

**ECAC POLICY STATEMENT
IN THE FIELD OF
CIVIL AVIATION FACILITATION**

**ECAC.CEAC DOC No. 30 (PART I)
10th Edition/December 2006**

**Resolution ECAC/27-1 ECAC policy statement in the field of aviation facilitation
(2003)**

- WHEREAS the provisions of the Chicago Convention, in particular its Article 22, provide that each State should agree to adopt all practicable measures to facilitate and expedite navigation by aircraft between the territories of Contracting States, and to prevent unnecessary delays to aircraft, crews, passengers and cargo;
- RECOGNIZING that improving facilitation is in the interest of all air travellers;
- RECOGNIZING that the development of passenger and cargo traffic could present mounting problems in airport ground handling due to inadequate facilitation;
- RECOGNIZING the need to reconcile facilitation and security objectives and to reach a balance between them;
- INVITING Member States to improve facilitation by co-operating with each other in order to seek solutions to common facilitation problems;
- RECOGNIZING the value of co-operating between governments, airlines and airports in efforts to solve facilitation problems;
- INVITING Member States to promote efficient processing of passengers, baggage, cargo and mail traffic carried by air;
- WHEREAS all Member States should continue to apply the provisions of Annex 9 to the Chicago Convention relating to facilitation as well as those of the relevant resolutions of the ICAO Assembly;
- DESIRING that all Member States, when determining the scope of measures and methods for improving facilitation, should be guided by the provisions, specifications and guidance material contained in the recommendations reproduced hereinafter;

DESIRING

that each Member State should critically examine any differences that exist in its territory between its national regulations and practices and the following recommendations as well as the provisions of the current edition of Annex 9 and make special efforts to eliminate such differences at the earliest practicable moment,

THE CONFERENCE

RESOLVES TO ADOPT

the provisions, specifications and guidance material in the field of aviation facilitation, as reproduced in the first part of ECAC.CEAC Doc No. 30, representing a consolidated statement of ECAC policies and associated practices in the field of facilitation.

ECAC POLICY STATEMENT IN THE FIELD OF AVIATION FACILITATION

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SECTION 1

GENERAL

1.1 Implementation of Annex 9, Twelfth Edition

All Member States should:

- a) intensify their efforts towards fully complying with the Standards and Recommended Practices of Annex 9, Twelfth Edition;
- b) if they have not yet notified ICAO of the status of implementation of Annex 9, Twelfth Edition, in their territories, and of any differences from their national regulations and practices, do so without delay; these notified differences should also apply to the provisions of this document; and
- c) if they have continued so far to implement certain Annex 9 provisions solely on the basis of reciprocity, make greater efforts aimed at removing such restrictions and implementing them multilaterally instead.

1.2 Improvement of facilitation through co-operation between States

Each ECAC Member State should:

- a) improve facilitation by co-operating with States, particularly other Member States, through their civil aviation administrations, with which it has air services in order to seek uniform solutions to common facilitation problems;
 - b) make available for inclusion on a list to be circulated and updated periodically, details of the office in their administration to which all enquiries concerning facilitation problems, including immigration problems, should be addressed; and
 - c) establish close co-ordination, adapted to the circumstances, between facilitation and security programmes.
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SECTION 2**FACILITATION OF TRANSPORT OF
PERSONS AND THEIR BAGGAGE****2.1 Entry and departure of persons and their baggage****2.1.1 Issuance and use of machine-readable travel documents and visas**

ECAC Member States should, in compliance with ICAO Standard 3.10 and Recommended Practice 3.11 of Annex 9, Twelfth Edition:

- a) commence issuing only machine-readable passports in accordance with the specifications of ICAO Doc 9303 no later than 1 April 2010;
- b) when introducing machine-readable capability in the new passports, strictly adhere to the ICAO specifications in ICAO Doc 9303 in order to ensure readability world-wide in readers of different manufacture; and
- c) when issuing identify documents or visas accepted for travel purposes, issue these in machine-readable form as specified in Doc 9303.

2.1.2 Elimination of embarkation/disembarkation cards

ECAC Member States, in compliance with long-standing FAL policies as set forth in relevant ECAC FAL recommendations of the past and of ICAO as contained in Recommended Practice 3.26 of Annex 9, Twelfth Edition, should make special and continuing efforts to dispense with the requirement for embarkation/disembarkation cards where still in use.

2.1.3 Check of travel documents

- a) whereas the check of travel documents at the point of entry is primarily the responsibility of the competent authorities of each Member State;
- b) recalling the provisions in Chapter 3 of Annex 9, Twelfth Edition, in particular those under 3.33, which address the obligations of operators to check travel documents of passengers;
- c) recognizing that certain countries of origin or transit are known to be principal sources of inadmissible persons seeking admission to ECAC Member States, creating serious problems for them; and
- d) considering that the most appropriate moment for preventing the phenomenon of inadmissible persons is at the time of embarkation,

Each Member State should:

- i) request its operators¹ and encourage other operators serving the countries in question to carry out, with the agreement of the authorities concerned, a supplementary individual check of passengers' travel documents, for entry or transit, immediately prior to embarkation;
- ii) in cases where such final check is required, draw the attention of the operators to the need to ensure that intending passengers are made fully aware of the requirement;
- iii) co-operate with and assist operators in the establishment of the validity and authenticity of travel documents;
- iv) in the event that a passenger's travel documents are found to be irregular, provide assistance to operators in accordance with particular provisions for dealing with inadmissible persons described in Annex 9, Chapter 5;
- v) not make operators liable to charges or administrative fines in the event that they disembark passengers who are found inadmissible unless there is evidence of negligence, or failure by the operator in taking adequate precautions to the end that a passenger has been in possession of required travel documents at the time of embarkation; and
- vi) in the case where arrival of an inadequately documented passenger is subject to charges or administrative fines, ensure that such charges or fines take account of the degree of negligence or of the quality of the precautionary checks undertaken by the operator.

Note: The mere absence of travel documents at the time of disembarkation of a passenger should not automatically entail an operator's liability.

2.1.3.1 Airport Alert on preventing illegal migration

- a) Each Member State should adopt an active information sharing policy in order to protect national borders and Civil Aviation against the negative consequences of illegal migration;
- b) Each Member State possessing information or strong indications on illegal migration movements which are liable to cause trouble or endanger law and order, public safety or the interests of Member States should, within the national and international legal framework, inform Member States and the ECAC Secretariat, without delay by making use of the contact address lists referred to in Doc 30, Part I, paragraphs 1.2 and 2.3.5;
- c) Each Member State should ensure regular updates of the lists referred to above;
- d) The information to be transmitted should be limited to methods indicating any abuse of national immigration rules as well as of the principles of Civil Aviation Facilitation as set out in ICAO's Annex 9 and ECAC's Doc 30. It may include:
 - Information on false, falsified and fraudulently used travel documents, including nationality
 - Travel route information

¹ As defined in Chapter I of Annex 9 to the Chicago Convention.

- Passenger risk assessment information
- Information on modus operandi of smugglers and traffickers of human beings.

2.1.4 Accident investigation experts

- 2.1.4.1 In case of aviation accidents, Member States should accept without delay the entry on to their territory, on a temporary basis, of experts required for search, rescue, accident investigation and repair or salvage of damaged aircraft, in conformity with Annexes 12 and 13 to the Chicago Convention, without having to produce any other travel document, when necessary, than a passport.
- 2.1.4.2 When a visa is required, Member States should accept, in cases of necessity, to deliver it on an exceptional basis to investigation experts carrying an order of mission delivered by their competent authority when they present themselves at the entry point of the territory.
- 2.1.4.3 Member States should, if needed, provide investigation teams with the necessary means of transport to enable them to reach the site of the accident without delay.

2.2 Persons in transit in the territory of a Member State

2.2.1 In-transit visas

Taking into account:

- a) that Standard 3.59 of Annex 9, Twelfth Edition stipulates that Contracting States shall keep to a minimum the number of States whose nationals are required to have direct transit visas when arriving on an international flight and continuing their journey to a third State on the same flight or another flight from the same airport on the same day;
- b) that there exists a trend among certain Member States towards requiring in-transit visas in an attempt to combat one aspect of the problem of inadmissible persons;
- c) that the establishment of a common, consistent approach to the requirement for in-transit visas is in the interest of all;
- d) the need to take all measures practicable to contain the threat perceived to emanate from certain countries,

each Member State should:

- i) limit the introduction of requirements for in-transit visas, in the overall interests of facilitation of air travel, to those countries known to be the principal sources of inadmissible persons;
- ii) communicate the introduction of in-transit visa requirements to all other Member States and make every effort possible to harmonize with other Member States' national requirements for such visas; and
- iii) inform the ECAC Secretariat, when it so requests and/or whenever necessary, of any policy changes concerning transit visas.

2.3 Inadmissible persons or deportees

A. Inadmissible persons

1. Member States should adopt adequate measures in order to:
 - a) facilitate the return of inadmissible persons;
 - b) inform the aircraft operator or their agent as far in advance as possible of the scheduled departure, that an inadmissible person might offer resistance to his removal, so that the aircraft operator or their agent can take precautions to ensure the security of the flight and
 - c) implement the relevant provisions of Annex 9.

B. Deportees

2. Authorities of Member States who carry out a deportation order should so inform the authorities in transit, destination countries and the aircraft operator or their agent whenever practicable and permitted under national and international law, in cases where that person is liable to cause trouble or endanger law and order or public safety. The written notification (facsimile, telex, e-mail) should contain the following information:
 - a) identity of the person;
 - b) reason for transporting that person;
 - c) copy of the deportation order, if legislation of the Contracting State allows for it;
 - d) risk assessment by the State and/or any other pertinent information that would help assess the risk to the security of the flight;
 - e) names and nationalities of any escorts;
 - f) nature of available travel document(s) and
 - g) implement the relevant provisions of Annex 9.
3. Member States which have to admit on to their territory transit passengers who have been turned back or deported by other States, and for whom a transit visa is mandatory, are invited to provide aid and assistance to these States in order to facilitate the transport of these passengers to their final destination.
4. As regards deportees, direct non-stop flights to the destination country should be used whenever possible.
5. Member States should indicate which authorities should be informed in accordance with paragraph 2 above in order to establish lists i.e. ECAC INADPAXLIST 1 and ECAC INADPAXLIST 2, which would be continuously updated and made available to the appropriate authorities of Member States.
6. Taking into account the fact that persons deemed to be inadmissible or deportees by an ECAC Member State often require special measures in order to maintain public order or safety, Member States and operators should co-operate. In respect of deportees, Member States should seek guidance from the « Guidelines on deportation and escort », which are provided in *Annex D*. In respect of inadmissible passengers, Member States are invited to seek guidance from the “Guidelines for the removal of inadmissible passengers”, developed by the IATA/CAWG, which are provided in *Annex H*.

The following Annexes have been added, to complement section 2:

Annex D: Guidance on deportation and escort

Annex G: Letter of information to the competent authorities of transit and destination States about inadmissible passengers

Annex H: Guidelines for the removal of inadmissible passengers

Annex M: Key principles for Advance Passenger Information Systems

SECTION 3**FACILITATION OF AIR CARGO****3.1 Customs treatment of air cargo and automation**

- 3.1.1 In pursuance of Standard 2.8 of Annex 9 ECAC Member States should encourage the electronic transmission of information required for the entry and departure of an aircraft .
- 3.1.2 ECAC Member States should encourage all participants in the transport, handling and clearance of air cargo to simplify relevant procedures and documents and to co-operate or participate directly in the development of electronic 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.
- 3.1.3 ECAC Member States should consider the introduction of arrangements to enable traders to submit all the information required by public authorities in connection with an import or export electronically at the same time, to the same address.

3.2 Pre-arrival processing

- 3.2.1 ECAC Member States, in giving effect to Standard 1.5 of Annex 9, eleventh Edition, should, for the purposes of pre-arrival processing:
- a) refrain from requiring the lodgement of the pre-arrival data before the aircraft has left the country of departure;
 - b) limit required data to those necessary to identify the aircraft, the quantity and nature of the goods at arrival, accepting that this information may be ascertained from commercial documents. These data requirements should be specified in national legislation and determined in co-operation with all participants involved in the transport and handling of air cargo;
 - c) waive the requirement for a separate general declaration and cargo manifest when at least the data elements contained in these documents are included in the pre-arrival information. ECAC Member States may ask for a separate statement that the goods have arrived in the country of destination.
 - d) consider:
 - i) the development of automatic data processing systems for the lodgement of pre-arrival data;
 - ii) the use of the lodged pre-arrival data in subsequent procedures for the release/clearance of the goods.

3.3 Miscellaneous provisions

- 3.3.1 ECAC Member States should consider the introduction of simplified procedures for authorised persons allowing:
- 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 declarant's premises or another place authorised by Customs;
 - c) submission 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;
 - d) transit procedures based on the use of cargo manifest or airway bill.
- 3.3.2 ECAC Member States should facilitate the transfer of air cargo from one aircraft to another within the same airport by the use of electronic means for the lodgement of the cargo declaration.
- 3.3.3 ECAC Member States should dispense with documentary controls over air cargo transferred from one flight to another at the same airport and rely, instead, on electronic tracing techniques, where available and adequate and efficient customs supervision of apron and warehousing areas.
- 3.3.4 ECAC Member States should review warehousing charges at airports with spare space resources and, if necessary, amend them to induce cargo owners and agents to remove their goods as quickly as possible.
- 3.3.5 In the context of Standards 2.20 and 2.21 of Annex 9, Eleventh Edition and the reference to penalties, ECAC Member States should allow an adequate time for the correction of inadvertent errors in the cargo manifest.

The following Annexes have been added, to complement section 3:

Annex I: Guidelines on facilitation of air cargo

Annex L: Guidelines on tax refund for travellers

SECTION 4

**FACILITATION AND SERVICES FOR
TRAFFIC ON AIRPORTS**

4.1 Airport signs

ECAC Member States should draw the attention of their airport administrations to the need to be guided by the signs as published in ICAO Doc 9636 when introducing new or modifying existing signs at airports in their respective territories.

4.2 Provision of baggage carts and trolleys

Member States should draw the attention of their airport administrations to the need for making available a sufficient number of baggage carts/trolleys to users in designated locations of the airports.

