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**INTERNATIONAL STANDARDS
AND RECOMMENDED PRACTICES**

FACILITATION

***ANNEX 9**

TO THE CONVENTION ON INTERNATIONAL CIVIL AVIATION

TENTH EDITION — APRIL 1997

**This edition incorporates all amendments adopted by the Council
prior to 21 November 1996 and supersedes, on 31 August 1997,
all previous editions of Annex 9.**

**For information regarding the applicability of the Standards and
Recommended Practices, see Foreword.**

INTERNATIONAL CIVIL AVIATION ORGANIZATION

CHAPTER 6. INTERNATIONAL AIRPORTS — FACILITIES AND SERVICES FOR TRAFFIC

A. General

6.1 Contracting States shall take all necessary steps to secure the co-operation of operators and airport administrations in ensuring that satisfactory facilities and services are provided for rapid handling and clearance of passengers, crew, baggage, cargo and mail at their international airports. Such facilities and services shall be flexible and capable of expansion to meet anticipated growth in traffic volume, or increased security measures during higher threat situations, while permitting appropriate narcotics control measures.

Note.— With respect to the application of aviation security measures, attention is drawn to the relevant specification in Annex 17, Chapter 2.*

6.2 Contracting States shall take all necessary steps to encourage consultations between the airport administration on the one hand and operators, control authorities and appropriate bodies representing other airport users on the other at the earliest stage when planning new or substantially modified terminal buildings or when new procedures require changes in facilities, including changes of layout within existing facilities, at their international airports.

6.3 Contracting States shall take all necessary steps to secure the co-operation of operators and airport administrations in ensuring that the facilities and services at their international airports are designed in such a way as to provide the best possible airport traffic flow arrangements.

6.3.1 **Recommended Practice.**— *Contracting States whose international airports experience traffic peaking problems should, in accordance with appropriate procedures for co-ordination of schedules at airports, indicate to the appropriate airlines operating scheduled and non-scheduled flights, well in advance of the recognized traffic seasons, any restrictions that may apply in order to match the traffic and the airport capacity.*

6.4 **Recommended Practice.**— *Where a passenger service charge is levied at an international airport and its collection from passengers gives rise to facilitation problems, this charge should be levied, where practicable, following consultation and advance notice, on the airlines which should in turn recover the charge from passengers in such a way that the necessity for additional queuing at the airport is avoided.*

6.5 **Recommended Practice.**— *Whenever possible, the use of credit cards should be acceptable as a means of*

payment for services rendered, including duties and taxes, at international airports.

6.6 **Recommended Practice.**— *It is recommended that operators, in agreement with, and subject to reasonable limitations which may be imposed by, the airport authorities, be offered the choice of providing their own services for ground handling operations, or the option of having such operations performed entirely, or in part, by an organization controlled by another operator authorized by the airport authority, or by the airport operator, or by a servicing agent approved by the airport authority.*

B. Airport traffic flow arrangements

I. Common provisions

6.7 Contracting States shall ensure that particular attention is given to the need for adequate facilities to be available at all times at international airports and that appropriate measures are adopted to permit embarkation and disembarkation of passengers without delay.

6.7.1 **Recommended Practice.**— *Contracting States should encourage airports and operators to exchange all relevant flight information. Electronic Data Interchange with airlines should be facilitated at busy airports. In such cases, technical solutions complying with industry standards (e.g. UN/EDIFACT) should be encouraged.*

6.8 **Recommended Practice.**— *The arrangements in 6.3 should be by the most direct route with no crossing between passenger and baggage lines nor between different circuits. To the extent that the route is not self-evident, appropriate sign-posting should be used.*

6.9 **Recommended Practice.**— *International signs to facilitate passengers using airports, reproduced in the document developed for that purpose entitled International*

* The specification reads as follows:

2.2.1 Recommendation.— Each Contracting State should whenever possible arrange for the security measures and procedures to cause a minimum of interference with, or delay to the activities of, international civil aviation.

Signs to Provide Guidance to Persons at Airports and Marine Terminals. (Doc 9636) published jointly by ICAO and the International Maritime Organization, should be introduced at the earliest practicable opportunity.

