



# Policies and Recommended Practices Handbook 2016

The ACI Policy and Recommended Practices Handbook contains the current policies of the organization for use by the staff of ACI World and the regional offices and by ACI representatives at international meetings.

Questions about ACI policies can be relayed to the secretary of each World Standing Committee and Sub-Committee.

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**Disclaimer:** It is noted that the Recommended Practices contained in this document are descriptions of means of addressing airport issues that, based on experience, are usually effective at mitigating or reducing adverse effects. The information is provided as guidance material. The recommendations are not legally enforceable and do not over-ride any legal or regulatory requirement in any ICAO State or region. The word “should” is used to demonstrate a best practice, rather than defining an obligatory action.

In the absence of regulatory requirements, these recommended practices identify actions and strategies that can help ensure growth that can be sustained in the longer term. In this respect the recommendations should be regarded as being in the self-interest of the industry and should not need enforcement.

# Introduction

## Organization and membership of ACI

Airports Council International (ACI) is the international association of the world's airports. It is a non-profit organization, the prime purpose of which is to foster cooperation among its member airports and with other partners in world aviation, including organizations representing governments, airlines and aircraft manufacturers. Through this cooperation, ACI makes a significant contribution to providing the travelling public with an air transport system that is safe, secure, efficient and environmentally compatible.

ACI is the "voice of the world's airports". It interacts with other world bodies, including the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA). ACI has observer status with ICAO and consultative status with the United Nations' Economic and Social Council (UN/ECOSOC). ACI presents the collective positions of its membership, which are established through committees, endorsed by the ACI Governing Board and reflect the common interests of the airport community.

As of January 2016, ACI serves 592 members operating 1,853 airports in 173 countries.

ACI has the following Mission:

ACI advances the collective interests of, and acts as the voice of, the world's airports and the communities they serve, and promotes professional excellence in airport management and operations.

ACI has the following Objectives and Role:

1. Maximize the contributions of airports to maintaining and developing a safe, secure and viable aviation industry in a responsible and sustainable manner.
2. Promote cooperation among all segments of the aviation industry and their stakeholders as well as with governments, regional and international organizations.
3. Influence international, regional and national legislation, rules, policies, standards and practices, based on established policies representing airports' interests and priorities.
4. Advance the development of the aviation system by enhancing public awareness of the economic and social importance of air travel and airport development.
5. Provide leadership in airport operations and management through the development of global technical standards and/or recommended practices.
6. Maximize cooperation and mutual assistance among airports.
7. Provide members with industry knowledge, advice and assistance, and foster professional excellence in airport management and operations.
8. Build ACI's worldwide organizational capacity and resources to serve all members effectively and efficiently.

ACI world standing committees

ACI has six standing committees which prepare policies in their specific areas of competence:

□ The Airport Information Technology Standing Committee, which covers information and communications technology infrastructure at airports; common use and self-service environments; flight information display systems (FIDS); machine readable travel documents (MRTDs); advance passenger information (API); RFID

- The Economics Standing Committee, which covers: airport charging systems; security, noise and passenger service charges; consultation with users; development of revenues from concessions; peak pricing; currency considerations; financial statistics; airport financing and ownership; State taxation; the impact on airports of airline deregulation and consolidation; air service agreements; competition between air transport and other modes of high-speed transport; collection of passenger and cargo traffic statistics; forecasts of future air traffic; and trends in airport privatization.
- The Environment Standing Committee, which covers: noise certification standards and procedures of jet aircraft, propeller aircraft and helicopters; noise-related operating restrictions; engine emissions and air pollution; land-use planning in the vicinity of airports; APU and engine ground testing noise; use of chemicals for anti-icing and de-icing; firefighting training facilities, fuel storage and spillage; site remediation; storm water management; waste management; natural resource management; and environmental management systems.
- The Facilitation and Airport Services Standing Committee, which covers: facilitation of passengers and their baggage, freight and mail; quality of service at airports (standards and measurement); automated services for passengers and baggage, freight and mail; use of information technology, automated systems and telecommunications to support business and operational processes at airports; surface access to airports and intermodal issues; measures to combat drug trafficking; slot allocation and schedule coordination and the inter-relationship between facilitation and security.
- The Security Standing Committee, which covers: airside and landside security; measures related to access control; aviation security technology; the inter-relationship between security and facilitation; security implications of code-sharing; employee background investigations; security awareness programmes for the public; cargo security; and security in airport design.
- The Safety and Technical Standing Committee, which covers: airport planning and development; airspace and airport capacity and congestion; future air navigation systems; physical characteristics of runways, taxiways and aprons; visual aids for navigation; operational safety including airport equipment and installations; apron (ramp) safety and aerodrome vehicle operation; aerodrome emergency planning; rescue and fire-fighting; dangerous goods; the removal of disabled aircraft; and aircraft/airport compatibility issues, including the impact of new large aircraft (NLA).

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# 0

## Sustainability

Airports need permission to operate and grow, not only from regulatory and territorial authorities but also from the local and broader communities they serve. Under the principles of sustainability, airports can work towards this by balancing the economic, environmental and social costs and benefits of their development and operations in a manner acceptable to key stakeholders, including shareholders [airport owners], staff, passengers, business partners and suppliers, regulators and nearby residents.

### Policy

Airports should be developed and operated sustainably, on the basis of operational safety, quality and efficiency, by:

- Creating long-term added value to the airport organization, the aviation industry and the local, regional and global economies;
- Striving to avoid, minimize or mitigate environmental impacts and the use of non-renewable natural resources;
- Enhancing the living and working conditions for employees, partners and customers, as well as contributing to the social development of local and broader communities; and,
- Ensuring comprehensive engagement with partners, authorities and neighbours.

### Comments

The three pillars of sustainability are economic development, social development and environmental protection. Achieving a balance between the costs and benefits of each pillar provides overarching principles for the development and operation of an airport. Traditional aviation pre-requisites of safety and security can be considered integral to the economic and/or social pillars.

Communication and community engagement provide the pathway to link sustainability efforts with developing community acceptance and permission to grow.

Comprehensive reporting guidance is available, for example, from the Global Reporting Initiative (GRI) framework and the GRI's Airport Operator Sector Supplement (AOSS).



# 1

## Airport economics\*

cf. ICAO Policies on Charges for Airports and Air Navigation Services Doc. 9082,  
ICAO Airport Economics Manual Doc. 9562,  
and ICAO Policies on Taxation in the Field of International Air Transport Doc. 8632

\* Throughout this chapter, the term “airports” refers to airports managed individually and to those managed as part of networks or systems

# 1.1

## General economic situation of airports

### ACI POLICY

1.1.1 Airports are a critical part of the economy of the State within which they are located. They serve as engines of growth for their local, regional and national economies. In an increasingly commercial and competitive business environment, airports must be able to collect sufficient revenues to finance their investments in airport infrastructure and operations, and to maintain a level of service which is broadly acceptable to all airport users, including passengers and aircraft operators, and to support the economic interest of the surrounding community.

### ACI / COMMENT

1.1.1a Airports are asset-intensive businesses that require many years to recover the significant capital investments in runways and terminals. Consequently, airports must take a long-term perspective to their business and ensure that capacity improvements are made before constraints occur.

1.1.1b The increasingly deregulated and liberalized aviation environment has induced many airports to re-examine their traditional business model and focus on new commercial activities with a view to achieving self-reliance and financial independence and to help support the development of their airport in line with the needs of all its customers from airlines to passengers. Commercialization of airports, changing airline business models and liberalization of air traffic, has caused airports to shift their focus to the passenger as the ultimate user and beneficiary of airport infrastructure.

1.1.1c Airport competition is an increasing feature of the industry, and the market power of airports has decreased as increasingly airlines pick and choose between various airports and destinations, moving aircraft, routes and bases. Airports compete with other airports for freight, connecting passengers, aircraft technical stops and for the services of low-cost carriers, and specifically with other airports in the same region for origin and destination (O&D) passengers. Indeed airports are often competing with airports in other states or regions for low cost bases. Airports also compete on a global scale for hub status of carriers or global alliances and many of their commercial activities are subject to competition from local enterprises, such as restaurants, shops, hotels, convention centres and parking lots.

1.1.1d Airport performance is dependent on strong and effective airline customers. Airports can face the physical, financial and legal issues of failed or failing carriers, low-cost and start-up carriers, as well as the changing business models of existing carriers. Airline alliances, which have strengthened in recent years, have added complexity to the airport/airline relationship. Large alliances bring a high degree of airline market power to the consultation table, but their instability due to membership changes can complicate the airport planning process.

1.1.1e Since the early 1980s, except for temporary setbacks, the global airport industry has recorded continuous annual increases in traffic. At the same time traffic at a number of major airports has reached levels which give rise to congestion and delays, which create barriers to airline industry competition and further economic development. The use of airport charges to invest in additional capacity is an essential means of addressing this, particularly since most forecasts, including ACI's predict passenger movements to surpass 9 billion by 2027.

1.1.1f Despite these challenges and trends, according to the latest ICAO statistics, airport charges worldwide between 1993 and 2014 on average accounted for only 4.1% of total airline operating costs. Landing and associated airport charges as a proportion of total operating expenses have actually declined over the period 2009/2014, from 4.3% in 2009 to 4% in 2014..

## 1.2 Airport ownership

1.2.1 Airports should be permitted to operate under a range of types of ownership. The type of ownership, and any participation by private capital, varies from airport to airport depending on local circumstances. The type of ownership at any individual airport should be such as to allow the airport flexibility in its business, and to ensure that the interests of airport users are protected by the application of sound economic principles to the airport's operations.

1.2.1a The trend towards greater diversity in the ownership and governance of airports is solidifying. Direct state control has in some cases been superseded by the establishment of private or public autonomous entities, or public private partnerships. Different forms of airport ownership may be appropriate to the situation of different airports recognizing that ownership structures must primarily serve the needs of the local community. Both private ownership and government ownership of airports have proved to be sound structures that can create efficiencies and innovation.

## 1.3 Airport networks

1.3.1 Airport operators have become full-fledged business enterprises which can manage a single airport, an airport system or an airport network. Any of these three models can provide efficient and cost effective management and benefit users and the economies they serve over both the short and long term. Moreover, airport systems and networks can also achieve economies of scale when managed prudently. In the latter cases, a common charging system for airport networks and airport system may be applied, especially to support smaller and non-economically sustainable airports.

1.3.1a Airport systems and networks can achieve economies of scale in providing services to meet the short and long term needs of the airport users and the economies they serve. In particular, Airport networks give advantage of economies on scale in developing commercial revenues and negotiating deals for retail and commercial purposes. There are some common characteristics in those countries where the airport network concept is applied: e.g. difficult access to remote regions without alternative means of transport and the need to promote economic and social cohesion of the various regions of a State. Airport networks and systems may also help to achieve a smoothly functioning hub and spoke system, enhance flight safety, and provide alternate airports for use in case of bad weather or other emergencies.

1.3.1b Another advantage of networks is the improvement centralized management structures can bring in terms of efficiency and economies of scale. These synergies include joint procurement of equipment, sharing of research and development costs across the network, and establishing training facilities for employees across the network. In addition, best practices which are found to be beneficial at any airport in the network can quickly be adopted throughout the system.

1.3.1c Networks can often borrow in capital markets at favourable terms because of the spreading of the risk over the entire system or, in many cases, due to the fact that the networks are State-run, thus having a sovereign guarantor.

1.3.1d Airport networks are created within the framework of national transport policy with the objective of providing access to the air transportation network at a fair and reasonable cost and to ensure regional development. In this context, they need to be in a position to apply a common system of airport user charges to support smaller airports in remote regions by way of cross-subsidization. Similarly, airport systems serving the same city or conurbation must be enabled to apply a common charging system for reasons of traffic distribution to relieve congested airports.

## 1.4

### Sources of investment in airports

1.4.1 Being fundamental gateways to countries, airports must be allowed access to sufficient funds to finance the investments which are needed to meet projected demand as well as pay debt and equity holders. In some cases, pre-funding of airport infrastructure projects through raising airport charges during or before the period of construction is appropriate, in line with the guidelines set out in ICAO Doc.9082.

1.4.1a The scale of current and forecast demand at many airports clearly indicates a need for increasing levels of investment to maintain and enhance capacity at an appropriate service quality. Airport charges and non-aeronautical revenues are major sources of funds for investment. Airports should be permitted to retain and invest these revenues to finance future investments or to pay to shareholders based on the finances of the airport. Any action to restrict this use of revenues, or to require all commercial revenues to be used solely to reduce current user charges, could conflict with this objective and inhibit much needed investment.

1.4.1b In view of the significant levels of capital investment required for infrastructure development, to minimize prices discontinuities, limit the amount and cost of debt, and to test the market's willingness to pay, pre-funding is in many cases appropriate and cost-efficient.

## 1.5

### Economic Oversight

1.5.1 Economic Oversight of airports should be applied at an optimal level to safeguard the long-term interests of the public. Competition issues should be addressed first and foremost by national competition law within the framework of the state's responsibility for economic oversight.

Economic Regulation should be a reactive measure that should only be imposed when free market dynamics have proven to be insufficient.

Economic regulation should only be introduced where (1) there is evidence that the airport operator has or is likely to acquire substantial market power in a market, (2) where competition law does not provide sufficient protection against the risk that the airport operator may engage in conduct that results in an abuse of the substantial market power, (3) where, for users of air transport services, the benefits of regulating the airport operator are likely to outweigh the adverse of market failure. The interests of aircraft operators do not always equate to the interests of passengers or other airport users and should not supersede them.

1.5.1a Economic Oversight is mostly appropriately applied in as light handed a manner as possible. The form of economic oversight which is appropriate should be determined on a case by case basis and take into account the level of airport competition, and the national legal, institutional and governance framework, first and foremost, competition law. The application of economic regulation (as one specific form of economic oversight) should only be applied if the airport has demonstrated market power (assessed on a case-by-case basis). Any regulatory interventions should be kept at a minimum and need to be cost-effective, more specifically the direct and indirect cost of regulation should not outweigh its benefits.

1.5.1 b Any right of appeal of aircraft operators against decisions by the airport should be consistent with the form of economic oversight or regulation adopted in the State. In a functioning market the commercial freedom of airport operators should not be compromised by an appeal process potentially interfering with the airport's decision. Only in the event that market failure cannot be remedied, the decision of the airport should be subject to a review by an appeal body.

1.5.1c Any economic oversight of airports should be driven by established economic principles. In line with this, economic oversight should not be used as a means of artificially increasing the profitability of airlines, nor to support struggling airlines to a degree that the market would not incentivize. Such an approach is disadvantageous to the travelling public, as it both undermines healthy airline competition and typically comes at the expense of longer-term investment back into airport infrastructure & facilities.

1.5.1 d In order to ensure predictability in economic terms, any economic oversight or regulation should be consistent with the concession contract signed by the competent authority with the airport operator.

## 1.6

### The cost basis for airport charges and airport charging systems

1.6.1 As commercial enterprises, airports have the right to determine their own economic and commercial policies taking into account national and local public policy.

1.6.1a The level of airport charges needs to be sufficient to cover the cost to operate the airport plus the long term capital investment required to meet the current and anticipated demand. The level and structure of airport charges should be related to the full economic costs of airport operations, including a reasonable return on assets at a sufficient level and the development of appropriate reserves to deal with unforeseen adverse circumstances. The airport charge should ensure that airports are economically viable to enable it to sustain operations. It should be sufficient for attracting future investors in such projects.

1.6.1b The choice of charging systems is affected by many factors which vary from airport to airport. While aircraft weight is the basis for landing and parking charges in many airports, other economic principles may be applied in setting charges in accordance with the guidance in the ICAO Airport Economics Manual and taking into account the opportunity cost of scarce airport capacity to ensure its efficient allocation. Charging policies of airports must take into account national and local public policy, the right of airports to determine their own economic policies and their ability to be financially self-sustaining. Passenger Service Charges should be related to the overall cost of processing the passenger at the entire airport, not only for the use of specific facilities. Whereas passenger and aircraft related charges would remain cost related, enhanced flexibility within and between the individual cost bases is desirable to offset a certain degree of risk for the aircraft operator by making his cost more variable.

1.6.1c The introduction of flexible service options, such as low cost terminals, or innovative charging schemes which rely on market economics to locate capacity where it is in short supply (e.g. in peak hours) should be permissible and is in line with ICAO policies. Such options, however, need to be transparent and available to all airport users and must not discriminate against other users of the airport. The introduction of such

## 1.7

### Rate of return

1.7.1 Airports are capital intensive businesses and need to be able to set a charge related to the full cost of the service including a rate of return sufficient to finance the infrastructure and its operations and to satisfy investors and creditors.

1.7.1a Airports are entitled to a reasonable rate of return on capital employed to secure financing of new or expanded infrastructure and to remunerate their shareholders. Private equity and debt are the primary source of capital as public funding is hardly available in many countries.

1.7.1b To ensure future investment in airport infrastructure it is important that private and institutional investors maintain their confidence in airports as attractive investment targets. Introducing prescriptive and specific guidelines regarding the rate of return that airports are allowed to generate can damage investor confidence.

1.7.1c Reasonable rates of return should be determined on a case-by-case basis, including the cost of capital and development needs and reasonable profit-margin for providing adequate future infrastructure. When calculating a reasonable rate of return, the various and potentially significant degrees of risk airports are exposed to must be taken into account. Airports are significantly exposed to the airline industry which is very susceptible to external circumstances forcing it frequently to revisit business models and strategies which immediately affect airports. The airports' ability to react to negative developments can be limited as airport infrastructure cannot simply be decommissioned. Airport infrastructure development is a long term undertaking which must not be disrupted by short term airline industry volatility.

1.7.1d Any methodology applied to calculate the rate of return should exclude the contribution of non-aeronautical revenues to the overall airport financial performance as well as revenue derived from non-airport activity including real estate monetization permitted for the airport. Non-aeronautical revenues should not be subject to any limitations on profitability as they are not derived from aircraft operators and generated in a competitive market environment.

## 1.8

### Minimum landing charges at congested airports

1.8.1 Given the increasing congestion at major airports, ACI supports appropriate non-discriminatory charging structures for airlines and general aviation. ACI also supports, in principle, the concept of minimum charges which adequately reflect the economic cost of congested airside and landside facilities.

1.8.1a The concept of a minimum or fixed charge, for example at congested airports and during peak periods, is regarded as a means to signal the cost of investment in additional infrastructure, and as such has been accepted by ICAO.

A minimum or fixed charge combined with a variable charge based on aircraft weight or other criteria more accurately reflects the true economic cost of providing airport facilities by charging all users on a cost recovery basis while also collecting the marginal costs associated with different aircraft types and operational characteristics.

## 1.9

### Passenger service charges

1.9.1 Passenger service charges are an essential source of funds for airports. While they are ultimately a charge levied by the airport on passengers, passenger service charges (and equivalent charges) should preferably be paid concurrently with the purchase of the air fare to facilitate collection of the charges.

1.9.1a Revenue accrued from passenger service charges is essential to fund the operating and capital costs of the airport.

1.9.1b Passenger service charges are either collected directly from the passenger by or on behalf of the airport operator, or billed to the airlines and incorporated in fares. Regardless of how passenger service charges are collected, they remain a charge to the passenger and do not represent a charge and cost to the airline.

1.9.1c ACI supports the ICAO Council Policies which emphasize the need for consultations between airport operators and airlines with a view to alleviating problems related to the collection of passenger service charges. Direct collection from passengers slows down passenger flow and creates a need for bigger and more costly installations. Whenever the direct collection of passenger service charges gives rise to facilitation problems, they should be incorporated into the airline ticket, with such charges fully transparent to the passenger. Any airline fee necessary to incorporate the passenger service charge on the ticket should be provided on a cost recovery basis.

## 1.10

### Costs associated with aviation security

1.10.1 States are responsible for ensuring the implementation of adequate security measures at airports. Terrorist acts against air transport are not directed at airports, airlines or air passengers, but aimed at States. It is therefore inequitable to single out the air transport industry for the payment of services designed primarily to protect the State.

