the API Contact Committee of the WCO/IATA/ICAO *Guidelines on Advanced Passenger Information (API)*.

4.2 DISCUSSION AND RECOMMENDATIONS

4.2.1 In considering WP/18, the Panel discussed the action items proposed by the Secretariat in response to recommendations on passenger data exchange systems agreed on by the HLCAS in September 2012. With regard to addressing issues related to API and interactive API (iAPI), there was broad endorsement of the work advanced by ICAO, WCO and IATA in the API Contact Committee. The Panel noted that collaboration on API and iAPI matters remains the responsibility of this entity.

4.2.2 Panel Members agreed to explore whether and how to implement the API and PNR data recommendations, and to develop proposals for revising Annex 9 Standards and Recommended Practices (SARPs), if warranted, for consideration at the next Facilitation (FAL) Panel meeting in 2014. It was further agreed that all issues related to the subject, such as the applicability of the new PNRGOV message format developed by IATA, would also be addressed at the next FAL Panel meeting.

4.2.3 Based on discussions of the proposals presented in WP/18, the Panel also:

- a) recommended that ICAO inform Member States of the HLCAS recommendations focused on API and PNR data exchange systems by way of a State letter;

- b) noted that there is no requirement, in light of work under way in the API Contact Committee, to reactivate the Panel's API/PNR Working Group;
- c) noted that there is no need, at this stage, to undertake a review of the guidelines on PNR data contained in Doc 9944, the *Guidelines on Passenger Name Record (PNR) Data*; and
- d) recommended that ICAO, subject to available funding, conduct API/PNR data-related training and seminars.

Agenda Item 5: Amendments to Annex 9**5.1 DOCUMENTATION**

In WP/3, the Rapporteur of the Persons with Disabilities (PWD) Working Group presented the group's review of the update of Standards and Recommended Practices in Annex 9, Chapter 8, Section H, which address facilitating transport of passengers requiring special assistance.

In WP/4, Canada, on behalf of Australia, Canada, New Zealand, the United Kingdom and the United States, presented proposals to amend existing Standard 3.8 and to add a new Standard 3.8.1 to enhance the security of the travel document issuance process.

In WP/5, Canada, on behalf of the International Air Transport Association Control Authorities Working Group (IATA/CAWG), recommended the addition of new Recommended Practices with regard to contingency planning for Advance Passenger Information (API) systems.

In WP/6, Canada, on behalf of the IATA/CAWG, presented proposals to insert a new definition and new Recommended Practices relating to interactive API systems.

In WP/7, Canada, on behalf of the IATA/CAWG, presented proposals to insert a new definition and new Standards with regard to persons identified as holding fraudulent or falsified travel documents.

In WP/8, Canada, on behalf of the IATA/CAWG, recommended amendments to existing provisions relating to the removal of inadmissible persons.

In WP/9, Canada, on behalf of the IATA/CAWG, presented proposals to amend the existing Recommended Practice relating to PNR data transfer and to insert new provisions relating to the matter.

In WP/10, Canada, on behalf of the IATA/CAWG, recommended the addition of new provisions in Chapter 5 concerning the removal of deportees.

In WP/11, the Secretariat presented a proposal to amend Standard 3.10, as the deadline prescribed in the Standard has expired.

In WP/13, the European Civil Aviation Conference (ECAC) recommended the inclusion of a new definition for Automated Border Control (ABC) and a new Recommended Practice on this topic.

In WP/14, ECAC presented several proposals to amend Chapter 4 in order to update the facilitation measures relating to air cargo.

In WP/16, IATA proposed the inclusion, in Chapter 4, of new Standards relating to the repatriation of human remains.

In WP/19, the United Arab Emirates proposed that the existing Recommended Practices in Chapter 6 on unruly passengers be upgraded to Standards.

In IP/3, IATA reproduced, for information, the 1973 Council of Europe *Treaty on the Agreement on the Transfer of Corpses*.

5.2 DISCUSSION AND RECOMMENDATIONS

5.2.1 The Panel reviewed the Annex 9 amendments proposed by the PWD Working Group in WP/3 and agreed to recommend without comment most of the changes intended to clarify and update related SARPs.

5.2.2 In considering WP/3, the Panel agreed on further amendments to certain Recommended Practices (RPs). For the sake of consistency, it agreed to align the terminology in RP 8.24 and RP 8.25 with the newly amended RP 8.26. In addition, a proposal by an observer to insert a qualifying statement in RP 8.35 to take account of the range of aircraft configurations was accepted. While noting one observer's concern about the deletion of a reference to the role of travel agencies in providing assistance to persons with disabilities, the Panel decided to propose the amendment to RP 8.25 as drafted by the Working Group. The Panel also endorsed a change to RP 8.23 to more accurately describe the nature of an air passenger's journey, and further agreed to change the title of Section H of Chapter 8 to 'Facilitation of the transport of persons with disabilities'.

5.2.3 In considering WP/4, the Panel fully supported the proposal to amend Standard 3.8 and establish a new Standard 3.8.1 in order to address the need to secure the entire document issuance process, and it further agreed to update *The Facilitation Manual* (Doc 9957) accordingly.

5.2.4 There was broad acceptance of the Annex 9 amendments proposed in WP/5, including a further amendment suggested by a Panel member. Some members expressed concern about the appropriateness of language implying a shared legal obligation on the part of aircraft operators and Contracting States. However the Panel decided, after further discussion, and informal consultations with the Legal Bureau, that the proposed amendments, with some changes, would be appropriate and therefore supported by the Panel.

