



WORKING PAPER

DANGEROUS GOODS PANEL (DGP)

TWENTY-FIFTH MEETING

Montréal, 19 to 30 October 2015

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 2017-2018 Edition

Agenda Item 3: Development of recommendations for amendments to the *Supplement to the Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284SU) for incorporation in the 2017-2018 Edition

PROVISION OF INFORMATION TO PASSENGERS

(Presented by D. Brennan)

SUMMARY

This working paper proposes a revision to the text in Part 7;5.1 regarding the operator responsibilities for information to passengers to delete the existing prescriptive provisions and to make outcome-based. The working paper also proposes text to be added to the Supplement as guidance on how this information should be provided.

Action by the DGP: The DGP is invited to revise Part 7;5.1 of the Technical Instructions as shown in Appendix A and Part S-7;5 of the Supplement as shown in Appendix B to this working paper.

1. INTRODUCTION

1.1 Working papers proposing revisions to the provision of information to passengers were presented at the last DGP-WG meetings (DGP-WG/14-WP/16 and DGP-WG/15-WP/8). These papers proposed simplification of the current text to allow for technological changes being implemented by operators such as automatic issuance of the boarding pass to the passenger by way of email, SMS or other means.

1.2 The discussions at both working group meetings supported moving away from prescriptive text to more outcome-based provisions, supported by guidance material, to allow for operator innovation and to provide flexibility recognising that not all operators have the same capabilities.

1.3 This working paper proposes revisions to Part 7;5.1 that removes much of the specific detail on how operators must provide information to passengers about dangerous goods that are forbidden for carriage and instead to identify that operators must document in their manual(s) the method(s) by which information will be provided to passengers as part of the ticket purchase process and again when the passenger is issued the boarding pass.

1.4 Existing Part 7;5.1.2 that, in addition to the operator, places an obligation on the operator's handling agents and the airport to provide notices warning passengers has been retained, although the detail has been revised to remove specific reference to "check-in" as "check-in" as a process that happens at a check-in counter is disappearing and instead is being replaced by the issuance of the boarding pass, and when applicable, by the passenger depositing their checked baggage with the operator.

1.5 The changes to Part 7;5.1 in the Technical Instructions are then supplement with guidance material that is proposed for the Supplement. The objective here is to provide guidance to member States that have a responsibility under Annex 6 to approve the operator's operational policies, processes and procedures, including those for dangerous goods.

1.6 In developing the additional provisions for the Supplement to the Technical Instructions, which, based on the note at the top of the Table of Contents in the Supplement should be in Part S-7;5, it was identified that the Supplement already has some content in Part S-7;5. This content though is not related to provisions concerning passengers and crew and instead relates to inspections. The Secretariat may wish to consider the appropriate place for either the text proposed in this working paper, if agreed, or to the text current in Part S-7;5.

2. ACTION BY THE DGP

2.1 The DGP is invited to revise Part 7;5.1 of the Technical Instructions as shown in Appendix A and Part S-7;5 of the Supplement as shown in Appendix B to this working paper.

APPENDIX A

PROPOSED AMENDMENT TO PART 7 OF THE TECHNICAL INSTRUCTIONS

Part 7

OPERATOR'S RESPONSIBILITIES

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Chapter 5

PROVISIONS CONCERNING PASSENGERS 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 presented at the point of ticket purchase or, if this is not practical, 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 been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage.~~ Operators must inform passengers about dangerous goods that they are forbidden to transport aboard an aircraft. The notification system must be described in their operations manual and/or other appropriate manuals. The information must be provided to passengers:

a) at the point of ticket purchase or, if this is not practical, made available in another manner to passengers prior to boarding pass issuance; and

b) at boarding pass issuance, or when no boarding pass is issued no later than [boarding the aircraft.]

Note.— The information may be provided in text, electronically, or verbally, as described in the operator's manuals.

5.1.2 ~~An operator or the operator's handling agent and the airport operator must ensure that notices warning passengers of information that effectively communicates to passengers the types of dangerous goods which they are forbidden to transport aboard an aircraft are prominently displayed, in sufficient number. This information must be provided at each of the places at an airport where tickets are issued, passengers are checked in, boarding passes are issued, passenger baggage is dropped off and aircraft boarding areas are maintained, and at any other location where passengers are checked in, issued boarding passes and/or checked baggage is accepted.~~ These notices must include visual examples of dangerous goods forbidden from transport aboard an aircraft.

5.1.3 An operator, of passenger aircraft, should have information on those dangerous goods which may be carried by passengers in accordance with 8;1.1.2 made available prior to the check-in process on their websites or other sources of information.