SECTION 5

**FACILITATION OF THE TRANSPORT
OF PERSONS WITH REDUCED
MOBILITY**

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SECTION 5**FACILITATION OF THE TRANSPORT
OF PERSONS WITH REDUCED
MOBILITY ¹****5.1 GENERAL PROVISIONS²**

- a) whereas the number of persons with reduced mobility wishing to travel by air is increasing in Europe and represents potential passengers for air carriers, and that it is important for those persons to have access to air transport;
- b) whereas air transport should meet the needs of all passengers, including those with a disability due to a sensory or locomotory incapacity, age, illness or any other cause for reduced mobility;
- c) whereas measures taken to help PRMs are beneficial to all air transport users;
- d) whereas efforts have already been made, within the framework of Member States' national policies, by operators, particularly encouraged by ACI and IATA, to conform to Standards and Recommended Practices of the International Civil Aviation Organization (Annex 9 of the Chicago Convention) as well as those of the World Tourism Organization;
- e) recognizing the benefit of a common approach to harmonize progressively the level of accessibility to installations and services in order to satisfy the real needs of PRMs travelling by air within Europe,

Member States should:

¹ Referred to in the text as PRMs.

Definition of a person with reduced mobility:

A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to a physical incapacity (sensory or locomotory), 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.

This definition was accepted by the eleventh ICAO Division, and inserted in Chapter 1 of Annex 9, tenth edition, under the definition of "Persons with disabilities".

² Provisions regarding the facilitation of the transport of passengers requiring special assistance have been consolidated into Chapter 8, section G of Annex 9, tenth edition.

- a) co-operate with a view to establishing common rules concerning accessibility of air transport to PRMs;
- b) take the necessary measures to make accessible to PRMs all the elements of the chain of the person's journey, from beginning to end;
- c) ensure that measures taken with respect to air transport by administrations, airports and airlines comply, in conformity with Annex 9, with the minimum requirements specified below;
- d) aim:
 - i) to harmonize among Member States criteria for accessibility of air transport to PRMs;
 - ii) to propose any measures enabling PRMs to travel by air, including those aimed at improving the information system;
 - iii) to ensure co-ordination with the organizations concerned and particularly with the European Conference of Ministers of Transport to define measures to enable easy access at all stages of travel;
 - iv) to ensure co-operation with the work of the EC Commission on all questions concerning facilitation of air travel for PRMs and make sure that ECAC is represented as observer at meetings on those questions in appropriate form.

5.2 PASSENGERS NEEDING SPECIAL ASSISTANCE

5.2.1 Identification of passengers needing special assistance

Certain passengers on account of their physical, mental or medical condition require special facilities in relation to airport infrastructure, ground and air transport, and adequate assistance from airlines and airport operators in application of the principle of equal right to unimpeded access for all air transport users.

5.2.2 Categories of passengers needing special assistance¹

5.2.2.1 In order better to adapt services supplied to the needs of PRMs, Member States should encourage airlines, airport authorities and travel agents to use a common definition of different categories of persons needing special assistance. To that end, Member States should refer to the following classification and codification:

- 1) **MEDA** Passenger whose mobility is impaired, due to clinical cases with medical pathology in progress, being authorized to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident in question.
- 2) **STCR** Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.
- 3) **WCHR** Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

¹ Classification and codification based mainly on IATA Resolution 700 and Recommended Practice 1700.

- 4) WCHS Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- 5) WCHP Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair.
- 6) WCHC Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
- 7) BLIND Blind.
- 8) DEAF Passenger who is deaf or a passenger who is deaf without speech.
- 9) DEAF/BLIND
Blind and deaf passenger, who can move about only with the help of an accompanying person.
- 10) MAAS (meet and assist) All other passengers in need of special help.

5.2.3 Information needed for the planning of carrier services

- 5.2.3.1 Member States should take the necessary steps with airlines and travel agencies to ensure that PRMs are given the information they need, and that airport and/or flight services are in a position to give those passengers the assistance necessary for them, depending on the nature of their disability, to help them in their travel.
- 5.2.3.2 Member States should promote the distribution of a booklet to airline and airport operator personnel on procedures and facilities to be provided to assist PRMs, which would contain all the necessary information concerning the conditions of transport of such persons and the assistance to be provided to them, as well as the steps to be taken by them. They should ensure that airlines include in their manuals all procedures concerning PRMs.
- 5.2.3.3 It should be recommended that PRMs requesting special assistance or their travel agency inform the competent body (airport authority or airline) of their needs, as soon as practicable, preferably at the time of booking their flight.
- 5.2.3.4 To deal with passengers mentioned in 5.2.2.1 10) "MAAS", airlines and airport authorities should make sure that they are in a position to cope with them. For their part, PRMs should express their needs clearly and completely, as soon as possible.

5.2.4 Information medium

- 5.2.4.1 Member States should encourage the use, for passengers belonging to one of the categories listed in paragraph 5.2.2.1 above — except MEDA category passengers — and who, due to their condition, require permanently individual assistance, of a document of a preferably world-wide recognized model which serves the purpose of informing airline booking services or travel agencies, based on a code also defined in paragraph 5.2.2.1 of the measures to be taken to ensure an adequate type of assistance. In order not to impede the smooth flow of air transport, it should be possible to use this document as the only basis which attests, using all the necessary

confidentiality, the category of reduced mobility and the type of assistance necessary. The delivery of such a document would not be imposed on disabled persons.

5.2.4.2 Airlines should be encouraged to offer discounts for the carriage of an accompanying person for PRMs in particular when the airline considers the presence of such a person necessary.

5.2.4.3 Member States and airlines should be encouraged to provide assistance to all PRMs who need an accompanying person and do not have one and to travel in the best conditions.

5.3 INFORMATION AND COMMUNICATION

- a) considering the resolution on information and communication for the transport of persons with a mobility handicap adopted by the European Conference of Ministers of Transport on 21 November 1991;
- b) considering that persons with reduced mobility need particularly clear, reliable and precise information which is easily understandable and communicated in an adequate fashion to enable them to plan their movements, to communicate, to make reservations, to find their way and move around the air terminal, to use services and shops and to reach the plane, and that attention should be paid to the communication needs of persons with hearing or visual disabilities,

Member States should take necessary measures to reach the following objectives:

5.3.1 Harmonization of information

They should ensure that the harmonization and integration of information for PRMs into the system used to inform all travellers be established as soon as practicable. This information should be made accessible to all by supplying it in at least two languages, necessary adaptations being foreseen for persons with hearing or visual disabilities.

Note:

Airport operators, airlines and travel agencies, should take the necessary steps to ensure that PRMs are duly informed on how to proceed:

1. when buying the airline ticket;
2. when consulting the timetable;
3. when making a reservation;
4. when arriving at the airport;
5. when in the terminal, and
6. before, during and after the flight.

5.3.2 Training of airport, airline and travel agency personnel

So that PRMs can be informed as they need, priority should be given to training airport, airline and travel agency personnel to communicate information to PRMs needing special assistance. These personnel also need to know how to give practical assistance to PRMs and how to ask PRMs what assistance they need and how best to provide it¹.

¹ Disability awareness training, both in giving information and in giving assistance, is generally most effectively provided by disabled persons themselves wherever this is possible.

5.3.3 Availability of communication facilities

Communication facilities should be made available or be adapted for PRMs.

5.4 ACCESSIBILITY OF AIRPORTS

Member States should ensure that from the first phase of planning, new plans for building or renovating airport installations open to the public meet the accessibility standards for PRMs. Before final plans are submitted for approval, the advice of experts should be sought to consider, at least, the following matters.

5.4.1 Access to airports

Means of transport to or from the airport, inside the airport area and between airports, should be organized so as to enable PRMs to be transported in the same conditions of comfort and safety as those available to other passengers.

5.4.1.1 Parking spaces

Parking spaces should be reserved for PRMs' cars. Those spaces should be located as close as possible to the terminal and the way to the entrance should be made as easy as possible. Intercoms should be installed near those reserved parking spaces in order to make it easier to communicate with the organization responsible for help to PRMs.

5.4.1.2 Pedestrian crossings

Pedestrian crossings should be accessible to PRMs.

5.4.1.3 Changes in level

Changes in level should be compensated by installations in conformity with accessibility parameters adapted to PRMs.

5.4.2 Airport installations

5.4.2.1 Access points to buildings

All points of access to each building open to the public should be accessible to PRMs and connected to points served by public transport.

5.4.2.2 Public areas and facilities in terminal buildings

All areas in the terminal building that are open to the public, including all facilities, should be designed in such a way that PRMs can reach and use them without difficulty, in particular:

- Toilets
- Restaurants
- Shops
- Communication equipment
- Counters.

5.4.3 International signs

Installations which are reserved or designed for PRMs should be appropriately signed, by following internationally agreed standards.

5.4.4 Harmonization of conditions of accessibility for PRMs at airports

In order for airport installations and fittings to meet common criteria in Member States, accessibility to PRMs should be examined on the basis of the criteria defined below. To harmonize the level of accessibility of PRMs at airports, it is recommended that Member States should ensure that not only international standards are respected but also that manuals and guidelines aimed at harmonizing the level of accessibility at airports be taken into consideration.

5.5 ASSISTANCE ON THE GROUND

Member States should ensure the provision at airports of a ground handling service for PRMs comprising:

- staff trained and qualified to meet their needs, from arrival until they are seated on board the aircraft, and vice versa,
- the appropriate equipment to assist them.

If no adequate public transport facilities exist, PRMs should be provided with free car parking spaces. In addition, accessible transport must be provided between the car parking spaces and the airport terminal if the distance justifies such provision.

5.6 FITTINGS OF AIRCRAFT AND ASSISTANCE ON BOARD

5.6.1 Passenger handling

Member States should ensure that international airports on their territory and/or airlines operating to those airports make available sufficient assistance and devices (boarding chairs, lifting devices or lifting vehicles, etc.) to enable PRMs an easy and unimpeded access to and from aircraft. PRMs with their own wheelchair should be given the option to either stay in their own wheelchair up to the entrance of the aircraft and retrieve it at the door of the aircraft on arrival or to check it in as hold baggage and use the wheelchair provided by the airline or the airport. The same option should apply during transit stay.

5.6.1.1 Embarkation and disembarkation

PRMs should be boarded separately (normally prior to all other passengers) as well as disembarked separately (normally after all other passengers have left the cabin) in order to facilitate the procedure of embarkation and disembarkation and to provide the necessary assistance by airline and/or airport staff. Member States should make arrangements for assisting PRMs with inbound governmental clearance and baggage delivery.

5.6.1.2 Loading of special equipment of PRMs

Airline operators should do their utmost to ascertain that any such equipment is properly identified and tagged, and is always transported with the passenger concerned.

5.6.2 Circulation of PRMs on board the aircraft

Member States should ensure that PRMs be given the necessary assistance on board by airline cabin staff.

5.6.3 Use of on-board wheelchair in the cabin of passenger aircraft

In case an on-board wheelchair is available this should be easily accessible for any passenger in need of it during the flight.

5.6.4 Special equipment to be installed in the aircraft

5.6.4.1 Member States should introduce provisions by which aircraft coming newly into service or after major refurbishment should be equipped as follows:

- a) In aircraft with 30 or more seats at least 50% of all aisle seats should have moveable armrests.
- b) Aircraft with more than one aisle should be equipped with at least one spacious lavatory for PRMs catering for all kinds of disabilities.
- c) Any other aircraft equipped with at least two lavatories should have at least one catering for the special needs of PRMs (door wide enough to assist the PRM passenger, doors should open outwards or sliding doors should be used, fitting of handles, privacy curtains on both sides across the aisle, disappearing threshold if necessary).
- d) Aircraft of 100 or more seats should have at least one on-board wheelchair.
- e) Aircraft of 60 or more seats which are equipped with a lavatory for PRMs should have at least one on-board wheelchair available on any flight.
- f) Aircraft of 60 or more seats not yet equipped with a lavatory for PRMs should carry an on-board wheelchair when this is requested by a PRM at least 48 hours prior to departure.
- g) Aircraft of 100 or more seats should have a priority space in the cabin, designated for storage of at least one vertically folding personal wheelchair not exceeding ISO dimensions.

5.6.5 Cabin interior

Particular attention should be paid to colour and tone contrast and also to having an even level of lighting.

5.6.6 Special information for PRMs before during and after the flight

Member States should recommend to air carriers that any video-taped announcement concerning safety on board or similar issues be translated into international gesture language understood by the deaf or deaf without speech and preferably be shown as PIP (picture in picture) on the screens in the cabin.

5.6.7 Assistance dogs

Member States should recommend that air carriers allow blind passengers and other PRMs to be escorted by their guide or other assistance dogs inside the aircraft cabin during the whole flight, provided airline regulations allow it, and under their conditions.

5.6.8 Evacuation of aircraft

Member States should recommend that air carriers include special provisions in their evacuation procedures with regard to the special needs of PRMs on board.

5.6.9 General provisions

Member States should encourage air carriers certified in their countries to train their cabin attendants how to assist PRMs. Such service should be provided to PRMs free of charge.

5.7 GROUP TRAVEL

5.7.1. Information and communication

5.7.1.1 Member States should encourage airlines to establish procedures on group travel of PRMs, in conformity with national or international safety rules, and to publish them.

5.7.1.2 All parties concerned should exchange information well in advance in order that all the necessary arrangements can be made, starting with PRM's, travel agencies and group travel tour operators, as well as airlines, airports, customs, immigration and security authorities.

5.7.1.3 This information should be communicated to all those who are responsible for different stages of the journey. This includes also full and complete information about the mobility needs of all members in the group.

5.7.2 Availability of assistance

Adequate and sufficient assistance should be made available at all stages of the journey. This assistance, apart from the assistance given by group members or other accompanying persons, should be given by all parties concerned (e.g. airport and airline staff, customs, immigration and security personnel).

5.7.3 Availability of equipment

Sufficient equipment should be made available and be utilized at all stages of the journey (e.g. wheelchairs, lifting devices, means of communication, if needed medical equipment and special meals).

The following Annexes have been added, to complement section 5:

Annex E: Guidance leaflet for persons with reduced mobility who may be infrequent, or first time, flyers

Annex F: Guidance material for security staff – Key points for checks of PRMs

Annex J: Code of Good Conduct in ground handling for persons with reduced mobility

Annex K: Guidelines on ground handling for persons with reduced mobility

Annex N: Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public

SECTION 6**VARIOUS FACILITATION MATTERS****6.1 Limitation on the amount of hand baggage**

In order to :

- meet safety requirements in respect of baggage storage in aircraft cabins;
- ease the processing of hand baggage at security check points and ensure passenger flow;
- avoid last-minute refusals of hand baggage at the gate of the aircraft with a subsequent reloading of such baggage into the aircraft hold due to storage capacity restrictions in the aircraft cabin; and
- avoid last-minute refusals of hand baggage at commuter aircraft due to storage restrictions in the aircraft hold/cabin.