5.2.5 The Panel adopted a new definition for 'interactive Advance Passenger Information (iAPI)' and agreed to recommend a new RP, 3.47.8, as set out in the Appendix to WP/6, relating to the implementation of new iAPI systems. It agreed that consideration of other proposed RPs presented in the Appendix would be premature, given the need for discussion and the development of related guidance material, and deferred this to the next meeting of the Panel.

5.2.6 The Panel adopted, without comment, the proposals in WP/7 to establish two new Standards under Chapter 3 and to move an existing Standard to another section within Chapter 3 to give it more appropriate emphasis. The Panel also agreed to adopt the definition of 'imposter' as set out in the Appendix to WP/7.

5.2.7 In considering WP/8, Panel members agreed to recommend upgrading the existing RP 5.4 to a Standard, and further agreed to amend paragraph 5.5 with regard to the type of information that must be included in a removal order.

5.2.8 With regard to a proposal to modify and adopt RPs concerning PNR data, it was agreed to recommend changing RP 3.48 as proposed in WP/9, but with further rewording to clarify the source of PNRGOV message implementation guidance material. While noting the concerns of one Panel member about the implications of implementing PNRGOV in developing States because of the technical and financial implications involved, the Panel agreed to recommend the introduction of RPs 3.48.1 and 3.48.2 as drafted in the Appendix to WP/9, and to adopt the explanatory note with amendments.

5.2.9 In considering WP/10, the Panel agreed to insert a definition for ‘Escort’ in Chapter 1, and supported inclusion of a new RP in the same chapter. Following discussion and redrafting of proposed additional provisions on deportees for Section C of Chapter 5, the Panel decided to recommend inclusion of an RP and two Standards.

5.2.10 The Panel agreed to a Secretariat proposal to bring Standard 3.10 up to date. At the suggestion of some members, the amendment presented in WP/11 was reworded to improve clarity.

5.2.11 In considering WP/13, the Panel supported an amended version of the proposed definition for ‘Automated Border Control (ABC)’ to be inserted in Chapter 1, as well as a new RP with regard to ABC systems, which would appear in Chapter 3.

5.2.12 A paper presenting proposed amendments to air cargo facilitation provisions was broadly supported, with the exception of Section 2 on advance cargo information requirements, which the Panel agreed should be considered only after the results of ongoing pilot projects become available. Panel Members decided to recommend the other proposed amendments in WP/14 after agreeing on further revisions involving:

- a) the inclusion of an explanatory terminology note following two RPs on Authorized Economic Operators;
- b) a revision of the text in RP 4.17.2 to more precisely define electronic community systems; and
- c) an alignment of the language in RP 4.30 with the text in RP 4.30.1, as both RPs concern special procedures for authorized traders.

5.2.13 The Panel also requested that in order to ensure coordination with Annex 17, the Aviation Security Panel and the Secretariat review and provide their comments on the proposed Annex 9 amendments to the air cargo facilitation provisions to the Air Transport Committee.

5.2.14 The Panel acknowledged the concern expressed by one member about the complexity of the subject addressed in WP/16, which required input from various authorities that might be concerned with the matter and was, in addition, a new subject being introduced for inclusion in Annex 9. It was also made clear that sub-paragraph (b) of the proposed new Standard 4.61, in referring to a ‘coffin’ was referring only to the transport of the human remains and not to the burial of the remains themselves. The Panel endorsed the proposals contained in the paper, subject to the ‘Note’ being deleted and several elements appearing in the proposed Appendix 14 being amended to indicate that they are to be completed only if applicable.

5.2.15 While Panel members expressed opposing views, the Panel decided there was sufficient support to recommend upgrading the existing RPs on unruly passengers, as proposed in WP/19, after agreeing on a text amendment suggested by one member. The Panel also requested that in order to ensure coordination with Annex 17 and the work being undertaken by the Legal Committee on unruly passengers, the Aviation Security Panel and the Secretariat review the proposed Annex 9 amendments and provide their comments to the Air Transport Committee.

5.2.16 The text as agreed by the Panel is reproduced in the Appendix to the Report on Agenda Item 5.

APPENDIX

Amend Annex 9 as follows [WP/3 refers]:

H. Facilitation of the transport of ~~passengers requiring special assistance~~ persons with disabilities

I. General

8.22 **Recommended Practice.**— *When travelling, persons with disabilities should be provided with special assistance in order to ensure that they receive services customarily available to the general public. Assistance should be provided in a manner that respects the dignity of the individual. ~~Such assistance includes the offering of information and directions in media that can be understood by travellers with cognitive or sensory disabilities.~~*

8.23 **Recommended Practice.**— *Contracting States should cooperate with a view to taking the necessary measures to make accessible to persons with disabilities all the elements of the chain of the person's journey, from ~~beginning to end~~ arrival at the airport of departure to leaving the airport of destination.*

8.24 **Recommended Practice.**— *Contracting States should take the necessary steps with aircraft ~~operators~~, airports and ground handling operators to establish and publish minimum uniform standards of accessibility with respect to transportation services for persons with disabilities, from arrival at the airport of departure to leaving the airport of destination.*

8.25 **Recommended Practice.**— *Contracting States should take the necessary steps with aircraft ~~operators~~, airports, and ground handling operators and travel agencies to ensure that persons with disabilities are given the information they need, in formats that are accessible to those with cognitive or sensory disabilities, and should take the necessary steps to ensure that airlines, airports, and ground handling operators ~~and travel agencies~~ are in a position to give those passengers the assistance necessary for them, depending on their needs, to help them in their travel.*

8.26 **Recommended Practice.**— *Contracting States should take all necessary steps to secure the cooperation of aircraft ~~operators~~, airports and ground handling operators in order to establish and coordinate training programmes to ensure that trained personnel are available to assist persons with disabilities.*

II. Access to airports

8.27 Contracting States shall take the necessary steps to ensure that airport facilities and services are adapted to the needs of persons with disabilities.

