



WORKING PAPER

HIGH-LEVEL CONFERENCE ON AVIATION SECURITY (HLCAS)

Montréal, 12 to 14 September 2012

Agenda Item 6 : Ensure the sustainability of civil aviation security measures – equivalence

REFOCUSING SECURITY POLICIES ON THE PASSENGER

(Presented by France)

SUMMARY

France considers that passenger satisfaction must be the basis of any public policy in civil aviation matters, particularly regarding security. This priority, which is in no way incompatible with the need for security, is split between two complementary objectives: facilitation and quality of service; and that of costs control. The criterion of passenger satisfaction is thus a powerful lever to ensure the sustainability of security systems, requiring in particular a holistic approach focused on efficiency.

Action: The Conference is invited to support the actions proposed in paragraph 2.

1. INTRODUCTION

1.1 Civil aviation security – and thus that of its passengers and the personnel which ensure it – remains the prime objective. France considers that it stems from one of the inalienable rights enshrined in the Universal Declaration of Human Rights, and in particular in Article 3, according to which “everyone has the right to life, liberty and security of person.”

2. DISCUSSION

2.1 The emergency measures laid down following 2001 achieved their objective, and it now appears legitimate and even urgent to focus – or refocus – the design, implementation and assessment of security measures on the interest of passengers. The first interest of passengers remains the safety of their person and property, and there is therefore no contradiction between focusing civil aviation security public policies on passenger satisfaction.

2.2 The economically measurable well-being of passengers itself depends on two distinct factors. The first is based on facilitating the accomplishment of security controls, i.e. passengers’ specific experience of security, taking care to distinguish between the strictly security component of the journey and other aspects, such as border controls and check-in formalities. This second factor corresponds to the part of the cost of the journey which is paid in the end by the passenger in exchange for security controls.

2.3 To begin with, refocusing security policies on the passenger means seeking a new vision as, on the whole, the security system, through its construction by addition of successive layers, each of

¹ English version prepared by France

which leads to specific constraints and costs to passengers, has made the system inflexible and has made it impossible to continue applying the cross-cutting criterion of passenger well-being in order to improve or even revise policy fundamentally.

2.4 This need for a comprehensive approach also results from security considerations. It means ensuring the coherence of a system which is the product of reactions to successive terrorist attack attempts. This accumulation of sometimes inconsistent measures can undermine the coherence of the system as a whole, while its effectiveness relies on the tried and tested concept of defence in depth.

2.5 Refocusing security policies on the passenger also means distinguishing between measures applied to passengers, as their expectations and degree of familiarity with regard to security measures are not the same. In order to maintain the level of security, the application of adapted controls to certain categories of passenger must come with a detailed risk analysis down to local factors and implementation of randomized enhanced controls in order to avoid introducing weaknesses to the system.

2.6 Refocusing security policies on the passenger must lead policymakers to pay particular attention to the least invasive security techniques, such as the technology of security scanners. Behavioural analysis may also be considered a technique which remains invisible or at least discrete, depending on how it is implemented. The use of passenger data also falls into this category. However, France clearly highlights that for all of these techniques considered to be highly acceptable, legislation must provide all safeguards to preserve other basic rights at the same level as the right to security, and in particular the rights to dignity and privacy.

2.7 Refocusing security policies on the passenger also implies considering the experience which makes up a journey in a wider manner, including in terms of security, and in consequence extending the security requirement passengers deserve to the airport landside area.

2.8 Lastly, refocusing security policies on the passenger involves, in terms of assessment, measuring the efficiency of each measure and of the system as a whole which results from them, and not its effectiveness alone. The corollary of this new approach of public authorities, for operational security actors (airport operators, airlines, security operators), is a paradigm shift of equal importance: moving away from an obligation of means and towards an obligation of results.

2.9 This systematic striving for efficiency, coupled with that for a comprehensive overview of measures, can thus promote control of the costs of the system in the name of the passenger, ensuring long-term sustainability. This control would not stem from a potentially arbitrary arithmetic approach, but rather from a micro cost/benefit analysis is applied to each barrier and to the system which coordinates them.

2.10 In accordance with the level and the aim of this Conference, whose conclusions should direct developments in civil aviation security policies for the next decade, France considers that this is a crucial and particularly appropriate moment to recall that these policies must be made with passenger satisfaction in mind, and be based on the quality of service passengers merit as customers of airport operators, carriers and in a certain manner, the relevant authorities themselves.

3. **CONCLUSION**

3.1 The Conference is invited to:

- a) take note of the main message carried by the French delegation during this Conference linked to the priorities of public civil aviation security policies in terms of security: overall efficiency of the system and passenger satisfaction;
- b) recall that passenger satisfaction must be the basis of public civil aviation security policies as well as a red line for the definition of ICAO's aims in this field;
- c) adopt the principles of global efficiency and passenger satisfaction as main criteria to assess the results of public civil aviation security policies; and
- d) enshrine this principle in the recommendations of the Conference and in any other declaration adopted by the international community under ICAO in future.

— END —