Each Member State should request airlines to ensure that, in normal circumstances and subject to security measures being applied at airports, the amount of hand baggage per passenger permitted on board be limited to one item in accordance with applicable industry standards in cases where :

- either the available storage capacity for hand baggage on board;
- or the number of embarking passengers in relationship with total seat capacity,

prevent acceptance of additional hand baggage on board.

Note: Hand baggage comprises all articles, including those which may be carried in addition to the free baggage allowance, as published by each airline via any of the following ways:

- timetables;
 - tickets;
 - ticket envelopes;
 - ticket/check-in counter signs;
 - in-flight literature;
 - any other appropriate means.
-

Annex A

**STATISTICAL FORM ON INADMISSIBLE PERSONS AND
ASYLUM SEEKERS AT AIRPORTS**

DELETED

Annex B

**FORM ON THE EXCHANGE OF INFORMATION ON ECAC MEMBER
STATES' POLICIES ON TRANSIT VISAS (AIRPORT VISA)**

DELETED

Annex C

**COMPARATIVE TABLE OF PROVISIONS OF DOC 30, PART I,
AND OF THOSE OF ANNEX 9 (ELEVENTH EDITION) TO THE
CHICAGO CONVENTION**

DELETED

Annex D

GUIDELINES ON DEPORTATION AND ESCORT

GUIDELINES ON DEPORTATION AND ESCORT

1. TERMS AND DEFINITIONS

As used within this document, the term:

- 1.1 **Deportee** means a person who had legally been admitted to a State by its authorities or who had entered a State illegally, and who at some later time is formally ordered by the authorities to be removed from that State. (*IATA P.S.C. Resolution 701*).
- 1.2 **DEPA** refers to the industry-approved code for a deportee who is escorted *by* authorised personnel during flight.
- 1.3 **DEPU** refers to the industry-approved code for a deportee who is not escorted by authorised personnel during flight.
- 1.4 **Departing State** means the State that has organised a deportee's removal from its territory.
- 1.5 **Escort** (for the purpose of these guidelines) means a person authorised by the departing State and trained to accompany a deportee (DEPA) during the removal flight.
- 1.6 **Inadmissible Passenger (INAD)** means a passenger who is refused admission to a State by authorities of that State, or who is refused onward carriage by a State authority at a point of transfer, e.g. due to lack of a visa, expired passport, etc (*IATA P.S.C. Resolution 701*). These guidelines do not address this category of traveller.
- 1.7 **Pilot-in-command** means the pilot responsible for the operation and safety of the aircraft during flight time (from ICAO Annex 9).
- 1.8 **Risk Assessment** means an assessment, by a departing State, of a deportee's suitability for escorted or unescorted removal via commercial air services. The assessment shall take into account all pertinent factors, including medical, mental and physical fitness for carriage on a commercial flight, willingness to travel, behavioural patterns, history of violence, and other relevant considerations.

2. NOTIFICATION REQUIREMENTS

- 2.1 Operators should establish and provide contact numbers for deportation arrangements and policy questions, both at headquarters and local or regional offices. Departing States agree to direct any matters regarding deportation arrangements to these contact numbers wherever possible.
- 2.2 The departing States shall consider providing a 24-hour contact concerning deportee situations. Departing States shall also consider providing contact information for an official or office to which questions of policy interpretation can be addressed.
- 2.3 The departing State will make every reasonable effort to notify operators of the movement of deportees and their escorts not less than 24 hours in advance of the scheduled departure.
- 2.4 When making arrangements with the operator for the removal of a deportee, the departing State should provide to the operator in writing and to the extent legally allowed: (a) the name, age, gender, country of citizenship and State of destination of the deportee; (b) a risk assessment; and (c) the name and nationality of any escorts.
- 2.5 It shall be the responsibility of the departing State to decide the State to which the deportee shall be removed.

- 2.6 In making arrangements for removal of deportees to the destination country, direct non-stop flights should be used whenever possible.
- 2.7 The departing State shall make every reasonable effort to ensure that the authorities at the final destination, and at any intermediate transit location included in the itinerary, are advised of the deportee's movement, and of the details surrounding that movement to the extent legally allowed and appropriate in the case.
- 2.8 The departing State should identify and publish, or otherwise share with other governments, the contact details for the desk or department to which notification of inbound removals should be directed.
- 2.9 The originating or ticketing operator shall ensure that any other operator involved in the itinerary is made aware of the deportee's movement through the use of the appropriate deportee identifier code (see Terms and Definitions) recorded in the Passenger Name Record and on the passenger's flight coupons. Similar remarks should be utilised to identify the escort(s) as well.
- 2.10 Before the departure of a flight on which a deportee will be boarded, the Pilot-in-Command must be advised by the operator of the presence of the deportee using information furnished by the departing State. The Pilot-in-Command will also be advised whether the deportee is under escort.
- 2.11 In the interest of flight safety, the Pilot-in-Command may request clarification of information provided by the State concerning the person being deported, and shall be given as much additional information as is permitted under applicable laws or regulation

3. REQUIREMENTS FOR ESCORTS

- 3.1 When removal of a deportee is under consideration, the departing State must conduct a risk assessment of that deportee to determine whether the use of escorts, and if so - the number of escorts, is required.
- 3.2 When official enroute supervision of a deportee is warranted based on the results of risk assessment, the departing State shall ensure that escorts travelling with the deportee possess all travel documentation (passport, visa, etc.) required by destination and transit States, or that alternative arrangement have been approved by those States.
- 3.3 The departing State agrees to inform the operator, to the extent legally allowed, of the results of its risk assessment to facilitate the operator's internal evaluation and notification process.
- 3.4 Any limitation on the number of individuals identified as posing a possible risk to the safety of the flight that can be carried on a specific aircraft will be subject to the operator's policy, and to consultation between the departing State and the operator involved in the transportation.
- 3.5 Individuals identified as requiring in-flight supervision based on risk assessment who are brought to the point of embarkation in the custody of the departing State shall be escorted on the flight by qualified escort personnel.
- 3.6 When the departing State determines that a deportee must be escorted, and the itinerary involves a transit stop in an intermediate State, the departing State shall ensure the escort(s) remains with the passenger to his final destination. This requirement may be waived provided suitable arrangements are made in advance with the authorities and any connecting airline at the transit location.
- 3.7 When an escort for a deportee is based solely on legal requirements imposed by a State at a transit/transfer point, and not on any finding of risk, that escort requirement may be waived on the connecting flight, subject to applicable local regulations.

4. RESERVATION AND TICKETING

- 4.1 Flight reservations will normally be the responsibility of the departing State, and shall be agreed with the operator.
- 4.2 When making a reservation the departing State agrees to clearly indicate that the flight reservation concerns a deportee, and to furnish in writing, to the extent legally allowed, the information described in section 3.4. The notification must identify whether the deportee will be accompanied by escorts (DEPA) or will travel unaccompanied (DEPU).
- 4.3 When the deportee requires an escort, the reservation made for the accompanying escorts must clearly indicate their escort status and the name of the person being escorted.
- 4.4 Where possible, and subject to local agreement, ticketing for deportees should be accomplished well in advance of departure, and should not normally involve the deportee's presence at a ticket issuing location.
- 4.5 Tickets purchased by the State for deportee transportation should only be refunded upon the request of the departing State.

5. CHECK-IN AND BOARDING PROCESSES

- 5.1 Check-in and boarding processes will normally be adapted to fit the specific deportation situation and physical constraints of the airport facility.
- 5.2 In general, check-in and boarding of deportees should be as unobtrusive as possible and kept separate from the normal passenger process to the extent allowed by the existing airport facility.
- 5.3 Pre-boarding of deportees, especially those who will be escorted enroute, should be strongly encouraged.
- 5.4 Deportees requiring physical restraints should be boarded with their escort(s) in such a manner as to reduce the possibility of drawing undue attention.
- 5.5 Additional check-in and boarding process criteria should be agreed between the responsible authorities of the departing State and the operator at the local level.
- 5.6 The seating of deportees and their escorts on the aircraft should be guided by applicable policies established by the operator in consultation with the departing State.

6. SECURITY ISSUES

- 6.1 Where deportees are delivered to the aircraft via direct ramp-side transfer, State and airport personnel must cooperate with the operator to ensure that alternative arrangements are made which allow all applicable government-mandated security-screening requirements to be observed prior to embarking the deportee.
- 6.2 The hold (checked) baggage of deportees and escorts should be handled in such a manner as to avoid delaying the flight's departure in the event that the deportee does not travel.

7. RESPONSIBILITY ISSUES

- 7.1 Prior to presenting a deportee to the operator for outbound transportation, the departing State shall ensure that all official travel documentation, or at least that which is required by the transit and/or destination State for transit/entry clearance, has been obtained or otherwise arranged.
- 7.2 The operator will not be responsible for refusal by a connecting operator or the State of destination or transit. All reasonable costs to the operator resulting from such refusals and/or occurrences related to the conduct of the deportee will, except where contrary to national legislation, be borne by the departing State.
- 7.3 If entry into the destination (or transit) State is refused for any reason, the operator shall not be penalised or face other obligations or liabilities associated with the return of the deportee. The departing State shall, if no other solution is found within the time available, at its own expense arrange for transportation of the deportee back to the departing State.
- 7.4 Prior to his or her acceptance for boarding, all decision related to an escorted deportee will be the responsibility of the departing State.
- 7.5 At the point of the deportee's boarding, the Pilot-in-Command of the aircraft, in accordance with domestic law and international conventions, shall assume full authority in respect of the deportee. That authority may extend to refusing to accept an escorted or unescorted deportee for transportation when he/she considers that action to be in the best interest of flight safety. Such refusal shall be based on objective reasons related to the passenger and his/her action or behaviour being exhibited at the time of boarding or at a subsequent time.
- 7.6 The operator shall, when so requested by the departing State, provide reasons in writing for any instance in which transportation for a deportee is denied. Where necessary for the purpose of clarification, the response shall explain what additional requirements are to be met to enable transportation to occur.
- 7.7 The departing State shall ensure that the delay of a deportee at a transit point remains as short as possible. Any costs incurred as a result of a longer than necessary transit period between flights shall be borne solely by the departing State.
- 7.8 The departing State will continue to be responsible for the deportee until admission to the State of final destination (or other State authorising entry) has been granted.

8. USE OF RESTRAINTS IN FLIGHT

- 8.1 The use of restraining devices with regard to deportees on aircraft should be limited to actual need, and must conform to both the laws and/or regulations of the State and applicable operator policy. Departing States and operators are to ensure that their policies, and any changes to their policies, on the use of restraints are made known to each other.
 - 8.2 Escorts should be trained in the safe use of, and, subject to government regulation and the transporting operator's policy, have access to appropriate restraint devices when accompanying a deportee.
 - 8.3 Sedatives or other drugs may be administered as a restraining device only when their use complies with applicable legislation and the operator's policy.
 - 8.4 States that administer sedatives or other drugs to deportees must ensure that the deportee is accompanied to the final destination by a medical attendant, or by an escort suitably trained to administer the medication during travel.
-

Annex E

**GUIDANCE LEAFLET FOR PERSONS WITH REDUCED MOBILITY WHO
MAY BE INFREQUENT, OR FIRST TIME, FLYERS**

GUIDANCE LEAFLET FOR PERSONS WITH REDUCED MOBILITY WHO MAY BE INFREQUENT, OR FIRST TIME, FLYERS

As a Person with Reduced Mobility (PRM) you should be able to enjoy opportunities to travel by air. Most services you will need will be provided free of charge, e.g. assistance with boarding the aircraft. But it is worth making sure, when booking, that there will be no charges made.

To ensure all goes smoothly and your journey is as stress free and comfortable as possible there are some simple “points to follow:

- make sure you have all the information you need before finalising your travel plans
- be realistic about your own needs, particularly if you cannot walk long distances without help. The distances between the check in desks and the departure gates can be very long.
- identify the airline or tour company best able to meet those needs.
- contact them to make sure they know, understand and can meet your particular needs.
- don't assume that help will be available “on demand”. Pre-booking assistance is the best approach.
- don't assume that staff know the best way to lift or transfer you - if they don't ask, tell them!

The airline also has responsibilities to you as a passenger. You must both play your part if the journey is to be as comfortable and stress free as possible.

Under international agreements compensation for lost or damaged personal baggage (which includes mobility equipment) will be calculated on the basis of the weight of the item(s), not their value. Before you travel you should make sure your travel insurance provides cover for your mobility equipment. You may need to take out an additional cover.

Getting the information you need

Assistance

There may be specialist organisations in your country who can advise you on the services offered by various airports and airlines. They will generally be well experienced in dealing with PRMs and can offer informed advice on the services available. Some may also be able to make your travel arrangements direct.

Alternatively, you may want to use a particular travel agency or booking agent. It is vital when you make your booking that you tell the agent about your particular travel needs so that they can be recorded as part of your booking. And you will need to check that they have recorded all the information accurately.

Your needs

Airlines use an internationally recognised coding system to identify the level of assistance they will need to provide to particular PRMs. A copy of that list is attached.

The questions the agent (or through them, the airline) asks may seem intrusive, but they are necessary to ensure that you receive the type of service you need. The following are some examples of the questions you might be asked:

1. What type of disability do you have?
2. Are you able to walk through the airport terminal to the aircraft, or will you require a wheelchair/buggy?
3. If you require a wheelchair will you be using your own chair?
4. Is the chair:
 - collapsible?
 - power operated?¹
- 4 Do you need the airline to provide someone to push you in your wheelchair?
- 5 Are you able to walk up and down aircraft steps, or will you require assistance boarding and disembarking?
- 6 Can you transfer from a wheelchair unaided?
- 7 Are you able to walk about inside the aircraft, or will you need to use an on board wheelchair?
- 8 Do you need to know if the airline can provide a toilet that is accessible to the onboard wheelchair?
- 9 What assistance will you need, if any, during the flight. If so please specify? The airline cannot assist with feeding, lifting, communicating, medicating and toileting. If you need help with those you will need to be accompanied.
- 10 What type of seat suits you best?
- 11 Are you taking any medical equipment?
- 12 Are you asthmatic or do you have other breathing difficulties?
- 13 If you also have a serious medical condition, you must contact the airline and it may be necessary to provide a « Fitness to fly » certificate. You may be asked at the airport to confirm your fitness to fly.

