



FACILITATION PANEL (FALP)

SEVENTH MEETING

Montréal, 22 to 26 October 2012

Agenda Item 6: Other matters

INTERNATIONAL SIGNS TO PROVIDE GUIDANCE TO PERSONS AT AIRPORTS AND MARINE TERMINALS – REVIEW OF DOC 9636

(Presented by the European Civil Aviation Conference)

SUMMARY

Annex 9 refers to Doc 9636, International Signage to Provide Guidance to Persons at Airports and Marine Terminals, which was jointly published by ICAO and the International Maritime Organization (IMO) in 1995. Since then, facilities, services and functions undertaken at airports have changed significantly, including in such key areas such as Customs, Police, Border Control, Automated Border Controls, Check-in and Car Parking. Therefore it seems appropriate to review the contents of Doc 9636 to ascertain whether existing signage still has relevance today, and whether the introduction of new signage is appropriate.

Action by the FAL Panel:

The FAL Panel is invited to consider the proposals described in this paper and agree to a review of Doc 9636.

1. INTRODUCTION

1.1 ICAO/IMO Doc 9636 - International Signs to Provide Guidance to Persons at Airports and Marine Terminals - was originally published in 1995 as a tool to contribute to the worldwide adoption of signs at International Airports and Marine Terminals.

2. DISCUSSION

2.1 Since its publication, there has been a growing demand for new uniform signage at airports to enable ICAO Member States to comply with Recommended Practice 6.9, which states that *"Each Contracting State should ensure that signage used at airports is based on Doc 9636, International Signs to Provide Guidance to Persons at Airports and Marine Terminals, published jointly by ICAO and the International Maritime Organization."*

2.2 Recognizing the importance of international standardization of signage at airports as one key element facilitating the passenger experience, the European Civil Aviation Conference (ECAC) has identified a number of facilities, services and functions that do not appear to be covered by Doc 9636, including, but not limited to:

- Check-in
- Security
- Internet
- Customs
- Border Control
- Police
- Escalator
- Baby changing facilities
- Parking
- Hotel
- Automated Border Controls

2.3 In addition there are a number of signs to assist Persons with Reduced Mobility that do not feature within Doc 9636, for example signs to indicate where hearing loops are available.

2.4 It is therefore proposed that a working group be established to review the content of Doc 9636 with a view to updating it, where this has become necessary as a consequence of the evolution of air transport since it was published. As this document has been established jointly with IMO, the revision work should also be undertaken jointly with IMO.

3. ACTION BY THE FAL PANEL

3.1 The FAL Panel is invited to:

- a) note the contents of this paper;
- b) support the establishment of an ICAO working group to be tasked with the revision of Doc 9636; and
- c) consider how the International Maritime Organization could be invited to contribute to the review of Doc 9636.

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