1.10.1a Under international law it is the responsibility of the State to provide protection to all companies and individuals within its boundaries without discrimination.. States should therefore bear the associated costs. If States insist upon recovering the costs of providing security at airports, these costs should be recovered in accordance with the ICAO Policies on Charges for Airports and Air Navigation Services (Doc. 9082).

1.10.1b Any such charges or transfers of security costs must be strictly cost related. Before any security costs are passed on by States, consultation must be held between all the parties concerned to ensure that the security standards established by the State are implemented in the most cost-effective manner and that the procedures are designed with facilitation in mind. Where security responsibilities are delegated by the State to airport operators, all associated costs which are not directly reimbursed by the State must be passed on to airport users. If any carrier or other entity requires services demanding a higher security standard than those established by the national security authority, that entity must pay the additional costs incurred. There should not be any sharing of revenues from amounts collected as recovery of security cost as this is for discharge of a sovereign function.

1.10.1c Upon the introduction of new security provisions or requirements airports should be able to fully recover additional costs from the time when they were incurred.

## 1.11

### Costs associated with aircraft noise

1.11.1 Airports experiencing noise problems should levy noise-related charges to encourage the development of quieter aircraft and expedite airline fleet renewals. In line with the 'User Pays Principle' Airspace users should bear the costs associated with noise and, to the extent possible given local constraints, incentives may be set to reduce noise,

1.11.1a Airports have a major role in the mitigation of noise in dialogue with the surrounding community, and many are actively working in this regard. Airport operators should not be deemed responsible for the consequences of aircraft noise, which is outside the control of the airport. Airports are entitled to reflect the costs incurred in implementing aircraft noise alleviation measures in airport charges and to encourage the use of quieter aircraft.

1.11.1b A specific noise-related charge may be levied which reflects the degree of noise nuisance produced by the aircraft, where legally allowed and appropriate under local circumstances. Several different systems of noise measurement and noise charging are in operation at States and their airports. The system chosen by an airport operator should reflect local objectives and be based on transparent criteria.

1.11.1c ACI encourages its members to apply the ACI Aircraft Noise Rating Index. The Index matches current trends and technologies and remains simple, while at the same time it reflects more faithfully the specific situation at each individual airport.

## 1.12

### Consultation with users regarding charges and airport development

1.12.1 Consultation with users is an important element in the development of airport user charges and airport infrastructure planning. All parties involved have a responsibility to engage actively and constructively in the consultation process and should primarily take into account the current and future interests of passengers and other end users. Consultations by definition are different from negotiations and do not require an agreement between the parties. The airport provider shall retain its autonomy and freedom to set charges after considering the information obtained from users during the consultation process.

1.12.1a Consultation is designed to increase the mutual understanding between providers and users, give them an awareness and knowledge of each other's plans and intentions, and should ideally result in all parties moving in the same direction to ensure necessary investment and funding.

1.12.1b Consultation is of value to both airport operators and their users. ACI supports the ICAO Policies on airport charges that state the aim of consultation "should be that wherever possible, users and providers should reach an agreement on the charging system or level of charges." Airport operators are the sole decision-makers in such matters, since they are independently responsible for the management of their airports, and have a long term responsibility which is not shared by airlines and which encompasses the interests of passengers as well as operators.

1.12.1c Airport operators should inform and consult airline users and operators on matters having an impact on the users' rates and charges. In return, airlines should inform and consult airport operators about planning which may affect the development of air traffic and the revenue of airports (fares, networks, etc.). Airport operators should give reasonable advance notice to airlines when contemplating any revision of charges. However, the length of the advance notice must be left to airports, subject to economic considerations and national regulations.

1.12.1d To develop and maintain up-to-date and realistic airport traffic forecasts, an airport and its airline users should: collect and exchange statistics and other information needed to produce forecasts; exchange and discuss their assumptions; consult on forecasting methodology; and release any forecasts produced (subject to commercial confidentiality). The process of cooperation and consultation should include direct contacts between forecasting experts of the airports and airlines concerned.

1.12.1e Dialogue between airlines and airports should be continuous and general and not confined to consultation on specific charges. Airport capital expenditure and development programmes, for example, are better focused when discussed in detail with the airports' users. Airlines should inform airport operators of their future requirements, which will assist airports to achieve a smooth expansion to accommodate increased traffic flow.

1.12.1f Many airports, however, experience difficulties with requirements imposed on them by aircraft operators at short notice which, in some cases, are later withdrawn after new facilities have been provided. ACI strongly recommends that airlines regularly provide airports with regular short- and medium-term forecasts of: future types, characteristics and numbers of aircraft to be used; anticipated growth of passengers and cargo; special facilities which the airport users desire and are willing to pay for; and other relevant matters.

## 1.13

### Non-aeronautical revenues and airport charges

1.13.1 Airports are strongly encouraged to develop non-aeronautical activities and maximize non-aeronautical revenues at their facilities. There should be no requirement to use non-aeronautical revenues to reduce airport user charges, a practice known as the "single till".

1.13.1a Airports should develop non-aeronautical activities at their facilities as far as practical and should generate revenues from concessions, rentals and other commercial activities. These activities also include maximizing returns on scarce airport property from such activities as parking, industrial parks, hotels and convention facilities. Commercial activities should be developed to the maximum extent practical with due regard for passenger service and profitability.

1.13.1b Including non-aeronautical revenues in the cost basis for the calculation of airport charges can constitute an unwarranted subsidy to air carriers from the airport operator. This practice, known as the "single till," also acts as a disincentive to airports to develop non-aeronautical revenues.

1.13.1c ICAO policies specifically state that "it may be appropriate for airports to retain non-aeronautical revenues rather than use such revenues to defray charges." The practice of using the "single till" is contrary to the objectives of cost-relatedness and the "user pays" principle which would require airport charges to cover all of the costs (including quantified and agreed external costs) of the services provided to users. Non-aeronautical and non airport revenues thus can be considered among the sources of funding by the airport operator to finance new investment, to pursue new business opportunities or to remunerate airport stakeholders at the sole discretion of the aircraft operator.

## 1.14

### Currency considerations

1.14.1 Where local currency is not convertible, or inflation is high, airports may need access to hard currency (i.e., use of a currency widely accepted around the world) to finance investment in equipment and facilities. Under these circumstances, there should be no prohibition on airports requiring that their charges be paid in such currencies.

1.14.1a In countries where the national currency is freely convertible, airport charges are normally payable in local currencies. However, in some countries, charges are denominated or payable in hard currencies. This may be necessary where high inflation is causing rapid depreciation of the local currency. Hard currency may also be necessary to pay for the import of essential airport equipment needed for safety, security and passenger service, or for the purchase of services from other countries.

1.14.1b Requiring the use of local currencies by restricting the use of hard currencies could therefore lead to severe deterioration in airport service, as well as damage to airport finances. ACI therefore opposes any policy which prevents the payment of charges in hard currencies.



1.14.1c The issue of hard currency charging has been linked to the broader issues of countries blocking the remittance of revenues from local ticket sales, or restricting the currency of payment for ticket sales. These are separate problems, and approval of the payment of airport charges in hard currency should not be made contingent on their resolution. To do so could threaten the provision of airport facilities and damage airport finances.

## 1.15 Airport accounting practices

1.15.1 Accounting practices must be adapted to local needs and regulations.

1.15.1a Accounting systems must meet the requirements of the body charged with responsibility for the airport. They must be adapted to the type of airport facility, the scope of its operation and the nature of its various cost areas and activities. Accounting systems must also comply with national regulations as well as the generally accepted accounting principles in a country or State. They should also allow for the accurate allocation of costs to aeronautical and non-aeronautical activities so as to facilitate the operation of a dual till pricing structure.

## 1.16 Performance management

1.16.1 The development of relevant and appropriate performance indicators represents a best practice for airport managers, and should be linked with an airport's strategic or business plan. Such performance indicators should cover activities by all service providers at an airport. Using airport performance indicators for benchmarking between or among airports or with other industries however should be done with caution as the comparability of the underlying data and its reporting is limited since significant differences exist among airports.

1.16.1a The application of performance management systems is a common internal tool across the airport industry to enhance the performance and efficiency of an airport, airport system or network over time. Performance measures support the establishment of corporate goals and planning, identify areas requiring management attention and promote individual staff accountability. As many services critical to the airport performance are outsourced to suppliers or undertaken by other providers they should be included in the performance measurement system.

1.16.1b The incorporation of economic performance objectives as a form of economic oversight should only occur on a case by case basis and is the responsibility of the State within its economic oversight function. Such an intervention should be considered only in extreme situations, and where possible such review should be left to the airport management.

1.16.1c Airports are free to determine which individual indicators they wish to establish to ensure the organization's success. While reporting all performance indicators to users would be overly prescriptive and counterproductive, disseminating the information on some selected key performance areas should be part of the user consultation process.

1.16.1d The collection and reporting of performance indicators need to address the risk that the data will be misused for simplistic and inaccurate industry benchmarking exercises. The definition of performance measures varies significantly between airports as costs are allocated and accounted for in different ways. Other variable factors are capacity, ownership structure, State requirements, age of airport infrastructure, airport size, layout and location, level of commercial activities and level of outsourcing. Moreover, there is no consistency in the collection and reporting of data. Performance indicators are an information tool specific to an individual airport--they are not designed to serve as the basis for industry benchmarking absent agreement by all parties involved.

## 1.17

### Government charges on civil aviation

1.17.1 Governments should impose charges only for services and functions which directly relate to and benefit civil aviation operations, and should not impose any charges for functions which are the primary responsibility of governments.

1.17.1a Government charges on air carrier traffic and air transport may be defined as levies or fees imposed by governments, intended to recover the cost of providing aviation facilities and services. Even though charges of this sort are sometimes erroneously referred to as “taxes”, under the above definition they should be referred to as charges.

1.17.1b ACI is concerned with the proliferation of government charges levied on air transport. Such charges should only be imposed for services and functions which have a direct relationship with, which explicitly benefit civil aviation operations, and which the civil aviation industry considers necessary and desirable. If these conditions are not satisfied, government charges may in practice simply amount to ‘stealth taxes’.

1.17.1c Governments should refrain from imposing charges which discriminate against civil aviation in relation to other modes of transportation. They should also refrain from imposing any charges for functions which are the prime responsibility of governments, such as security, immigration and customs.

Any charges, levies or fees imposed by a government authority on air transport should benefit the air transport industry and should not be used for other purposes. Charges, levies or fees levied to finance specific programmes should be withdrawn when these programmes are completed. All surplus income from these charges should be reassigned to support civil aviation in order to reduce any potential additional government charges. An increase in existing charges should be imposed only after consultation with the industry.

## 1.18

### Taxation on civil aviation

1.18.1 ACI is opposed in principle to all government taxation on air transport which may create impediments to the development of air passenger and cargo travel, prevent connectivity, and is extremely concerned over the proliferation of taxes imposed on international air transport. Taxation can possibly distort competition between airports located in different countries.

1.18.1a A “tax” has been defined by ICAO as “a levy that is designed to raise national or local government revenues which are generally not applied to civil aviation in their entirety or on a cost-specific basis.”

1.18.1b ACI recognizes that imposition of general business, sales, income or use taxes levied fairly and uniformly on the conduct of all businesses within a political jurisdiction should be considered the legitimate right of governments. ACI’s policy is to oppose the proliferation of taxes imposed solely on air transport and used for non-aviation purposes.

1.18.1c ACI endorses only those taxes on international air transport that are justified, equitable, non-discriminatory and in accordance with the Chicago Convention and ICAO resolutions, preferably developed in consultation with the industry, including airports and airlines. Any other form of taxation has a detrimental impact on airline and airport finances and on consumers and constitutes a material obstacle to the development and expansion of international travel and trade. Furthermore, taxation solely on air transport for non-aviation purposes contributes to the erosion of the universally-accepted system of reciprocal exemptions from multiple and unfair taxation. ACI also opposes those taxes which discriminate in favour of transport modes which compete with aviation.

1.18.1d ACI strongly urges all States to uphold and actively support the implementation of ICAO resolutions on the taxation of international air transport (Doc. 8632: ICAO’s Policies on Taxation in the Field of International Air Transport). Accordingly, ACI urges all States to impose levies only to recover the costs of providing services and functions which directly relate to and benefit civil aviation operations.

# 2

## Air transport regulation

(cf. Documentation of ICAO Worldwide Air Transport Colloquium and ICAO Air Transport Conferences)

## 2.1 General

### ACI POLICY

2.1.1 Liberalization should be welcomed to improve connectivity to the benefit of the economy and the society. New regulatory arrangements should take account of airport capacity considerations and other interests in determining service levels, and should not erode or restrict airport proprietary rights. Airports should be represented in national delegations to air services negotiations.

### ACI RECOMMENDED PRACTICE / COMMENT

2.1.1a Regulation of air transport is one of the most fundamental issues of international aviation and is therefore of great interest to all airport operators. Regulation policies affect the volume and character of air transport services and thus have a major impact on airports. Furthermore, the availability of adequate levels of high quality, safe and secure airport facilities is critical if the goal of the liberalization of air transport is to be achieved. For these reasons, airports should be fully involved in the process.

2.1.1b Progressive liberalization of international air transport should be welcomed as it contributes to the growth of air transport on a sound and stable economic basis. Adequate and effective safeguards must be in place to ensure , safety and security. This continuity and stability is also essential for airport operators which must finance and implement the expansion of airport capacity and ensure quality of service for passengers and cargo shippers on a long term basis.

2.1.1c Consistent with liberalization, rules on the foreign ownership of airlines and airports should be relaxed. Governments, however, should closely monitor the effects of liberalization measures, and should be prepared to take action if they result in a reduction in competition to levels below those which are necessary to maintain adequate service and consumer choice.

2.1.1d Liberalization presents airports with new challenges for their operation, planning and development, and financing. The need for airports to have both the flexibility and financial resources to meet those challenges should therefore be recognized. In order to enhance their ability to properly establish and match airport capacity with the development of traffic, airports should be involved in the process of the determination of air services by governments, by being represented in national delegations to bilateral and multilateral air services negotiations.

2.1.1e Any move to replace the current bilateral air service system with arrangements between or within trading blocs or groups of States (such as the European Community) should allow for traffic services to be adapted to the capacity considerations of individual airports or regions. Similarly, any moves towards multilateral agreements should not inhibit the ability of each State to take account of airport capacity considerations.

2.1.1f Governments should not allow new forms of air service agreement, whether bilateral or multilateral, which are aimed at restricting or eroding the proprietary rights of airports as established under the present laws, regulations and contracts which govern airport/airline relationships.

## 2.2 Basic objectives of air transport regulation

### ACI POLICY

2.2.1 Regulation may be appropriate to help States adapt to the changing aviation business environment, and to avoid unjustified over-regulation.

### ACI RECOMMENDED PRACTICE / COMMENT

2.2.1a The world aviation industry is moving towards globalization, liberalization and private market responsiveness. Regulation may be appropriate to help States adapt, participate and play a flexible and creative role in such an environment. For these reasons, issues such as market access, ownership and control, and fair competition should not be defined in such a way as to return to the heavily regulated system that existed in the past, where national interests played too strong a role in regulating competition.

## 2.3 Air service liberalization, airline market access, safety nets and safeguards

### ACI POLICY

2.3.1 Caution should be exercised to ensure equitable delineations of market access when trying to design new regulatory arrangements. New regulatory arrangements should seek broader, mutually beneficial economic development.

### ACI RECOMMENDED PRACTICE / COMMENT

2.3.1a Market access is the most important element in the regulatory framework of international air transport. ACI supports the conclusion of the 1994 Worldwide ICAO Air Transport Conference that one of the underlying purposes of any future market access arrangements should be, in the long run, to optimize efficient and economical trade and communication links among States and to promote to the fullest extent national and regional growth and development. ACI considers that if the quality and quantity of air transport services are increased, the wider benefits to communities, users, trade and economic development will more than offset any apparent inequity arising from specific situations with respect to market shares.

2.3.1b Great caution should be exercised to ensure equitable market access when trying to design new regulatory arrangements. Effective dispute resolution mechanisms must be in place and many already exist in national regulations and laws. New regulatory arrangements should not only focus on balancing the interests of providers of services but should seek to promote broader, mutually beneficial economic development.

2.3.1c Unrestricted market access should be promoted as long as the means of access, in particular the airline product designation systems, code-sharing operations and joint services, do not mislead the travelling public.

2.3.1d ACI agrees with the regulatory arrangement on a safeguard mechanism adopted by the 1994 Worldwide ICAO Air Transport Conference, and subsequently refined and incorporated in the ICAO Manual on the Regulation of International Air Transport (Doc 9626).

## 2.4

### Air transport liberalization and national ownership and control of airlines

#### ACI POLICY

2.4.1 The criteria of national ownership and control are no longer valid in the current context of increasing globalization of industries and services and should be significantly modified, if not abolished altogether in the future.

#### ACI RECOMMENDED PRACTICE / COMMENT

2.4.1a States need to devise ways of pursuing the liberalization of air transport policies while assuring an adequate "quid pro quo" in negotiations. This will require a substantive review of bilateral agreements and flexibility in designating airlines, while ensuring that they are under the regulatory control of the designating State. This has implications for market access, safety and security.

2.4.1b Regulation that limits the possibilities for non-national ownership can be discriminatory and limit competition. However, if States consider that the modification or abolition of national ownership and control could lead to unfair competition. This could be dealt with under safeguards or applicable competition law.

## 2.5

### Airports and the broader regulatory environment: competition laws

#### ACI POLICY

2.5.1 Regulation, if at all desirable, should aim to encourage the efficient, competitive and non-discriminatory functioning of the market. It should not erode airport operators' proprietary rights and should accommodate the divergent needs of airports worldwide. Where airline competition is threatened, government action should be considered to maintain competition at an acceptable level.

#### ACI RECOMMENDED PRACTICE / COMMENT

2.5.1a In sectors of rapid change like air transport, traditional ex-ante regulation can create major distortions and generate unjustified additional costs. Any attempt at re-regulation or at broadening the regulatory environment should be considered very carefully at a time when the globalization of the industry is dependent on less intrusive regulation. Regulation should aim to improve transparency and avoid any distortion of competition. Such government involvement in the air transport industry should not interfere with an airport operator's right and ability to manage its proprietary affairs locally and should be broadly tailored to accommodate the divergent needs of airports worldwide. A number of existing clauses in air service agreements should be modified accordingly in order to give specific recognition to the proprietary rights of airports.

2.5.1b It is important that, before embarking upon a new, broader regulatory environment, the regulatory bodies responsible should be clearly identified and an explicit distinction should be made between the authorities responsible only for regulatory issues and those entrusted with the assessment of taxes/charges.

2.5.1c Several governments and group of countries such as the European Union see the application of competition laws as a tool for achieving air transport objectives. In line with the spirit of the ICAO Policy and Guidance Material on the Economic Regulation of International Air Transport (Doc 9587) it is ACI's view that competition laws should create a fully competitive environment for all parties. Where competition is threatened, government action should be considered to maintain competition at an acceptable level.

## 2.6

### Airline product designation systems and the travelling public

#### ACI POLICY

2.6.1 The airline product designation system should be made more responsive to the needs of the travelling public. Flight information displays in computer reservations systems (CRS) should be transparent, accessible and complete.

#### ACI RECOMMENDED PRACTICE / COMMENT

1.6.1a The proliferation of airline product designations has had the effect of confusing and misleading the public, while adding to the complexity of the bilateral negotiation process and to the difficulty of gaining acceptance by third party States. Such products include, for example, code sharing, change of plane and change of gauge with single flight numbers, single flights with multiple flight designations, interline restrictions, etc. Many of these arrangements are a response to biases built into the standards for flight information displays in computer reservations systems, but are not consistent with the principles that underlie the ICAO Code of Conduct on CRS.