Booking

You will be able to have access to all types of ticket, e.g. economy, business, apex, etc..., but not all of those types of ticket may be able to offer the level of service you require. For example, if you need extra legroom an economy class seat may be unsuitable. You are strongly advised to make your reservation in advance where possible 7 days in advance, but at least 48 hours before you intend to travel. This should ensure that the assistance you need is made available. It may also save disappointment. Aviation requirements limit the number of PRMs who can travel on any flight; it is related to the size of the aircraft and the level of service required by the passenger. By booking early you can make sure that you are not the one left behind. Of course, if you need to cancel a reservation you should let the airline know as soon as practicable so that your seat is available for other PRMs.

It is also worth confirming the arrangements in advance, to check that all the assistance you need, and any other special requirements, are recorded on your booking.

¹ If the airline doesn't ask for this information, you should tell them anyway. They will need to know what type of battery is fitted to the wheelchair if they are to provide safe carriage. You should also be advised to remove the "control box" from the wheelchair and carry it in your hand luggage to avoid any risk of it being lost or damaged.

Boarding and disembarking

If your pre-planning has worked then all your needs should be met in accordance to your booking.

If you use a wheelchair, you need to be aware of what will happen to it during the flight.

It may be possible to store a manual, folding wheelchair in the passenger compartment if suitable accommodation is available.

It is more likely, however, that your wheelchair will be stowed in the luggage hold; this would certainly be the case for all powered wheelchairs.

In either case, airports and airlines should allow you to remain in your own wheelchair to the door of the aircraft. They should also deliver your wheelchair to the same place upon arrival at your destination. In the case of powered wheelchairs this may not be possible. If, for safety reasons, the wheelchair needs to be stowed in a particular way in the aircraft hold, or at airports where wheelchairs have to be lifted up and down stairs at the gate and staff would be at risk, the airline may not be able to allow you to remain in your own wheelchair.

On board

Make sure you have any necessary medication in your hand baggage and check that you have packed enough to cover any delays to your flight.

If you require the use of an onboard wheelchair then this should have been recorded when you made your booking.

If you have a sensory impairment, the airline staff should make themselves known to you and should offer the appropriate level of assistance during the flight. For example, they should explain the emergency procedures and they can assist with food packaging.

If you have breathing difficulties and require supplementary oxygen for the duration of the flight, the airline will provide on board oxygen. Some airlines will make a charge for this service. But you cannot take your own oxygen. If you need oxygen only in an emergency there will be no need to order an oxygen cylinder. The standard, emergency oxygen which is provided by all airlines will be available.

At the end of your journey

If the airline meets all your needs - in accordance with your booking - then your journey should be as comfortable as anyone else's. But if things do go wrong, it is worth notifying the problems promptly to the relevant bodies.

In the first instance complaints should be addressed to the Head of Passenger Services of the airline, and/or to the Airport Manager. If you are not satisfied with the response you receive then you may want to consider taking it up with the aviation authority or the ministry of transport in your country.

AIRLINE CODES

- WCHR Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- WCHS Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

WCHC Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.

DEAF Passenger who is deaf or a passenger who is deaf without speech.

BLIND Blind.

DEAF/BLIND

Blind and deaf passenger, who can move about only with the help of an accompanying person.

STCR Passenger who can only be transported on a stretcher.

MAAS (Meet and assist)

All other passengers in need of special help.

Doc 30 contains another category, which is not yet internationally recognised:

WCHP Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair.

Annex F

**SPECIALIST GUIDANCE MATERIAL FOR SECURITY STAFF -
KEY POINTS FOR CHECKS OF PRMS**

SPECIALIST GUIDANCE MATERIAL FOR SECURITY STAFF - KEY POINTS FOR CHECKS OF PRMS

Persons with reduced mobility (PRMs) are not exempt from security checks, but it is important that such checks are carried out carefully and sensitively.

General

- use plain clear speech, not jargon words
- address the person directly and naturally
- think carefully about the implications of any action you may take
- in all situations security clearance should be performed in a dignified manner
- explain why a different screening method is necessary
- always explain the procedures you are following
- verify that all special needs are correctly identified
- do not impose help

Body Search

- be aware of hidden disabilities
- are you able to recognise common medical aids and understand suitable methods to search them?
- always offer a private search out of the view of other people
- ask the PRM how to best help them and listen carefully to their needs
- invite the PRM to voice any discomfort and be prepared to use an other technique if necessary
- when searching someone in a wheelchair, crouch down to be at their height
- use firm but gentle movements. Be discreet
- make sure that the person can stand on their own before you take away a stick, walking frame or crutches to search them
- arrange guidance for a blind person before taking away a white stick or the guide dog

Wheelchair search/assistance dogs

- airport wheelchairs should be checked regularly
- special search procedures should be applied to personal wheelchairs
- the harnesses worn by assistance dogs will activate the security machinery

Baggage search

- the person may not be able to lift the bag on, or off, the x-ray machine
- the person may not be able to hear your cry of “Whose bag?” nor see their bag in order to identify it following x-ray screening
- always call for a witness when searching the bag of a blind person
- re-pack bags carefully. It is important that the contents of a blind person’s bag are replaced exactly as you found them
- ensure all medication is carefully repacked
- be discreet especially when handling medical aids
- always remember the option of a private search
- always remember that the security clearance should be performed in a dignified manner

Note

Remember, it is important to be thorough but you do not have to stick rigidly to the procedure as long as the job gets done to the necessary standard.

SECURITY SEARCHES

DIGNITY

Remember to focus on the person, not the disability. All passengers should be treated with respect.

AWARENESS

Not all disabilities are obvious. For example, some passengers may be deaf or hard of hearing, and others may have learning disabilities.

Always speak clearly and look directly at the passenger. Keep the language simple - this will help people with learning disabilities and others who may not have a good command of your language.

Ask how you can assist and LISTEN to the advice which is offered. Disabled people are best placed to advise on how to deal with their particular needs

SENSITIVITY

Some people will find it impossible to lift their arms or move in a particular way. Once you have established what they can do be prepared to listen to their comments during the procedure and act upon them. A badly handled search can lead to pain for hours or maybe days afterwards.

After baggage searches remember to replace the contents of blind people’s bags in the order you found them.

DISCRETION

Remember that there are private rooms available for searches.

When handling personal possessions, particularly those relating to hygiene or other disability needs, be discrete.

Reverse side of leaflet:

Persons with Reduced Mobility (PRMs) should be subject to security screening in the same way as other passengers. But while it is important to be thorough when searching PRMs, you do not have to stick rigidly to the procedure as long as the search is carried out to the necessary standard.

Annex G

**LETTER ON INFORMATION TO THE COMPETENT AUTHORITIES OF TRANSIT
AND DESTINATION STATES ABOUT INADMISSIBLE PASSENGERS**

Annexe G

DE / VON / FROM :
(AUTORITÉ ÉMETTRICE / CONTROL
AUTHORITY)

FONCTIONNAIRE
COMPÉTENT /
OFFICIAL
IN CHARGE

NOM / NAME

PRÉNOM / FIRST NAME
.....

TELEPHONE

FAX

E-MAIL

INFORMATION DESTINÉE AUX AUTORITÉS COMPÉTENTES DES PAYS DE TRANSIT ET DE DESTINATION SUR LES PERSONNES NON ADMISSIBLES (INAD)¹

INFORMATION TO THE COMPETENT AUTHORITIES OF TRANSIT AND DESTINATION STATES ABOUT INADMISSIBLE PASSENGERS (INAD)²
DATE / DATE :

FAX A / TO :	(DESTINATAIRE / ADDRESSEE)	TELEPHONE
		FAX
		E-MAIL

1 INAD

NOM / NAME	PRÉNOM / FIRST NAME	NÉ LE / DATE OF BIRTH	LIEU DE NAISSANCE / PLACE OF BIRTH	NATIONALITÉ / NATIONALITY	SEXE / SEX
.....	M F
SANS DOCUMENT / NO TRAVEL DOCUMENT	SANS VISA / NO VISA	FAUX PASSEPORT / FRAUDULENT PASSPORT	FAUX VISA / FRAUDULENT VISA	VISA ÉCHU / EXPIRED VISA	AUTRES / OTHERS

2 INFORMATION CONCERNANT LE REFOULEMENT / ABOUT THE REMOVAL

DATE / DATE : DOCUMENTS : **COVERING LETTER** SELON / ACCORDING TO 3.45 ANNEX 9
AUTRES / OTHERS : (LESQUELS / WHICH ?)

ROUTING DE / FROM : (DEPARTURE)	PAR / VIA : (TRANSFER CITIES)	À / TO: (DESTINATION)
(FLIGHT NUMBER) / 00:00	ARRIVÉE / ARRIVAL TIME : 00:00	DÉPART / DEPARTURE TIME (FLIGHT NUMBER) / 00:00

ESCORTÉ PAR / ESCORTED BY :

RISQUES / RISK EVALUATION :

REMARQUES / OBSERVATIONS :

Signature : _____

NOUS VOUS INVITONS À NOUS FOURNIR, EN CAS DE BESOIN, AIDE ET ASSISTANCE AFIN DE FACILITER LE TRANSPORT DE CETTE PERSONNE JUSQU'À SA DESTINATION FINALE. D'AVANCE NOUS VOUS REMERCIONS TRÈS CORDIALEMENT - WE KINDLY REQUEST YOU TO PROVIDE, IF NECESSARY, AID AND ASSISTANCE IN ORDER TO FACILITATE THE TRANSPORT OF THIS PASSENGER TO HIS/HER FINAL DESTINATION. THANK YOU VERY MUCH.

¹ conformément aux ch. 3.59.1 Annexe 9, 11^{ème} édition, et ch. 2.3 Doc 30

² according to item 3.59.1 Annex 9, 11th edition, and item 2.3 Doc 30

Annex H

GUIDELINES FOR THE REMOVAL OF INADMISSIBLE PASSENGERS

The goal of this document is to present best practice guidelines for the safe and orderly removal of inadmissible passengers. However, nothing in this document is to be construed as to contradict national legislation, regulations, or court decisions.

1. DEFINITIONS

For the purposes of this document, the following definitions shall be applied unless otherwise indicated:

- 1.1 “**ADMISSION**” means the approval for entry of an individual into a State, which is granted under the provisions of national legislation of that State.
- 1.2 “**ESCORT**” (for the purposes of these guidelines only) means a person or persons authorised by the public authorities or the operating carrier, and trained to accompany a person under removal order during a flight/
- 1.3 “**FRAUDULENT DOCUMENT**” means any travel document that is counterfeit or altered in any manner, or obtained through fraud.
- 1.4 “**IMPOSTER**” means any individual who presents or otherwise makes use of official travel documents issued to another person (NB: not defined in UN Protocol).
- 1.5 “**INADMISSIBLE PASSENGER**” means a passenger who is refused admission to a State by authorities of that State, or who is refused onward carriage by a State authority at a point of transfer, e.g. due to lack of a visa, expired passport, etc.¹
- 1.6 “**OPERATING CARRIER**” means the carrier whose own aircraft (or aircraft it has leased to support its flight activity) is used to operate a flight for which a single designator applies, or for code-share flights for which more than one carrier’s designator code and flight number applies. The aircraft’s livery (paint and corporate logo), especially in respect of regional airlines, should not be the sole determining factor.
- 1.7 “**REMOVAL ORDER**” means a written notice delivered by a State, directing the operating carrier to remove an inadmissible passenger from its territory.

2. CATEGORISATION OF INADMISSIBLE PASSENGERS

There are three general categories of inadmissible passengers. Each may warrant a unique approach by the individual parties.

- 2.1 Improperly Documented Passengers: The improperly documented passenger who is found inadmissible is typically a traveller who does not hold the documents specified by the State as required for entry or transit. Most commonly, this involves a lack of valid unexpired passport and/or visa.
- 2.2 Fraudulently Documented or Undocumented Passengers: These passengers fall into several sub-categories, but in almost every case, represent individuals using illegal means to circumvent or otherwise avoid detection during migration controls. Each of the following sub-categories represent individuals who, for the most part, have resorted to illicit means to circumvent normal document control measures implemented by the operating carrier and/or controls implemented by States at their borders.

¹ IATA Passenger Service Conference Resolution 701.

- 2.2.1 No documents on arrival: Except in isolated cases where a passenger's travel documents have been lost or stolen enroute, most passengers arriving without documents have deliberately disposed of those after passing through the operating carrier's screening process.
- 2.2.2 Fraudulent Documents identified on arrival: persons in this category are found to be carrying counterfeit, altered or forged documents.
- 2.2.3 Genuine Documents held by impostors: impostors using genuine travel documents issued to another person, are also considered undocumented upon arrival at the port of entry.
- 2.3 Other Admission Refusals: States often refuse admission to persons who are in possession of all required documents, and who appear to the operating carrier to meet all other conditions for entry. Reasons for such refusals may include, for example, lack of funds, information contained in a State's border control database, and/or other pertinent factors.

3. TIME LIMITS FOR OPERATING CARRIER OBLIGATIONS IN RESPECT OF INADMISSIBLE PASSENGERS

- 3.1 States are encouraged, to the extent allowed by national legislation, to establish a maximum period during which an operating carrier can be held responsible for an inadmissible passenger's detention.
- 3.2 Where a passenger has been definitely granted admission to a State, and is subsequently found removable for any reason, the State should not modify his/her status to "inadmissible".

4. NOTIFICATION CONCERNING FINDINGS OF INADMISSIBILITY

- 4.1 When a passenger is found inadmissible upon arrival, or final determination of admissibility is pending, the State should notify the operating carrier or its local representative in writing at the earliest possible opportunity, but in most cases, within 24 hours following that arrival.
- 4.2 To assist in the notification process, the operating carriers should provide primary contact names at the port level to whom notices should be delivered.
- 4.3 When requiring an operating carrier to remove an inadmissible passenger, the State should normally provide a written Removal Order to the inbound carrier prior to removal which contains as best known, the name, age, gender, and country of citizenship. Where practicable, the State should inform the carrier of the destination to which the inadmissible person should be removed.
- 4.4 When the State has identified relevant risk factors regarding an inadmissible passenger, the State should notify the operating carrier of this finding in sufficient time so that the operating carrier may make appropriate arrangements.

