



WORKING PAPER

**DANGEROUS GOODS PANEL (DGP)
MEETING OF THE WORKING GROUP OF THE WHOLE**

Rio de Janeiro, Brazil, 20 to 24 October 2014

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

PASSENGER CHECK-IN

(Presented by D. Brennan)

SUMMARY

This working paper proposes a review of the text in Part 7;5.1 regarding the operator responsibilities for information to passengers at check-in to address projects underway to simplify passenger travel which change the concept of "check-in".

Action by the DGP-WG: Action by the DGP-WG is in paragraph 2.

1. INTRODUCTION

1.1 The Technical Instructions has had a long-standing requirement for operators to provide information to passengers on dangerous goods, particularly those dangerous goods that are not permitted in checked or carry-on baggage.

1.2 The initial requirements set out were for information to be provided at the point of ticket purchase, in the passenger ticket and then notices at check-in, at the airport or at off airport check-in points, and aircraft boarding areas.

1.3 It was then recognized that paper passenger tickets were being dispensed with, and being replaced with electronic data, and through the operator's website, passengers were able to purchase tickets and also check-in and obtain their boarding pass. In addition, self-service check-in kiosks were being installed at airports to allow passengers to check-in and obtain their boarding pass without having to queue at operator check-in counters. To address these technological changes the provisions of Part 7;5.1 were revised to set out the requirements for what and how the operators must provide by way of dangerous goods information to their passengers.

1.4 However, the technological change continues and operators and other parts of the passenger travel chain are looking to simplify the entire airport process through improvement of the on-ground processes and increased use of technology. Part of the operators' objective here is to remove check-in as a distinct process or point in time and instead to allow passengers to control more of the process.

1.5 For check-in, the move is to allow passengers to elect to have the operator "push" the boarding pass to the passenger's mobile device rather than just having the passengers "pull" the information from the operator's website. The point in time at which the push boarding pass occurs will vary depending on the operator and their systems, but will generally be 36 – 24 hours prior to scheduled flight departure.

1.6 The process currently being trialled is that the dangerous goods information currently displayed on the operator check-in website would be transmitted to the passenger with the boarding pass. There is though no formal acknowledgement by the passenger to the operator that they have read and understood the dangerous goods information, which is no different to the provision of the dangerous goods information at airport check-in where the information is "prominently displayed" at check-in and there is no requirement for a formal acknowledgement by the passenger.

1.7 To address the advance in the use of technology it is proposed to revise Part 7;5.1.4 to address push check-in.

2. ACTION BY THE DGP-WG

2.1 The DGP-WG is invited to revise Part 7;5.1.4 as shown in the appendix to this working paper.

APPENDIX

PROPOSED AMENDMENT TO PART 7 OF THE TECHNICAL INSTRUCTIONS

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Part 7

OPERATOR'S RESPONSIBILITIES

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Chapter 5

PROVISIONS CONCERNING PASSENGERS AND CREW

5.1 INFORMATION TO PASSENGERS

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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. Where the check-in process is completed without direct action by the passenger, i.e. "push" check-in, 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 the passenger in text or pictorial form.

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