

Chapter 5:

ORGANISATION AND MANAGEMENT

5.1 The primary responsibility for the National Facilitation Programme rests with the Ministry responsible for Civil Aviation, as the designated authority. It shall be responsible for the development, implementation and maintenance of the NATFP, in accordance with ICAO Annex 9.

5.2 NATIONAL AIR TRANSPORT FACILITATION COMMITTEE

The National FAL Committee is established to implement and manage the provisions of the NATFP in **Country X**

The Committee shall meet biannually, and these meetings shall be convened and chaired by the representative of the Ministry responsible for civil aviation, who is the Chairperson of the Committee. He/she may convene ad hoc meetings to deal with facilitation issues that may arise and require urgent action.

There shall be a Secretary to the Committee appointed by the designated authority to be responsible for all administrative arrangements for the purpose of the meetings of the Committee, in liaison with the Chairperson.

5.2.1 Terms of reference

The responsibilities of the National FAL Committee are to:

- 1) Ensure coordination between relevant ministries, agencies and industry to remove unnecessary obstacles and delays and improve efficiency and service levels of civilian air transport services;
- 2) Develop and implement the provisions of the NATFP in accordance with the provisions of ICAO Annex 9 — *Facilitation*;
- 3) Consider recommendations to enhance facilitation of civil air transport made by relevant entities;
- 4) Encourage the development of best practices in all areas of facilitation of civil air transport (e.g. immigration, customs, handling of persons with disabilities);
- 5) Discuss proposed changes to regulations concerning facilitation of civil air transport (e.g. amendments to Annex 9);
- 6) Inform departments, competent agencies and other organizations concerned of significant relevant facilitation developments in the field of civil aviation (e.g.

outcome of ICAO Facilitation Panel) and seek their consideration of, and make recommendations to them regarding issues related to the NATFP; and

7) Coordinate with the NCASC on security related elements of facilitation matters.

5.2.2 Membership

The National FAL Committee shall be composed of the following permanent organisations or agencies, and shall be represented by their respective heads or authorised top level representatives:

- The Ministry responsible for Civil Aviation
- Civil Aviation Authority
- NCASC
- Airport Operator
- Customs
- Immigration
- Port Health
- Plant/ animal Quarantine
- Narcotics
- Police
- Foreign Affairs
- Military
- Tourism
- National Intelligence
- Airline operators;
- Ground handlers;
- Airport Facilitation Committee

Other organisations or individuals with special expertise may be invited to FAL Committee meetings as and when required in advisory capacity.

5.2.3 Tasks and work programme

The National FAL Committee shall:

- regularly review the level of civil aviation facilitation at international airports in the country;
- consider and recommend solutions to civil aviation facilitation issues;
- stay informed about the operations of the Airport Facilitation Committees to ensure that practices and procedures employed at the airports are in accordance with applicable legislation and ICAO SARPs;
- consider proposed changes in international legislation or in the recommended practices issued by international fora and give input to formulate the national policy position;
- review Annex 9 provisions and their implementation by way of practices and procedures at the national level, in order to establish compliance and/or file differences with Annex 9 SARPs by the designated authority
- systematically review the differences filed with ICAO as regards Annex 9 as well as any legislation or regulations mandating the practices and procedures giving rise to such differences with a view to working to eliminate them, either by proposing changes in the practices and procedures concerned, or, where necessary, by proposing changes in the relevant legislation or regulations;
- identify and share information from each participating entity on developments in their respective work field which may affect facilitation;
- ensure Airport Facilitation Committees meet regularly to monitor and evaluate progress.

5.3 AIRPORT FACILITATION COMMITTEE

An Airport Facilitation Committee shall be established at each civil airport for the purpose of coordinating civil aviation facilitation matters at the airport level.

The Committee shall meet quarterly, and these meetings shall be convened and chaired by the representative of the Airport Authority (Airport Manager), who is the Chairperson of the Committee. He/she may convene ad hoc meetings to deal with issues that may arise and require urgent action.