5. TIMEFRAME FOR REMOVALS AFTER DETERMINATION OF INADMISSIBILITY

- 5.1 When a passenger is found inadmissible, the removing State is encouraged to allow the operating carrier, on a case-by-case basis, a reasonable amount of time during which to effect that passenger's removal via its own services. However, in most cases this should be the next available flight. If such removal cannot be accomplished within 24 hours

using its own services, the State may direct the operating carrier to make alternate arrangements.

- 5.2 The State should not normally prevent the departure of an operating carrier's aircraft pending a determination of admissibility of one of its arriving passengers.
- 5.3 When an inadmissible passenger needs to be removed and the travel document has been seized or is absent, the removing State should use the ICAO-recommended "Documents relating to the return of inadmissible persons" in lieu of a seized or absent travel document.
- 5.4 Where the State of destination or any transit point(s) requires the inadmissible passenger to be returned on a travel document that is fraudulent, or is known to refuse to accept the document referred to in 5.3 above, that fraudulent document should be appropriately annotated, subject to agreement of the issuing State. The annotated travel document, accompanied by a completed "Document relating to the return of inadmissible persons", should then be provided directly to the operating carrier — who will then be obligated to deliver it to the authorities of the State of destination.
 - 5.4.1 When a replacement travel document must be obtained in order to facilitate removal and acceptance of the inadmissible passenger at his/her destination, the authorities of the State ordering the removal should provide as much assistance as practicable in securing that document.
 - 5.4.2 Except where required by national legislation or risk to national security, the State should not normally require removal of an undocumented inadmissible passenger from its territory until a replacement travel document has been obtained, or suitable alternate arrangements with the State of destination or of transit have been agreed.

6. ESCORTS FOR INADMISSIBLE PASSENGERS

- 6.1 Escorts are normally the responsibility of the operating carrier, where liability of that carrier has been established. However, the State may provide the escort(s) on a case-by-case basis or as appropriate, under national legislation. Provision of such escorts, subject to national legislation, may be at the carrier's expense.
- 6.2 Where the State supplies the escort(s) on behalf of the operating carrier, the State and the operating carrier are encouraged, subject to national legislation, to mutually agree to the conditions under which escorts shall be used.

The State should establish consistent procedures to be followed in the event that escort services are not available when an inadmissible passenger, who has been identified as posing an in-flight risk, is required to depart. Such procedures should address and ensure safety of flight and be responsive to legitimate carrier concerns.

Annex I

**GUIDELINES ON
FACILITATION OF AIR CARGO**

It is essential for air cargo facilitation that the provisions in ECAC Doc. 30 are interpreted with consistent clarity. These Guidelines, which are designed to help achieve this objective, cast no obligation on ECAC Member States. They are merely explanations and examples of best practices to assist in implementing Doc. 30 recommendations.

Even though Customs can be seen as the main public authority involved in cross border transportation, this term, when used in the Guidelines, includes other relevant official agencies such as veterinary and phytosanitary controllers.

3.1 Customs treatment of air cargo and automation

3.1.1 In pursuance of Standard 2.8 of Annex 9 ECAC Member States should encourage the electronic transmission of information required for the entry and departure of an aircraft

It is common practice for an increasing number of public authorities, including Customs, to exchange such information electronically. Paper declarations will become exceptional in future. Electronic transmission enables Customs to respond to the use of modern concepts of information and communication techniques by the international airline industry. It affords Customs the possibility to receive, send and process information most effectively so as to improve their level of control while, at the same time facilitating legitimate commercial operations.

As speed of movement is the most important asset of the aviation industry, trade also benefits if the information required by public authorities can be sent electronically. There are special advantages when agents or traders are allowed to supply information directly from their own automated system normally situated in their own premises and to receive responses directly from the relevant public authorities.

It is, of course, recommended that such electronic transmissions are based on the use of internationally recognised standards, including conformity with those in UN Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT). For example, messages sending manifest information are usually based on the UN/EDIFACT CUSCAR Customs cargo report message.

3.1.2 ECAC Member States should encourage all participants in the transport, handling and clearance of air cargo to simplify relevant procedures and documents and to co-operate or participate directly in the development of electronic 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.

This provision refers to community systems, already in use at many airports, which enable public authorities and the trade to exchange information for commercial logistical and official control operations, through a single central automated system.

Such community systems use standardized procedures and techniques to exchange information between public authorities, such as Customs, Immigration, Health authorities, etc. and the commercial operators such as airline handlers, freight forwarders, shippers, consignees, transporters etc. The same system can be used to exchange information on inbound or outbound air movements, airport authorities, air-traffic control, security authorities, etc. A community system can also handle data in respect of air waybills, cargo manifests, transport orders, arrival notifications, status information and Customs declarations. In some countries airlines are connected to a community system through the IATA SITA network.

The main purpose of this provision is to encourage public authorities and the trade to develop and use community systems, as a proven means of exchanging information between all relevant parties in order to simplify and accelerate all related procedures. Community systems can be established by private initiative, by local, regional or national governments or by co-operative public-private partnerships.

A growing proliferation of individual systems could face global and regional operators and regulatory authorities with the need to devise and maintain an unmanageable variety of different access and communication resources. Essential inter-operability, to avoid these problems, can be achieved by the use of suitable interfaces (transfer points) between the systems in use by the trade and systems in use by public authorities, whereby information can be exchanged electronically.

- 3.1.3 *ECAC Member States should consider the introduction of arrangements to enable traders to submit all the information required by public authorities in connection with an import or export electronically at the same time, to the same address.*

The obligation on trade to provide various public authorities with information on cargo and passengers at varying stages of movement may present obstacles to business efficiency. Although this information may be required for different purposes, many data elements required by public authorities, including identification of the aircraft, date and time of arrival, airport of departure, cargo information are identical. If the total requirements of such common elements can be combined into a single message according to commonly agreed structures and sent electronically to a single official destination, instead of being sent to individual agencies separately, costs are cut and rapid reliable deliveries are facilitated.

This concept, often referred to as a “single window or “one-stop shop”, can expedite and improve the flow of information between public authorities and the trade. The central principle is that the single public or official agency nominated to receive the overall information would redistribute data, as appropriate, to other relevant public authorities. Further facilitation can be achieved by arrangements between public authorities that any necessary physical checks will be co-ordinated and if possible take place at the same time and place.

These arrangements can be embodied and based on suitable Memoranda of Understanding (MOU). It is important that public authorities make maximum efforts to combine, harmonise and minimise the necessary information. This will be much facilitated by the use of advanced inter-communication methods, such as community systems mentioned in recommendation 3.1.2.

3.2 Pre-arrival processing

- 3.2.1 *ECAC Member States, in giving effect to Standard 1.5 of Annex 9, eleventh Edition, should, for the purposes of pre-arrival processing:*
- a) *refrain from requiring the lodgement of the pre-arrival data before the aircraft has left the country of departure;*
 - b) *limit required data to those necessary to identify the aircraft, the quantity and nature of the goods at arrival, accepting that this information may be ascertained from commercial documents. These data requirements should be specified in national legislation and determined in co-operation with all participants involved in the transport and handling of air cargo;*

- c) *waive the requirement for a separate general declaration and cargo manifest when at least the data elements contained in these documents are included in the pre-arrival information. ECAC Member States may ask for a separate statement that the goods have arrived in the country of destination.*
- d) *consider:*
 - i) *the development of automatic data processing systems for the lodgement of pre-arrival data;*
 - ii) *the use of the lodged pre-arrival data in subsequent procedures for the release/clearance of the goods*

Receipt of pre-arrival information enables public authorities:

- a) to use rapid processing in risk analysis systems;
- b) to give early permission to unload and,
- c) where appropriate select consignments for examination or grant immediate release or clearance.

This enables public authorities to focus available resources on to high-risk areas and reduce constraints on fully compliant traders by minimising interventions in the flow of goods presenting minimal risks.

- a) This practice will facilitate the processing of information by Customs at the earliest possible stage after receipt. To avoid wide variations in the period fixed for advance notification by individual Customs, it is important that this should not start before the moment the aircraft has left the country of departure, so that the requirements of public authorities in different Member States can provide a reasonably level playing field for commercial operations.
- b) Annex 9 states that data requirements shall be limited to a practicable minimum. The same principle should apply to pre-arrival information. To facilitate the flow of goods through airports as much as possible, public authorities should consult with trade to establish the level of information necessary, which could also include the information on the aircraft figuring on the general declaration. It is important that all these requirements should be specified in national legislation.
- c) When pre-arrival data is received electronically, and the data necessary for control purposes at arrival is correct, requests for a formal general declaration and cargo manifest would simply result in unnecessary duplication. Public authorities may be prepared to accept a notification of arrival, supplementing prescribed pre-arrival information, as a sufficient formal statement to fulfil the function of the general declaration and the cargo declaration.
- d) There is a constantly growing need for efficient communication. Electronic submissions eliminate the need for paper declarations and, where possible, supporting documents. Data duplication can be avoided and, once data has been checked and shown correct, it can be used for other subsequent Customs procedures for release or clearance of the goods, such as import or warehousing. Only the additional data, related to each such specific procedure should be needed by public authorities, as supplements to the information already available.

3.3 *Miscellaneous provisions*

3.3.1 *ECAC Member States should consider the introduction of simplified procedures for authorised persons allowing:*

- 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 declarant's premises or another place authorized by Customs;*
- c) submission 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;*
- d) transit procedures based on the use of cargo manifest or airway bill.*

The simplified procedures proposed in this recommendation relate to (Customs) procedures subsequent to formalities connected with arrival of consignments at the airport, which can be considered as a first phase. The documents, or their electronic equivalent, used in that phase are usually limited to the General declaration or equivalent document and the Cargo manifest or the Air Waybill, as prescribed in Chapter 2 of Annex 9. Release or clearance is not normally granted on the basis of these summary documents. The subsequent procedures, dealing with the onward movement of goods to their (final) destination, on, for example, import or transit, can be regarded as the second phase. In many cases responsibility for the goods for such subsequent procedures shifts to another person, e.g. a forwarding agent. The simplified procedures, suggested in this Provision, are based on the revised Kyoto Convention on the harmonisation and simplification of Customs procedures and are intended to facilitate rapid release or clearance. They are only offered to authorised persons with a high-quality record of compliance with Customs rules and obligations and relevant requirements of other public authorities. (Customs) warehousing may be dealt with in either the first or second phase, depending on the type of warehousing.

- a) This simplified procedure allows for the release of the goods when all the relevant information may not be immediately available. While information on description, quantity and value are needed to identify the goods, data may be temporarily lacking on transport arrangements or origin or in sufficient detail to complete valuation. A supplementary declaration is then necessary and this must be lodged within a prescribed time limit, for example, 24 hours, which should be specified in national legislation along with data essential for the initial declaration. It is also possible for the supplementary declaration to be followed and completed by a periodic declaration mentioned under (c).*
- b) The simplified procedure by which the goods are placed under a certain (Customs) procedure at the premises of the declarant can be of great benefit for the trade and will also help avoid congestion at airports. Public authorities should be satisfied of the quality of the declarant's compliance and recording systems before granting this procedure. The public authorities are notified immediately the goods arrive at the premises and can then decide, on the basis of risk analyses, whether they need to proceed to physical examination at the declarant's premises. This procedure is often combined with periodic declaration as mentioned under 3. 3.1. c).*
- c) When public authorities base controls on an incomplete declaration or when local clearance at the premises of the declarant has been allowed, it is often cumbersome to lodge a separate supplementary declaration for each consignment. Suitably compliant*

declarants can be allowed to lodge a periodic declaration, which summarises all initial declarations or all notifications. Such procedures can be accompanied by the grant of arrangements for payment of duties and taxes on the basis of self-assessment.

- d) A number of countries allow the use of the cargo manifest or the Air Waybill as the transit document for air movement to another airport. This may be conditional on the submission of certain data elements, for example the description of the goods and their status. Security may be required. It is common airline industry practice to move goods by road between airports over short distances (air trucking) and airlines frequently use their own means of transport for this purpose. A transit procedure is often used to cover such movements. It will facilitate this now common use of intermodal transport if the Cargo manifest or the Air Waybill can be accepted as meeting the descriptive requirements of the transit document. An acceptable (e.g. not consolidated) description of the goods and a statement of destination will normally be required as a pre-condition for such use of the Cargo manifest or Air Waybill. A security is usually needed.

- 3.3.2 *ECAC Member States should facilitate the transfer of air cargo from one aircraft to another within the same airport by the use of electronic means for the lodgement of the cargo declaration.*

While public authorities must be able to control all airport cargo movements, they should be able to reap the benefits of rapid transfer, once they have received electronic submission of satisfactory Cargo manifest data and processed these in risk-analysis systems to identify any need for physical examination.

- 3.3.3 *ECAC Member States should dispense with documentary controls over air cargo transferred from one flight to another at the same airport and rely, instead, on electronic tracing techniques, where available and adequate and efficient customs supervision of apron and warehousing areas.*

Normally goods brought into the territory of a country are subject to controls by public authorities that may include documentary checks. This provision may not cover documentary checks on the Cargo manifest or Air waybill but is mainly intended to deal with additional documents issued specifically for the goods in question, such as certificates of origin or health or import or export licenses. Some goods are prohibited or only allowed under special conditions.

Goods that normally attract special attention from public authorities may include weapons, drugs, consignments subject to veterinary or phytosanitary requirements, and alcohol and tobacco products. Although efficient supervision is essential for goods in transfer, minimal delay can be realized by using modern techniques such as those mentioned in Provision 3.3.3. and the use of electronically submitted Cargo manifest data under 3.3.2.

- 3.3.4 *ECAC Member States should review warehousing charges at airports with spare space resources and, if necessary, amend them to induce cargo owners and agents to remove their goods as quickly as possible.*

Storage accommodation is limited at many airports. Where warehouses are operated by public authorities, charges for storage could be increased, or a certain time limit could be introduced to encourage rapid removal of stored consignments. In the European Union storage is limited to twenty days after the arrival of the goods by air, by which time they must be allocated to a Customs approved treatment or use.