8.28 **Recommended Practice.**— *Contracting States should ensure that lifting systems or any other appropriate devices are made available in order to facilitate the movement of ~~elderly and disabled passengers~~ persons with disabilities between the aircraft and the terminal on both arrival and departure as required where telescopic passageways are not used.*

8.29 **Recommended Practice.**— *Measures should be taken to ensure that the hearing- and vision-impaired are able to obtain flight ~~service-related~~ information.*

8.30 **Recommended Practice.**— ~~For elderly and disabled persons being set down or picked up~~ *Designated points for the pick-up and drop off of persons with disabilities at a terminal building, reserved points should be located as close as possible to main entrances. To facilitate movement to the various areas of within the airport, access routes should be free of obstacles.*

8.31 **Recommended Practice.**— *Where access to public services is limited, every effort should be made to provide accessible and reasonably priced ground transportation services by adapting current and planned public transit systems or by providing special transport services for people with mobility needs.*

8.32 **Recommended Practice.**— *Adequate parking facilities should be provided for people with mobility needs and appropriate measures taken to facilitate their movement between parking areas and the terminal buildings.*

8.33 **Recommended Practice.**— ~~Direct transfer from one aircraft to another of passengers, particularly elderly and disabled passengers, should be authorized, where necessary and possible, whenever this is warranted by deadlines in making connecting flights or by other circumstances. When assistance is provided to transfer persons with disabilities from one aircraft to another, it should be provided as efficiently as possible, with due regard for connecting flights.~~

III. Access to air services

8.34 Contracting States shall take the necessary steps to ensure that persons with disabilities have ~~adequate~~ **equivalent** access to air services.

8.35 **Recommended Practice.**— *Contracting States should introduce provisions by which aircraft coming newly into service or after major refurbishment should conform, where aircraft type, size, and configuration permit, to minimum uniform standards of accessibility with respect to equipment on board aircraft which would include movable armrests, on-board wheelchairs, accessible washrooms ~~lavatories~~ and suitable lighting and signs.*

8.36 **Recommended Practice.**— ~~Wheelchairs, special apparatus and equipment~~ *Disability aids required by persons with disabilities should be carried free of charge in the cabin where, in the view of the aircraft operator, space, weight and safety requirements permit or should be carried free of charge and designated as priority baggage. Service animals accompanying passengers with disabilities should also be carried free of charge in the cabin, subject to the application of any relevant national or aircraft operator regulations.*

8.36bis **Recommended Practice.**— *Service animals accompanying persons with disabilities should be carried free of charge in the cabin on the floor at the person's seat, subject to the application of any relevant national or aircraft operator regulations.*

8.36.1 Contracting States that restrict the transport of battery-powered devices, including mobility aids containing spillable batteries, shall notify ICAO promptly of such restrictions so that they can be included in Doc 9284, *Technical Instructions for the Safe Transport of Dangerous Goods by Air* and ensure that aircraft operators make such information publicly available and in accordance with Chapter 2, 2.5 of Annex 18.

8.37 **Recommended Practice.**— ~~In principle, persons with disabilities should be permitted to determine whether or not they need an escort and to travel without the requirement for a medical clearance. However, advance notice should be mandatory where assistance or lifting is required. Aircraft operators should only be permitted to require passengers persons with disabilities to obtain a medical clearance in cases of a medical condition where it is not clear that they are fit to travel and could compromise their safety or well-being or that of other passengers cannot be guaranteed. Furthermore, aircraft operators should only be permitted to require an escort when it is clear that a person with disabilities is not self-reliant and, as such, the safety or well-being of that person or that of another passenger cannot be guaranteed.~~

8.38 **Recommended Practice.**— ~~In principle, persons with disabilities should be permitted to determine whether or not they need an assistant. If the presence of an escort assistant is required, Contracting States should encourage aircraft operators to offer discounts for the carriage of that assistant accompanying person. Furthermore, aircraft operators should only be permitted to require an assistant when it is clear that the safety or well-being of a person with a disability or that of other passengers cannot be guaranteed.~~

8.38.1 **Recommended Practice.**— ~~Advance notice should strongly be encouraged where assistance or lifting is required.~~

Amend Annex 9 as follows [WP/4 refers]:

3.8 Contracting States shall establish controls ~~on the creation and issuance of travel documents in order~~ to safeguard against the theft of their ~~stocks~~ blank travel documents and the misappropriation of newly issued travel documents.

3.8.1 Contracting States shall establish appropriate controls over the entire travel document application, adjudication and issuance processes to ensure a high level of integrity and security.