~~5.1.4 When provision is made for the check-in process to be completed remotely (e.g. via the Internet), the operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is presented to passengers. Information may be in text or pictorial form but must be such that the check-in process cannot be completed until the passenger, or a person acting on their behalf, has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage.~~

~~5.1.5 When provision is made for the check-in process to be completed at an airport by a passenger without the involvement of any other person (e.g. automated check-in facility), the operator or the airport operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is presented to passengers. Information should be in pictorial form and must be such that the check-in process cannot be completed until the passenger has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage.~~

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APPENDIX B

PROPOSED AMENDMENT TO PART 7 OF THE SUPPLEMENT TO THE TECHNICAL
INSTRUCTIONS

Part S-7

STATE'S RESPONSIBILITIES
WITH RESPECT TO OPERATORS

(ADDITIONAL INFORMATION
FOR PART 7 OF THE
TECHNICAL INSTRUCTIONS)

Chapter 5

PROVISIONS CONCERNING PASSENGERS AND CREW

5.1 INFORMATION TO PASSENGERS

5.1.1 Part 7:5.1 of the Technical Instructions sets out the requirements for provision of dangerous goods information to passengers. These provisions are written to be outcome-based, i.e. the method for the operator to provide the required information to passengers is not prescribed; instead the actual method is left for the operator to determine to allow for operator innovation and to provide flexibility recognising that not all operators have the same capabilities.

5.1.2 The information provided to passengers should use pictorial images that represent common items of dangerous goods that are forbidden in passenger baggage.

5.2 METHODS BY WHICH INFORMATION MAY BE PROVIDED TO PASSENGERS

5.2.1 Ticket issuance. The operator is required to provide information as to the types of dangerous goods that they are forbidden from carrying on board an aircraft to the passenger at the point of ticket purchase or, if this is not practical, made available in another manner to passengers prior to boarding pass issuance. Methods of providing this information to the passenger include:

- a) notices prominently displayed, in sufficient number, at each of the places at an airport or off-airport where tickets are issued;
- b) as part of the physical ticket receipt / itinerary;
- c) by email with the ticket receipt / itinerary;
- d) on the airline website in text or pictorial form. When provided in this manner the process must be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage;

- e) notices prominently displayed, in sufficient number, at self-service ticket purchase kiosks;
- f) on a screen within a ticket purchase kiosk. When provided in this manner the process must be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage.

5.2.2 Boarding pass issuance. The operator must provide passengers with information as to the as to the types of dangerous goods that they are forbidden from carrying on board an aircraft to the passenger in association with the issuance of the boarding pass. Methods of providing this information to the passenger include:









- a) notices prominently displayed, in sufficient number, at each of the places at an airport or off-airport where boarding passes are issued;
- b) electronic displays
- c) notices prominently displayed, in sufficient number, at self-service boarding pass issue kiosks;
- d) on a screen within a boarding pass issue kiosk. When provided in this manner the process must be such that the boarding pass issue process cannot be completed until the passenger, or a person acting on their behalf, has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage;
- e) included with the boarding pass that may be issued with the ticket receipt;
- f) by email with the boarding pass;
- g) on the airline website in text or pictorial form. When provided in this manner the process must be such that the boarding pass issue process cannot be completed until the passenger, or a person acting on their behalf, has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage;
- h) displayed on mobile applications that allow the passenger to generate their boarding pass. When provided in this manner the process must be such that the boarding pass issue process cannot be completed until the passenger has been presented with this information and indicated that they have understood the restrictions on dangerous goods in baggage;
- i) where the operator does not issue a physical or electronic boarding pass in advance of the passenger boarding the aircraft, the operator must implement a process such that the passengers are presented with a notice or other information prior to boarding the aircraft.

5.3 PASSENGER INFORMATION NOTIFICATION ELEMENTS

5.3.1 The method used by the operator to convey to passengers information about dangerous goods that passengers are not permitted to carry aboard an aircraft, in checked or carry-on baggage or on their person should use pictorial images or graphics that don't rely on the use of language to communicate the type of common but higher risk items of dangerous goods. Examples of these include:

- explosives / fireworks;
- compressed gases / flammable gas (butane, camping gas);
- flammable liquids, such as gasoline, paint and lighter fluid;
- oxidizers, such as pool chemicals;
- corrosives, such as wet cell batteries, bleach and household cleaners;
- radioactive materials;
- lithium batteries.

5.3.2 The pictorial images or graphics used should also make use of the standard pictograms to indicate dangerous goods. Inclusion of these pictograms into the pictorial information is recommended to enhance the overall effectiveness of the passenger notification. Examples of these include:

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| <u>Explosives</u> | <u>Compressed gas</u> | <u>Flammable substances</u> | <u>Lithium batteries</u> |
|  |  |  |  |
| <u>Corrosive substances</u> | <u>Toxic substances</u> | <u>Oxidizers</u> | <u>Radioactive materials</u> |

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