5.3.1 Terms of reference:

The terms of reference for the Airport Facilitation Committee are:

- a) to implement the National Air Transport Facilitation Programme at the airport level;
- b) to examine problems arising in connection with the clearance of aircraft, crew, passengers, cargo, baggage, mail and stores and, where possible, provide and effect solutions to the problems which may arise at the airport concerned; and
- c) to make recommendations as appropriate to the National FAL Committee or ministry/agency/entity concerned, for the implementation of proposals which cannot be effected by the Airport Facilitation Committee.
- d) The Airport Facilitation Committees shall provide updates of airport facilitation matters to the National FAL Committee
- f) Ensure airport infrastructure and related services support facilitation programmes

5.3.2 **Membership**

The Airport Facilitation Committees shall be composed of agencies or stakeholders in civil air transport facilitation at airports, which may include, but are not limited to,

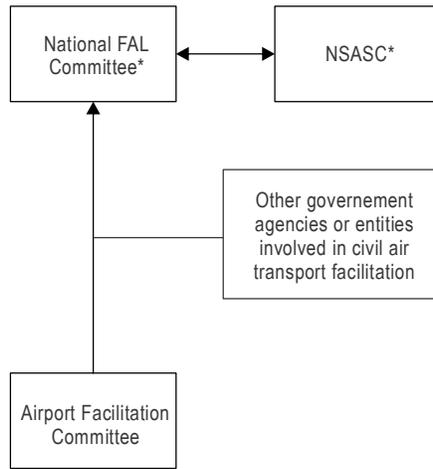
- Airport operator
- Civil Aviation Authority
- Immigration
- Customs
- Airlines
- State security agencies
- Postal and telecommunication services
- Ground-handling agencies
- Concessionaires

Other organisations or individuals with special expertise may be invited to FAL Committee meetings as and when required in advisory capacity.

5.4 **Coordination of the National Air Transport Facilitation Programme (NATFP)**

For matters affecting both facilitation and aviation security, the NATFC shall coordinate and communicate with the NCASC and vice versa to ensure prompt resolution of issues.

The following figure illustrates the coordination framework that shall be adopted in the implementation of the NATFP:



Chapter 6 **ROLES, FUNCTIONS AND RESPONSIBILITIES OF AGENCIES INVOLVED IN AIR TRANSPORT FACILITATION**

6.1 **Ministry of Civil Aviation**

The Ministry responsible for civil aviation is the designated authority and is the overall co-coordinator of the NATFP.

The chairperson of the National FAL Committee is responsible for convening both the regular and ad hoc meetings of the National FAL Committee, and for ensuring that policies and/or regulations proposed by the Committee are considered in national legislation.

The designated authority coordinates with all responsible Ministries, who keep full responsibility for their specific areas of competence.

The facilitation responsibilities of the designated authority are therefore:

- a) to work with the chairperson/representative of the National Civil Aviation Security Programme (NCASP) to achieve and maintain consistency between the NATFP and NCASP;
- b) to provide secretariat support to the National FAL Committee;
- c) to periodically review full compliance with the SARPs within Annex 9 and, if necessary, file differences and notify ICAO;
- d) to ensure operations are carried out in such a manner as to accomplish effective compliance with the laws of States while maintaining a high level of productivity for the operators, airports and government (inspection) agencies involved.
- e) to undertake any other matters related to air transport facilitation as directed by the National FAL Committee chairperson.

6.2 **X Civil Aviation Authority**

The Civil Aviation Authority, as the appropriate authority for security, has specific facilitation responsibilities follows:

- a) to establish and ensure the implementation of a National Civil Aviation Security Programme to safeguard civil aviation against acts of unlawful interference;
- b) to define and allocate tasks and coordinate activities between the departments, agencies and other organizations of the State, airport and aircraft operators, air traffic service providers and other entities concerned with, or responsible for,

the implementation of various aspects of the National Civil Aviation Security Programme;

- c) to arrange for the supporting resources and facilities required by the aviation security services to be available at each airport serving civil aviation;
- d) coordinate and work closely with other government agencies and aircraft and airport operators in the application of aviation security measures in such a manner as to minimize unnecessary delays and inconvenience to the movement of passengers, baggage, cargo and aircraft;
- e) arrange for security controls and procedures to have minimal interference with, or delay to, the activities of civil aviation, whenever possible, provided the effectiveness of these security controls and procedures is not compromised;
- f) ensure the use of efficient screening and examination techniques in examination of travellers and their baggage, cargo and aircraft whenever possible to facilitate aircraft departure;
- e) allow the adoption of procedures, facilities and initiatives to facilitate movement of travellers, baggage, cargo and aircraft so long as all necessary security measures and other control requirements are met;
- h) coordinate with the immigration authority/issuing authority for travel documents/passports/visas to ensure the technologies incorporated into the travel document enhance the facilitation and security of the traveller.;
- i) to advise the chairperson of the NATFC on security processes or implications for consideration as and when required; and
- j) to participate in the National FAL Committee meetings.