Amend Annex 9, Chapter 3, as follows [WP/5 refers]:

3.47.XX **Recommended Practice.**— ~~Contracting States' and aircraft operators' API systems, including iAPI, should be capable of 24/7 operation, with procedures in place to minimize disruption in the event of a system outage or failure.~~

3.47.XX **Recommended Practice.**— ~~Contracting States and aircraft operators should, where appropriate and, as applicable, on a 24/7 (continuous) basis, provide operational and technical support to analyze and respond to any system outage or failure in order to return to standard operations as soon as practicable.~~

3.47.XX **Recommended Practice.**— ~~Contracting States and aircraft operators should establish and implement appropriate notification and recovery procedures for both scheduled maintenance of information systems and non-scheduled system outages or failures.~~

Amend Annex 9 as follows [WP/6 refers]:

Chapter 1. Definitions and General Principles

A. Definitions

Interactive API (iAPI). A type of system – also known as ‘Board/No Board’, ‘Red Light/Green Light’ and ‘Authority to Carry’ – whereby required data elements are collected and transmitted by aircraft operators to public authorities at the time of check-in. A response message for each passenger and/or crew member (e.g. ‘OK to Board’ or ‘Not OK to Board’) is sent, within existing business processing time for passenger check-in, and transmitted back to the aircraft operator.

Chapter 3. Entry and Departure of Persons and their Baggage

3.47.8 Recommended Practice.— *Contracting States seeking to implement an Interactive Advance Passenger Information (iAPI) system should:*

- a) *seek to minimize the impact on existing aircraft operator systems and technical infrastructure by consulting aircraft operators before development and implementation of an iAPI system;*
- b) *work together with aircraft operators to develop iAPI systems that integrate into the aircraft operator’s departure control interfaces; and*
- c) *conform to the Guidelines on Advance Passenger Information (API) adopted by WCO/ICAO/IATA when requiring iAPI.*

Amend Annex 9 as follows [WP/7 refers]:

Chapter 1. Definitions and General Principles

A. Definitions

Imposter. A person who impersonates the rightful holder of a genuine travel document.

Chapter 3. Entry and Departure of Persons and their Baggage

3.XX.1 Contracting States shall not require aircraft operators to seize documents referred to in Standard 3.46.

3.XX.2 Contracting States shall not require an aircraft operator to carry a passenger from a point of departure or transit when the travel document presented by that passenger is determined by the State to be fraudulent, falsified, or counterfeit, or is held by a person other than to whom the document was legitimately issued.

Note.— *Nothing in this provision is to be construed so as to prevent the return of inadmissible passengers whose travel document(s) are fraudulent, falsified or counterfeit or held by an imposter, and have been seized by a Contracting State, in accordance with Standard 3.46 and who are travelling under a covering letter issued in accordance with 5.7.*

Suggest moving existing Standard 3.46 to Section I – Inspection of travel documents.

Amend Annex 9 as follows [WP/8 refers]:

5.4 Recommended Practice.— Contracting States, through their public authorities, ~~should~~ shall consult the aircraft operator on the time frame for removal of the person found inadmissible, in order to allow the aircraft operator a reasonable amount of time during which to effect the person's removal via its own services or to make alternative removal arrangements.

Note.— *Nothing in this provision is to be construed so as to allow the return of a person seeking asylum in the territory of a Contracting State, to a country where his life or freedom would be threatened on account of his race, religion, nationality, membership in a particular social group or political opinion.*

5.5 Contracting States shall ensure that a removal order is issued to the aircraft operator in respect of a person found inadmissible. The removal order shall include information regarding the inbound (arriving) flight carrying such person and, if known, the name, age, gender and citizenship of the person in question.

Amend Annex 9 as follows [WP/9 refers]:

3.48 Recommended Practice.— *Contracting States requiring Passenger Name Record (PNR) access should conform reference their data requirements and their handling of such data to the guidelines developed by indicated in ICAO Document 9944, Guidelines on Passenger Name Record (PNR) Data, and in PNRGOV message implementation guidance materials published by the WCO and endorsed by ICAO and IATA.*

3.48.1 Recommended Practice.— *Contracting States and aircraft operators should provide the appropriate level (where practicable, a 24/7 arrangement) of contact support.*

3.48.2 Recommended Practice.— *When specifying requirements for the transfer of PNR data, Contracting States should consider the adoption and implementation of the PNRGOV message as a method of transferral of PNR data.*

Note.— *The PNRGOV message is a standard electronic message endorsed jointly by WCO/ICAO/IATA. Depending on the specific aircraft operator's Reservation and Departure Control Systems, specific data elements can be provided.*

Amend Annex 9 as follows [WP/10 refers]:

Chapter 1. Definitions and General Principles

A. Definitions

Escort. An escort is an individual, authorized by a Contracting State or an aircraft operator to accompany inadmissible persons or deportees being removed from that Contracting State.

B. General Principles

1.6 Recommended Practice.— *Contracting States and aircraft operators should exchange information as to the appropriate point(s) of contact(s) to whom border control and customs queries should be directed.*

Chapter 5. Inadmissible Persons and Deportees

C. Deportees

5.XX.1 Recommended Practice.— *Contracting States and aircraft operators should, where practicable, exchange information as to the appropriate 24-hour point(s) of contact(s) to whom deportee inquiries should be directed.*

5.19.XX The aircraft operator and/or the pilot-in-command shall have the option to refuse to transport a deportee on a specific flight when reasonable concerns relating to the safety and security of the flight in question exist.