1.6.1b ACI fully supports the ICAO Code of Conduct for the Regulation and Operation of CRS presented in Doc 9587 (Second edition – 1999). CRS displays should be made transparent, accessible and complete, in line with the revised ICAO Code.

## 2.7

### Airports and international traffic flows

#### ACI POLICY

2.7.1 The principle of market forces determining international traffic flows should be pursued and implemented, whether through liberalized bilateral agreements, multilateral agreements or other international arrangements. To achieve this result, ACI supports the principles of effective market access, transparency, non-discrimination and fair competition.

#### ACI RECOMMENDED PRACTICE / COMMENT

## 2.8

### Airport charges provisions in air service agreements (ASAs)

#### ACI POLICY

2.8.1 Air service agreements (ASAs) are neither necessary nor appropriate mechanisms for the control of airport charges.

#### ACI RECOMMENDED PRACTICE / COMMENT

2.8.1a The primary purpose of bilateral or multilateral air service agreements is to permit and regulate the type and amount of air services between the contracting States to the agreement. Practical ground operational issues are generally left to normal commercial negotiations between airlines and service providers.

2.8.1b Most ASAs therefore contain only a general provision on airport charges restating the non-discrimination requirement of Article 15 of the Chicago Convention. A small number of agreements contain more detailed airport charges provisions, but these are rarely invoked. Where they have been invoked the process has proved slow, expensive and of limited value.

2.8.1c In most of the States which account for large volumes of air traffic, there are effective domestic legal systems which protect against excessive or discriminatory airport charges. As a result, airport charges have been a remarkably small and constant component of airline costs. There is therefore no need for any general policy covering the introduction of detailed provisions on airport charges into air service agreements.



## Facilitation and airport services

*cf. ICAO Annex 9 - Facilitation;*

*ICAO/IMO Doc.9636 – International signs to provide guidance to persons at airports and marine terminals;*

*and ICAO Annex 18 – Safe Transport of Dangerous Goods by Air*

# Passenger facilitation and services – general

ACI's objective in the area of facilitation and services is to cover the end-to-end passenger journey and experience, as well as safeguarding the interests of passengers developing policies and positions aimed at continuously improving service quality at airports, simplifying and speeding the flow and processing of passengers, baggage, cargo and mail through airports, while bearing in mind the different requirements of various authorities with particular regard to safety, security, illicit trade and dangerous goods.

## 3.1

### Quality of service

#### ACI POLICY

**3.1.1 Service quality should be a key component in an airport's business strategy and operations management.**

#### ACI RECOMMENDED PRACTICE / COMMENT

**3.1.1a** Service quality should be about aligning the different interests of the airport and the passenger to generate value for both the company and the customer.

**3.1.1a** Airport operators should monitor a wide range of qualitative and quantitative factors related to airport service quality and the passenger experience at airports, according to the needs of users and the characteristics of the airport with the objective of improving the services delivered.

**3.1.1b** Where airports have no direct control, they should strengthen their existing cooperation with all other organizations and agencies which have a guardian role for service delivery at the airport, in order to develop a "seamless airport service" with agreed minimum service standards.

**3.1.1c** They should also develop airport business continuity plans which are comprehensive and coordinated with all parties.

**3.1.1d** Airport operators should adopt clear passenger service propositions based on the continued development of existing and new passenger services aiming to improve passenger's experience and the generation of additional revenues.

An agreed minimum service level needs to be defined locally in order to determine the ability to process passengers at the time required. In addition, an agreed service quality target score for perceived service quality indicators should be defined and agreed on with the partners involved.

## 3.2

### Airport capacity

#### ACI POLICY

**3.2.1 Airport operators should promote the efficient use of existing airport capacity , in consultation with airlines and other stakeholders.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Despite the best efforts of airport operators to expand airport capacity to meet demand and remove artificial capacity restrictions, the phenomenon of traffic peaking may reduce the effects of such efforts, and has been the subject of increasing concern by airport operators around the world. Traffic peaking at airports generates severe economic penalties, such as under-utilization of costly airport facilities and services, opportunity costs from direct and indirect impact of lost services, and delays to aircraft and passengers.*

*Significant improvements can be obtained by attempting to redistribute traffic through effective consultation between the interested parties, i.e. in particular airlines, airports and government authorities. ACI and IATA have jointly produced a booklet entitled "Guidelines for Airport Capacity/Demand Management" and the Airport Development Reference Manual to assist both airports and airlines to combat the problem of traffic peaking and resulting adverse effects, and to maximize the utilization of airport facilities and other resources for the benefit of all parties concerned.*

## 3.3

### Code-sharing

#### ACI POLICY

**3.3.1 Airport operators should facilitate the use of the same terminal facilities for Code-sharing and alliance airlines whenever feasible without jeopardizing overall terminal operation and services.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Collaborative and code-sharing arrangements should be fully transparent to passengers*

*Airlines should inform passengers and airport operators well in advance of all the logistical details involved in a particular collaborative or code-share arrangement, including changes of aircraft at an intermediate airport or changes from an international to a domestic terminal (or vice versa) required on the same flight number*

*With regard to the display of different code share airline identifiers and flight numbers on the FIDS, it is recommended that, where required, these be shown on a rotating basis in an additional column (e.g., 'Remarks') on the same line.*

## Schedule coordination and slot allocation

### ACI POLICY

### ACI RECOMMENDED PRACTICE / COMMENT

**3.4.1 Airport slots should be allocated in a manner that promotes efficiency in the use of the infrastructure that airport operators build.**

Excess demand is a matter of fact at many airports and is likely to remain an issue. This requires coordinated use of limited infrastructure, to avoid operational problems to the disadvantage of passengers, airlines and airports.

The airport operator is best placed to define and declare airport capacity for runways (aircraft movements), terminals (passenger movements) and aprons (number of aircraft parking stands), in consultation with ATC and other appropriate authorities as necessary.

**3.4.2 Four guiding principles have been developed:**

**1) ACI and airport operators need to be appropriately involved in the further development of the IATA Worldwide Slot Guidelines and their implementation.**

*Slot allocation procedures should take into account historical precedence, new entrants, frequency of service on certain routes and aircraft size, aircraft noise or other environmental restrictions and underutilization of allocated slots. The procedures should be both transparent and fair. It is also important that provisions on sanctions are included to counteract abusive use of slots, i.e. repeated and deliberate operation significantly outside the allocated slot time.*

**2) Consideration must be given to the interests of airport operators and their surrounding regions, when aiming for efficient use of airport infrastructure.**

*The direct involvement of airports in slot allocation is essential for the efficient movement of persons and goods and to ensure that airports play a leading role in the economic development of the communities and regions they serve. Airport characteristics vary and it is therefore important that the allocation rules allow for the establishment, with active participation of the airport operator, of local rules that can take such characteristics into account.*

**3) The definition of a slot should be explicit not only as an aircraft operator's permission to use the infrastructure at a given date and time, but also its obligation to use the capacity the way it has been allocated. The permission and obligation to use the slot do not constitute property rights.**

*Airports slots are important for access to the infrastructure resources of an airport, and the airport operator must play a leading role in the efficient allocation of slots to airlines, taking into account issues such as destinations served, aircraft seat capacity, competition, delays to aircraft and/or level of service in terminals.*

**4) ACI supports the development of alternative capacity allocation methods for airports where demand exceeds supply**

## 3.5

# Maximum clearance times at international airports

### ACI POLICY

**3.5.1 Airports, cooperating closely with government agencies and airlines, should aim towards a maximum passenger processing time of 45 minutes or less for normal arriving passengers.**

**3.5.2 Airports, cooperating closely with government agencies and airlines, should aim towards a maximum passenger processing time of 60 minutes or less for normal departing passengers.**

### ACI RECOMMENDED PRACTICE / COMMENT

**3.5.1a** ACI supports Recommended Practice 3.39 in ICAO Annex 9, which calls for a goal for clearance within 45 minutes from disembarkation, for all arriving passengers requiring not more than normal inspection, regardless of aircraft size and scheduled arrival time. This goal is so important to the efficiency of international air transport that ACI will continue to press for it to be upgraded to a Standard.

**3.5.1b** Passengers should be provided with information concerning the entry requirements of customs, immigration and other authorities, so that clearance procedures are not unnecessarily delayed. Airport operators, airlines and control authorities should take every opportunity to ensure that this information is readily available and brought to the attention of passengers.

**3.5.2a** ACI supports Recommended Practice 3.36 in ICAO Annex 9, which calls for the setting of a goal 60 minutes for completion of departure formalities for departing international passengers. The total time should be calculated from the passenger's arrival at the first processing point at the airport (, self-service kiosk, check-in desk, baggage drop-off point, security control or other control ) to the scheduled time of flight departure.

ACI strongly suggests the review of Recommended Practice (RP) 3.36 to better reflect the reality of the passenger process time from arrival at the airport to entering the security restricted airside area for departure

## Illicit trade

## ACI POLICY

**3.6.1 Airports should cooperate with customs administrations to interdict illicit trade and other contraband.**

## ACI RECOMMENDED PRACTICE / COMMENT

*Customs administrations have a vitally important role to play in the field of illicit trade . Airport operators can assist them, provided that there is a reasonable level of understanding between customs and airport management.*

The measures taken against illicit trading should be integrated into a seamless arrivals process, not to cause undue delays.

*Airports have to fulfil many obligations in relation to various authorities, and there is a possibility that some of these obligations may conflict with each other. A good relationship, reinforced by a memorandum of understanding, guidelines or other instruments agreed at the local level may help in the resolution of any problems.*

*ACI has signed a Memorandum of Understanding (MoU) with the World Customs Organization and agreed the contents of the associated guidelines. These can form the basis of local MoUs and agreements.*

## 3.7

# Baggage delivery on arrival

### ACI POLICY

**3.7.1 Passenger's reasonable expectations on baggage delivery time should be taken into account when agreeing on SLA's with airlines and/or ground handlers,**

### ACI RECOMMENDED PRACTICE / COMMENT

**3.7.1a** In order to improve baggage delivery, ACI recommends that: the baggage delivery system feed points be located as close as possible to the aircraft; wide, fast and reliable baggage belts, conveyors and baggage transporters be employed; and the design of baggage delivery areas should allow for flexibility and expansion.

**3.7.1b** ACI also recommends that the appropriate authority should establish and monitor compliance with delivery standards for baggage at each terminal and that performance records should be exchanged between airports, airlines and/or ground handlers.

**3.7.1c** Computer systems should be employed to monitor and control baggage delivery and to guide passengers.

**3.7.1d** Information regarding the delivery status should be made available to passengers..

## Dual channel system of inspecting inbound baggage

### ACI POLICY

**3.8.1 The dual channel system should be introduced wherever possible and justifiable.**

### ACI RECOMMENDED PRACTICE / COMMENT

**3.8.1a** The merits of the dual channel or red/green system of customs clearance have been well proven at many airports around the world and the system should be implemented in all countries in order to speed up passenger flow.

*Guidelines should be drawn up for the most appropriate design of dual channel facilities which offer customs administrations the maximum surveillance possibilities of passengers awaiting their checked baggage (Standard 3.51, Annex 9, ICAO).*

**3.8.1b** Moreover, additional guidance should be given to passengers on the functioning of the system, including the description and quantities of duty-free goods which are allowed through the green channel. This information should be presented in various languages. Emphasis should be placed on the passenger's legal responsibility when selecting the green channel.



## Simplification of procedures for inbound passengers on international flights

### ACI POLICY

**3.9.1 The inspection of arriving passengers on international flights should be limited to travel document examination, provided that a sufficient number of immigration officers and/or Automated Border Control facilities be made available and visa waiver arrangements be extended to the maximum number of countries possible.**

### ACI RECOMMENDED PRACTICE / COMMENT

*States should not require any information in writing (such as a disembarkation card) supplementary to or in repetition of that presented in their identity documents, from temporary visitors travelling by air, or from operators on their behalf. Where identity documents are machine readable, document readers should be used to capture relevant information. If such information is captured before flight departure, it can be sent to the destination airport in advance of the flight, in the form of Advance Passenger Information (see Chapter 4, paragraphs 4.8 and 4.9 concerning machine readable travel documents and advance passenger information).*

*At the local level, airport and airline consultative bodies, such as facilitation or airline operators committees, should jointly work together to simplify arrivals process.*

*Irrespective of national rules, regulations and procedures, States should provide necessary government inspection services (personnel and/or automated systems) free of charge at all international terminals, at any time in response to reasonable commercial demand, not just during pre-established working hours as stated in ICAO Annex 9, Standard 6.42 ACI will continue to advocate for this change.*

**3.9.1a** Where appropriate, separate immigration channels should be established for nationals and aliens in order to speed the flow of passengers through controls and minimize congestion..

**3.9.1b** Where appropriate, separate immigration channels should be made available to Persons with Disabilities and families travelling with children.

*ACI supports ICAO Annex 9, Standard 3.42, which states that the public authorities “shall expeditiously accept passengers and crew for examination as to their admissibility into the State”. However, ACI believes that a clarification should be added to the Standard stating that the provision is intended to ensure that arriving passengers are not held on aircraft due to a lack of clearance capacity on the part of public authorities.*

*ACI supports ICAO Annex 9, Standard 6.21 which states that “Contracting States shall make arrangements for a sufficient number of control channels so that clearance of inbound passengers and crew may be obtained with the least possible delay. Additional channel(s) shall be available if possible to which complicated cases may be directed without delaying the main flow of passengers”. However, the wording “in operation” should be added after “control channels” in the first sentence, with the intention of ensuring that all installed channels are used when needed to meet the clearance time goal of 45 minutes.*

**3.9.2 Where there is a requirement to undertake routine quarantine and health inspections on arriving passengers, these should be designed and implemented efficiently.**

**3.9.2a** These checks should be integrated into a seamless arrivals process, not cause undue delay to inbound passengers and, where possible, be temporary procedures, particularly regarding response to health emergencies and pandemic outbreaks.

## Simplifying outbound passport and customs controls

### ACI POLICY

**3.10.1 States should critically review the need to conduct outbound passport and customs controls; and eliminate them where possible.**

### ACI RECOMMENDED PRACTICE / COMMENT

*At some airports, queues at inspection points prior to departure lead to apron (ramp) and terminal congestion and aircraft departure delays, with consequential heavy financial losses to the airlines and disadvantages for passengers, especially those making interline connections. Elimination of departure controls, with due regard to security considerations, would not only facilitate the movement of passengers and their baggage, but would also permit the simplification of layout and routings within airport terminals.*

*If departing passengers have to present their travel documents, their movement can be facilitated if there are separate channels for nationals and aliens.. ACI further believes that embarkation cards should be eliminated where possible.*

## 3.11

### Passenger service charges

#### ACI POLICY

**3.11.1 For reasons of facilitation, efficiency and convenience, the passenger service charges should be included in air fares.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Passenger service charges are either collected directly from the passenger, or incorporated in fares. It is always preferable for charges to be included in air fares (indirect collection), because direct collection from passengers slows down passenger flow and creates a need for bigger and more costly installations. There are two methods of indirect collection: either the airport bills the airline for the total number of passengers on each flight, or the airline charges the passengers directly and remits the proceeds to the airport operator.*

**3.11.1a** Where it is unavoidable to collect passenger service charges directly from the passenger, payment of such charges should be possible either in local currency or in foreign currencies which are acceptable in the region, or by credit card.

**3.11.1b** For customer convenience and to minimize facilitation problems at the airport, advance notice of these charges should be given to passengers at time of booking.. (see also chapter 1, section 1.4)

## 3.12

### Signage

#### ACI POLICY

**3.12.1  
Directional  
signage for  
passengers  
should be easy to  
understand,  
clearly visible,  
and whenever  
possible, be made  
accessible to  
people with  
disabilities.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Experience shows that continued development of new pictographic systems is not the most effective or economical way of improving the information provided to passengers at airports. When airports contemplate introducing pictographs, they should consider integrating existing sign systems, such as the ICAO system described in ICAO document 9636, into their existing branding identity.. Airports should also enhance the value of pictographic information by restricting its use to items of major importance to the passengers, including those with disabilities.*

## ACI POLICY

## ACI RECOMMENDED PRACTICE / COMMENT

**3.13. Airport facilities must include arrangements to meet the general needs of persons with disabilities.**

*As regards to air transport in particular ICAO and ECAC using the following definition: “any person whose mobility is reduced due to a physical incapacity (sensory or loco motor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person’s needs of the services made available to all passengers”.*

*Aviation, like all other transport modes, needs to recognise and accommodate this growing passenger segment. Persons with disabilities have the same international rights as other citizens, such as accessibility, and the full and effective participation and inclusion in society, including freedom of movement and freedom of choice (UN Convention on the Rights of Persons with Disabilities, the “Convention”, articles 3c and 3f.). Persons with disabilities should have opportunities for air travel comparable to those available to able-bodied citizens.*

**3.13.1a** The needs of persons with disabilities, determined in accordance with national and international requirements and recommendations, should be borne in mind by architects and engineers responsible for designing new structures or modifying existing ones, and by those responsible for operating the airport in question, with a view to the provision of suitable means to ensure easy and comfortable access to all facilities by passengers with disabilities, at a suitable level of quality of service. All procedures forming part of the journey of air travel, including check-in; immigration and customs; security clearance; embarkation and debarkation; departure; air carriage, and arrival should be adapted to the needs of persons with disabilities in order to facilitate clearance and air transportation of such persons in a dignified manner.

**3.13.1b** Persons with disabilities should be able to find out in advance the special problems which they may encounter, and the special aids or facilities which are available at airports of departure or arrival. Service Standards must be set for the requested assistance. These must be mutually agreed on by aircraft and airport operators as well as all other stakeholders including airlines which self-handle. More detailed recommendations are contained in ACI's handbook "Airports and Persons with disabilities" and the supplement published in 2010. *ACI supports ICAO Doc. 9984, Manual on Access to Air Transport by Persons with Disabilities*

**3.13.1c** Personnel whose work involves the handling of persons with disabilities and those in direct contact with the travelling public should receive adequate training. Training of staff is vital for providing quality service in a consistent and respectful manner to persons with disabilities. It is essential for staff to know their responsibilities and be able to perform them. Appropriate training for all staff in the chain of air travel/service delivery is needed to ensure that the needs of persons with disabilities are met.

**3.13.1d** Where necessary, in order to facilitate the embarkation and disembarkation of passengers with disabilities, including wheelchair users, alternative circuits should be established. These could even include circuits which do not pass through airport terminal buildings, provided that security and control regulations are complied with.

*States should ensure that the necessary funding is provided to implement any modifications or adaptations to facilities which are required in order to ensure that persons with disabilities receive the level of special treatment which is generally recognized as being appropriate. Many people without disabilities also need special facilities and/or assistance. Examples include young children and those responsible for them.*

*EC Regulation No. 1107/2006*

*EC Regulation No.1107/2006 concerning the rights of disabled passengers and passengers with reduced mobility when travelling by air took effect on 26 July 2008. This regulation transfers the overall responsibility for providing assistance services from an airline to the airport operator. The regulation seeks to establish uniform service levels at all European airports.*

*The assistance service shall be provided without additional charge to the passengers with reduced mobility. The airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.*

*Quality standards for assistance should be set in accordance with ECAC Document 30, **Part I, Section 5**, Annexes*

*5-C – Code of Good Conduct in Ground Handling for Persons with Reduced Mobility: Section 1.8., Training;*

*Annex 5-D – Guidelines on ground handling for persons with reduced mobility: Section 2., Staff training;*

*Annex 5-E -Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public*

*The regulation requires the provision of information in advance to the airport. The passenger needing assistance is required to notify the airline at least 48 hours prior to their departure, transfer or arrival at the airport. The airline is required to forward the necessary information to the airport operator at least 36 hours before the service is needed by the passenger.*

*AACA REFERENCE (as the insert of the guidelines handbook) -14 CFR Part 382, (13th May 2008)*

## Inadmissible passengers

### ACI POLICY

**3.14.1 Inadmissible passengers are the responsibility of the airline that transported them. Procedures should be implemented by airlines and border control authorities to ensure that inadmissible passengers are identified and processed in an efficient and expeditious manner.**

### ACI RECOMMENDED PRACTICE / COMMENT

*Travel documents should be simplified and standardized so that airlines can provide more effective assistance to these authorities. Passports and visas should be fraud proof and machine readable. The necessary automatic readers should be installed by the appropriate authorities. Advance Passenger Information (API) systems can also assist in the early identification of inadmissible passengers.*

*If passengers arrive in a State with fraudulent or forged travel documents, are no longer in possession of their documents, or are otherwise declared persona non grata on arrival, immigration authorities in that State should arrange for their deportation or detention. Selective screening at the point of embarkation could be used to minimize the flow of potentially inadmissible passengers.*

**3.14.1a** Persons other than identified passengers should not have access to areas where they could switch, remove or destroy the travel documents of passengers who have already been cleared. When necessary, a document check can be made immediately prior to aircraft boarding.



