



WORKING PAPER

**DANGEROUS GOODS PANEL (DGP)
WORKING GROUP MEETING (DGP-WG/15)**

Montreal, 27 April to 1 May 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

2.7: Part 7 — Operator's Responsibilities

PROVISION OF INFORMATION TO PASSENGERS

(Presented by D. Brennan)

SUMMARY

This working paper proposes a revision to the text in Part 7;5.1 of the Technical Instructions regarding the operator responsibilities for information to passengers by replacing the existing prescriptive provisions with outcome-based provisions.

Action by the DGP-WG: The DGP-WG is invited to revise Part 7;5 as shown in the appendix to this working paper.

1. INTRODUCTION

1.1 A working paper was presented to the Dangerous Goods Panel Working Group of the Whole (DGP-WG/14, Rio de Janeiro, Brazil, 20 to 24 October 2014) (see paragraph 3.2.7.3.2 of the DGP-WG/14 Report) that proposed a revision to Part 7;5.1.4 on the requirements for provision of information to passengers to take into account technological changes being adopted by large airlines which simplify and improve the processes around issuance of boarding passes and baggage tags and the deposit of check baggage with the airline.

1.2 In the discussion at DGP-WG/14 there was support from some panel members to develop provisions that were less prescriptive and to instead move toward outcome-based methods of providing information to passengers on dangerous goods forbidden in passenger baggage.

1.3 Based on these discussions, this working paper proposes to delete much of the existing text in Part 7;5.1 and to instead replace it with text that requires the operator to develop appropriate methods of providing information to passengers in association with the purchase of the ticket, the

issuance of the boarding pass and at the airport. The actual means of achieving this would be specified in the appropriate manual(s) of the operator and be subject to approval by the State of the Operator.

2. **ACTION BY THE DGP-WG**

2.1 The DGP-WG is invited to revise Part 7;5 as shown in the appendix to this working paper.

APPENDIX

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. An operator must provide information in their operations manual and/or other appropriate manuals approved by the appropriate national authority of the State of the Operator regarding a notification system for advising passengers about dangerous goods that passengers are forbidden to transport aboard an aircraft. This system must include the following [at a minimum]:~~

- ~~a) procedures to present dangerous goods information to passengers during, or immediately following ticket purchase, but prior to issuance of the boarding pass; 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;~~
- ~~b) provision of information to the passenger prior to or at the time of issuance of the boarding pass. The system described for provision of information should include all methods used such as the use of self-service kiosks at an airport; and~~

~~*Note.— The information provided to passengers in association with the boarding pass should indicate pictorial representations of dangerous goods forbidden in passenger baggage.*~~

- ~~c) an airport notification system to provide information on the types of dangerous goods which a passenger is forbidden to transport in checked and carry-on baggage. These notices must include visual examples of dangerous goods forbidden from transport aboard an aircraft.~~

~~5.1.2 An operator or the operator's handling agent and the airport operator must ensure that notices warning passengers of the types of dangerous goods which they are forbidden to transport aboard an aircraft are prominently displayed, in sufficient number, at each of the places at an airport where tickets are issued, passengers are checked in and aircraft boarding areas are maintained, and at any other location where passengers are checked in. 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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