- 3.3.5 *In the context of Standards 2.20 and 2.21 of Annex 9, Eleventh Edition and the reference to penalties, ECAC Member States should allow an adequate time for the correction of inadvertent errors in the cargo manifest.*

The Cargo manifest is generally made up at the airport of departure. It is not unusual that certain consignments, although mentioned in the Cargo manifest, may, at the last moment, be withdrawn from or not available for, loading on the aircraft. Others may be loaded without being included in the manifest. It is important, therefore, that the carrier be allowed to adjust the information in the Cargo manifest but this facility should be based on certain limits, covered in national legislation, to offer maximum transparency. These limits should specify a time limit after arrival or specify a permitted variation in quantity or in weight. When errors go beyond these legal limits public authorities should still allow correction when the declarant can provide satisfactory explanations for resulting differences, with supporting documents or other methods of proof. Such corrections are generally only permitted in respect of documents used at arrival, e.g. the manifest, and not for documents used in subsequent (Customs) procedures, such as transit.

Annex J

**CODE OF GOOD CONDUCT IN GROUND HANDLING FOR PERSONS
WITH REDUCED MOBILITY**

1.1 Who Should Receive the Services

Definition

A Person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness, or any other cause of disability when using transport and whose situation needs special attention and the adaptation to a person's needs of the service made available to all passengers

1.2 Introduction

The following specification provides guidance on the general nature and scope of the special assistance services to be provided and delivered at an airport in accordance with local, national & European legislation in order to ensure professional and seamless services to PRMs.

Air carriers, Ground Handling Companies and Airports should work together at a local level to organise special assistance for PRMs.

Arrangements for the provision of special assistance must be in accordance with the Ground Handling Directive and PRMs must not be charged directly for the assistance they require.

PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life. Discrimination towards PRMs in air travel must be prohibited. PRMs must not be refused booking or carriage due to their disability. PRMs must not be charged directly for the assistance they require.

1.3 Strategy for Special Assistance Services

Individual Airport communities should work in partnership to review and develop the way that special assistance services for Persons with Reduced Mobility are organised in order to support the principle of a professional and seamless service set out in the introduction.

Key strategies:

- The service must be delivered in a harmonised, transparent, non-discriminatory way and must be subject to audits and reviews in accordance with the European Ground Handling Directive.
- To improve levels of customer service and safety to PRMs, through a seamless service from quality supplier/s, implemented with quality staff, equipment and a quality organisational structure, operating to meet and exceed prescribed customer service and safety standards

1.4 Scope

The services to be provided, should include:

All pre-booking services should enable the PRM to notify his/her specific needs in accordance with the current IATA codes.

- A pre-booking service, utilising all aspects of all common and modern media (Web sites, e-mail, telephone text etc.. both nationally and locally, for all those PRMs requiring assistance on departure and arrival).
- Assistance from a customer's point of set down at the airport to check-in.
- Assistance with registration at check-in and with security processes.

- Assistance in proceeding to the gate at the correct time for pre-boarding.
- Assistance in boarding and disembarking, including the provision of a suitable service for passengers who require special access to/from the aircraft (in accordance with local or national regulatory requirements).
- Assistance in the retrieval of baggage, and with immigration and customs processes.
- Assistance from / to connecting flights both for landside and airside, inter and intra terminal connections.
- Assistance up to the first point of onward travel.
- Enabling the customer to use the airport facilities as requested, subject to sufficient time being available.
- Providing a wheelchair only service (non-assisted) as requested by passengers.
- Adequate assistance in case of (long) delays and/or cancellation of flights (covering the momentary needs of the PRM).

1.5 Operating Principles

Provisions regarding the facilitation of the transport of passengers requiring special assistance have been consolidated into the eleventh edition of ICAO - Annex 9, Chapter 8.

The following principles should be reflected in the operation:

- Operating in accordance with the provisions laid down within the European Ground Handling Directive.
- Airlines will be able to self-handle or choose another service provider. The service provider (air carrier, ground handling company and/or airport) must not charge the PRM directly. In any case, the service delivered must be in accordance, as a minimum, with the standards as defined in ECAC Doc.30, Part 1.
- 'Handover' procedures must be avoided where possible.
- Seamless service should be provided where applicable.
- An effective system of prioritising, scheduling and achieving timely assistance should be achieved.
- Clear guidelines for the customer in order that they understand the provisions of the services should be provided.
- Waiting/meeting areas at strategic points within individual airports should be provided in a suitable manner.
- Where buggies are used, they must be organised and managed in a way that maximises their efficient utilisation.
- The efficiency of the operation, ensuring that the most effective processes for redeploying staff and equipment are utilised, must continually be reviewed and improved.
- Training programmes, based on the requirements laid down within ECAC Doc 30, Part 1, appropriate to meet local regulations or national legislation, developed in partnership with national and European forums of disabled people (see service level).
- All necessary equipment used to provide assistance to PRMs that must comply with local & national legislation and also local airport requirements including national security regulations should be kept in readiness and provided by the service provider.
- It is recommended that airports allow blind passengers to be escorted by their guide dogs inside the terminals throughout their stay, provided airport regulations allow it, and under their conditions.

1.6 Operating Hours and Locations

The suppliers should operate the required service during operational hours in landside, terminal and airside areas according to local requirements.

Set down and pick up points will include forecourts, public car parks, taxi ranks, coach and rail stations or other interchanges (where these exist within airport boundaries).

1.7 Service Standards and Performance Monitoring

These must be mutually agreed on by the local Airlines Operators Committee and the Airport Authority Service as well as all other stakeholders including airlines which self-handle. Service level targets and standards should be included in the contract.

The following standards represent the minimum levels of service to be applied to the handling of PRMs. They are subject to adjustments agreed on by the local Airlines Operators Committee, the Airport Authority and all other stakeholders in accordance with the size of airport and the type of traffic concerned.

For Pre-Booked Departing Customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

For Non Pre-Booked Departing Customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

Note: Waiting times over 15 minutes are subject to availability of waiting areas as referred to in 1.5.

For Pre-Booked Arriving Customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of “on chocks”
- 90% within 10 minutes
- 100% within 20 minutes.

For non pre-booked Arriving Customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of “on chocks”
- 90% within 35 minutes
- 100% within 45 minutes.

1.8 General

- All customers should be satisfied with the assistance provided
- 100% of departing customers should reach their aircraft in time to enable timely preboarding and departure.

Training is required for all employees including the management who deal directly with the travelling public at airports and shall be tailored to the employee's function. At least they should receive annual customer service training and disability awareness training, which should include the following:

- Information on the range of disabilities incl. all types of temporary disability (broken legs, arms etc.)
- Skills needed to communicate with disabled people, particularly those with a hearing impairment or learning difficulties.

To deliver at least the minimum standards of service as defined in ECAC Doc 30, Part 1, the service provider of the special assistance to PRMs will employ well-trained and educated staff only.

Note: Training Courses should be developed in partnership with local, national and European forums of people with a disability.

1.9 Performance & Quality Monitoring

There will be regular reviews to monitor the service provider performance against these standards and to continually improve performance-monitoring systems. Performance against some or all of the standards should be used to publicise the services provided and these could also be included within any future passenger charter.

Whilst regular market research surveys will be undertaken to measure performance, the suppliers should be expected to introduce their own performance monitoring systems and to provide reasonable data as required by the airport community.

2. Promoting Awareness

The service provider will be expected to provide useful information to the public and other airport organisations promoting awareness of the special assistance services or arrangements available.

They should also emphasise the importance of pre-booking and exploit the growing use of the Internet ensuring that information provided is in all accessible formats.

Annex K

**GUIDELINES ON GROUND HANDLING FOR
PERSONS WITH REDUCED MOBILITY**

GUIDELINES ON GROUND HANDLING FOR PERSONS WITH REDUCED MOBILITY

Introduction

1. Minimum standards of services

1.1 Scope of services

1.2 Quality of service

1.2.1. Minimum Service Requirements

1.2.2. Standard Operating Procedures and Protocol

1.2.3. Conditions

1.2.4. Complaints Handling

1.3 Equipment

2. Staff training

2.1 Training of staff who deal directly with the travelling public

2.2 Training of staff assisting people with reduced mobility (PRMs)

Introduction

Member States should ensure that the necessary measures are put into place at airports for "seamless" assistance to be provided to PRMs by staff trained and qualified to meet their needs.

particular attention should be given to raising staff awareness of the specific needs of different groups of people with disabilities - physical, sensory (hearing and visual), hidden, or intellectual. the utmost consideration should be given to ensuring that PRMs are treated with respect and dignity and that they are able to maintain their independence,

assistance should be available from the designated arrival area at the airport to the point at which the PRM is seated on board the aircraft and vice versa. appropriate equipment to assist the prm should be available and provided when necessary.

Organisations representing different groups of people with disabilities should be consulted in the development of training programmes, policies and procedures.

Detailed guidelines are provided below.

1. Minimum standards of services

1.1 Scope of services

The services to which this section applies should include assistance and provisions as outlined in "Annex J. 1.4 Scope" of this Document. The scope of services should also include:

- (a) appropriate assistance in locating facilities, including (but not limited to) toilets, baggage delivery, money exchange, connecting modes of transport, arrival meeting points, telephone or other accessible means of communication;
- (b) appropriate assistance with transporting luggage to and from the designated set down points of the airport.

1.2 Quality of service

1.2. 1 Minimum Service Requirements

The requirements, to be followed by the provider of assistance to PRMs, shall be agreed following consultation with stakeholders including organisations of PRMs, airlines, and the airport authority.

This consultation will also determine the designated arrival and set down points for PRMs.

These requirements should form the basis of Service Level Agreements (SLA)

1.2.2 Standard Operating Procedures and Protocol

Service providers should have Standard Operating Procedures (SOPs), including normal, contingency and emergency procedures laid down in a Protocol.

1.2. 3. Conditions

In addition to Annex J, special attention should be given to the following:

- (a) Staff at the airport have a responsibility to ask each PRM about the most appropriate way to provide assistance to them (e.g. how do they like to be guided or escorted, what causes them pain or discomfort etc).
- (b) Lifting a passenger with a physical disability from one wheelchair to another and from or into an aircraft chair should always be carried out by two staff members. The transfer should be performed with the greatest consideration for the dignity, safety and comfort of the PRM.
- (c) Under no circumstances should staff assisting a person with a physical disability manually carry him/her in order to provide boarding or deplaning assistance. The only exception is where no alternative is available for aircraft with 19 seats or fewer and health and safety and manual handling issues have been fully considered.
- (d) The service provider should not leave a passenger with a disability unattended for more than 30 minutes, unless otherwise agreed with that passenger.

1.2.4 Complaints Handling

Service providers must designate staff, who are specially trained and whose responsibility is to investigate and resolve complaints and disagreements.

1.3 Equipment

For optimal assistance the following specifications are recommended. However they are not intended to be exclusive or restrictive or to inhibit the development of new designs:

- (a) **Wheelchairs** (preferably of the non-folding type and capable of being self-propelled) with a rigid seat, high backrest, detachable armrests, adjustable leg-rests, movable footrests and an adequate brake.
- (b) **Boarding wheelchairs**, which would be used to transport PRMs to and from their seat in the aircraft. These should be provided with folding armrests, a solid seat and back-support, an adequate braking system and safety belts
- (c) **Mini-carts/buggies** (electrically powered carts) to transport PRMs in the airport building where required by the airport layout. Use of these vehicles has to be in accordance with airport authority regulations.
- (d) **Accessible vehicle(s)** to transport PRMs between terminals and between a terminal building and remote aircraft stands where other passengers are transported by bus. If the buses provided for other passengers are not accessible to PRMs (wheelchair users), specialised vehicles should be provided which are available on the same basis. Unless they are low floor vehicles on which wheelchair securing is not required, the vehicles must be equipped with a system that securely locks wheelchairs into place and fitted with passenger restraint systems, in accordance with the standards for such a system in the given country. They must also be equipped with a boarding device - ramp or lift - to enable the PRM (wheelchair users) to board and alight from the bus. The vehicles must be designed for the transport of persons.
- (e) **Lifting vehicle(s)** capable of taking a PRM/wheelchair user up to the threshold of the aircraft door when the aircraft is on a remote stand. These vehicles should adhere to all existing standards and regulations on safety.

Such equipment should only be used for those PRMs who need it.

Equipment used for the assistance of PRM passengers should undergo regular safety inspections and maintenance. Maintenance records should be kept up-to-date at all times.

2. Staff training

The training principles listed below are by no means exhaustive. These list only the basic essential principles and should, in time, be supplemented by a detailed training manual. The training must be tailored to the employee's functions.

Organisations representing different groups of people with disabilities should be consulted in the development of training programmes.

2.1 Training of staff who deal directly with the travelling public

All airport and airline personnel who deal directly with the travelling public, including security personnel, guards and porters, should be trained to be made aware of and, where appropriate, be able to meet the needs of PRMs.

This training should be focused on disability awareness training, including training on:

- (a) awareness and appropriate responses to passengers with physical, sensory (hearing and visual), hidden or learning disabilities, including how to distinguish between the different abilities of individuals whose mobility, orientation, or communication may be reduced;
- (b) barriers faced by PRMs, covering attitudinal, environmental/physical and organisational barriers;
- (c) assistance dogs, including the role and the needs of an assistance dog;
- (d) dealing with unexpected occurrences;
- (e) interpersonal skills and methods of communication with deaf and hearing impaired people, visually impaired people, speech impaired people and people with a learning disability;
- (f) general awareness of ECAC, IATA and EU guidelines and legislation on air passenger rights including ECAC Document 30, Section 5 and its relevant Annexes including this one;
- (g) how to handle wheelchairs and other mobility aids carefully to avoid damage, (for all staff who are responsible for baggage handling).

Staff should receive refresher training at least every two years and attendance at the training should be recorded.

All new recruits should be given disability-related training when starting work.

2.2 Training of staff assisting PRMs

In addition to the areas of training listed in Section 2.1 above, all staff assisting PRMs at an airport should also be capable of distinguishing between different types of disabilities (and the corresponding IATA code) and should have knowledge of the most appropriate form of assistance for each, including:

- (a) how to help wheelchair users make transfers into and out of a wheelchair;
- (b) skills for providing assistance to PRMs travelling with an assistance dog, including the role and the needs of those dogs;
- (c) techniques for escorting blind and partially-sighted passengers and for the handling and carriage of guide dogs and other assistance dogs;
- (d) an understanding of the types of equipment which can assist PRMs and knowledge of how to handle such equipment;
- (e) the use of the boarding and deplaning assistance equipment used and knowledge of the appropriate boarding and deplaning assistance procedures that safeguard the safety and dignity of PRMs;
- (f) sufficient understanding of the need for reliable and professional assistance. Also awareness of the potential for certain disabled passengers to experience feelings of vulnerability during travel, because of their total dependence on the assistance provided.
- (g) first aid.