## Space and facilities for government inspection agencies at airports

## ACI POLICY

**3.15.1 Space and facilities for the authorities in charge of clearance controls should be provided at government expense.**

ACI RECOMMENDED PRACTICE /  
COMMENT

*Government inspection and control requirements relating to passengers, baggage and cargo generate a need for space allocation, as well as certain specific facilities and services. Although it is not mentioned anymore in ICAO's Annex 9, ACI strongly recommends that "space and facilities for the authorities in charge of clearance controls should, as far as possible, be provided at government expense".*

## Banks, ATMs and foreign exchange facilities at airports

### ACI POLICY

**3.16.1 Banks, ATMs and foreign exchange facilities should be provided at international airports and in service at those times when passenger flights are operating.**

### ACI RECOMMENDED PRACTICE / COMMENT

*Such facilities should be easily accessible to both arriving and departing passengers. If the volume of traffic at certain times does not justify the opening of manned counters, other facilities such as vending machines (ATMs) should be made available. It is important that ICAO-recommended signs for such facilities be used, where possible and according to local branding policies.*

## Vehicle parking facilities at airports

### ACI POLICY

**3.17.1 Adequate parking facilities should be provided to meet the needs of passengers (including those with disabilities), crew, staff and members of the public using the airport facilities.**

### ACI RECOMMENDED PRACTICE / COMMENT

*When designing and planning parking facilities, the speed and convenience of access to the terminals should be considered.*

*Airports should provide for online reservation of parking spaces in advance. Procedures, location and pricing scheme should be indicated on airport's web sites.*

*Availability of parking spaces should be displayed at as soon as possible before the entrance to the specific car park..*

*Vehicle access from public road system should be clearly indicated.*

## Duty-free shops on arrival

ACI POLICY

**3.18.1 duty-free shops for arriving passengers should be made available where possible according to local requirements.**

ACI RECOMMENDED PRACTICE /  
COMMENT

*An increasing number of airports have established duty-free shops for arriving passengers, to reduce the necessity for passengers to carry items on board aircraft, and to increase passenger convenience and airport commercial revenues.*

## Facilities for general aviation

## ACI POLICY

**3.19.1 Where general aviation operations are permitted at an airport, adequate facilities and procedures should be in place for their facilitation.**

ACI RECOMMENDED PRACTICE /  
COMMENT

**3.19.1a** Owing to the constraints imposed by air transport movements, airports may need to impose restrictions on general aviation, both in terms of access and the services provided.

*As general aviation may require more airport infrastructure (on a per passenger basis), an airport may consider it necessary to adopt different charges for general aviation, in order to recover its costs.*

## Airport handling arrangements

### ACI POLICY

**3.20.1 Airport operators should retain the right to approve ground handling services at their facilities.**

### ACI RECOMMENDED PRACTICE / COMMENT

*ACI supports ICAO Annex 9 Recommended Practice 6.5 on airport traffic flow arrangements, which says that airlines should have the choice of providing their own ground handling services, “subject to reasonable limitations which may be imposed by the airport authorities”. While agreeing with this RP, ACI wishes to point out that airport operators must retain the right to set limits on the number of Ground Handling Services Providers (GHSPs) and self-handling airlines at their facilities. The uncontrolled proliferation of handling agents and equipment could create check-in area and ramp congestion, and safety and security hazards.*

*If an airline is not allowed, or does not wish to provide its own services, it should ideally have more than one choice of GHSPs available.*

**3.20.1a** ACI supports free and fair competition between GHSPs, so as to give a choice to airlines, provided that space at the airport allows, and the GHSPs meet minimum standards relating to safety.

**3.20.1b** If the airport operator itself provides handling services, it should also compete on a non-discriminatory basis.

*To take account of the different situations at airports, and in line with ICAO Council Statements on Charges for Airports and Air Navigation Services (Doc. 9082), ACI maintains that equal treatment for all user airlines implies that a concession fee should be charged on all providers of ground handling services, including the local carrier when it provides such services to other carriers.*

## Landside transportation and inter-modality

### ACI POLICY

**3.21.1 Ground transportation arrangements to, from, between and within airports are vital to all users and should be planned and operated in a coordinated manner with the various bodies involved.**

### ACI RECOMMENDED PRACTICE / COMMENT

*As airports grow and develop to meet the increasing demand for air transport, it is essential for surface access facilities and services to respond to this rise in demand. Airports should be linked in an efficient and user-friendly manner to the markets which they serve. Such facilities and services may include public transport access by road, rail and any other applicable modes, as well as private transport, including private vehicles, rental cars, taxis, courtesy buses and commercial vehicles. Employees have different needs, and non-vehicular modes of transport, as well as vehicle-sharing should not be overlooked. A balance should be struck between the needs of all airport users, bearing in mind the local pattern of traffic needs, resources and priorities.*

**3.21.1a** Information on public transport services, including fares and schedules, should be readily available to arriving and departing travellers. Where fares are charged, in order to expedite the service, arrangements should be made enabling travellers to purchase tickets before boarding.

*Transportation within airports is as important as transport to and from airports. Where the distance between airport terminals, car parks, car rental facilities and public transport services is significant, transport connections should be considered, including the possibility of installing people-mover systems. Because of the need to maintain frequent and regular transport schedules within airports (between terminals), and because international connecting passengers often do not possess local currency, such transport should preferably be provided without direct charge to travellers.*

**3.21.1b** There should be full consultation at the earliest possible stage between the airport operator and all agencies and operators involved in surface access to the airport, such as local transport authorities, municipalities and licensing authorities, to encourage increased coordination in the planning of surface access and the provision of relevant information to passengers.

## Off-airport check-in facilities

## ACI POLICY

**3.22.1 ACI concurs with ICAO Recommended Practice 6.16 that governments should study the possibility of allowing the provision of off-airport check-in facilities, with due regard to the necessary security precautions and (border) control requirements.**

## ACI RECOMMENDED PRACTICE / COMMENT

*Furthermore, ACI believes that governments, airlines, airport operators and other relevant organizations should actively consider how such facilities can be developed, taking into account the facilitation of baggage transportation to and from the airport. Some of the most likely off-airport locations are railway stations, hotels and airline city-centre terminals.*



# Consultations between agencies on new procedures

### ACI POLICY

**3.23.1 Governments should consult with airport operators, control authorities and groups representing airport users at the earliest possible stage, whenever new government-mandated procedures require changes in facilities, including changes of layout within existing facilities.**

### ACI RECOMMENDED PRACTICE / *COMMENT*

ACI recommends establishing an Airport Facilitation Committee according to the ICAO Standard 8.19, Annex 9, where these consultations should take place.

## 3.24

### National and airport facilitation committees

#### ACI POLICY

**3.24.1 States authorities should establish a national air transport facilitation committee in accordance with Annex 9, Standard 8.19.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Appendix 12 to Annex 9 sets out guidelines for the establishment and operation of these committees. Airport operators should take the leading role in convening and conducting meetings of airport facilitation committees.*

## 3.25

### Government inspection services for cargo

#### ACI POLICY

**3.25.1 Government inspection services for cargo should be available and adequate to facilitate the expeditious clearance of cargo consignments in accordance with Annex 9, Standard 4.1**

#### ACI RECOMMENDED PRACTICE / COMMENT

*International air cargo hub operations have evolved into a 24 hour per day, 7 day per week business, and the air cargo industry is catering for increasingly time-sensitive shipments. The “just-in-time” concept has given rise to the need for fast, cost-effective and seamless transport chains. Moreover, the rapid growth of traffic in perishable cargo creates a requirement for the streamlining of procedures, not only for the physical handling of goods, but also for the timely inspection and release of cargo.*

*Governments should move to enhance the speed advantage of air cargo by making available government inspection services whenever they are needed.*

*ACI believes that compatibility must exist between the requirements of the relevant government inspection agencies at the origin and destination of a consignment.*

*Procedures related to the movement of air cargo, as well as those related to intermodal transportation (air, sea, rail and road), must be developed on an international level to allow for the standardization of documentation and handling methods.*

*These procedures should recognize the desirability of the eventual replacement of processes now in existence in favour of automation and a paperless environment.*

*Governments should also encourage the development of international communications networks allowing for the transmission of data between governmental agencies within a country and between countries. At airports where there is a lack of capacity for expansion, the airport operator may wish to develop off-airport facilities for initial acceptance, storage, distribution, consolidation, de-consolidation and final receipt and clearance of goods. In these cases, the cooperation of control authorities is sought to facilitate the establishment of off-airport clearance and storage facilities for bonded goods.*

## Maximum clearance time for arriving cargo

### ACI POLICY

**3.32.1 Maximum clearance times for different categories of cargo should be established by the customs authorities, in consultation with airports and airlines, and should meet or better the recommended performance standards in Annex 9 Chapter 4 , Section D.**

### ACI RECOMMENDED PRACTICE / COMMENT

*In particular ACI supports ICAO Annex 9 Recommended Practice 4.31 establishing a target Customs clearance time of three hours for arriving general cargo not requiring examination, from the time proper documentation or a legally acceptable electronic equivalent is presented. In line with ICAO Annex 9, Standards 4.27 to 4.30 shipments such as perishable goods, live animals, personal effects and low-value goods should be cleared promptly on arrival. As provided under ICAO Annex 9, Recommended Practice 4.30, goods imported by authorized importers who have demonstrated compliance with Customs regulations and who supply advance information, should be released immediately on arrival.*

*ACI recommends that physical examination of cargo by Customs should always be based on targeting and risk assessment criteria.*

## Elimination of the paper cargo manifest and of paper air waybill, and use of Electronic Data Interchange (EDI)

### ACI POLICY

**3.27.1 State authorities should reduce or eliminate the requirements for hard copy manifests or air waybills and leverage EDI and new technologies to facilitate the more expeditious processing and clearance of cargo.**

### ACI RECOMMENDED PRACTICE / COMMENT

*Cargo manifests are unnecessary, since the same information can readily be obtained from air waybills in either paper or electronic form. The use of Electronic Data Interchange (EDI) for the submission of waybill information has significant cost and facilitation benefits for all parties involved in the cargo process. A further benefit is that information on incoming goods can be obtained by Customs in advance of the arrival of the aircraft. Accepted international standards and protocols for EDI messages should be used (see ICAO Annex 9, Standard 4.17).*

*Whether information appears in the cargo manifest or in air waybills, it is essential to limit the description of the nature of goods to the 15 characters set aside for this purpose. The use of more than one line of information per shipment is contrary to the goal of facilitation.*

*ACI supports Montreal Protocol no. 4, which entered into force in 1998, and provides a statutory basis for electronic submission of air waybills. It would be helpful if the number of signatory States would increase.*

## Release of operators of cargo facilities from liability

ACI POLICY

ACI RECOMMENDED PRACTICE /  
COMMENT

**3.28.1 Governments should absolve both airlines and airport operators or cargo warehouse operators from liability for customs duties, taxes and other charges at such time as goods are transferred, with the approval of the authorities, into the possession of a third party.**

*ACI believes that this release from liability should apply regardless of whether the third party has a security or guarantee on file with the customs authorities.*

## 3.29

### Storage facilities in cargo terminals (including special cargo)

#### ACI POLICY

**3.29.1 Cargo terminals should be designed to facilitate the safe, efficient and secure processing and storage of cargo, including clearance by customs authorities.**

#### ACI RECOMMENDED PRACTICE / COMMENT

**3.29.1a** All goods stored in cargo terminals should be protected against unauthorized access at all times, by means of appropriate and secure access- control processes supported by video surveillance .

**3.29.1b** Wherever practicable, airports should be equipped with appropriate storage facilities for special cargo, including valuable goods, perishable shipments, live animals, human remains and dangerous goods, including radioactive materials.

## Cargo handling times and other indicators of performance and quality of service

### ACI POLICY

### ACI RECOMMENDED PRACTICE / COMMENT

**3.30.1 Airports should monitor the performance of the cargo operations on its ramp areas in order to implement a continuous improvement process**

*Airports attach great importance to minimizing ground handling and dwell times for air cargo. In order to monitor an airport's performance and gain knowledge of where corrective action may be necessary, spot checks or periodical surveys should be carried out by recording the times of: on-block-time of inbound aircraft; shipment check-in completed (time when goods and documents are available for action by consignee or his agent); entry procedure initiated (application for clearance filed with the customs and other control authorities); customs clearance completed; and collection of goods.*

*ACI recommends more extensive use of ULDs to reduce staff injuries, handling time, prevent damage, eliminate the incidence of missing cargo and contribute to airport capacity.*

*Airports should take a leading role in measuring and monitoring the performance of airport cargo facilities and services. The methodology for assessing performance and service quality is not well defined or developed, and no generally accepted standards exist, but fast processing (average dwell time), high space utilization (e.g. tonnes of cargo handled per year per square meter of warehouse space) and low manpower requirements (e.g. tonnes of cargo handled per year per employee) should be among the criteria used for assessing economic and efficient cargo handling. The applicable standards for each criterion will vary, depending on the type of operation and cargo. Research is also needed to establish cargo status monitoring systems, using information technology.*



## Cargo facility planning

## ACI POLICY

**3.31.1 Airports should ensure that the future needs of air cargo are adequately covered in facility development plans.**

## ACI RECOMMENDED PRACTICE / COMMENT

*Airport operators should review the present and future demand for facilities and the space available at their airport prior to deciding how to accommodate operators' needs within their facility planning, possibly including cargo operations with new large aircraft.*

*Airport operators may find it advantageous to develop common use facilities for joint use by several airlines or through one neutral handling agent, in view of the diminishing space available at many airports for the construction of exclusive-use facilities. Common use facilities permit greater building, ramp and handling area utilization, and may provide better economic justification for the construction of advanced handling systems, etc. However, existing principles of competition must be adhered to.*

## Mail handling

### ACI POLICY

**3.32.1 Airports should facilitate, as far as practicable, the safe, efficient and secure processing and storage of mail consignments.**

### ACI RECOMMENDED PRACTICE / COMMENT

*ACI recommends that airport operators should be flexible with regard to the needs of postal authorities, other mail operators and airlines for warehouse space and systems, and controlled access to apron areas for the handling of mail.*

## Airport Information Technology

*(cf. ICAO Annex 9 – Facilitation)*

## General

## ACI POLICY

**4.1.1 The role of the airport operator should be to promote and implement standardized shared solutions and systems. Centralized management of these systems by the airport operator is recommended wherever possible.**

ACI RECOMMENDED PRACTICE /  
COMMENT

*Information Technology (IT) plays a vital role in the operation of airports and the facilitation of traffic, passenger processing and security. The role of the airport operator is to coordinate development of automated systems. In most cases, airport operators are also involved in or responsible for their provision and operation.*

**4.1.1a** The airport operator should also ensure that the necessary communications infrastructure is provided, and that all necessary systems and procedures can be installed and operated. It is essential that information exchange between all airport users is coordinated and agreed upon, taking into account the technological solutions and standards best suited to each particular situation, and in accordance with international standards.

## Information technology infrastructure at airports

### ACI POLICY

**4.2.1 The usage of shared or common-use information and communication systems can contribute to the optimum use of airport capacity and enhanced levels of airport and airline service to passengers.**

**4.2.2 All data processing and communication activities and requirements at an airport which affect airport management and operations should be coordinated, and/or approved by, the airport operator.**

### ACI RECOMMENDED PRACTICE / COMMENT

**4.2.1a** Centralized management of this IT infrastructure by the airport operator is recommended.

*It is the accepted role of the suppliers of major physical facilities at an airport to equip those facilities with various utilities (such as electricity, air-conditioning, heating) to be shared by the tenants of the facility. In light of technological developments, cost factors and the dynamic nature of airport tenants, it is recommended to equip facilities with information and data communication systems provided by the airport operator. This approach enables current and future users of the facility to use information systems and communicate with local and/or remote computers and databases in a coordinated manner, without having to re-invest in new infrastructure when there is a change of tenants or changes in airport infrastructure. Such systems should be based on international standards and recommended practices.*

**4.2.2a** The development and installation of shared use data communications systems at an airport should be the result of careful coordination between all parties involved (users, suppliers, operators) in order to achieve the most cost effective and operationally desirable technical and functional solutions for all airport users and customers.

**4.2.2b** Airport operators should develop standards and install a general multi-purpose infrastructure, in order to avoid heterogeneous and incompatible operations and information. These systems should include, but may not be limited to: shared cabling infrastructure, local area networks (LANs), wide area networks (WANs), wireless technologies, radio-frequency-based technologies and cellular technologies.

**4.2.2c** In environments where a shared common-use IT infrastructure is installed, it is necessary to have adequate IT security procedures and operational contingency planning.

*The aviation operating environment is by nature very sensitive to problems affecting their operational efficiency. In addition, the fact that various different partners will utilize IT infrastructure, often simultaneously, requires that careful attention be paid to IT security - both physical and logical - as well as general IT operational availability.*

**4.2.2d** IT Service Level Agreements should include standardized, agreed-upon security aspects, as well the establishment of a contingency plan which takes into consideration airline and airport operational levels under different contingency situations.

## Systems and procedures - common use environment

### ACI POLICY

**4.3.1 In order to ensure optimal, economic use of airport physical infrastructure, the airport operator should promote and prioritize the use of common-use systems.**

### ACI RECOMMENDED PRACTICE / COMMENT

**4.3.1a** The airport operator should discourage the use of dedicated systems, wherever clearly defined benefits can be achieved from applying economies of scale for the provider and users of the facilities, thus avoiding unnecessary and costly capital investments in airport and IT infrastructure.

*Common use systems provide various benefits for both the airport and airline, including standardized, cost-efficient operations, maintenance and optimization of airport infrastructure. These aspects produce economies of scale for the provider and user of the facilities, avoiding unnecessary and costly capital investments in airport infrastructure. Economies of scale can be realized by applying a "one to many" vs. "one to one" approach, where it is more cost effective to distribute the initial investment and recurring costs amongst the users of IT infrastructure as opposed to investing in and maintaining different IT solutions.*

**4.3.1b** The airport operator should take a leading role in promoting these systems to the airlines and other potential airport stakeholders.

*Given the different options - both technical and contractual, for the commissioning of these systems, it is important that the airport stakeholders work in partnership to define the most adequate options for a particular airport environment - in line with IATA and ICAO standards.*

*In any airport terminal, dedicated equipment for departure control systems can waste scarce resources and confuse passengers. In such circumstances, the installation of shared use equipment for the terminal may have conclusive advantages.*

**4.3.1c** Where possible, automated local departure control systems should be utilized in order to ensure a reliable, auditable record of passenger check-in and aircraft boarding.

**4.3.1d** The airport operator should promote the use of these systems for each airline, and provide an airport-based system for those companies which do not have access to such systems, especially in cases where common use equipment is in use.