6.3 Customs Authority

- a) surveillance of arriving/departing travellers, cargo and mail in order to ensure adherence to national legislation;
- b) provide for the provision of electronic submission of information required for arrival and departure of cargo;
- c) introduce simplified procedures for release of goods to exit or enter the country;
- d) seizure of all prohibited goods and detention of restricted goods (pending provision of relevant certificates where applicable);
- e) participation in the National FAL Committee and, if required, in other facilitation-related meetings; and
- f) provision of sufficient services without charge to operators during established working hours.

6.4 Immigration

- a) Issuance of travel documents and ensuring that machine readable travel documents strictly adhere to the ICAO specifications in ICAO Doc 9303— in order to ensure readability worldwide in machine readers of different manufacturers;
- b) Detection and non-issuance of travel documents to improperly identified or documented persons as they may pose a threat to civil aviation and the State;
- c) Coordinate with security authorities, where applicable, to ensure the technologies incorporated into the travel documents will enhance the facilitation and security of the traveller;
- d) Checking the validity and acceptability of travel documents at border control points;
- e) Examination of persons for entry into, and departure from, the State;
- f) Ensuring that the embarkation/disembarkation card conforms to the Standards of the ICAO format set out in Annex 9;
- g) Detection and prevention of travel by improperly documented persons, as they may pose a threat to civil aviation and the State;
- h) Should international or national legislation permit, develop and adopt an active information-sharing policy with relevant stakeholders and regional States to protect national borders against negative consequences of illegal immigration;
- i) Assist aircraft operators in the evaluation of travel documents;
- j) Inform the operators of the requirements by the designated authority regarding the entry/transit and departure of travellers;
- k) In case of aviation accidents, accept without delay the entry, on a temporary basis, of the experts required for search, rescue, accident investigation and repair or salvage of aircraft in conformity with Annex 12 —*Search and Rescue* and Annex 13—*Aircraft Accident and Incident Investigation*, without having to produce any other travel document, when necessary, other than a passport;
- l) Where a visa is required for investigation experts on a mission related to an accident, the designated authority should, when necessary and exceptionally, issue such a visa on arrival or facilitate the experts on arrival;
- m) Ensure that the provisions of Annex 9 are applied with regard to inadmissible persons and deportees;
- n) Participate in the National FAL Committee and, if required,- in other facilitation-related meetings; and
- o) Provide sufficient services to operators without charge during established working hours.

6.5 Port Health

According to Article 14 of the *Convention on International Civil Aviation* (Doc 7300), effective measures are taken to prevent the spread of communicable diseases by air. In relation to facilitation, Port Health is responsible for, but not limited to:

- a) collaborating actively with the World Health Organization (WHO) and other countries to ensure that the International Health Regulations (IHR) are effectively implemented;
- b) detecting events involving disease or death above expected levels for a particular period of time in all areas of the State;
- c) reporting all available and essential information immediately to the appropriate level of health care response;
- d) implementing preliminary control measures (against the spread of the disease) immediately;
- e) responding promptly and effectively to public health risks and public health emergencies of international concern;
- f) ensuring disinfection, disinfection and decontamination of aircraft is done in accordance with the recommendation of WHO and in compliance with IHR;
- g) providing adequate facilities for vaccination, quarantine (where necessary) and issuing the necessary certificates;
- h) in collaboration with airport and aircraft operators, ensuring that food preparation, storage, service of food, and water supplies and other items intended for consumption at the airport or aboard aircraft are hygienic and meet the Standards set by WHO and the food and agriculture authority ;
- i) notifying WHO immediately and in accordance with IHR requirements of all essential information related to any health risk of an international nature;
- j) ensuring accessibility to appropriate medical services including diagnostic facilities so as to allow the prompt assessment and care of ill travellers/airport workers;
- k) establishing and maintaining a public health emergency contingency plan in order to ensure prompt response to a public health emergency of international concern;
- l) ensuring provision of appropriate space, separate from other passengers, to interview suspect or affected persons;
- m) assessing the health condition, and if necessary, organizing the quarantine of suspect travellers; and
- n) participating in the National FAL Committee meetings.