On a yearly basis, as an absolute minimum, staff should receive refresher training sessions on assisting PRMs. Attendance at the training sessions should be recorded in each staff member's personnel file.

All new recruits should be given disability-related training when starting work.

Annex L

GUIDELINES ON TAX REFUND FOR TRAVELLERS

Introduction

In many countries travellers that are resident outside the customs/fiscal territory can buy goods for personal use with VAT exemption. Nowadays tourism is an important part of the national revenues and therefore the issue of tax refund is a very important for customs administrations that have particular interest in implementing efficient procedures for travellers getting tax-refund.

1. LEGAL BASE

- European level (only for Member States of EU.)
VAT exemption based on article 15.2 of the sixth VAT Directive nr. 77/388 (OJ L n. 145, dated 17 May 1977);
- National level
Provisions based on VAT code
For EU member states, national legislation based on the EU Directive
Operational instructions issued by customs and tax administrations.

2. GENERAL CONDITIONS

The conditions for granting the exemption are in general the following:

- the goods must be part of the personal baggage of the travellers and bought for personal use (not for commercial purposes) or as gifts for relatives;
- the traveller is not a resident of the country where the goods are bought. When the purchase took place in the EU, the buyer must be a third country resident;
- the minimum value of the goods, including VAT, varies from country to country. In some countries there is no minimum limit of value while in others it ranges from 135 euros to 250 euros. For the E.U. Member States the minimum limit of value is currently set at 175 euros, but Member States may apply a value of less than that amount. In most ECAC countries a maximum value does not apply;
- proof of export must be supplied by an invoice or another document stamped by the customs office of exit. In some countries an additional export declaration is required;
- the relevant goods must be exported in general within 30 days after the purchase date; in the E.U. Member States the goods are transported to a destination outside the Community before the end of the third month following that in which the supply is effected.

The proof of export is in general retained by the seller who directly applies for tax-refund. Specialised companies offer the travellers an immediate repayment of VAT charging a fee and carrying out all the necessary formalities.

Problems arise by the practical implementation of tax-refund procedure at the Customs office of exit and it is essential to solve them in order to offer a better service to travellers. An electronic data exchange between the seller and the customs office is recommended, if the seller and the customs office are both on the travellers airport of exit.

ECAC Member States, in giving effect to tax-refund should implement clear and harmonized procedures in order to avoid any difficulty for the travellers. The following Guidelines are designed to help achieve the foresaid purposes and cast no obligations on ECAC Member States. They are merely examples of best practices that could be implemented by competent authorities of countries where tax-refund is applied.

3.1 CUSTOMS/FISCAL CONTROL OF PERSONAL BAGGAGE OF TRAVELLERS

In order to facilitate the control of baggage, the competent authorities of ECAC Member States should take proper measures such as:

- affixing the customs stamps on the invoice, other document or the export declaration, and
- restricting the further delivery of hold baggage to the check-in counters after the customs control, insuring that goods will leave the customs/fiscal territory.

It has been realised that queues can be formed by travellers waiting for customs visa and stamps. The competent authorities of ECAC Member States should take proper measures to enable the customs offices to refrain from carrying out control when the value (VAT included) of the goods does not exceed the sum of 500 euros or equivalent value in national currency or carry out random checks . In implementing controls for goods whose value exceeds the said sum the customs offices should avoid- as far as possible –making systematic controls but use risk management. In addition ECAC Member States could also seek for cooperation with the specialised companies who offer immediate repayment in order to inform Customs about any irregularities noticed when they deal with the relevant documents and the goods concerned, presented by the traveller. Cooperation with the companies concerned could be concluded with a Memorandum of Understanding (MOU).

3.2 INFORMATION FOR TRAVELLERS

The competent authorities of ECAC Member States should take proper measures to provide clear and complete information for travellers about tax-refund procedures, including brochures, leaflets in different languages and information on customs websites.

List of main airports in Europe where tax-refund procedure is implemented¹

Belgium

Brussels National Airport (Zaventem)
Ostend
Antwerp (Deurne)
Bierset (Grace-Hollogne)
Charleroi (Gosselies)

France

Roissy-Charles de Gaulle
Paris-Orly
Bâle-Mulhouse
Bayonne
Bordeaux-Mérignac
Fort-de-France
Genève-Cointrin
Lyon-Saint-Exupéry
Marseille-Provence
Montpellier-Méditerranée
Nice-Côte d'Azur
Nantes
Pointe-à-Pître
Saint-Denis de la Réunion
Strasbourg-Entzheim
Toulouse-Blagnac

Germany

Berlin-Tegel
Düsseldorf
Frankfurt am Main
Hamburg
Hannover
Köln
München
Stuttgart

Italy

Roma Fiumicino
Milano Linate
Milano Malpensa
Genova
Venezia
Bologna
Firenze
Napoli
Catania
Palermo
Cagliari
Olbia
Alghero
Bari
Bergamo Orio al Serio

Switzerland

Genève-Aéroport
Zürich-Flughafen
Basel-Mühlhausen Flughafen

United Kingdom

Heathrow (London)
Gatwick (London)
Manchester
Glasgow

1. List of airports to be extended to those of the 42 ECAC Member States.]

Annex M

KEY PRINCIPLES FOR ADVANCE PASSENGER INFORMATION SYSTEMS

1. Introduction

Advance Passenger Information (API) involves the capture and transmission of certain elements of a passenger's biographic data contained in the travel document and flight details by the carrier to the border control authorities. API has a number of applications. It can facilitate passenger travel and border control processes. It can also, where appropriate, be a useful tool for law enforcement and anti-terrorism purposes.

2. Key Principles

- i) Member States, when seeking to introduce an API system, should take account of these ECAC Guidelines.
- ii) Member States should consider international Standards and Recommended Practices contained in Chapters 3-47 to 3-47.3 of ICAO Annex 9 on Facilitation (12th edition, July 2005). API data consists of data found in the machine readable zone of the travel document. In cases where no machine readable data is held, the same data required from machine readable travel documents will be required from the travel documents.
- iii) Member States should consider WCO/IATA/ICAO¹ guidelines on API of March 2003 and IATA/CAWG² statement of principles for APIS of November 2003. These guidelines refer to data relating to the flight (header data) that are not included in ICAO Annex 9.
- iv) Member States should carefully consider the cost to operators arising from the various options for obtaining API data.
- v) Member States, when requiring API data transfer, should take into account the issues affecting other States and the aircraft operators in their territories, especially with respect to costs and the potential impact on existing infrastructure and operational processes.
- vi) API data should be transmitted in the UN/EDIFACT PAXLIST format³. However this should not be seen as constraining the ability to adopt other internationally agreed standards in the longer term.
- vii) Before operational implementation of an API system, Member States should allow reasonable time for operators to establish efficient infrastructure and procedures in order to carry out the requirements effectively.
- viii) The data requirements should originate from a single representative of the requesting authorities (single window concept).
- ix) Stakeholders should be consulted before development and implementation of an API system as early as possible.
- x) Sanctions should only be considered when carriers, as a result of a fault, have failed to transmit data or have transmitted incomplete or false data. Should sanctions be used, operators must have effective means of defence.

¹ WCO: World Customs Organisation

² IATA/CAWG: IATA/Control Authorities Working Group

³ UN/EDIFACT PAXLIST format: specified in ICAO Annex 9, Standard 3.47.1

xi) Where appropriate all opportunities for the improvement of service quality and cost efficiency should be realised.

xii) With regard to API requirements, and taking into account all relevant differences, consideration should be given to non-discriminatory treatment of air transport and other modes of transport.

xiii) An API system should be user-friendly and seamless. Where appropriate, it should facilitate the travel of passengers.

xiv) An API system should be capable of 24/7 operation. In order to minimise disruption to aircraft operations in the event of system failure, contingency procedures should be in place.

Annex N

**GUIDELINES ON AWARENESS AND DISABILITY EQUALITY FOR ALL
AIRPORT AND AIRLINE PERSONNEL DEALING WITH THE
TRAVELLING PUBLIC**

Introduction

1. Disability awareness and disability equality training for airline and airport personnel is crucial in order to ensure that passengers with disabilities receive the assistance they may need and that they are treated with respect.
2. Personnel who have an understanding of disability and its diversity, and the types of barriers people with disabilities experience in society, will be better able to provide a high quality service that respects the safety, independence and dignity of each passenger.
3. These guidelines are intended to be a source of information to identify best practice for personnel employed in the air passenger transport industry dealing directly with the travelling public. They focus mainly on the attitudinal barriers that disabled people are facing in air travel, and they offer solutions to some of those.
4. These guidelines need to be complemented with general information on ECAC recommendations, IATA guidance and relevant EU legislation in order to acquire comprehensive knowledge on the rights of disabled air passengers and how to best provide assistance to those passengers.
5. Training must cover the full range of disabilities. These guidelines provide information on how best to interact with and provide assistance to people with varying special needs. Training should be provided to all employees dealing with the general public, including refresher training when appropriate. Passenger feedback should be constantly analysed and any necessary improvements fed into training programmes. The most important thing to remember when interacting and assisting disabled passengers and people with reduced mobility is to be respectful - what counts is to provide a high quality customer service, rather than necessarily to follow these guidelines word for word.

General Disability Awareness

6. Disabled people make up approximately 10 % of the population in Europe. Disabled people have the same right to non-discrimination and equal treatment as all other citizens and have the right and need to participate fully in all aspects of life, including air travel.
7. Disabled people are just like everybody else. It is important to remember that a person may have a disability, but the person himself or herself is not the disability. Therefore, the first thing to remember when interacting with a disabled person is to *focus on the person instead of the disability*.
8. Disabled people are a diverse group. They include people with reduced mobility, people who are blind or partially sighted, deaf or hard of hearing, people who have a learning difficulty or people with a mental health problem. There are also many people who have an invisible disability or a chronic illness. Other people have a combination of two or more types of disabilities. It is important to recognize this diversity.
9. When you are communicating with disabled people, it is important to communicate directly with the person, whenever possible, and not via a personal assistant, a sign language interpreter or any other accompanying person or assistant. However, some people may feel intimidated or anxious when you speak directly to them. In those cases, it might feel better for the passenger if you communicate via the accompanying person. It is important to respect a person's privacy when giving assistance.

Remember that the specific needs of an individual passenger with a disability are not always visible and may not be covered by a code, such as IATA's classification on disability. When appropriate, you should therefore encourage the disabled passenger to explain about his or her individual needs for assistance when travelling by air. The majority of disabled people are experts in their own needs and are familiar with this procedure.

Providing assistance to disabled air passengers

10. In order to allow disabled air passengers to enjoy a "seamless" travel experience in the same way as able-bodied passengers, your assistance may be needed. Seamlessness is a concept that aims at providing a comfortable, safe and uninterrupted journey, with the provision of assistance that is adapted to the needs of each individual.

11. Most disabled people, irrespective of their disability, are capable of acting for themselves and/ or travelling on their own. Asking for, or receiving, practical assistance from you means that your action can enable the person to retain his or her independence. Always ask the person if he or she needs the assistance and what kind of assistance he or she actually needs in connection with travelling by air in order to understand their capabilities. Bear in mind that the disabled person might have experienced similar situations before.

12. Remember that information about a person's disability is personal. Some passengers are also reluctant to explain their needs in detail and this should be respected. Seek feedback from the disabled person to ensure that you are providing appropriate assistance.

13. Think of your assistance to a disabled person as providing professional service, to which the person is entitled, and avoid giving the impression that you are acting out of compassion or that you are doing them a favour. This could for example be done by avoiding giving the person with a disability special treatment apart from what is needed due to the disability.

14. Remember that some people will not be familiar with a particular airport and/or language and might therefore have difficulty in knowing what their needs are at that airport. Your support and information is needed and appreciated in such cases.

15. Remember also that unexpected occurrences – late gate change, delayed flights, emergency evacuations of an aircraft or of an airport etc – are already stressful for the non-disabled passenger, but are often particularly difficult for disabled people. Be prepared to respond to the individual needs of disabled people in these situations.

16. In order to provide assistance corresponding to the needs of the individual passenger, you and the passenger will also benefit from a better understanding of the different barriers that disabled people face.

17. There are different kinds of barriers and these barriers affect people with different types of disabilities in different ways. You will find some examples of barriers for people with specific impairments in the following section. However, this is not an exhaustive list and is given only as a guide to the challenges you may face.

18. Common for all is the *attitudinal barrier*, which is perhaps the most difficult obstacle for disabled people to overcome. A person does not feel equal unless you treat him or her as an equal. Negative attitudes towards disabled people exist everywhere, starting at a very early stage in life.

19. When we meet people who are different from what we are used to, we feel unsure about how to react and think. The attitude we have to life, to ourselves and our surroundings, influences our behaviour. If we are able to change our attitude we are able to change our behaviour.

20. Research studies show that non-verbal communication has a significant impact on how people feel they are being treated. Spoken words are only a part of the experience that the passenger will have when interacting with you.

The diversity of disability

21. As disabled people form a heterogeneous group, the specific assistance needs will vary considerably from one individual to the other. In this section you will however find some basic information about the needs of people with some common types of impairment. Keep in mind that you are dealing with individuals and that these guidelines may not always be appropriate. Also, health and safety requirements may in a limited number of cases oblige you to avoid giving a certain kind of assistance to an individual.

Wheelchair users

22. Wheelchairs can be manual or electric and have various functions and dimensions. Wheelchair users rely on their chairs, which are often adapted to their individual needs. The wheelchair is the most vital part of the independence and dignity of the user. Therefore it is important to let the person stay in his or her individually adapted chair as long as possible during the journey. As an example, in order to be able to use an accessible toilet before the departure of the flight, many wheelchair users depend on their own chair. Be aware that the vast majority of wheelchair users are unable to use the small toilets which are provided in aircrafts.