*Common Use Passenger Processing Systems (CUPPS) Recommended Practice (ACI RP 500A07), developed as the evolution of IATA's CUTE RP 1797, with ACI, A4A and IATA support, provides airports the benefits included in its six foundational principles:*

1. Applications should run on any platform
  2. CUPPS facilitates rather than mandates business processes
  3. The CUPPS platform will have minimum, defined functionality
  4. Affordability
  5. Serviceability
  6. Predictability
- (more information on [www.cupps.aero](http://www.cupps.aero) and [www.aci.aero](http://www.aci.aero))*

## Common use wireless infrastructure at airports

ACI POLICY	ACI RECOMMENDED PRACTICE / COMMENT
<p><b>4.4.1 Airport Operators should control the proliferation of independent Wireless Local Area Networks (WLANs) on the airport premises.</b></p>	<p>In order to avoid potential security and control deficiencies, duplication of investment, disturbance and interference, a “shared-use” approach is essential.</p> <p><b>4.4.1a</b> Airport operators should coordinate and manage the development and implementation of an integrated WLAN service infrastructure.</p> <p><i>Companies operating at airports are increasingly demanding the installation of WLAN (also referred to as Wi-Fi) Access Points to optimize their activities. At the same time, airlines are increasingly demanding wireless Ground-to-Air and Gate-to-Cockpit applications. Furthermore, Mobile telephony Operators and Wireless Internet Service Providers (WISPs) are demanding the installation of WLAN Access Points at airports. WLAN services offer many current and potentially promising new applications for passengers and airport staff. The implementation of WLAN infrastructure allows different service providers to deliver this service to potential users.</i></p> <p><i>However, Airport Operators should control the proliferation of independent WLAN Installations on the airport premises. There is a risk of security and control deficiencies, potential operational disturbance and radio frequency interference as well as duplication of investment. Thus the airport community should adopt a ‘common-use’ policy enabling a Service Provider or tenant to offer services on the WLAN infrastructure at the airport.</i></p> <p><b>4.4.1b</b> Due to the security and operational requirements of the WLAN, the airport operator should undertake the professional management (itself or via a third party) of this wireless environment/infrastructure that ultimately services both the tenants and public.</p> <p><b>4.4.1c</b> When developing WLAN services, a ‘neutral’ infrastructure should be implemented. There must be clear rules how the services can be offered and installed. A multi-service provider environment should be realized via a common portal for public access.</p> <p><i>Airport, Airlines and other airport stakeholders are increasingly using WLANs in support of critical operational requirements for services such as baggage reconciliation and mobile check-in. It is important that these critical functions are given priority access over less critical services such as public Internet access. Therefore the design, implementation, and management of the WLAN must consider multiple aspects of performance and security.</i></p> <p><b>4.4.1d</b> The airport operator, which has final responsibility for the consistency of different services, should coordinate and manage the wireless environment professionally. This can be achieved through a single infrastructure or a combination of different infrastructures of which the technical installation is evaluated and coordinated by the airport.</p> <p><b>4.4.1e</b> Airport operators should constantly evaluate competing technologies, so as to maintain low costs and increase capacity in line with demand, for the benefit of all tenants, concessionaires and others.</p>

## Cargo automation

## ACI POLICY

**4.5.1 Airport operators should promote automation to improve facilitation in international cargo.**

## ACI RECOMMENDED PRACTICE / COMMENT

**4.5.1a** The role of the airport operator should be to promote and implement standardized shared solutions.

*In view of the proliferation of computer-based systems for the handling of cargo at airports, the objective of airports should be the usage of standardized common systems. However, it is recognized that this may not be easily achievable in the foreseeable future. ACI also advocates, where applicable, the development of integrated airport systems covering all modes of transport at an airport, including sea, road and rail.*

*There is an acknowledged need for standardization in the development of new systems. For example, RFID standards for cargo information must be defined at three levels, consolidated unit cargo, home airway bill and house airway bill, in order to facilitate automation for cargo movement. There is also a need to establish interface requirements between existing and planned systems to facilitate information and traffic flows between a port system; its local cargo community, clearance authorities where appropriate, and ultimately systems at other ports. The role of the airport operator in this respect should be to coordinate system development, even if the airport operator does not itself provide the cargo system.*

*A successful system enables airports, as well as other airport stakeholders, to achieve a more efficient use of physical capacity by virtue of a faster throughput of international cargo. This makes air cargo more competitive in comparison with other modes and leads to the deferment of capital intensive alternatives.*



## Flight Information Display Systems (FIDS)

### ACI POLICY

**4.6.1 Flight information display systems should be carefully tailored to the airport environment, and should be as simple and clear as possible.**

### ACI RECOMMENDED PRACTICE / COMMENT

**4.6.1a** Centralized management of these systems by the airport operator is recommended.

*ACI generally favours standardization, but believes that the form, degree of detail and location of displays should depend to a great extent on the architectural design of the terminal and on the centralization (or decentralization) of particular operations.*

**4.6.1b** It is important to standardize the presentation, i.e. the order of the various items of information, and to adopt and use standard abbreviations, designations and remarks. The systems should be as simple, clear and direct as possible.

**4.6.1c** All airport stakeholders involved in the operation of flights, including airlines and air traffic control authorities, should provide on a timely and rapidly updated basis the relevant information on flights, including last-minute changes, to the terminal operator responsible for the operation of the flight information display system. The terminal operator should be responsible for establishing the list of data elements needed for this operation and the means of communicating them.

**4.6.1d** The displayed flight numbers should be preceded by the airline prefix codes as they appear on airline timetables, passenger tickets and boarding passes. In airport terminals used by only one airline, the airline prefix can be omitted. Where the national language is not written in the roman alphabet, provision should be made for repetition of the display information in the relevant characters and/or numerals. It is recommended to display flight information in English as well as the national language.

**4.6.1e** The use of flashing signals and colours should be kept to a minimum. Flashing signals should be restricted to the "remarks" column, and to information which requires passenger action. Slow scrolling (upwards/downwards or sideways) should be done in such a way that the passenger notices that more information is available. Different colours should be used logically, to highlight data elements which are important for passenger action (e.g. gate/time). A maximum of 4 to 5 colours should be used.

**4.6.1f Airport** FIDS systems may use various methods of displaying code-share flights. ACI recommends that, wherever possible, the preferred method should be to display the code-share flight numbers successively on a single line of a display monitor, or at most two lines.

*Such flight numbers can be alternated, wiped or scrolled, and each flight number should be displayed for sufficient time to be clearly legible to all passengers. Given also that the "cycle time" should not be excessive, a maximum of two or three flight numbers per display line is suggested. An alternative method which may be found useful is to reserve a separate monitor for the display of code share flights only - with reference in the main display.*

**4.6.1g** Similar recommendations can also apply to the following systems:

1. *BIDS* : Baggage Information Displays Systems
2. *CIDS* : Check-In Information Displays Systems
3. *GIDS* : Gate Information Displays Systems

## Machine Readable Travel Documents (MRTDs)

### ACI POLICY

**4.7.1 ACI supports the worldwide issuance of MRTDs, in accordance with ICAO/ISO standards, as recommended in ICAO Annex 9.**

### ACI RECOMMENDED PRACTICE / COMMENT

**4.7.1a** Airport should implement systems that take advantage of MRTDs technology.

*In order to automate and expedite the clearance of passengers through government controls with increased security, an ICAO group (on which ACI is represented) has adopted and continues to improve worldwide standards for machine readable passports, machine readable visas, machine readable official travel documents and machine readable crew member certificates, including biometric ID.*

*It also urges the installation of automated document readers linked to border control systems at international airports, thus enhancing security and obtaining the intended efficiency of automated controls. Even States which do not issue MRTDs can benefit from installing automated arrival controls for the inspection of the MRTDs of foreigners.*

## 4.8 Advance Passenger Information (API)

### ACI POLICY

#### **4.8.1 ACI supports advance passenger information collection**

### ACI RECOMMENDED PRACTICE / COMMENT

**4.8.1a** The use of document-reading devices to capture the information in the machine readable travel document should be encouraged. The collection of this data should take place in a manner which avoids extra handling or passenger processing time or the creation of congestion at the airport. Airport operators should encourage and facilitate collection of this data offsite, using web technology whenever possible.

*ACI supports the collection, prior to passenger departure, of internationally standardized API data (in accordance with World Customs Organization/ IATA guidelines, as amended by ICAO) for transmission to the destination government authorities, in order to expedite the clearance of passengers by immigration and customs authorities.*

## Radio Frequency Detection Infrastructure (RFID, Bluetooth, NFC and others)

### ACI POLICY

**4.9.1 Airport operators should coordinate and manage the development and implementation of radio frequency detection infrastructure.**

### ACI RECOMMENDED PRACTICE / COMMENT

*Airport Operators are concerned about the possible proliferation of independent radio frequency detection equipment, infrastructures and related networks ( radio frequency detection installations) on the airport premises. In order to avoid potential security deficiencies, duplication of investment and interference, a "shared-use" approach is essential.*

*Companies operating at airports are increasingly demanding the installation of radio frequency detection equipment and infrastructure to optimize their activities. Radio frequency detection based services offer many current and potentially promising new applications for all stakeholders.*

*However, airport operators are concerned about the proliferation of independent radio frequency detection installations on the airport premises. There is a risk of duplication of investment, of over-usage of valuable space through the proliferation of detection equipment in frequently used areas as well as the potential for operational disturbance through radio frequency interference or security infringement. Thus the airport community should adopt a 'shared-use' policy enabling a stakeholder to offer services on the basis of a single infrastructure provided by the airport.*

**4.9.1a** Due to the operational requirements of infrastructure such as network and equipment used by the detection devices, the airport operator needs to be responsible for the professional management of such infrastructures. The airport should also establish a procedure to approve and register all radio frequency detection based applications and hardware.

**4.9.1b** The parties concerned should consider if the airport should take the role of installing and maintaining a common use infrastructure. There should be clear rules as to how the services can be offered and installed.

*The airport operator, which has final responsibility for the consistency of different services, should coordinate and, if necessary, manage the radio frequency detection environment. This can be achieved through the implementation of a single infrastructure or a combination of multiple infrastructures of which the technical installation is evaluated and coordinated by the airport. In addition, airport operators should constantly evaluate competing technologies, so as to maintain low costs and increase capacity in line with demand, for the benefit of all tenants, concessionaires and others.*

*Airports request that stakeholders wishing to install radio frequency detection systems consult and coordinate with the relevant airports services on the costs and design of the systems to be implemented. Costs should either be entirely borne by the stakeholders or on a cost sharing model between the various project stakeholders. For example the airports are within their rights to charge a rental fee to the*

**4.9.1c** Examples of such radio frequency technologies are :

1. RFID
2. NFC
3. Bluetooth (including Bluetooth Low Energy used for Beacons\*)

**\*Terminal Beacons** are [Bluetooth low energy](#) devices that broadcast their location to nearby [portable electronic](#) devices. The technology enables [smartphones](#), [tablets](#) and other devices to perform actions when in close proximity to a Beacon. Beacon uses [Bluetooth proximity sensing](#) to transmit a [universally unique identifier](#) picked up by a compatible app or operating system. The identifier can be used to determine the device's physical location or trigger a [location-based](#) action on the device such as a [check-in on social media](#) or a [push notification](#).

## Biometric document identification systems

ACI POLICY	ACI RECOMMENDED PRACTICE / COMMENT
<p><b>4.10.1 ACI supports the worldwide use of ICAO’s internationally standardized globally interoperable biometric system for MRTDs which uses face as the primary interoperable biometric for machine assisted identity confirmation with an MRTD.</b></p>	<p><i>ACI recognizes the benefits of using biometrics to confirm personal identity for border control, airport passenger processing and airport access control, to improve security, efficiency and facilitation. Identity can be verified using a biometric of the individual against reference data securely recorded on an MRTD, a “smart card”, or stored in a database. These methods, together with APP/API, can enhance security, speed up clearance and alleviate congestion and delays at airports.</i></p> <p><i>An optional secondary biometric, either fingerprint or iris, may be added to the MRTD. ICAO’s standard MRTD and biometric specifications are published in ICAO Doc 9303.</i></p> <p><i>The ICAO ‘toolbox’ contains highly developed standardized specifications for MRTDs, in particular those for ID; credit card size cards; biometrics; and their use in confirming a person’s identity and facilitating inspection. The specifications also offer significant advantages for other uses at airports such as airport access control, ID cards for airport personnel and crew members, passenger processing, and lookout checking systems. The specifications also cover security features, data presentation and recording formats and standardized placement of technologies for data storage on documents which encourage standardization and global interoperability.</i></p> <p><b>4.10.1a</b> ACI encourages ICAO and governments to continue to promote the use of the ICAO globally interoperable biometric for MRTDs and the use of the globally interoperable data formats for the three biometrics specified in the ICAO Standard (face, fingerprint, and iris). Also important, is the promotion of the installation of ICAO compliant document reading systems and biometric capture and authentication systems at airport border control points to assist in identifying the rightful holders of MRTDs. Data privacy concerns should be taken into account in implementing biometric identification systems.</p>

## Baggage handling automation

### ACI POLICY

**4.11.1 The "licence plate" concept should be normalized by airlines, airports and handling agents.**

### ACI RECOMMENDED PRACTICE / COMMENT

*The "licence plate"- Baggage Source Message (BSM) - concept includes a coded baggage-tag (bar code and/or RFID) with a unique number, which can be read automatically and transmitted electronically by means of standardized messages between airlines, airports and handling agents. It enables these parties to provide higher quality baggage sorting and handling services. Passenger/Baggage reconciliation applications (reference ICAO Annex 17) can also use the same data elements.*

*This concept is being put into practice by airlines, airports and handling agents, with major consequences for investment by airports in baggage systems. It is essential that any changes in the concept and definition of the licence plate are compatible with equipment at airports, so that airport investment is not wasted.*

**4.11.1a** Airport operators should improve the quality and efficiency of baggage processing to bring considerable benefits for passengers, airlines and airports. The concept should be adopted by as many airlines, airports and handling agents as possible within the shortest possible time-scale.

## Airport-airline data processing and electronic data interchange (EDI)

## ACI POLICY

**4.12.1 All systems which use aircraft movement information as well as security systems should obtain the same information from common, verifiable data sources, obtaining real-time updates as changes occur.**

## ACI RECOMMENDED PRACTICE / COMMENT

*In order to maximize the benefit from new technology, the airport community has a need to share certain data relating to flights, including flight schedules and updates, airport facility allocation (such as aircraft stands, gates, check-in desks and baggage belts), including real-time updates, aircraft details, actual times, delays and aircraft load data. Most such exchanges are currently implemented by technically obsolete means. In order to ensure optimal airport resource allocation, cover all security requirements in and around the airport environment, ensure orderly airport passenger flows and customer service, it is essential to establish safe and reliable information exchange between the partners.*

*To meet the ever-growing requirements for on-time, real-time information, it is important that airport operators take a leading role and guide concentrated efforts to ensure the maximum level of integration between all informational and operational systems, ensuring data integrity and delivery within the airport environment. In this respect, Airport Operational Data Bases (AODBs) provide a powerful and practical solution for the centralization of airport information and should be considered as a single repository for all aircraft movement information - planned and real-time.*

*A standard format for such messages exists, complying as far as possible with UN/EDIFACT definitions. Other standards are also being introduced, such as XML and other web based techniques (Airport Community Recommended Information Services-ACRIS).*

*Aviation Information Data Exchange (AIDX) Interface Recommended Practice (ACI RP 501A09) developed in conjunction with IATA and A4A describes the interface specifications and standards by which airlines, airports and other participants can exchange flights related information within or between their systems, using defined XML schemas. It ensures that the Data Receiver obtains the correct flight information in a timely and reliable manner.*

*(more information on [www.cupps.aero](http://www.cupps.aero) and [www.aci.aero](http://www.aci.aero))*



## Self-service check-in kiosk and bag drop

ACI POLICY	ACI RECOMMENDED PRACTICE / COMMENT
<p><b>4.13.1 ACI recommends a “common use” approach in developing and implementing self-service check-in kiosk and bag drop infrastructure.</b></p>	<p><i>Airport operators should avoid proliferation of airline-dedicated self-service kiosk and bag drop to reduce floor space requirements. To make optimum use of available floor space and kiosk capacity, and to offer passengers greater ease of use and airlines an integrated self-service environment, a “common use” approach is essential in developing and implementing self-service check-in kiosk and bag drop infrastructure.</i></p>
	<p><b>4.13.1a</b> Airport operators should promote and recommend that airlines develop and implement off-site check in solutions for their customers. This type of implementation should allow airport operators to save floor space and optimize passenger processing.</p>
	<p><i>Nevertheless airlines are increasingly demanding the installation of self-service kiosks and bag drop at airports. Self-service check-in kiosk and bag drop can reduce the time required to process passengers, increase passenger choice, and assist airlines and airport operators in dealing with increasing passenger volumes. The implementation of self-service check-in kiosks and bag drop allows airports and airlines to increase their check-in capacity without investing in new facilities.</i></p>
	<p><i>It is therefore recommended that a “common use” policy is adopted by the airport community when a self-service check-in kiosk and bag drop infrastructure is implemented with CUSS, web check-in and ACRIS Web Services.</i></p>
	<p><b>4.13.1b</b> ACI recommends that suppliers of CUSS kiosks should design and certificate their products according to CUSS Technical standards maintained by IATA on behalf of the Industry. This will ensure both interoperability and a competitive market for the procurement of CUSS kiosks, with a choice of suppliers.</p>

## Surveillance and access control

## ACI POLICY

**4.14.1 Airports should give careful consideration to the security requirements when planning and implementing new facilities or enhancements to existing facilities.**

**Where appropriate, airports should use technology to optimize the effectiveness of security measures.**

ACI RECOMMENDED PRACTICE /  
COMMENT

**4.14.1a Airport** operators should take a leading role in the implementation of automated security systems, in close collaboration with the entities responsible for airport security. The implementation of CCTV, access control, fire detection and building management systems in particular must take into account security requirements and any infrastructure modifications which are being planned or executed so as to optimize airport security.

*In addition, planning should take into consideration the interactivity and integration of security and other airport systems and how the different security systems complement each other, in order to provide a maximum level of security. As an example, baggage screening technology can be complemented by CCTV technology to provide a process that covers security requirements for both content screening and handling of baggage in the airport environment. Close coordination between IT and physical security is necessary. The integration of different security systems gives the security authorities a powerful tool for monitoring the airport environment centrally, capturing events, setting thresholds to highlight contingency situations (alarms) and providing centralized recording of all events according to criteria pre-defined by the security authorities.*

**4.14.1b** Wherever possible, the implementation of these systems should be centrally coordinated and managed to maximize economies of scale, ensure adherence to airport and/or government-defined requirements and policies, as well as to ensure a uniform level of service.

**4.14.1c** Even if the airport operator is not the provider or is not involved in the coordination or implementation of the systems, its role should take into account complementary needs such as flight and resource allocation information as well as communications infrastructure which may be required.

## Airport web sites

## ACI POLICY

**4.15.1 Airport should harness the power of the internet and the use of airport websites as a means to communicate and interact with the travelling public.**

ACI RECOMMENDED PRACTICE /  
COMMENT

*Airport web sites provide an attractive and practical solution to the diffusion of airport information and various transactional activities. The natural attraction of flight information generates a high level of visits by local and international users alike.*

**4.15.1a** Airport operators should consider web site content in such a manner that the airport environment is adequately represented, working closely with all airport partners to ensure consistent, up-to-date and compatible content for informational as well as commercial purposes, taking into account both local and international site visitors.

**4.15.1b** As for other airport-specific systems, the airport operator should take a leading role or direct responsibility for the definition, development and management of the airport web site, applying technological standards and ensuring the highest level of security.

**4.15.1c** Airport operators should consider a responsive design approach to best accommodate web site accessibility from smartphones, tablets and other types of such devices.