Note.— *Reference is made to the ICAO Aviation Security Manual (Doc 8973), paragraphs 12.2.1.3 and 12.2.1.6.*

5.19.XX-1 Contracting States, when making arrangements for the removal of a deportee, shall take into consideration the aircraft operator's policy concerning the number of such persons that may be transported on a given flight.

Note.— *Contracting States shall consult with the aircraft operator regarding the most practicable flight or alternate method of transportation.*

Amend Annex 9, as follows [WP/11 refers]:

Chapter 3. Entry and Departure of Persons and their Baggage

3.10 All passports issued by Contracting States shall be ~~begin issuing only~~ Machine Readable Passports, in accordance with the specifications of Doc 9303, Part 1, ~~no later than 1 April 2010.~~

Note.—*This provision does not intend to preclude the issuance of non-machine readable passports or temporary travel documents of limited validity in cases of emergency.*

Amend Annex 9 as follows [WP/13 refers]:

Chapter 1. Definitions and General Principles

A. Definitions

Automated Border Control (ABC). An automated system which authenticates the electronic machine readable travel document or token, establishes that the passenger is the rightful holder of the document or token, queries border control records, then determines eligibility for border crossing according to pre-defined rules.

Chapter 3. Entry and Departure of Persons and their Baggage

xx. **Recommended Practice.**— *Contracting States utilizing Automated Border Control (ABC) systems should ensure that gates are adequately staffed whilst operational to ensure a smooth passenger flow and respond rapidly to safety and integrity concerns in the event of a system malfunction.*

Amend Annex 9 as follows [WP/14 refers]:

Chapter 4. Entry and Departure of Cargo and Other Articles

Section A. General

4.9.1 **Recommended Practice.**— *Contracting States should consider the introduction of programmes for Authorized Economic Operators, allowing for specific control measures relating to security. Specific control measures should be based on the information provided to the public authorities in advance and allow for, based on risk assessment, a reduced level of physical inspections or other specific control measures.*

4.9.2 **Recommended Practice.**— *Contracting States should encourage the establishment of agreements/arrangements for mutual recognition of their respective Authorized Economic Operator programmes.*

Note.— *The WCO SAFE Framework of Standards to secure and facilitate global trade includes the concept of the Authorized Economic Operator (AEO). AEOs, having satisfied pre-determined security standards, receive the benefits of enhanced facilitation.*

Section B. Information required by the public authorities

4.17.1 **Recommended Practice.**— *Contracting States should consider the introduction of arrangements to enable all parties involved in air cargo operations to submit all the information required by public authorities, including advance cargo information, in connection with the arrival, stay and departure of an aircraft and cargo, to a single entry point (Single Window).*

4.17.2 **Recommended Practice.**— *Contracting States should encourage all participants in the transport, handling and clearance of air cargo to simplify relevant procedures and documents and to cooperate or participate directly in the development of air cargo electronic community systems using internationally agreed standards and other means, with a view to enhancing the exchange of information relating to such traffic and assuring inter-operability between the systems of all participants.*

Section D, Release and clearance of import cargo

4.30 **Recommended Practice.**— *For authorized ~~importers~~ traders and other authorized persons who meet specified criteria, including an appropriate record of compliance with official requirements and a satisfactory system for managing their commercial records, Contracting States should establish special procedures, ~~based on the advance cargo supply of information~~, which provide for the immediate release of goods ~~on arrival~~.*

4.30.1 **Recommended Practice.**— *Special procedures for authorized traders and other authorized persons may include:*

- a) *release of the goods on the provision of the minimum information necessary to identify the goods and permit the subsequent completion of the final goods declaration;*
- b) *clearance of the goods at the authorized trader's or other authorized person's premises or at another place authorized by Customs;*
- c) *lodgement of a goods declaration based on the entry into the records of the authorized trader or another authorized person; or*
- d) *lodgement of a single goods declaration for all imports or exports in a given period where goods are imported or exported frequently by the same person.*

In the current Recommended Practice 4.31, amend the reference to simplified or special procedures to include reference to the new Recommended Practice.

Amend Annex 9 as follows [WP/16 refers]:

Chapter 4. Entry and Departure of Cargo and Other Articles

I. Human remains

4.59 Contracting States shall facilitate the prompt release of human remains being imported by air, provided that applicable laws and regulations governing the importation of human remains are complied with.

Note.— *The advance notification, either in paper form or electronically, of the transport of human remains would likely facilitate the entry of human remains at the State of destination.*

4.60 Human remains shall be accompanied by a *laissez-passer* for human remains, reproduced in Appendix 14, issued by the appropriate public authority of the State of origin.

4.61 The *laissez-passer* shall be issued by the appropriate public authority referred to in 4.60, after it has ascertained that:

- a) all the medical, health, administrative and legal requirements of the regulations in force in the State of origin relating to the transfer of human remains and, where appropriate, burial and exhumation, have been complied with; and
- b) the coffin contains only the remains of the person named in the *laissez-passer* and such personal effects as are to be buried or cremated with the human remains.