Useful hints:

- Look directly at the wheelchair user. For long conversations, kneel down to the height of the wheelchair user or bring a chair in order to allow for a more comfortable conversation.
- Do not lose eye contact when standing up.
- If the height of a check-in or ticket office desk is not adapted to the needs of wheelchair users, think about coming around to their side of the desk.
- Offer to help opening heavy doors or picking up things that might have fallen on the floor. Ask if the person wants help with luggage or to reach anything that is at a non-accessible level.
- Do not lean on or push the wheelchair without asking first.

23. Be aware that the design of the airport infrastructure or the aircraft may prevent wheelchair users from moving around independently. This is the case for example if there are steps in the airport environment or if a ramp is too steep.

People with walking difficulties

24. Many people with walking difficulties use walking aids, like sticks, crutches or zimmer frames, but some will not use any aids at all.

25. Some people with reduced mobility prefer to sit down. Others prefer to stand because of pain when sitting or difficulties to get up from the seated position.

Useful hints:

- Whenever possible, offer a seat.
- Offer help with coats, bags or other belongings.

- Offer to open heavy doors, to pick up items that might have fallen on the floor etc.
- People who have walking aids may find it difficult to use their hands when they stand up.
- Many diseases cause pain that can severely limit mobility. They can make holding and grabbing difficult or impossible. Weakness in limbs makes it difficult to move and maintain balance.
- People with amputated limbs, arthritis etc may have an increased sensitivity to touch and also to pain. The pain may increase in hot or cold conditions. Unskilled assistance may also hurt. Therefore, always ask prior to doing anything.
- Be aware that many people with walking difficulty will prefer to use a lift, where available, rather than an escalator or steps. Walking long distances at the airport can also be difficult or impossible.

People who are deaf or hard of hearing

26. Some people are deaf. Very many people are hard of hearing. This is an invisible disability.

27. People who have been deaf since birth or childhood often use sign language as their mother tongue. Those people normally rely on visual communication modes. Sometimes their literacy skills may have been affected – it is difficult to learn to write and read a language which you have never heard spoken, and, in addition, is not your mother tongue. Sign language is completely different from a spoken language and has its own grammar, lexicon and idioms. Spoken language is therefore for many deaf people their second or even third language.

28. People who have become deafened at a later stage in life more often use lip or speech reading, written messages or basic signs when communicating. Those people have developed and used the spoken language.

29. People who are hard-of-hearing often use a hearing aid and/or use lip or speech reading. A hearing aid can also be used together with other listening devices such as induction loop and desk loop.

Some people who are deaf or hard of hearing use hearing dogs.

Useful hints:

- The best thing is to ask how an individual prefers to communicate rather than guessing.
- People with a slight hearing loss can often manage without a hearing aid, but they are dependent on certain conditions for communication: good acoustics, no background noise, good lighting and clear speech. However, it may not always be possible to ensure such conditions in an airport environment.
- People who have a severe hearing loss and those who have lost their hearing as adults can benefit from supportive signs and information in written form if such information is available. Other kinds of visual information might also be useful in some cases.
- You may need to attract the attention of a person who has reduced hearing by lightly touching his or her shoulder or indicating with your hand.
- Do not shout when speaking, but use a normal speaking tone. This is important as it is more difficult to lip-read when a person is shouting, nor does not make the message clearer, just

louder. Speak rather slowly, looking at the person, and use other words if the person has difficulties understanding what you mean. Use signs and body movements to make yourself understood.

- Face the light and keep your hands away from your mouth.
- You can also write down shorter messages if this makes the conversation easier.
- Deaf people and people who are hard of hearing need the same range of information as all other passengers.
- Be aware that people who are hard of hearing will have difficulties if important information is only communicated by audible means or if there are no induction loops at the main facilities of the airport. In the same way, a person who is hard-of-hearing will have difficulties following important video information on board, such as safety information, if there is no subtitling and/or sign language interpretation.

People who are blind or partially sighted

30. A person with a visual impairment may be totally blind or partially sighted. They might need guiding and assistance for orientation purposes, including directions to important services. Although people who are partially sighted may have some useful vision, they may still need help to find their way.

31. Many, but not all, people who are blind or partially sighted use a mobility aid, mainly a white cane or guide dog. The mobility aid is also a distinctive symbol that a person is blind or partially sighted. Some partially sighted people use special glasses rather than having a mobility aid.

32. Most blind or partially sighted people need to be guided in airports, from the point of arrival in the airport to their seats on board an aircraft as well as from the aircraft seat to the point of departure from the airport.

33. People who are blind or partially sighted may have problems with orientation, but not with mobility as such. Assistance given to them should be geared to their specific needs, for example a wheelchair would not be appropriate, unless a person specifically asks for one.

Useful hints:

- When addressing a person who is blind or partially sighted, introduce yourself by explaining your position and speak to him or her directly. Say when you are leaving - otherwise he or she could find himself or herself talking to an empty space.
- Always ask a person who is blind or partially sighted if he or she wants help. Some may not need any assistance. Never grab someone and take charge.
- Always ask a person who is blind or partially sighted how he or she would like to be guided. Some people may prefer to take your arm or may feel more comfortable if you take theirs. Some people, in particular those with partial sight, may only need oral guidance.
- A guide dog in harness is a working animal and should never be distracted. Do not feed or tend to a guide dog without first asking the owner if he or she minds. If a person has a guide dog you should approach him or her from the side opposite the dog. Do not take hold of the harness or lead as the person with sight loss needs these to control the dog. Some guide dog owners prefer

to walk at your side without holding your arm. In some situations you can also walk in front – the dog will follow you.

- Warn about changes in ground surface and gaps, and explain loud noises which may alarm a person who is blind or partially sighted. If there are steps, let the person know if they go up or down. When approaching a door, say which way it is opening and on which side. Also, say if it is a revolving or a sliding door.
- Never back a person who is blind or partially sighted into a seat. Describe the seat to him or her (e.g. dining chair, low sofa) and place their hand on the back, arm or seat of the chair, whichever seems best. Also tell the person which way the chair is facing.
- When leaving a person who is blind or partially sighted, give some indication as to how long you will be away. If you have to be away for a longer period of time, give information about where assistance can be found during your absence. Schedule changes and other unexpected information must be communicated to him/her as soon as possible.
- When handing something over to a person who is blind or partially sighted (e.g. passport, ticket), specify what it is and place it in the hand – do not simply leave it on the counter or desk.
- Be aware that a person who is partially sighted may find it difficult to get around independently when, e.g. signs are not in large, clear and well contrasted print, lighting is not adequate, or transparent doors not clearly marked with contrasting coloured strips.
- Blind people and people who are partially sighted rely on audio information, information in Braille for those who read it, large print, or websites that are accessible for blind people (for example websites designed in accordance with the WAI guidelines¹). Also, blind people cannot read websites if computers do not have screen reader software installed. Therefore, you should not assume that they are aware of all relevant information if that information was not provided in those formats, and you should be prepared to communicate this information in an accessible way.

Deafblind people

34. If a person has difficulty hearing and seeing he or she can be called deafblind or ‘dual sensory impaired’. A person is regarded as deafblind if his or her combined hearing and vision loss causes difficulties with communication, mobility and access to information’. Some deafblind people can be identified by the red and white cane they use to navigate their way around.

35. The different degrees of hearing and vision loss that deafblind people experience mean that their individual needs will vary from person to person. The needs of a deafblind person are also affected by when he or she loses his or her hearing and sight. A person who is born deaf and then loses sight will have different experiences and needs to a person who is blind or partially sighted and then loses his or her hearing. A person who is born totally deaf and blind will have limited communication and may often rely on touch to communicate.

Useful hints:

The hints on communication given in the section on people who are deaf or hard of hearing and on communication with and the guiding of people who are blind or partially sighted are also useful

¹ For more information, please see www.w3.org/WAI/

when you are assisting a deafblind person. However, there are also some specific steps you can take when communicating with a deafblind person.

For example:

- Lightly touch the deafblind person's shoulder to attract his or her attention.
- Ask the person how he or she communicates and take time to make sure he or she understands to help lessen possible anxiety.
- If the person communicates using lipreading, speech or sign language you will need to make sure that you are in a good position for them to see you before you start to communicate and that the lighting is on your face.
- If the person prefers to communicate using written messages make sure that they are written in large print with a thick felt tip pen in a colour that contrasts with the paper.
- Some people use a Braille alphabet card which they will hold out to you so that you can place their fingertip on the Braille version of the letters.
- Some people may travel with a support worker, friend or family member who will be able to help you to communicate.

People with impaired speech

36. Many people have speech or language difficulties for various reasons. Do not assume that the person has a learning difficulty, as this is often not the case.

Useful hints:

- Concentrate on the communication and be patient and respectful. If you do not understand completely, tell the person that you do not understand, or repeat what you did understand in order to let the person fill in the gaps.
- Do not fill in the end of the phrases if a person speaks slowly. Let the person take his/her time to speak.
- If the person finds it difficult or tiring to speak, try only to ask questions that need a short answer, preferably just a nod or a shake of the head.
- Be aware that speaking a foreign language can be a barrier for any passenger, but in particular for a person with speech impairment.

People with learning difficulties

37. Remember first and foremost that a person with a learning difficulty has a wide range of skills and abilities which should be respected. Many of these people can live very independent lives and will need help only in some very precise areas of life (for example some can read but have difficulties with numbers, some can count and calculate but have difficulties reading the time on a clock, etc). Be patient when speaking to a person with a learning difficulty. Explain things easily and slowly and encourage the communication without patronising.

Useful hints:

- When you want to explain something:

- Do not assume any previous knowledge of what you are talking about.
 - Use concrete expressions. Try to avoid metaphors and explain the ones you use.
 - Use familiar and short words, explain difficult words and avoid professional vocabulary or dialect. Avoid using directional terms, like right-left, east-west. Use words that relate to things you both can see.
 - Try always to use the same word for the same idea or concept.
 - Try to avoid negatives, but if you have to use negatives, accompany it with a shaking of your head.
 - One sentence should not contain more than one idea.
 - Do not give too much information at once. Try to present only the most important information.
 - Give instructions in the order a person needs to follow them.
 - Do not assume that the person is not listening just because you do not get oral or visual feedback. Rather ask if the person understands what you mean.
- When you need to get information or answers from a person with a learning disability:
 - Ask one question after another,
 - Give them time to answer,
 - Be reassuring.
 - People with learning difficulties can find it difficult to read notices. So it helps to explain the notice in an accessible way. Important information should also be provided in easy-to-read format, but remember that some people will need an explanation orally.
 - Make sure that you have made yourself understood before leaving the passenger. If you are told that you were not understood, it might be because of:
 - A difficult word: try to explain this word or to use another word that is more easily understood;
 - Too much information: go through the different parts of the information separately;
 - Any other reason: try to find out what created the misunderstanding.
 - Remember that most people with learning disabilities speak only one language. It might be reasonable to ask for help from a person who speaks the native language of the passenger.
 - Be aware that a person with an intellectual disability may not be aware of important information communicated before the journey, if this information was not provided in easy-to-read format. Therefore, be prepared to communicate this information in one of the ways explained above.

Invisible disabilities

38. A high proportion of disabilities are not visible or observable in other ways. However, an

invisible disability can have implications for an air passenger to the same extent as a visible disability. You should, therefore, always be open to needs related to disabilities that you can not observe. An open attitude will be an important element in encouraging people with invisible disabilities to tell you about their needs.

39. Bear in mind that it is not always easy for a person to talk about an invisible disability, since people living with such disabilities are often met with doubt or even suspicion. Therefore, a passenger with an invisible disability will in many instances expect you to be discreet e.g. in relation to other passengers or staff members.

40. The widely varying needs of people with invisible disabilities will demand different kinds of assistance. It is important to remember that a passenger with an invisible disability might need to bring specific assistive devices, medication or other material in order to be able to travel.

41. Mental health problems may cause anxiety, restlessness and even panic attacks. Medication may cause drowsiness and slower reaction.

Useful hints:

- People with mental health problems usually appreciate kindness, consideration and encouragement. Calm and reassuring behaviour makes the passenger feel safe. However, over friendly and enthusiastic service may seem aggressive.
- Here again, offer your help, but do not impose it.

Other disabilities

42. It is impossible to cover all types of disabilities in a document like this. In this section some of the most common impairments have been mentioned, but there will of course be many people who experience other kind of disabilities, visible or invisible, that are not mentioned above, but which will also need particular attention in an airport environment. Let the person express their needs if he or she wishes to do so, and do your very best to meet the individual needs.

43. Remember also that older people, with or without disabilities, might need particular consideration.

The role of assistance dogs

44. Guide dogs assist blind and visually impaired people by avoiding obstacles, stopping at kerbs and steps, and negotiating traffic. The harness and U-shaped handle fosters communication between the dog and the blind partner. In this partnership, the human's role is to provide directional commands, while the dog's role is to insure the team's safety even if this requires disobeying a command that the dog judges to be unsafe.

45. Hearing dogs assist deaf and hard of hearing individuals by alerting them to a variety of sounds such as a door knock or doorbell, alarm clock, telephone, baby cry, name call or smoke alarm. Dogs are trained to make physical contact and lead their deaf partners to the source of the sound. Hearing dogs are identified by an orange collar and leash and/or vest.

46. Assistance dogs give support to physically disabled people by retrieving objects that are out of their reach, by pulling wheelchairs, opening and closing doors, turning light switches off and on, barking for alert, finding another person, assisting ambulatory people to walk by providing balance and counterbalance and many other individual tasks that may be needed by a disabled person. Assistance dogs can sometimes be identified by a backpack or harness.

47. Remember that assistance dogs will need particular attention in the case of long delays, cancellations or other exceptional situations. As an example, these dogs might need to drink or be given a run during a delay or at the arrival of a long haul flight.

Glossary

Avoid using

Use instead

Confined to a wheelchair, wheelchair-bound

Wheelchair user

Crippled

Has a mobility disability, person with tetra/quadruplegia

Lame

Has a mobility disability, person with tetra/quadruplegia

Deaf-dumb

Deaf, hard of hearing

Handicapped, invalid

Disabled person

Insane, crazy, psycho, maniac

Has a mental health problem

Retarded, idiot, "downs"

Has a learning disability or an intellectual disability

Normal, healthy

Able-bodied, non-disabled

Suffers from, afflicted by, victim of...

Has e.g. cerebral palsy/autism/epilepsy...

Dwarf, midget

Person of short stature