## E-business

## ACI POLICY

**4.16.1 Airport operators should recognize the significance of Electronic or e-Business, which encompasses all forms of business activity which can be facilitated by electronic information technology. It includes Electronic Commerce (e-Commerce) and Collaborative Commerce (c-Commerce).**

## ACI RECOMMENDED PRACTICE / COMMENT

*E-Business is reshaping the economy and changing the very notion of business itself. Airport operators should recognize and promote the transformational power of e-Business and accelerate adoption of e-Business principles. E-Business (or Electronic Business) encompasses all forms of business activity, which can be facilitated by electronic information technologies, including marketing, supply chain management, research, product positioning and on-line customer support.*

*E-Commerce is a sub-set of e-Business, using electronic information technologies to conduct business transactions. C-Commerce or Collaborative Commerce is another sub-set of e-Business, which can enhance the productivity of teams using web-based document management, workflow and project productivity tools.*

*Many airports have public Internet sites, but most are first-generation sites, i.e.: not e-Commerce-enabled, involving simple one-way communications from the airport to the general public. By gaining transactional capability, a website can provide sufficient income to become a profit centre rather than a cost centre. It can also provide responses to queries from airport customers and stakeholders. Additionally, many airports have an internal Intranet, a closed site with access given only to airport employees, used to improve internal collaboration, including management of important documents and critical workflow. Airports also use Extranets, to provide an e-Commerce work-space for airport trading partners. The synthesis of Internet, Intranet and Extranet is sometimes known as an Enterprise Portal.*

**Business to Consumer (B2C)**

*Airports are not only using the e-Business model to improve transactional efficiencies, but also to enhance and/or exploit new business opportunities. Examples include offering travel services, currency exchange, retail shopping, car parking, and other premier services. Airports should allocate resources to facilitating e-Business development, and will benefit by better protecting existing revenues, and by tapping into new income streams.*

**Business to Business (B2B)**

*Some major airports are embracing new B2B models. Airports now can move core commercial transactions on-line, to streamline procurement and selling processes. Airports can develop their own applications or capitalize on efficient, collaborative e-Business "hubs", which organize complex business processes between multiple internal and external participants into a virtual commerce community or marketplace.*

**4.16.1a** Business process owners should play a key role in the development of an airport's e-Business strategy and the management of technology. The Business Units of the airport, rather than IT professionals, should manage the content of the web-site and exercise dynamic control of the information included.

## ACRIS (Aviation Community Recommended Information Services)

## ACI POLICY

**4.17.1 It is recommended that, when an airport, airline or associated service provider plans to exchange information between two or more IT solutions, ACRIS Web Services should be applied.**

## ACI RECOMMENDED PRACTICE / COMMENT

*ACI Airport Community Recommended Information Services – ACI ACRIS – is an initiative from the ACI World Airport IT Standing Committee (WAITSC). To establish this, the ACI WAITSC founded a Working Group in 2009.*

*The vision behind ACI ACRIS is “the consistent adoption of Service Oriented Architecture (SOA) principles across the worlds Airport Community in a coordinated effort”.*

*The mission of the ACI ACRIS WG is “to deliver recommendations, requirements and technical specifications that enable airports, airlines, partners and suppliers to exchange and process data in a standardized and service oriented way.*

The main objectives for the ACI ACRIS WG are

- To define service descriptions for the usage scenarios such as Passenger Status; Business to Business - B2B - Airport Status; Airport CDM – Collaborative Decision Making; Common Use Bag Drop.

- To provide supporting documentation regarding

- o Information Technology Security

- o Design, Installation and Operation guidelines

- o Semantic model for the aviation – airport domain

- To complement and use existing IT and process standards,.

# 5

## Airport planning, design, operation and safety

This chapter outlines ACI policies related to Airport planning, design, operation and safety. Safety is ACI's top priority.

Note: the term aerodrome is used where reference is made to ICAO Annexes and other documentation.

## 5.1 Aerodrome Regulation

### Policy

Safety regulation should be evidence-based using data that reflects the current performance of aircraft. Where regulation is determined to be required, ACI supports the development of performance-based regulation and believes that regulations should not be written in an excessively prescriptive manner. Aerodrome operators should have the flexibility to mitigate risk in different ways, applying a safety assessment process consistent with SMS best practices.

## 5.2 Safety Management Systems (SMS)

### Policy

ACI supports the ICAO Standard which requires States to ensure that the operators of all aerodromes used for international operations implement an SMS, with the goal of continuously improving their safety performance. Aerodrome operators are required to establish an SMS, including an audit process, covering all safety-critical operations under its control or oversight. ACI supports the principle of a “just culture” to encourage reporting.

### Comments

Sources of advice on the introduction of SMS include ICAO Annex 19, the ICAO Safety Management Manual and the ACI SMS Handbook as well as national regulations where they are available. The ACI SMS handbook is specifically adapted to the aerodrome-operator domain, and will help the user understand what constitutes an airport SMS. It describes the components of an airport SMS and offers guidance in the planning, implementation, and operation of an SMS, and detailed information on how to carry out the necessary SMS processes.

## 5.3 Certification of aerodromes

### Policy

ACI supports the principles for certification of aerodromes put forward in ICAO Annex 14, 19 and PANS-Aerodromes which require aerodromes used for international operations to be certified for safety purposes.

## 5.4 Safety Buffers used in Aerodrome Design Specifications

### Policy

ACI supports the reduction of safety buffers in ICAO Annex 14 where they can be shown not to increase the level of safety (example: taxiway separations in Annex 14 to be reduced in 2016). Design standards should be data-driven, based on hazard analysis that takes into account the probability and severity of foreseeable and known hazards.

*The definition of ICAO aerodrome reference code letters (based on wingspan and outer main gear span) should only be changed in exceptional situations based on a regulatory impact assessment because a change may result in aerodromes designed to a code letter specification becoming non-compliant with the same code.*

### **Comments**

Reduction of buffers should maximize opportunities for space-constrained airports to accommodate larger aircraft, minimize the need for operational restrictions and reduce the cost of construction of new, and expansion of existing, airports. As in ACI General Assembly resolution no. 6 of 2015, the basis of such efforts will be the study of relevant safety data, thereby aiming to obtain consensus across the industry and among regulators to amend Annex 14. ACI supports a Target Level of Safety (TLS) approach to design. The focus should be on managing risk to as low as reasonably practicable (ALARP) to prevent accidents, fatalities, injuries or significant damage.

### **Runways**

The runway width recommended by ICAO for Aerodrome Reference Code Letter E is 45 metres, and for Code Letter F is 60 metres. ACI believes that existing 45 metre runways may also safely handle Code F operations, provided that adequate shoulder width and aircraft guidance systems are provided. For Code Letter F operations at existing airports, an inner and outer runway shoulder may be provided, adding up to a total paved width of 75 metres. The function of the inner shoulder (extending from 45 to 60 metres width) is to provide sufficient strength for the occasional passage of an aircraft, while that of the outer shoulder is limited to avoiding ingestion damage to outer engines, or erosion damage to the shoulder from jet blast.

### **Taxiways**

The taxiway width recommended by ICAO for Aerodrome Reference Code Letter E is 23 metres, and Code Letter F is 25 metres. ACI believes that existing 23 metre taxiways may also safely handle Code F operations, on the condition that adequate aircraft guidance systems are provided.

The width of a taxiway bridge should not be less than that of the pavement plus shoulder width of the connecting taxiways (exclusive of shoulder provided for FOD-protection). The width of a taxiway bridge should if possible extend to the strip width of the connecting taxiway. Jet Blast protection and other forms of shielding (e.g. for security purposes) should be considered, based on the use and service characteristics of the area under the bridge. Attention should be paid to the possible role of the bridge regarding access by rescue and fire fighting vehicles, and the width required for potential deployment of emergency chutes on the bridge.

## **5.5 Consultation with Aircraft Manufacturers on the Accommodation of new aircraft types**

### **Policy**

ACI believes that aircraft manufacturers should consult with ACI and airport operators on their plans for new aircraft designs, giving details at the earliest stage possible of the characteristics of the new aircraft. Manufacturers and airlines should take account of dimensions and



characteristics of proposed new aircraft which may be critical for airports, including length, fin height, wheelbase, outer main gear wheel span, outer engine span, jet blast, weight, aircraft classification number (ACN), seating capacity and ground power and handling requirements.

ACI considers that any New Large Aircraft (NLA) should not be planned to exceed Code F wingspan (80 metres), since larger wingspans may prove prohibitively expensive and difficult to integrate into existing airports.

Aircraft manufacturers should also design all future aircraft types and derivatives to avoid greater stress to pavements than current aircraft create.

In accordance with the ICAO principle that “users shall ultimately bear their full and fair share of the cost of providing the airport” (see ICAO Document 9082), the cost of modifications to airports to accommodate new aircraft types should be recovered from airport users. (see also Economics chapter).

### **Comments**

Accommodation of new aircraft types may be made under aircraft type-specific approval, as explained in chapter 4 of the ICAO PANS (Procedures for Air Navigation Services) - Aerodromes, whereby the characteristics of the critical aircraft for the airport, together with standard safety buffers are used to design the airfield layout, possibly using dedicated taxi routes for the critical aircraft.

## **5.6 Airport and Airspace Capacity**

### **Policy**

ACI believes that technical and operational means should be developed to improve airport and airspace capacity at existing facilities, in addition to the building of new airport capacity where economically justifiable.

ACI supports closer cooperation with Air Navigation Service Providers (ANSPs) and governmental agencies in control of airspace which should improve airspace capacity and quality of service, by fully exploiting the capability of aircraft systems. Airspace capacity should keep pace with airport capacity.

ACI supports the ICAO concept of Aviation System Block Upgrades described in the ICAO Global Air Navigation Plan, and particularly Performance Improvement Area 1: Airport Operations, which includes:

ACDM: Improved Airport Operations through Airport CDM

APTA: Optimization of Approach Procedures including vertical guidance

WAKE: Increased Runway Throughput through Optimized Wake Turbulence Separation

RSEQ: Improved Traffic Flow through Sequencing (AMAN/DMAN)

SURF: Safety and Efficiency of Surface Operations (A-SMGCS)

### **Comments**

Within Performance Improvement Area 1, A-CDM is the component over which airport operators are likely to have the most control (see next policy on A-CDM). However, the other components are also of great importance to maximise efficiency and throughput of the system,

and airport operators can influence them through discussion with their Air Navigation Service Provider.

As regards WAKE, ACI supports efforts to reduce aircraft separations on approach and departure while maintaining safety.

Runway occupancy times should be minimized by optimizing runway and taxiway infrastructure, such as determining the optimal location of rapid exit and access taxiways and their lighting and marking.

As regards RSEQ, ACI supports the use Arrival Managers (AMAN) and Departure Managers (DMAN), which are tools to manage arrivals and departures in order to maximize runway capacity. AMAN/DMAN are also essential for future benefits in terms of efficiency, environment and safety aspects. Time-based metering may be adopted to sequence departing and arriving flights efficiently regardless of wind conditions.

As regards SURF, ACI supports the development and implementation of Advanced Surface Movement Guidance and Control Systems (A-SMGCS) to bring airport capacity during Instrument Meteorological Conditions as close as possible to the capacity achieved during Visual Meteorological Conditions, without prejudice to safety standards.

ACI supports development of better models, tools and procedures and considers that a useful measure of the performance of airports or airspace management can be derived from a careful assessment of delay information.

## **5.7 Airport Collaborative Decision Making (A-CDM)**

### **Policy**

ACI supports the implementation of A-CDM and further evolutions of it that incorporate passenger, baggage and cargo processes. The benefits accruing from implementation of A-CDM will vary according to the type and intensity of operation.

### **Comments**

A-CDM is easiest to implement at airports that have an effective Airport Operational Data Base (AODB) giving a common view of flight data, and it is desirable to have an Airport Operational Control Centre to facilitate stakeholders working together. Target off-block time must be updated during the turnaround and ground handling process. It is desirable to include information from passenger, baggage and cargo processes, including any delays at security, immigration and customs which may affect passenger flow.

## **5.8 PBN and Navigation Aids**

### **Policy**

ACI supports ICAO's Performance Based Navigation (PBN) concept, and the ICAO resolution on state PBN implementation plans.

Airport operators must be involved in the development of any new or modified Standard Instrument Departures (SIDs) and Standard Terminal Arrival Routes (STARs), and local communities should be consulted on any such proposal.

#### **Comments**

Aircraft Operators, Air Navigation Service Providers and Airport Operators should collaborate on the design of such new routes and procedures, and ACI is working with ICAO, IATA, CANSO and other organizations to promote the introduction and use of PBN approaches and departures. The introduction of a Ground Based Augmentation System (GBAS) at the airport may assist in the implementation of PBN.

### **5.9 Remotely Piloted Aircraft Systems (RPAS) and airports**

#### **Policy**

ACI supports the development of RPAS in a way that is safe and cost-efficient for the civil aviation community and society as a whole, and supports the development of civil aviation regulations for the safe use of RPAS.

#### **Comments**

ACI is working with IATA, IFALPA and other international organizations to coordinate policy and alert RPAS/drone operators to safety and security risks.

At airports where the airport operator itself desires to use RPAS to assist airport operations, such as for inspections, ACI calls for the introduction of suitable regulations to permit such use.

### **5.10 Obstacle Limitation Surfaces, and effect on aircraft operations of real estate development**

#### **Policy**

Obstacle Limitation Surfaces (OLS) should be protected by regulation and enforcement action.

Temporary penetration of the OLS such as by cranes during development may be permitted by the airport operator, subject to a safety case.

All proposed new buildings, structures and changes of landscaping in the vicinity of aerodromes should be evaluated for their effect on the safety and efficiency of aircraft operations including, but not limited to, aerodynamic, optical, electromagnetic, and obstruction effects.

#### **Comments**

Aerodrome operators should be consulted on all development planning applications, both inside and outside the airport boundary, which have the potential to conflict with the airport's OLS. This evaluation should be carried out by the airport operator together with the air navigation service provider, at the expense of the developer. ILS and radar reflection problems should also be evaluated.

## 5.11 Runway End Safety Areas and Arresting Systems

### Policy

ACI endorses the Standard in ICAO Annex 14 that a runway end safety area (RESA) must extend 90 metres beyond the end of a runway strip (for code number 3 or 4 runways), which corresponds to 150 metres beyond a runway end or stopway.

Where it is not possible to comply with the ICAO standard of 90 metres, or compliance is achieved but a particular risk exists, alternative solutions may include providing an arresting system or other equivalent mitigating measures.

### Comments

A focus on stabilized approaches has been demonstrated to reduce the likelihood of runway excursions, thus ACI supports following guidance on stabilized approaches produced from various organizations such as CANSO, FSF and IATA.

## 5.12 Runway Safety Teams

### Policy

ACI supports the establishment of a Runway Safety Team (RST) at every airport, which should be established, coordinated and led by the aerodrome operator.

### Comments

Runway safety, especially the prevention of runway incursions and runway excursions, as well as prevention of FOD and Wildlife hazards is a key priority for aerodrome operators, aircraft operators, and air navigation service providers.

For further information see the ICAO RST Manual and the ACI Runway Safety Handbook.

## 5.13 Contaminated Runways - Friction Measurement and reporting

### Policy

The normal coefficient of friction of a Runway surface must be measured and maintained above the minimum friction level determined by the State.

When a runway is contaminated, ACI supports the use of the international standard method of friction measurement and reporting, the ICAO Global Reporting Format, adopted in 2016 for applicability in 2020.

## 5.14 Runway De-icing products

### Policy

ACI supports the use of pavement de-icing products that respect safety and environmental standards, while minimising any effect on aircraft systems such as corrosion and carbon brake oxidation. The minimum quantity necessary to ensure safety should be used.

### Comments

For further information see the ACI Briefing Note on Pavement De-icing Products (PDP) and Carbon Brake Catalytic Oxidation (CBCO).

## 5.15 Runway Inspections

### Policy

Airport Operators should comply with ICAO Annex 14 standards and recommended practices for movement area inspections.

### Comments

ACI also supports the statement in ICAO PANS-Aerodromes part 2 (to be published) that the frequency and detail of aerodrome inspections should be commensurate with the level of risk identified in the aerodrome SMS, the volume of traffic and the scope of the inspection.

## 5.16 Control of Foreign Object Debris (FOD)

### Policy

Aerodrome operators should ensure that active measures are taken to keep airside areas clear of loose objects and debris in order to protect aircraft against damage, and in particular the risks of ingestion of debris by aircraft engines and damage to aircraft tires.

### Comments

ACI recommends that regular consultation should take place with the Airside Safety Committee to obtain widespread support for FOD prevention measures and that a written FOD Management Programme should be established setting out the practices and procedures required to prevent FOD. It is recommended to collect and measure the amount of FOD found on the airside at regular intervals, determine its origin, and take appropriate improvement measures. Records should be kept of all incidents where damage has occurred due to FOD and the follow-up measures taken by all parties concerned.

## 5.17 Wildlife management at airports - operational aspects

### Policy

Airports should have a Wildlife Hazard Management Plan that is based on a wildlife risk assessment. The Plan should include reference to the resources and their training required to meet the plan objectives. (see ACI Wildlife Hazard Management Handbook).

### Comments

Some elements of wildlife hazard to the safety of aviation will always remain, despite dissuasive environmental measures - see chapter on Airports and the environment. Aerodrome operators will therefore need to take operational steps to manage these hazards in a humane and responsible manner.

## 5.18 Airside Vehicle and Driver Permits

### Policy

Airport Operators should establish an airside vehicle and driver permit system governing all vehicles and mobile equipment operations on the airside. In addition, Airport Operators should establish a programme to ensure that everyone working on the airside receives appropriate safety and security training, which highlights the hazards and risks associated with working airside.

### Comments

Aerodrome operators should establish a system for monitoring and enforcing airside driving regulations. They should encourage voluntary, non-punitive reporting, reserving penalties for more serious, deliberate or repeated infringements.

All workers who are required to operate vehicles or equipment airside should be trained and issued with an Airside Driving Permit (ADP) when they demonstrate a level of competence. In addition, drivers required to operate on the Manoeuvring Area should undertake specific training including Radio Telecommunication procedures and demonstrate their competence. The aerodrome operator may delegate training and testing of drivers on the aprons to other parties, including airlines and handling agents subject to standards determined by the Airport Operator (including audits of third party programs) and subject to the aerodrome operator remaining as the issuer of all ADPs.

All vehicles used on the airside should display an Airside Vehicle Permit (AVP) issued by the Airport Operator. The aerodrome operator should ensure that vehicles are safe for intended use and regularly maintained, through an oversight process.

## 5.19 Apron Safety and Ground Handling

### Policy

Airport Operators should actively manage all organizations operating airside through contracts, licenses or concession agreements as appropriate and in accordance with the Airport Operators business model. Agreements should detail and govern the relationship between the airport operator and the service provider and at a minimum cover aspects such as scope of services provided, safety management, security, environmental requirements, equipment requirements, insurance and liability, performance standards for safety and service delivery, adherence to local rules, regulations and permit requirements, , and cost recovery.

Ground handling service providers operating at an airport should develop and maintain a Safety Management System that is commensurate to their operations on the airport and consistent with the airport operator SMS.

In addition, the airport operator's SMS should monitor and provide safety oversight of activities and services conducted as defined in the ground handling license provided to the ground handling service provider.

### Comments

The ACI Apron Safety Handbook contains further information on apron safety issues.

## 5.20 Disabled Aircraft Removal

### Policy

The safe and timely removal of any disabled aircraft and returning the movement area speedily to fully operational status are vital, especially at a single-runway airport. The aerodrome operator should require every aircraft operator to have a plan for removal of disabled aircraft, and should establish a reserve plan for the removal of an aircraft, disabled on or adjacent to the movement area, designating a coordinator to implement the plan. The plan should identify key parties, their responsibilities and the lines of communication. In addition, the airport operator should request a copy of the disabled aircraft removal plan of each aircraft operator prior to the latter commencing regular operations at the airport. The aerodrome operator should maintain and constantly update its database of relevant contacts in aircraft operators' operations centres.

