

# APPENDIX 11. MODEL AIRPORT FACILITATION (FAL) PROGRAMME

## 1. PURPOSE OF AN AIRPORT FAL PROGRAMME

The purpose of an airport FAL programme is to pursue the objectives of Annex 9 at the operational level, to facilitate the completion of border clearance formalities at the airport with respect to aircraft, crews, passengers and cargo.

## 2. SCOPE OF AN AIRPORT FAL PROGRAMME

The airport FAL programme encompasses all of the provisions of Annex 9 concerning border clearance processes at the airport, as well as the planning for and management of those processes. A representative list of tasks to be performed and the Standard(s) or Recommended Practice(s) (SARPs) applicable to each one are provided in the table below.

## 3. ORGANIZATION AND MANAGEMENT

3.1 The recommended vehicle to conduct the facilitation programme at the operational level is the Airport Facilitation Committee. Although such committees should be encouraged by the National FAL Committee and keep it informed of their problems and progress, they are not necessarily supervised by the national body. Their principal concern is day-to-day problem-solving and implementation of Annex 9.

3.2 It is recommended that the airport manager take charge of the committee and convene regular meetings. Membership should consist of the senior officers in charge of their respective inspection agencies at the airport, e.g. customs, immigration, health, quarantine, etc., as well as the station managers of the aircraft operators with international operations at the airport concerned. The participation of all parties is necessary to make the airport FAL programme a success.

<i>Airport FAL programme task</i>	<i>Annex 9 (15th Edition) SARPs</i>
Establish, review and amend, as necessary, procedures for entry and clearance of flights at the airport concerned.	Recommended Practice 6.1.1; Standards 6.1.2 to 6.1.4 and 8.17
Review regularly all parties' performance with respect to meeting the 45-minute goal for processing inbound passengers and the 60-minute goal for processing outbound passengers. Use time studies and queue analysis to determine where adjustments should be made.	Recommended Practices 3.37 and 3.40
Establish modern systems for immigration and customs inspection, using applicable technology. Collaborate in setting up automated passenger clearance systems.	Standards 3.41, 3.49, 4.7, 6.19 and 6.20
Make necessary changes in traffic flows and checkpoints in the airport to cope with	Recommended Practice 6.1.1

<i>Airport FAL programme task</i>	<i>Annex 9 (15th Edition) SARPs</i>
rising traffic volumes.	
Improve the quality and quantity of signage in the inspection facilities in order to reduce customer confusion.	Recommended Practice 6.9.
Review staffing of inspection stations – work shifts, overtime, etc. – and seek adjustments to meet traffic demands.	Recommended Practice 6.3
Provide input on behalf of resident aircraft operators and inspection agencies to the design of new airports or new inspection facilities.	Standards 6.1.4 and 6.2
Monitor and improve delivery of baggage to the customs inspection area.	Recommended Practices 6.8 and 6.21
Coordinate facilitation, narcotics control, aviation security and dangerous goods handling procedures so that the objectives of all four programmes are met.	Standard 8.19
<b>Do not forget cargo!</b> Coordinate the activities and requirements of the various inspection agencies in order to assure prompt clearance and delivery of air cargo shipments. Provide adequate facilities for loading/unloading and for secure storage of cargo while awaiting customs clearance.	Standard 4.27; Recommended Practices 4.30, 4.30.1, 4.31 and 6.30 to 6.33 incl.
Set up and maintain electronic systems for cargo manifesting, customs clearance, and delivery.	Standards 4.5 and 4.17
Customer service: Review regularly all parties' performance with respect to meeting the 3-hour goal for completion of inspection formalities and make adjustments where necessary and feasible.	Recommended Practices 4.30, 4.30.1 and 4.31
Review inspection agency staffing of cargo clearance area – work shifts, overtime, etc. – and seek adjustments to meet customer needs.	Standards 6.1.3 and 6.41