6.6 Plant/ Animal Quarantine

Plant / Animal quarantine will ensure that:

- a) plants and animals being exported from or imported into the country meet the regulations for carriage and carry the necessary certification from competent agencies;
- b) close consultations with international agencies/institutions regulating food, agriculture and animals are maintained in order to be abreast of the latest developments and to update the Airport Facilitation Committee and other stakeholders of developments that make an impact on civil aviation;
- c) when aircraft disinfection is required for animal health reasons, only those methods and disinfectants recommended by the International Office of Epizootics are used;
- d) declaration of extraordinary measures in case of threat of animal disease; and
- e) participating in the National FAL Committee meetings.

6.7 Airline operators

Airline operators shall:

- a) efficiently handle passengers and cargo;
- b) inform passengers of the specific requirements of the countries they intend to visit or transit through;
- c) take necessary precautions to ensure that passengers are in possession of the required travel documents at the time of embarkation;
- d) assume responsibility for custody and care of disembarking passengers and crew members from the time they leave the aircraft until they are accepted for examination;
- e) provide adequate assistance for passengers with special needs including minors or passengers with reduced mobility or disabilities;
- f) inform airport operators and relevant government agencies, in confidence, of their service, schedule and fleet plans at the airport, to enable rational planning of facilities and services in relation to the traffic anticipated; and
- g) participate in the National FAL Committee and, if required, in other facilitation-related meetings.

6.8 Airport operator

The airport operator is expected to constantly consult with aircraft operators, control agencies and other appropriate stakeholders in order to ensure that satisfactory facilities and services are provided for rapid handling and clearance of crew, passengers, cargo, baggage, mail and stores.

The specific facilitation tasks of airport operators include, but are not limited to:

- a) designing airports in such a manner as to enhance airport traffic flow arrangements;
- b) displaying internationally recommended signs to facilitate the movement/flow of passenger within airports;
- c) provision of flight information displays (FIDs);
- d) utilization of specialized security equipment, where necessary, in examining passengers so as to minimize the number of travellers that have to be examined by other means;
- e) provision of space for facilities required for implementation of public health maintenance, as well as animal and plant quarantine;
- f) provision of space and facilities for agencies in charge of clearance control on terms not less or more favourable than those which apply to the airport operators or users requiring space and facilities on a comparable scale;
- g) provision, maintenance and optimization of facilities and services for passengers with special needs including passengers with reduced mobility or disabilities;
- h) organization of Airport Facilitation Committees and/or Airport User Committees; and
- i) participation in the National FAL Committee and, if required, in other facilitation-related meetings.

6.9 Ground handling agents

- a) cooperate closely with airlines, airport operator and government agencies to ensure the smooth flow of aircraft, crew, passengers, cargo, baggage, mail and stores through the airport facilities; and
- b) participate in the Airport Facilitation Committee meetings, as appropriate.

6.10 Foreign Affairs

Under the Vienna Convention of 1961 on Diplomatic Relations and the Vienna Convention of 1963 on Consular Relations, the possessions, person, premises and communication of Diplomats and consular personnel are internationally protected (inviolable) from any judicial or administrative action by a receiving State. Articles 1, 22-24 and 27-40 set out those immunities.

Specific functions of the Protocol Directorate at the airport are as follows:-

- a) Administer and coordinate the control of VIP Lounges at the airport in consultation with the Airport Manager.
- b) Facilitate issuance of airport passes in conjunction with the Airport Authority to Diplomats for the use of VIP Lounges at the airport.
- c) Provision of protocol advice to the airport management and other stakeholders on the handling of diplomatic and consular personnel, diplomatic bags and baggage.
- d) Issue and review of list of persons entitled to use VIP facilities at the airport.

6.11 Police

The objective of the airports police unit in the context of facilitation is the prevention and detection of crimes, surveillance of persons who may be a threat to civil aviation, National Security, and the command and control of major incidents and emergencies.

The roles of the Police are as follows:-

- a) To protect civil aviation against any acts of unlawful interference and other emerging crimes.
- b) Prevent and detect crimes at airport facilities.
- c) Surveillance at airports for any threats to civil aviation.
- d) Contingency planning in co-operation and co-ordination with the airport administration, for response to acts of unlawful interference;
- e) Provide special security coverage on request as may be required based on the threat assessment.

- f) Enforcement of vehicular traffic laws within the airports.