### Comments

The ICAO Airport Services Manual, Chapter 5, provides information on the removal of a disabled aircraft. ACI supports these provisions.

## 5.21 Dangerous Goods

### Policy

Aerodrome emergency response plans should contain appropriate contingency measures for handling incidents involving dangerous goods, including contact details within airlines, in case of incidents or accidents. Airports should liaise with airlines and handlers to ensure that they are providing adequate facilities and training to deal with the spillage of dangerous substances. Procedures should be developed for dealing with situations in which the presence of dangerous goods is detected by security staff.

### Comments

The transportation of properly documented and packed consignments of dangerous goods is regulated by the ICAO Technical Instructions on the Carriage of Dangerous Goods by Air (Doc. 9284).

## Environment

This chapter outlines the elements and aspects of environmental stewardship. It is structured in three main elements: environmental management systems, environmental aspects and support issues.

For aviation as an industry, safety and security remain paramount. Avoiding, minimizing and mitigating environmental impacts are increasingly being recognized as equally crucial and a fundamental pillar of the industry.

While an airport operator may not have the authority to regulate all entities at an airport, it may nevertheless work to guide and influence other stakeholders and authorities.

ICAO has principles that environmental mitigation measures should be technically feasible, economically reasonable and environmentally beneficial while taking interdependencies into account. This can guide the approach to defining, assessing and implementing measures.



## 6.1 Environmental Management Systems

### Policy

Airports should adopt a systematic approach to environmental management by means of an Environmental Management System (EMS). Where appropriate, airports should seek wider recognition by certification of their EMS, individual infrastructure or accreditation of specific environmental programmes.

### Comments

Systematic environmental management is key to understanding and managing adverse environmental impacts from the development and operation of airports, and for ensuring support from the top to bottom of the airport organisational structure.

A range of standards and recognition frameworks are in place to support environmental management. This includes ISO 14001 (Environmental Management System) or EMAS (Environmental Management Audit Scheme) and others. More specific frameworks include *Airport Carbon Accreditation* for greenhouse gas management, ISO 50001 (Energy Management) or building performance certifications such as LEED, BREEAM and DGNB.

## Environmental Aspects

### 6.2 Noise

#### Policy

Airports should strive to minimize or mitigate the adverse effects of aircraft noise on communities.

#### Comments

Aircraft noise near most airports is the environmental issue with the greatest impact on local communities and the item most likely to generate public opposition to the operation and development of an airport.

The response of a community to aircraft noise is complicated, as it is not always solely related to physical noise levels. Other factors such as community perception, attitude and expectations can influence how people react to noise and aviation activities. Communications and community engagement are particularly important for an airport managing its noise impacts.

Desirable outcomes in aircraft noise mitigation can only be made with the close collaboration and cooperation of the airport, the air navigation service provider (ANSP) and the airlines.

ICAO provides some guidance in Doc. 9829 “Guidance on the Balanced Approach to Aircraft Noise Management.” There are a wide range of national, regional and local policies, frameworks and regulations relating the aircraft noise in the vicinity of airports.

### 6.3 Local Air Quality

#### Policy

Airports should assess and understand emissions from all airport-related sources, their contribution to the local air quality and their effect on compliance with local air quality regulations.

Airports should take the lead in working with stakeholders to adopt measures to reduce emissions in all areas – aircraft, ground support, airport infrastructure and landside access traffic.

#### Comments

The development and operation of an airport cause gaseous and particulate emissions from different sources including aircraft, ground support equipment, airport infrastructure and landside access traffic.

Emissions standards refer to the performance of individual pollution sources or vehicles, so it is the polluter who owns and uses the equipment that must comply.

Local air quality (LAQ) refers to the resultant pollutant concentrations at any “downstream” location. LAQ standards or regulations are generally imposed by a regional authority to protect health and the environment.

An airport will usually be only one of a number of contributors to LAQ so an airport operator will need to understand the relative contributions of airport, airport-related and other emissions sources. An airport operator can manage and mitigate its own emissions and work with aviation partners to reduce their emissions.

For assessment and evaluation of airport local air quality issues, comprehensive guidance is available from ICAO Doc 9889 (Airport Air Quality Manual).

## **6.4 Greenhouse Gas Emissions and Climate Change**

### **Policy**

Airports should assess, minimize and mitigate greenhouse gas emissions under their direct control, while guiding and influencing other aviation stakeholders at the airport to assess, minimize and mitigate theirs. An airport operator’s ultimate goal should be to achieve carbon neutrality.

### **Comments**

Climate change is a global issue and needs global action. An airport operator may start by addressing its own emissions sources (Scopes 1 and 2, according to the WRI Greenhouse Gas Protocol), and progress to providing guidance and seeking to influence other airport-related (Scope 3) emissions. Achieving carbon neutrality (Scopes 1 and 2) will require reducing emissions and possibly purchasing off-setting certificates.

The global airport industry framework for addressing greenhouse gas emissions and its management is *Airport Carbon Accreditation*.

## **6.5 Energy and Resources**

### **Policy**

Airports should minimize the energy demand of their infrastructure and operations, and move towards less polluting modes of energy and fuel use including generating and using energy from renewable sources.

### **Comments**

Airports are entities using significant amounts of energy for developing and operating an airport. As energy is a significant cost factor, an airport operator should prioritise reducing energy and fuel consumption, using the energy more efficiently and increasing the use of renewable energy.

Guidance and instruments are provide by building certification schemes (often comprising more than just energy efficiency) and the ISO Norm 50001 (Energy Management System).

## 6.6 Solid Waste

### Policy

Airports should promote the culture of avoiding solid waste generation and, where possible, extracting value from remaining waste with the ultimate goal of sending zero waste to landfills.

### Comments

The waste hierarchy is to avoid, reduce, reuse, recycle waste with the goal of eliminating the waste going to landfills. Value may be recovered, for example, by recycling valuable materials, or by converting waste to energy, biofuels or compost.

## 6.7 Water

### Policy

Airports should work to minimize the use of potable water, to process waste water (de-icing and sewage) in the most efficient way possible, reuse of treated water and to manage the quantity and quality of storm water run-off.

### Comments

Potable water is a precious resource, increasingly scarce in many regions.

Sewage treatment can be conducted on site or by local municipal facilities. Treated water could be directed to non-potable water uses.

Certain types of waste water are unique to airports such as aircraft toilet sewage, aircraft maintenance waste water and aircraft and pavement de-icing products.

Storm water management should avoid the pollution or contamination of surface and underground water bodies. In most jurisdictions, the quality and quantity of water flowing from an airport site (via streams, pipes or seepage) are subject to strict regulation and monitoring.

## 6.8 Land, Soil, Habitat and Biodiversity

### Policy

Airports should preserve and enhance the land, soil, water bodies and habitat on and near their properties to preserve the ecology and biodiversity, but without compromising the safety of aircraft operations.

### Comments

This management will require finding a balance between sometimes conflicting requirements. Natural and endemic wildlife should be preserved and enhanced while avoiding and managing wildlife hazards to aviation. Practices should prevent erosion and

suppress dust while minimizing the need for irrigation. Storm water run-off management includes controlling flow to receiving waters and avoiding excessive impermeable surfaces and run-off contamination. Operations must avoid soil contamination and contaminated sites should be cleaned.

## **6.9 Spills, Releases and Other Incidents**

### **Policy**

Airports should evaluate environmental risks from their operation and adopt prevention and intervention mechanisms to avoid, reduce or mitigate environmental damage to water, soil and air caused by incidents.

### **Comments**

Based on thorough risk assessments, priority should be put on proactive prevention through appropriate facility design and operational practices rather than reactive cleaning up after an event.

Responses are usually provided by fire services or technical units to contain emissions or effluents and reduce the chance of secondary incidents (such as a fire starting from a fuel spill).

## **Environmental Support Issues**

### **6.10 Monitoring and Reporting**

#### **Policy**

Airports should monitor their ecological footprint and its inputs, outputs and impacts, and provide the information for planning and managing purposes as well as a basis for comprehensive reporting.

#### **Comments**

Measuring and monitoring is essential to be able to plan, control and assess environmental activities and measures. Under a regulated regime, compliance monitoring and reporting of emissions, pollutant concentrations, noise and the like, will be required. For voluntary actions reporting would be tailored for stakeholders and the wider public using the most appropriate range of available communication channels.

Comprehensive reporting guidance is available from ISO 14001 and 50001 and other channels such as annual reports and websites.

### **6.11 Training and Information Sharing**

#### **Policy**

ACI and airports should improve environmental awareness, training and sharing of information within the airport and among airports worldwide.

**Comments**

Staff training and promoting awareness are key in multiplying efforts to reduce adverse environmental impacts from airports and aviation.

Sharing of information among airports worldwide helps dissemination of best practices to better understand the scope and variety of environmental issues and thus provides an additional platform for ecological innovation.

**6.12 Stakeholder Engagement**

**Policy**

ACI and airports should promote understanding, cooperation and collaboration with aviation stakeholders especially the community at large.

**Comments**

Communication along with stakeholder and community engagement is key to linking sustainability efforts with community acceptance and permission to operate and to grow.

# 7

## Security at airports

*(cf. ICAO Annex 17 – Security,*

*ICAO Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference, Doc. 8973)*

## 7.1

### General

#### ACI POLICY

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.1.1 ACI strongly condemns all acts of unlawful interference with civil aviation wherever they may occur, and by whomever they may be perpetrated, particularly where they result in the injury, loss of life or abduction of passengers, crew members, ground personnel and others.**

**7.1.2 ACI calls on States to intensify their efforts to eradicate such unlawful acts by complying fully with the specifications of Annex 17 to the Chicago Convention, and by concluding appropriate multilateral or bilateral agreements for the extradition or submission of the offender to the competent authorities for prosecution.**

**7.1.3 Aviation security measures should be risk based.**

*Should any State be unwilling to comply with the basic requirements of civil aviation security or cooperate with other States in bringing the criminals to justice, all other States should impose appropriate sanctions on that State.*

*Where ICAO Annex 17 standards are not fully implemented, any party who becomes aware of such non-compliance should advise his own State of the shortcomings, so that appropriate steps can be taken, including additional security measures at receiving airports. Those States should also bring any shortcomings to the attention of the deficient State and ICAO.*

*Historically, aviation security regulators have adopted a reactive approach to security. When there has been a new type of attack or threat, the regulators have responded by applying additional measures. When viewed holistically the current set of measures lack a consistent rationale.*

*There is a growing realization that the industry cannot sustain the continued addition of layers of measures. A risk management approach to aviation security is urgently required.*

*Aviation security measures may have an adverse effect on system capacity and facilitation. The requirements made by governments in this context should therefore realistically match the assessed risk.*



*Governments must also consider the implications for existing airport facilities when introducing new security measures and work closely with airports to determine the most appropriate and practical solutions. Older terminal buildings were not designed for current levels of security and additional security measures may be difficult and expensive to implement.*

## 7.2

### States' responsibility for aviation security

#### ACI POLICY

**7.2.1 States have the unequivocal responsibility to protect their citizens from acts of terrorism or other acts of unlawful interference against civil aviation.**

**7.2.2 It is the responsibility of States to undertake the formal threat assessment. The level of threat should be kept under review at all times.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*When international or national regulations call for more stringent security at airports, such measures should be developed in full consultation and coordination with airport operators, airlines and other segments of the industry. Airlines and airport operators should provide the supporting facilities required by the security services. It is the States' unequivocal responsibility, however, to safeguard civil aviation against acts of unlawful interference and to ensure the implementation of security measures at airports pursuant to the Standards of ICAO. ACI endorses ICAO resolutions on aviation security and will continue to cooperate to the maximum extent possible with ICAO and other international organizations in this vital area. ACI fully supports ICAO's programme of universal, mandatory security audits of States' aviation security programmes and of airport compliance with Annex 17.*

*A number of States have instituted security measures beyond the Standards and Recommended Practices contained in ICAO Annex 17. Some of the measures affect existing bilateral aviation agreements and cause legal difficulties because of their extra-territorial applicability. In advance of enacting such measures, prior consultation by governments with airport and airline operators can alert governments to some of the complications arising from extra-territorial measures.*

*It is crucially important for the level of threat to be identified and met with appropriate measures, it is equally important for this assessment to be monitored on a continuing basis to ensure that measures do not remain in force unnecessarily. This requires regular consultation among all parties involved in international civil aviation, including airport operators, the airlines and the appropriate State agencies.*

*Lack of constant review of the level of threat will prevent necessary adjustments to security measures and could lead to an over extension of resources, thus diminishing their effectiveness. This could in turn destroy the long-term economic sustainability of civil aviation, damaging the service offered to the public whom the special procedures are intended to protect.*

**7.2.3 ACI urges law enforcement agencies to share intelligence with each other and, when such intelligence concerns a threat to civil aviation, that the threat information be promptly shared with the airport operators concerned.**

**7.2.4 The provision and cost of aviation security needs to be borne by the State from general revenues and not from taxes and user charges.**

*The funding of aviation security is a controversial topic. While some States do contribute substantial sums towards the cost of aviation security, many do not. The 'user pays' principle is often put forward as a reason by such governments but this is often shown to be inconsistent with the same government's approach to protecting other forms of public transport or the protection of public buildings and monuments.*

**7.2.4a** When measures to enhance security at airports are funded through a tax or charge on the passenger, such charges must be directly related to the cost of the service provided and should be administered according to ICAO principles on charging found in ICAO Doc. 9082/6. Any taxes or charges of this nature should be fully transparent to the passenger

**7.2.5 It is the responsibility of States to protect aircraft operating in or through airspace over the territory of that States. This includes mitigation against the risk of attack by Man Portable Air Defence Systems (MANPADS) and Surface-to-Air Missiles (SAMs) against aircraft operating at vulnerable altitudes, particularly during the takeoff and landing phases at airports in that State.**

**7.2.5a** Airports should not be responsible for protecting aircraft operations against MANPADS attack launched from outside the airport perimeter.

## 7.3

### Airport security programmes

#### ACI POLICY

**7.3.1 An airport security programme needs to be established at each airport.**

**7.3.2 An authority at each airport needs to be designated with responsibility for coordinating airport security measures.**

**7.3.3 An airport security committee needs to be established to advise on the development and implementation of security measures at each airport.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Guidance on the structure and content of an airport security programme is provided in the ICAO Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference, Doc. 8973.*

## 7.4

### Quality control of airport security programmes

#### ACI POLICY

**7.4.1 Airports need to implement and maintain quality controls in their airport security programmes to determine compliance with and to validate the effectiveness of the programme.**

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.4.1a** Audits, tests, survey and inspections should be carried out on a regular basis to verify compliance with regulatory requirements and performance objectives set in the airport security programme.

**7.4.1b** Persons conducting audits, tests, survey and inspections should be properly trained and have the necessary authority to carry out these activities and enforce corrective actions.

**7.4.1c** A process should be established to record and analyse the results of these quality control activities. Deficiencies should be identified, analysed and corrected, as part of a continual improvement process. A Total Quality Management System or Security Management System (SeMS) should be implemented to enhance the security culture throughout the airport and to effectively monitor and assess the effectiveness of the implementation of security measures

**7.4.2 Aviation security staff need to be carefully selected and properly trained and supervised to ensure that they are consistently able to carry out their duties in a highly proficient manner.**

*The highest priority must be given to the quality of security staff and their professional training, including regular refresher training and proficiency training on new equipment and techniques. Particular attention should be paid to commitment and motivation, bearing in mind the pressures involved in carrying out work that is often by its nature very repetitive. Even higher standards must be applied to the selection and training of those selected to fill supervisory positions, who must be capable of assuming the considerable responsibilities involved.*

**7.4.2a** States should ensure that staff recruited for civil aviation security duties have clearly defined job descriptions and be trained to a level of proficiency which will enable them to perform their assigned tasks and have knowledge and understanding of the threats to civil aviation. Those responsible for training such staff should verify that the requisite standards have been attained.

**7.4.2b** Induction training for screening staff should comprise a combination of classroom and practical instruction utilizing equipment and techniques in use at the airport where the screeners will be employed. Induction training should be followed by a period of on-site training.

*The selection of security screening staff should be based on systematic, objective and fair means of testing that ensure that candidates have the right aptitude for the task. Competency should be maintained and enhanced through additional in-service training and regular performance review.*

**7.4.2c** Refresher training at frequent intervals should be provided. This training should be aimed at improving techniques, knowledge and motivation. Staff should be recertified in respect of their proficiency following refresher training.

**7.4.2d** Separate supervisory training programmes should be established. These programmes should include “supervisory skills”. Training personnel should be qualified instructors.

**7.4.2e** Persons implementing security controls should be subject to background checks and selection procedures.

## 7.5

### Preventive security measures

#### ACI POLICY

**7.5.1 Measures need to be established to prevent prohibited articles such as weapons, explosives or any other dangerous devices, articles or substances, the carriage and bearing of which is not authorized, and which may be used to commit an act of unlawful interference, from being introduced by any means whatsoever on board an aircraft engaged in civil aviation.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*This is the objective of the preventive security measures as stipulated in ICAO Annex 17, Standard 4.1.*

## 7.6

### Measures relating to access control

#### ACI POLICY

**7.6.1 Access to airside areas at airports needs to be controlled to prevent unauthorized entry.**

**7.6.2 An airport permit or identification system needs to be established in respect of persons and vehicles to prevent unauthorized access. The identity of the bearer and the validity of the permit needs to**

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.6.1a** Security restricted areas should be established at each airport. The separation between restricted areas and other areas should be clearly defined. The zoning of restricted areas should be introduced to reduce unauthorized staff movement within the airport whilst maintaining a practical and auditable system for access control.

*The number of zones will depend on the size and structure of the airport but zoning into many sub-areas may be counter-productive in terms of manageability. An automated system that allows access according to zones on an airport identification card may assist in ensuring that staff can only access the areas to which they are authorized.*

**7.6.2a** People who are not authorized or appear not to be authorized to be in the area should be challenged and, if their presence cannot be satisfactorily explained, should be reported to the appropriate law enforcement authority.

be verified before access is allowed.

**7.6.3 Background checks need to be conducted by the relevant government authorities on persons other than passengers granted unescorted access to security restricted areas.**

**7.6.3a** Persons (such as visitors) who have not undergone background checks should be escorted at all times within the security restricted area.

**7.6.3b** Persons issued with airport permits or identification cards should be subject to periodic background re-checks by the relevant government authorities.

*Ideally, vetting should be continuous and ongoing in order to manage the risk of unlawful interference by authorized persons.*

**7.6.3c** The issue of identity documents (IDs) should be restricted to those who genuinely need to enter the restricted area. IDs should have a specific period of validity, and the bearers should wear them visibly at all times in restricted areas.

**7.6.4 As a minimum, a proportion of persons other than passengers being granted access to security restricted areas, together with items carried, need to be screened.**

*Screening methods may include those applicable to passengers, but alternative solutions such as random use of explosive trace detection only for staff and crew may provide a solution that is both more efficient and more relevant to the threat from explosives.*

## 7.7

### Measures relating to aircraft

#### ACI POLICY

**7.7.1 Commercial air transport operators are responsible for implementing security measures to protect their aircraft and the persons and articles transported on them.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*This includes the implementation of access controls to their aircraft, conducting security checks of aircraft, ensuring the disembarking passengers do not leave items on board aircraft and securing the cockpit, which are required in ICAO Annex 17.*

## 7.8

### Measures relating to passengers and their cabin baggage

#### ACI POLICY

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.8.1 Passengers and their cabin baggage need to be screened prior to boarding an aircraft departing from a security restricted area. This applies equally to transfer passengers, unless the alternative arrangements described in ICAO Annex 17, Standard 4.4.2 are implemented.**

*ICAO Annex 17, Standard 4.4.2 provides that transfer passengers and their cabin baggage may be exempt from screening at the transfer airport if there is a validation process and procedures are continuously implemented, in collaboration with the other contracting state where appropriate, to ensure that such passengers and their cabin baggage have been screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer airport.*

**7.8.1a** Passengers who arouse suspicion through their behaviour or after being questioned should be subjected, together with their baggage, to more detailed inspection.