APPENDIX 14. LAISSEZ-PASSER FOR HUMAN REMAINS

Certified International Document – Repatriation of Human Remains

Deceased Details

Family Name: _____

Given name(s): _____

Address: _____

Country: _____ Nationality: _____

Date of Birth: _____ Date of Death: _____

Place of Death: _____ Cause of death (if available): _____

Shipper: _____

Telephone: _____ e-mail: _____

Consignee: _____

Telephone: _____ e-mail: _____

Flight Details

Origin Airport: _____ Departure Time: _____

Destination Airport: _____ Arrival Time: _____

Company: _____ Telephone: _____

Company Contact: _____ e-mail: _____

Flight Number: _____ Date: _____

Air Waybill Number: _____ Accompanying Person: _____

Document Details

Death Certificate: _____ Embalming Certificate (if applicable): _____

Freedom From Infection Certificate (if applicable): _____

Funeral Director Declaration (if applicable): _____

Out of Country Declaration (if applicable): _____

Transportation Permit: _____

Other: _____

Done at _____ on _____

Signature of the competent authority _____ Official stamp of the competent authority _____

Amend Annex 9 as follows [WP/19 refers]:

Chapter 6. International Airports — Facilities and Services for Traffic

E. Unruly passengers

6.44 **Recommended Practice.**— Each Contracting State ~~should~~ **shall** increase passenger awareness of the unacceptability and legal consequences of unruly or disruptive behaviour in aviation facilities and on board aircraft.

6.45 **Recommended Practice.**— Each Contracting State ~~should~~ **shall** ensure that airport and aircraft operators and public authorities provide training to relevant personnel concerning the identification and management of unruly passengers **in aviation facilities and on board aircraft**, including recognition and defusing of escalating situations, and crisis containment.

Note.— *Guidance material on the legal aspects of unruly/disruptive passengers can be found in Circular 288 — Guidance on the Legal Aspects of Unruly/Disruptive Passengers.*

Agenda Item 6: Other matters**6.1 DOCUMENTATION**

In WP/12, European Civil Aviation Conference (ECAC) recommended that a working group be created to revise *International Signs to Provide Guidance to Persons at Airports and Marine Terminals* (Doc 9636).

In WP/15, ECAC presented a proposal for the establishment of a working group to conduct an in-depth review of *The Facilitation Manual* (Doc 9957).

In WP/17, the Secretariat proposed the establishment of a working group to provide input on the possible future direction of the Facilitation (FAL) Programme.

In WP/20, Singapore recommended that a working group be established to develop guidance material on the content of a model FAL Programme.

In WP/22, Airports Council International (ACI) presented a paper on technologies to measure and benchmark waiting and processing times.

In IP/1, ECAC highlighted existing passenger data collection areas and information collected by aircraft operators and the provision of such data to government agencies.

In IP/6, ECAC presented its best practice guidelines on the deployment and operation of Automated Border Control (ABC) systems.

In IP/14, ACI presented information on a resolution adopted by the Twenty-second ACI World General Assembly on the safeguarding of the interests of the travelling public.

In IP/15, ACI presented information on the use of automated means for border control at European airports.

6.2 DISCUSSION AND RECOMMENDATIONS

6.2.1 In considering WP/12, WP/15 and WP/20, whose common theme was the formation of new working groups for the purpose of developing or enhancing guidance material, the Panel noted that it would be logical and more efficient to set up a single working group on guidance material to address the issues raised by the working papers. A working group was formed and tasked with three specific goals according to the following priorities:

- a) develop a model National Facilitation Programme for subsequent insertion in *The Facilitation Manual* (Doc 9957), including guidance material on the use of the model;
- b) undertake an in-depth review of *The Facilitation Manual* (Doc 9957); and
- c) undertake an in-depth review of *International Signs to Provide Guidance to Persons at Airports and Marine Terminals* (Doc 9636) with a view to updating it, and

defining whether new signage is needed, in light of the evolution of air and maritime transport since its publication.

6.2.2 The Panel agreed on terms of reference for the FAL Panel Working Group on Guidance Material, which appear in the Appendix.

6.2.3 Also under this agenda item, the Panel initiated a discussion on the future direction of the FAL Programme and the range of issues that may concern the FAL Panel in the coming years. In considering WP/17, the Panel observed that there may be a need to focus as intensely on updating existing Annex 9 Standards and Recommended Practices (SARPs) as on the development of new provisions. A number of Members cited the need to give more attention to the implementation of SARPs and efforts to address the non-compliance issues identified in WP/21. The question of how to encourage compliance was raised, with several members noting that possible solutions include more targeted and/or improved manuals, more training activities and new capacity-building projects. Also discussed were possible improvements in working methods; the benefits of increased collaboration between the FAL Panel and other technical bodies such as the Aviation Security Panel and the Technical Advisory Group on Machine Readable Travel Documents were emphasized, as well as greater cooperation between stakeholders.

6.2.4 The Panel noted that its discussion on the FAL Programme's future was just beginning, and Panel members were invited to follow up the discussion with written comments to be submitted to the FALP/7 Chairperson by e-mail (Samuel.Lucas@infrastructure.gov.au) latest by 15 November 2012. The Chairperson indicated that all submissions received would be collated and forwarded to the Secretariat, on behalf of the Panel.

6.2.5 In reviewing WP/22, the Panel noted the useful nature of the concepts raised in the paper and recognized that the issues raised warrant further discussion and information sharing.

6.2.6 The Panel expressed a concern that some working papers proposing amendments to Annex 9 had not been translated in all the Panel's working languages, and also noted that some papers had been submitted to the Secretariat late, resulting in their being received by the participants in the days leading up to the meeting.

