



WORKING PAPER

DANGEROUS GOODS PANEL (DGP)

TWENTY-FOURTH MEETING

Montréal, 28 October to 8 November 2013

Agenda Item 2: Development of recommendations for amendments to the *Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284)* for incorporation in the 2015-2016 Edition

PROVISION OF INFORMATION TO PASSENGERS

(Presented by D. Brennan)

SUMMARY

This working paper proposes the reinstatement of some language that was previously in Part 7;5.1.1 with respect to the provision of information to passengers by the operators. This language allowed for the operator to provide information to the passenger with the passenger ticket, or other means and provided for when the passenger made a telephone booking.

Action by the DGP: The DGP is invited to amend Part 7;5.1.1 as set out in the appendix to this working paper.

1. INTRODUCTION

1.1 A paper was presented at the Twenty-Second Meeting of the Dangerous Goods Panel (DGP/22, Montréal, 5 to 16 October 2009) (DGP/22-WP/23, see paragraph 2.8.2 of the DGP/22 Report) that proposed changes to Part 7;5.1 to address the increasing use of the internet for passengers to make flight bookings and check-in, the use of kiosks at the airport for check-in and telephone check-in. All of these methods were seen as removing the exposure of the passenger to the warning notice required by Part 7;5.1 and a face-to-face transaction with a check-in agent of the operator, or the operator's ground handling agent where confirmation that the passenger did not have any dangerous goods not permitted in baggage could be sought.

1.2 The objective of the proposal at DGP/22 was mainly to ensure that when web or kiosk check-in was used, the passenger would be provided with the dangerous goods information and then for the passenger to acknowledge receipt of the information to be able to complete the check-in process.

1.3 At the same time the provisions in Part 7;5.1.1 regarding ticket purchase were amended to also specifically address web ticket purchase and to also require that the web booking could not be completed until the passenger, or person acting on their behalf had been provided with appropriate information and acknowledged receipt of the dangerous goods restrictions in baggage.

1.4 The proposal in DGP/22-WP/23 was adopted into the 2011-2012 Edition of the Technical Instructions, subject to a two-year transition period, becoming mandatory with effect the 2013-2014 Edition.

1.5 Since the provisions have become mandatory it is now apparent that what has been overlooked with the changed text is the circumstance when a passenger makes a flight booking over the telephone actually speaking to an airline reservations agent. In this case it is believed that it is entirely reasonable for the operator to provide a booking confirmation, by post or email that contains all of the necessary dangerous goods information.

1.6 In reviewing working paper DGP/22-WP/23 and the report of DGP/22 there was never any mention of removing the facility for passengers to provide dangerous goods information over the telephone in the instance of a passenger making a telephone flight booking.

1.7 It is therefore proposed to reinstate the language that existed in Part 7;5.1.1 in the 2009-2010 Edition of the Technical Instructions to make allowance for the operator to provide the dangerous goods information at the point of ticket purchase “or made available in another manner to passengers prior to the check-in process”.

APPENDIX

PROPOSED AMENDMENT TO PART 7 OF THE TECHNICAL INSTRUCTIONS

PART 7

OPERATOR'S RESPONSIBILITIES

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Chapter 5

PROVISIONS CONCERNING PASSENGER AND CREW

5.1 INFORMATION TO PASSENGERS

5.1.1 An operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided at the point of ticket purchase or made available in another manner to passengers prior to the check-in process. Information provided via the Internet may be in text or pictorial form but must be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

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