*ACI advocates a strategy for improving the pre-departure screening process which involves improving the process itself (making it less predictable and by using profiling or selection techniques to allow more resources to be focused on passengers that pose the greater risk), implementing human factors best practices and increasing the use of explosive detection equipment in the process. Further information is available from ACI World.*

**7.8.2 Measures need to be implemented to protect passengers and their cabin baggage that have been screened from unauthorized interference from the point of screening until they board their aircraft. If mixing or contact does take place, the passengers concerned and their cabin baggage need to be re-screened before boarding an aircraft.**

**7.8.2a** Where practicable, passengers that have been screened should be segregated physically by walls or barriers.

**7.8.2b** Where this is not practicable, manual controls (using staff) should be used to achieve the objective.

**7.8.2c** Where physical segregation of arriving and departing passengers is not a feature of the airport design, the seating areas in piers should be designed/arranged so as to reduce the opportunity of items being left by arriving passengers for those who are departing. However, this may not be a concern if boarding gate screening is employed.



**7.8.3 Where transit operations take place at an airport, measures need to be established to protect transit passengers' cabin baggage from unauthorized interference and to protect the integrity of the security of the airport of transit.**

**7.8.4 The use of carefully defined individual passenger assessments, based on internationally accepted standards (as incorporated into national legislation), as an element of risk analysis, may be to facilitate the identification of individuals who may pose a threat to the safety and security of civil aviation.**

**7.8.5 States need to address the risk from explosives in liquid, aerosol or gel form, by implementing the restrictions (on the carriage of liquids, aerosols and gels in cabin baggage) and the associated measures recommended by ICAO in its State Letters of 1 December 2006, 30 March 2007 and 6 July 2007.**

**7.8.4a** Processes should be developed to facilitate the movement of passengers who, through appropriate risk assessment, are deemed to pose a low security risk in order to permit more effective use of resources.

*Aviation security measures have traditionally focused on detecting weapons and similar prohibited items rather than to identify persons with malicious intent. There is growing recognition, of the importance of the need for security staff, law enforcement personnel and airport staff in general to be more conscious of the behaviour of persons around them. It is therefore useful to include behaviour detection and questioning techniques in the training of security staff, as well as a general knowledge about suspicious behaviours and vigilance for all airport staff.*

**7.8.5a** States should fully implement the ICAO recommended measures, which provide a framework for States to recognize measures undertaken in other States to protect the supply chain for travel retail items and the Security Tamper Evident Bag (STEB).

*These are considered to be interim measures pending the implementation of equipment which can routinely screen for liquids, aerosol and gel based explosives.*

**7.8.5b** Airports should ensure that clear signage is displayed and information is provided to passengers in advance of the security checkpoint in order to prepare them for security screening, including restrictions on liquids and gels in hand baggage.

*Airports could consider preparation zones in advance of screening to assist passengers with correctly organizing liquids and gels.*

## 7.9

### Measures relating to hold baggage

#### ACI POLICY

**7.9.1 Measures need to be implemented to ensure that originating hold baggage is screened prior to being loaded onto an aircraft engaged in commercial air transport operations from a security restricted area.**

**7.9.2 Measures need to be taken to ensure that all hold baggage to be carried on a commercial aircraft is protected from unauthorized interference from the point it is screened or accepted into the care of the carrier, whichever is earlier, until departure of the aircraft on which it is being carried. If the integrity of hold baggage is jeopardized, the hold baggage needs to be re-screened before being placed on board an aircraft.**

**7.9.3 Transfer hold baggage needs to be screened prior to being loaded onto an aircraft engaged in commercial air transport operations, unless the alternative arrangements stipulated in ICAO Annex 17, Standard 4.5.4 are implemented.**

**7.9.4 The commercial air transport operator is normally responsible for ensuring that only items of hold baggage which have been individually identified as accompanied or**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Guidance is provided in the ICAO Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference, Doc. 8973.*

**7.9.2a** Baggage handling systems and make-up areas should be protected and access restricted to authorized staff, in order to prevent pilferage, interference with items of baggage and the introduction of unauthorized items of baggage. Such areas should normally form part of the security restricted area.

*ICAO Annex 17, Standard 4.5.4 provides that transfer hold baggage may be exempt from screening at the transfer airport if there is a validation process and procedures are continuously implemented, in collaboration with the other contracting state where appropriate, to ensure that such hold baggage have been screened at the point of origin and subsequently protected from unauthorized interference from the originating airport to the departing aircraft at the transfer airport.*

*Computerized baggage reconciliation systems are normally used to perform these measures and to produce a baggage manifest.*

**unaccompanied, screened to the appropriate standard and accepted for carriage on that flight by the air carrier, are transported. All such baggage should be recorded as meeting these criteria and authorized for carriage on the flight.**

*As the prospect of criminals or terrorists willing to commit suicide while perpetrating an act against civil aviation becomes a real possibility, the limitations of the positive passenger to bag match are obvious. Therefore, while still of considerable value in preventing a Lockerbie type of scenario in which a device is introduced onto an aircraft unaccompanied by a passenger, should never be considered as a substitute for 100 percent screening of checked baggage.*

**7.9.4a** Procedures should be established, which should include a security risk assessment, to deal with unidentified baggage.

*This refers to unidentified hold baggage, normally inside the security restricted area. Such baggage may have lost its baggage tag and have no other means of identifying the owner.*

## 7.10

### Measures relating to cargo, mail and other goods

#### ACI POLICY

**7.10.1 Security controls need to be applied to cargo and mail, prior to their being loaded onto aircraft engaged in passenger commercial air transport operations.**

**7.10.2 Cargo and mail that is to be carried on a passenger commercial aircraft requires protection from unauthorized interference from the point security controls are applied until the departure of the aircraft.**

**7.10.3 Where the security controls involve a process of regulated agents, such agents should be approved and subjected to appropriate oversight by the aviation security regulatory authority.**

**7.10.4 Catering stores and supplies intended for carriage on passenger commercial flights need to be subjected to appropriate security controls and thereafter protected until loaded onto the aircraft. This responsibility should normally rest with the commercial air transport operator.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Guidance is provided in the ICAO Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference, Doc. 8973.*

States should combine resources in a co-operative manner to share information and research and develop harmonized measures to ensure the safe and secure carriage of cargo, courier, express parcels and mail worldwide without impeding the flow of traffic.

*This is normally the responsibility of the commercial air transport operator or its agents.*

**7.10.4a** These measures should apply equally to all suppliers to minimize the risk of items intended for acts of unlawful interference being delivered clandestinely on board aircraft.

**7.10.4b** Screening should be conducted at access points to and throughout restricted areas while minimizing operational impact. This may be random screening, or achieved through a secure supply chain if the goods are protected from unauthorized interference.

**7.10.4c** The transfer of goods should be adequately supervised.

**7.10.4d** Random searches of goods carried by any person, including crew, should be implemented.

**7.10.4e** There should be pre-flight checks to ensure that no weapons or other dangerous devices have been placed on board.

*Particular attention should be paid to aircraft that have been left unattended for a prolonged period or overnight or are undergoing maintenance, which should be secured or otherwise protected to prevent unauthorized access.*

## 7.11

### Measures relating to special categories of passengers

#### ACI POLICY

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.11.1 It is the responsibility of governments to ensure that legislation is in place to enable the arrest and prosecution of unruly passengers.**

*The problem of unruly passengers is serious. While the main risk is faced in-flight where such persons may endanger the safety of the flight, there is also a risk to persons in the terminal when passengers become unruly (typically because they are drunk).*

**7.11.1a** Airports should ensure that procedures are established for such incidents (usually requiring the Police intervention), that staff are trained appropriately and that these procedures are practised.

**7.11.1b** Unruly passengers often display erratic behaviour prior to boarding the aircraft, and this behaviour may come to the attention of ground personnel anywhere between the car park and the boarding area.

**7.11.1c** Airport employees have an obligation to notify airline and law enforcement personnel when they observe a passenger who appears to be disruptive, inebriated or agitated. The ultimate responsibility for determining the passenger's fitness to board rests with the airline.

**7.11.2 Persons travelling under judicial and administrative control may present a higher risk than normal passengers. It is the**

*Persons who are under judicial or administrative control (e.g., deportees, prisoners, etc.) present a higher risk than normal passengers. Governments need to work with airports and commercial air transport operators to establish procedures covering advance notification of travel, access arrangements to the security*

**responsibility of governments to ensure that procedures at the airport are formalized with the airport operators and the commercial air transport operators. Governments should also ensure that their agencies strictly implement these procedures.**

*restricted area, additional screening requirements, guard or escort requirements and coordination. Governments should also ensure that their control authorities strictly implement these procedures.*

**7.11.3 It is the responsibility of governments to establish and enforce a policy in respect of the carriage of weapons at the airport and on board aircraft by law enforcement officers and other authorized persons. Where this is permitted, procedures need to be established to ensure that these weapons are under proper control, while the aircraft is on the ground or such officers are undergoing arrival or departure processing.**

*Sky marshals, armed crew members and bodyguards can create a risk to airport security and can cause disruption if they arrive at the airport without prior arrangement with the appropriate law enforcement and airport security. For example, there have been cases of armed cockpit crew disembarking from an aircraft during a turn-around operation and then having to go through screening, where the weapons are then discovered.*

*Where there is screening of persons entering a security restricted area, the aviation security regulatory authority should establish a policy and procedure covering the screening of armed law enforcement personnel.*

## 7.12

### Public awareness of security

#### ACI POLICY

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.12.1 The understanding and cooperation of the travelling public is a prerequisite for effective aviation security.**

*Increasingly strict aviation security measures may cause congestion in airport terminals and add to the possibility of flight delays. Passengers can advance their own interests and those of the civil aviation industry if they understand the general approach adopted by governments to prevent acts of unlawful interference. It is also of vital importance that they be made aware that they may become unwitting accomplices to the introduction of explosive devices onto an aircraft or into terminal facilities.*

**7.12.1a** Public awareness programmes by States and the air transport industry are needed to induce passengers to comply with aviation security requirements. Passengers should be advised:

- to pack their own bags;
- to be familiar with their contents

- to be familiar with items that may not be carried in hand baggage;
- to abide by liquids and gels restrictions and requirements
- to utilize baggage that does not enable surreptitious placement of weapons or explosive devices;
- not to carry any item for any other person without its contents having been examined; and
- not to leave their baggage unattended.

**7.12.1b** Employee awareness programmes are similarly indispensable to the secure operation of the airport. Airport operators should ensure that ground personnel and other airport employees who work both landside and airside are well briefed on security procedures and that they report suspicious objects and behaviour immediately to security personnel or law enforcement authorities.

## 7.13

### One-stop security

#### ACI POLICY

**7.13.1 ACI supports one-stop security which, by eliminating the need for redundant security checks at transfer stops, could speed the flow of transfer passengers and baggage to their ultimate destinations. States need to develop, either bilaterally or multilaterally, the criteria for the recognition of equivalence of security measures vis-à-vis other States.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*One-stop security - the concept that a passenger and his baggage undergo only one initial security check even on a journey involving multiple airport transfers - has a number of potential benefits for airport operators.*

*ACI recognizes that the financial and logistical benefits of one-stop security, as well as improved customer service, multiply exponentially with each State that enters into a one stop security agreement based on the recognition of equivalency of its measures.*

*However, one-stop security requires significant investment on the part of the airport to segregate those passengers who are subject to one stop security and do not need rescreening from those arriving from other locations. A cost-benefit analysis needs to be undertaken in each case to identify the number of passengers who would benefit from the arrangement and the practicality of making infrastructure changes – volumes may be insufficient in many cases.*

## 7.14

### New technologies and processes

## ACI POLICY

## ACI RECOMMENDED PRACTICE / COMMENT

**7.14.1 States and industry need to jointly consider the role of technology to address the new security threats to civil aviation.**

**7.14.1a** The development of equipment that is routinely capable of screening for 'home made' explosives should be accorded top priority.

**7.14.1b** Government should combine resources in a co-operative manner to share information, research and development costs for explosive detection technology and other technologies to enhance current systems of screening passengers and baggage.

**7.14.1c** Airports, commercial air transport operators and regulatory authorities should jointly develop measures that would improve the flow of passengers and their baggage through security checkpoints.

## 7.15

### Contingency measures

#### ACI POLICY

#### ACI RECOMMENDED PRACTICE / COMMENT

**7.15.1 States need to ensure that contingency and business continuity plans are developed in conjunction with airports (and other stakeholders) and resources are made available to safeguard airports and civil aviation operations.**

**7.15.2 States need to ensure that authorized and suitably trained personnel are readily available for deployment at its airports to assist in dealing with suspected, or actual, cases of unlawful interference with civil aviation.**

**7.15.3 Airports should develop their own contingency plans to dovetail with the State plans. Staff need to be trained in these plans and procedures and the effectiveness of these plans should be verified through regular tests and exercises involving all relevant stakeholders.**

*Airports should implement a business continuity management approach that comprises preventive measures, contingency measures and business recovery measures. Any incident, whether security related or not, has the potential to cause major disruption to normal airport operations. Airports need to plan to mitigate and manage such disruption.*



## 7.16

### Landside Security

#### ACI POLICY

**7.16.1 Design requirements, including architectural and infrastructural-related requirements necessary for the implementation of security measures need to be integrated into the design and construction of new facilities and alterations to existing facilities.**

**7.16.2 States should review and coordinate with airports to identify the appropriate landside measures that match their specific threat scenario.**

**7.16.3 Airports should agree scope, responsibility and accountability for landside security measures with their regulator.**

#### ACI RECOMMENDED PRACTICE / COMMENT

*Experience has shown that there may be many changes to the requirements of aviation security during the life of an airport terminal building.*

**7.16.1a** Careful consideration should be given to all existing and foreseeable aspects of security at the beginning of the design process. States, airports and airline security experts should work together to achieve the best overall results.

*It is essential to make provision for security systems, devices and requirements during the planning and design of a new facility if the security operations are to be cost-effective and efficient.*

**7.16.1b** The design of new facilities should take account of: contingency plans to reduce the risk of lethal attacks at terminals; the segregation of those who have been subjected to security controls from those who have not; the screening of passengers and their carry-on baggage; the provision of special facilities for high-risk passengers/flights; the screening of checked and transfer baggage; and construction features to minimize secondary damage and injuries following an act of unlawful interference.

*Different terminals in different States present individual problems. The mix of international and domestic traffic, the proportion of high-risk flights and the particular requirements of each State mean that there can be no common solution. Furthermore, the pattern of traffic usually changes considerably during the operating life of a facility.*

*Airports should work with national regulators and local authorities, as appropriate, to conduct a vulnerability assessment of the airport to determine if any adjustment to current security measures is warranted.*

*Airports should collaborate with national regulators to agree on a definition of "landside." This might include areas of mass gathering inside or close to the terminal, where there is a regular concentration of people. A clear definition will be critical to defining the scope of measures and ensuring that the focus of measures is on genuinely high-risk areas, and not all property owned by the airport.*

**7.16.4 Airports should consider infrastructure and airport design features to mitigate the threat from attack, especially when upgrading or developing new facilities .**

- 7.16.4a** Airports should consider in their infrastructure design:
- o blast proofing;
  - o the use of materials to minimize damage (such as shatterproof glass);
  - o bollards, flowerpots and other structures to prevent drive-in attacks;
  - o the separation of vehicle drop-off and pickup points from the terminal entrance through use of a concourse or other pedestrianized area; and
  - o management of space to reduce gatherings of people.

**7.16.4b** Airports should reduce access areas (such as terraces) where an active shooter or bomber might have access to crowded public areas, and reduce areas where items can be hidden, such as opaque rubbish bins or concealed corners.

**7.16.4c** When new buildings are planned near the airport, airports should engage with local planning authorities to ensure that security considerations are taken into account, such as balconies, terraces or windows that open, close to the terminal building or overlooking the airport, especially aircraft aprons and critical infrastructure.

*Airports should work with other stakeholders (airlines, regulators and ground handling agents) to identify ways of reducing queues and congregations of people, such as self-service options or better distribution of check-in desks at certain times of day.*

*Airports may consider CCTV or other means of surveillance of public areas in conjunction with law enforcement agencies (This may be the responsibility of local law enforcement).*

**7.16.5 States and airports should consider physical or procedural measures as appropriate to mitigate the risk of landside attack.**

**7.16.5a** Locating an additional security inspection checkpoint to the entrance of the airport terminal (or outside of the terminal) may compromise the security of air travellers by having them congregate in large groups outside of the terminal building, thus moving the vulnerability elsewhere. Additional screening also adds inconvenience to passengers, and possibly creates hazardous conditions for passengers of reduced mobility or those with small children.

**7.16.5b** Random, unpredictable checks during high risk situations may provide an additional element of deterrence and detection and be more effective than permanent procedures applied to all passengers.

**7.16.5c** Airports should consider staff and passenger communications as a means of identifying suspicious behavior. This might include reminding passengers and visitors to be vigilant and report unattended baggage or suspicious behaviour and providing information, either through posters or PA announcements.

**7.16.5d** Airports should provide security awareness training for all staff (both airport and non-airport employees, including those not involved directly in security) to recognize suspicious behaviour, and provide a simple and quick means to report it. Consider a “see something, say something” campaign for both staff and passengers.

# 8

## Emergency medical services, hygiene and sanitation at airports

*(cf. ICAO Annex 9 - Facilitation, and WHO International Health Regulations)*

## 8.1

### Emergency medical services at airports

#### ACI POLICY

**8.1.1 Emergency medical services should be provided for passengers and other persons and arrangements should be made for supportive medical facilities, locally and regionally, in accordance with international and national regulations.**

#### ACI RECOMMENDED PRACTICE / COMMENT

**8.1.1a** As regards medical services required for major airport emergencies, ACI advocates that the Aerodrome Emergency Plan should contain details of all these arrangements, and that regular training drills be carried out with the external agencies concerned, as well as a full-scale emergency exercise at intervals not exceeding two years (see also section 5.10 of the Policy Handbook on Aerodrome Emergency planning).

## 8.2

### Hygiene and sanitation at airports

#### ACI POLICY

**8.2.1 Although airport operators in many countries are not responsible for sanitation programmes at airports, ACI recognizes the need to maintain high standards of hygiene.**

#### ACI RECOMMENDED PRACTICE / COMMENT

**8.2.1a** Health inspection at airports should be undertaken by the competent local health administration, in cooperation with airport operators and the airport tenants and users involved. Procedures for the procurement, preparation, handling, storage and delivery of food and water supplies intended for consumption, both at airports and on board aircraft, and for the removal and safe disposal of waste materials should not unnecessarily interfere with airport ground operations nor should they inconvenience passengers, for example by delaying their embarkation or disembarkation.

## 8.3

### Public health and animal and plant quarantine measures

#### ACI POLICY

**8.3.1 Governments require adequate space and facilities for the administration of public health and animal and plant quarantine measures to be made available at international airports in respect of aircraft,**

#### ACI RECOMMENDED PRACTICE / COMMENT

passengers, crew, baggage, cargo, mail and stores. The necessary space and facilities, as well as staffing, should be provided at government expense, not at the expense of the airport operator.

## 8.4

### Communicable diseases

#### ACI POLICY

**8.4.1** As regards provision for the management of any outbreak of communicable disease in which airports are involved, ACI and ICAO have prepared guidelines for airport operators, available from ACI. These are based on the principles set out in the World Health Organization's International Health Regulations.

#### ACI RECOMMENDED PRACTICE / COMMENT

**8.4.1a** In accordance with these guidelines, airport operators, in communication with all other parties involved, should prepare a section of their emergency plan to cover the management of outbreak of communicable disease involving the airport.