APPENDIX

**FACILITATION (FAL) PANEL WORKING GROUP ON GUIDANCE MATERIAL
TERMS OF REFERENCE**

Membership

The Rapporteur of the FAL Panel Working Group on Guidance Material is the Member from Singapore. Members include representatives from: Australia, Canada, Finland, Italy, Netherlands, Russian Federation, Singapore, Switzerland, United Kingdom, United States, Airports Council International (ACI), European Civil Aviation Conference (ECAC), International Air Transport Association (IATA), and World Customs Organization (WCO).

Mandate

The FAL Panel Working Group on Guidance Material will undertake three tasks, in the following order of priority:

- a) develop a model National Facilitation Programme for subsequent insertion in *The Facilitation Manual* (Doc 9957), including guidance material on the use of the model;
- b) undertake an in-depth review of *The Facilitation Manual* (Doc 9957); and
- c) undertake an in-depth review of *International Signs to Provide Guidance to Persons at Airports and Marine Terminals* (Doc 9636) with a view to updating it, and defining whether new signage is needed, in light of the evolution of air and maritime transport since its publication.

The Working Group will present the outcome of its works intersessionally for the FAL Panel's consideration, as appropriate, and at the Eighth Meeting of the FAL Panel.

Work Methods

The Working Group shall be assisted by the ICAO Secretariat. The Rapporteur of the Working Group, in consultation with working group members, shall determine the group's method of work, taking into consideration the following:

- a) with regard to the task set out in a), take into consideration Appendix 12 of Annex 9, any available national or regional guidance or legislative material existing on the matter, and any input received from Panel members and observers;
- b) with regard to the task set out in b), take into consideration: i) proposals made during the Twelfth Session of the Facilitation Division (Cairo, 2004), the Seventh Meeting of the FAL Panel and previous FAL Panel Meetings; ii) suggestions for the inclusion of material made by international organizations such as ACI, IATA and WCO; iii) suggestions for the inclusion of material made by regional civil aviation bodies (e.g. African Civil Aviation Commission (AFCAC), Arab Civil Aviation Commission (ACAC), European Civil Aviation Conference (ECAC), and Latin American Civil Aviation Commission (LACAC)); and iv) other material deemed relevant to the work of the Working Group; and

- c) with regard to the task set out in c), conduct the task in cooperation with the International Maritime Organization (IMO) and other standardization organizations such as the International Organization for Standardization (ISO).

**APPENDIX A
LIST OF PARTICIPANTS: SEVENTH FACILITATION PANEL**

Panel Members, Alternates and Advisers

Samuel Lucas	Member	Australia
Agnieszka Holland	Adviser	
Dale Sheridan	Adviser	
Terry Wall	Adviser	
Arundhati Gupta	Adviser	
Frank Durinckx	Alternate Member	Belgium
Karen Plourde	Member	Canada
Nicoletta Bouwman	Adviser	
Susan Clarke	Adviser	
Dana Chaulk	Adviser	
Gavin Currie	Adviser	
Nina Frid	Adviser	
Mary-Jane Gravelle	Adviser	
Inge Green	Adviser	
Maxine Hurter	Adviser	
Glenda Nicol	Adviser	
Andray Renaud	Adviser	
Kathy Therien	Adviser	
John Watts	Adviser	
Victor González Calero	Member	Cuba
Jaromír Štolc	Member	Czech Republic
Marie Hauerová	Alternate Member	
Magdy Abd El-Malek Ibrahim	Member	Egypt
Fathy Aly Ahmed Ghoneimy	Adviser	
Patrick Lansman	Member	France
Kristina Moll-Osthoff	Alternate Member	Germany
Cinzia Mariani	Member	Italy
Hiroaki Takahashi	Member	Japan
Ikuko Wakamatsu	Adviser	
Annette Offenberger	Member	New Zealand
Garry Collins	Adviser	
Luis T. Santos	Member	Portugal
Sami Ashi	Member	Saudi Arabia
Abdullah A. Al-Raddadi	Adviser	
Samir Mirah	Adviser	

Sherman Koh	Alternate Member	Singapore
Ignatius Ng Choong Khern	Adviser	
Cheri Lim	Adviser	
Urs Haldimann	Member	Switzerland
Frédéric Rocheray	Alternate Member	
James Gilderoy	Member	United Kingdom
Mark Rodmell	Representative on the Council	
Simon Knight	Adviser	
Jonathan Moore	Adviser	
Ian Neill	Adviser	
Jeremy Stokes	Adviser	
John H. Kiser	Member	United States
Barbara M. Kostuk	Adviser	
Clerece Kroha	Adviser	
Elizabeth Shaver	Adviser	
Sara Terry	Adviser	

Note.— The following Panel members did not attend the meeting:

Chris N. T. Quaye	Member, Ghana
Prashant Sukul	Member, India
Nicholas E. Bodo	Member, Kenya
Abiola A. Vincent	Member, Nigeria
Fareed Ahmed	Member, Pakistan
Moussa Ndiaye	Member, Senegal
Mari Greyling	Member, South Africa
J. Meesomboon	Member, Thailand

Note.— The following Panel members were not able to attend but were represented at the meeting:

J. A. Alvarez	Member, Argentina
Adival Magri Júnior	Member, Brazil
Natalia Vlasova	Member, Russian Federation

Observers		
Edlira Lici	Observer	Albania
Lilika Radovicka	Observer	
Norberto Luongo	Observer	Argentina
André Rebouças	Alternate Representative on the Council	Brazil
Jose Botelho de Querioz	Adviser	
Alberto Gomez Munoz	Representative on the Council	Colombia
Caesar Bejarano	Observer	
Mari Saranpaa	Observer	Finland
Diantha Raadgers	Observer	Netherlands
Paulus Bouma	Observer	
Ed Broekema	Observer	
Bert Wezenberg	Observer	
Dionisio Mendez Mayora	Representative on the Council	Mexico
Dolce Valle	Observer	
Nadezhda Malikova	Observer	Russian Federation
Alojzij Krapez	Representative on the Council	Slovenia
Klemen Ferjan	Alternate Representative on the Council	
Juan Crespo	Observer	Spain
Jose A. Fernandez de Usera	Observer	
Obaid Saif Al Nuaimi	Observer	United Arab Emirates
Rashed Ali A1 Kaabi	Alternate Representative on the Council	
Buti Ahmed Qurwash	Observer	
Khalid Ahmed	Observer	
Alejandro Piera	Observer	
Arturo Garcia-Alonso	Observer	Airports Council International (ACI)
Michael Rossell	Observer	
Patricia Reverdy	Observer	European Civil Aviation Conference (ECAC)
Dietmar Jost	Observer	Global Express Association (GEA)
Robert Davidson	Observer	International Air Transport Association (IATA)
Nina Brooks	Observer	
Nathalie Herbelles	Observer	

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Appendix A – List of Participants

Peter Ingleton	Observer	International Business Aviation Council (IBAC)
Carole Couchman	Observer	International Federation of Air Line Pilots' Associations (IFALPA)
Mike Weeding	Observer	World Customs Organization (WCO)

APPENDIX B
LIST OF WORKING PAPERS AND INFORMATION PAPERS

WP No.	Agenda Item	Title	Presented by
1	—	Agenda	Secretariat
2	3	Report of the Persons with Disabilities Working Group (PWD WG)	Rapporteur of the PWD WG
3	5	Proposals to amend Annex 9 Standards and Recommended Practices relating to persons with disabilities	Rapporteur of the PWD WG
4	5	Proposal to add a Standard to Annex 9 — Facilitation to establish controls on the travel document issuance process	Australia, Canada, New Zealand, the United Kingdom and the United States
5	5	Contingency advance passenger information systems	Canada, on behalf of International Air Transport Association Control Authorities Working Group (IATA/CAWG)
6	5	Inter-active Advance Passenger Information (iAPI)	Canada, on behalf of IATA CAWG
7	5	Persons identified as holding fraudulent or falsified travel documents: proposals to amend Annex 9 — Facilitation	Canada, on behalf of IATA CAWG
8	5	The removal of inadmissible persons: proposals to amend Annex 9 — Facilitation	Canada, on behalf of IATA CAWG
9	5	Proposal for new Recommended Practices: access to Passenger Name Record (PNR) Data	Canada, on behalf of IATA CAWG
10	5	The removal of deportees: proposals to amend Annex 9 — Facilitation	Canada, on behalf of IATA CAWG
11	5	Proposal to amend Standard 3.10 of Annex 9	Secretariat
12	6	International signs to provide guidance to persons at airports and marine terminals – Review of Doc 9636	European Civil Aviation Conference (ECAC)
13	5	Draft amendments to ICAO Annex 9 on automated border controls	ECAC
14	5	Proposed amendments to Annex 9 in the field of facilitation of air cargo	ECAC
15	6	ICAO Facilitation Manual	ECAC
16	5	Standards related to the repatriation of human remains	IATA
17	6	Facilitation – future direction (2014-2019)	Secretariat
18	2 and 4	High-level Conference on Aviation Security: technical issues relating to Agenda Item 7	Secretariat
19	5	Proposed amendments to Annex 9 in order to raise awareness and prevent the occurrence of unruly/disruptive behaviour in the aviation context	United Arab Emirates

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Appendix B – List of Working
Papers and Information Papers

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20	6	Development of a model FAL Programme	Singapore
21	1	Facilitation issues identified during Universal Security Audit Programme activities	Secretariat
22	6	Technologies to measure and benchmark waiting and processing times	Airports Council International (ACI)
IP No.	Agenda Item	Title	Presented by
1	6	Passenger Information	ECAC
2	4	Adoption by the World Customs Organization of a recommendation concerning the use of API and PNR	World Customs Organization (WCO)
3	5	Council of Europe Treaty on the Agreement on the Transfer of Corpses (26 October 1973)	IATA
4	2	Report on the outcome of the High-level Conference on Aviation Security	Secretariat
5	2	Report on the outcome of the Twenty-third Meeting of the Aviation Security Panel, 26 to 30 March 2012 (AVSECP/23)	Secretariat
6	6	ECAC best practice for automated border controls	ECAC
7	1	Updated list: FAL Panel members and alternates	Secretariat
8	2 and 4	Report on Agenda Item 7 of the High-level Conference on Aviation Security	Secretariat
9	4	Data Protection	Secretariat
10	1	Amendment 23 to Annex 9	Secretariat
11	4	PNRGOV	Secretariat
12	4	WCO/IATA/ICAO API Contact Committee	Secretariat
13	1	A37-20, Appendix D: Facilitation	Secretariat
14	6	Airports resolve to safeguard the interests of the travelling public	ACI
15	6	The use of automated means for border control at European airports	ACI

— END —