6.9.1 Recommended Practice.— Notices and leaflets should be prominently displayed at international airports, warning travellers of the serious consequences of illegal narcotics trafficking and of the penal measures to which persons convicted of narcotics law offences may be liable.

6.10 Recommended Practice.— Arrangements should be made so that, when necessary, passengers and crew can proceed under shelter between the air terminal buildings and the aircraft, and vice versa.

6.11 Recommended Practice.— Particular attention should be given to passenger routes involving long distances to be covered on foot and the possibility should be studied of facilitating travel over these routes by mechanical systems.

6.12 Recommended Practice.— Flight information boards, or displays, supplemented, where necessary, by a clearly audible public address system should be provided so that passengers and the public can be fully informed of arrivals, departures and cancellations of flights, and particularly of any last minute changes in arrival or departure times or changes in gate numbers.

6.12.1 Recommended Practice.— In giving effect to 6.12, flight information boards or displays should, as far as possible, be in the standard layout recommended in Doc 9249 — Dynamic Flight-related Public Information Displays. Contracting States should ensure that the parties concerned in the operation of flights provide on a timely and rapidly updated basis all relevant information on flights, including last-minute changes, to the authorities responsible for the operation of Flight Information Display Systems. Those authorities should be responsible for establishing the list of data elements they need for this operation and the means of communicating them, recognizing existing industry standards.

6.13 Recommended Practice.— Contracting States should ensure that rapid and reliable city/airport ground transportation is available.

6.13.1 Recommended Practice.— Contracting States should promote full consultation at the earliest possible stage between airport authorities and all agencies and operators involved in surface access to the airport to encourage both increased co-ordination in the planning of surface access to airports and the provision of relevant information to passengers. Contracting States should also promote both the provision of information to passengers on services available and on the price for such services, and the facilitation of ticketing for ground transportation, including payment methods.

6.14 Recommended Practice.— International airports should have available appropriate automobile parking facilities for short- and long-term parking.

II. Parking and servicing arrangements

6.15 Recommended Practice.— Adequate measures should be taken to ensure convenient parking and servicing of aircraft of all types and categories — regular, non-scheduled and general aviation aircraft — in order to expedite clearance and operations on the apron and to reduce aircraft ground stop time. It is desirable in particular:

- a) to make arrangements for optimum allocation of aircraft parking spaces as close as possible to the terminal building for rapid loading and unloading;
- b) to provide adequate parking spaces for aircraft when neither loading nor unloading, away from the terminal building so as to avoid obstruction to the flow of traffic on the apron, and make adequate arrangements for their optimum use;
- c) to equip the parking spaces with the necessary means for rapid performance of all aircraft servicing operations;
- d) to give particular importance to measures for assistance to aircraft during embarkation and disembarkation operations;
- e) to provide facilities for fuelling of aircraft during hours established by the public authorities;
- f) to provide transportation between remote parking positions and the terminal building when distance and safety so require as a result of optimum use of the parking area available; and
- g) to provide, when necessary, parking space for international flights where inspection of aircraft, passengers, crew and baggage can be performed.

III. Outbound passengers, crew and baggage

6.16 Recommended Practice.— Contracting States should ensure that departure formalities are completed as soon as possible and should establish as a goal, as far as is practicable, a total time period of 60 minutes for the completion of departure formalities for all passengers requiring not more than normal inspection on international air transport services, calculated from the time of the passenger's presenting himself at the first processing point at the airport (i.e. airline check-in, security control point or other required control point depending on arrangements at individual airports) to the scheduled time of his flight departure, noting that at all times security measures must be fully carried out. In

cases where the actual time period required for the completion of these formalities significantly exceeds the goal, airport authorities, passenger service providers and government control authorities should consult with the air transport operators concerned, with a view to adopting the measures necessary to achieve this goal.

6.17 Recommended Practice.— *Easy and speedy access to the terminal should be provided for passengers, crew and their baggage arriving at the airport by surface transport.*

6.18 Recommended Practice.— *Contracting States should ensure that, where traffic justifies, airlines, airports and airport handling operators consider the provision of child care rooms of suitable dimensions and with necessary child care facilities, in the departure and transit lounges of passenger terminals, to provide special areas for infants/small children accompanied by parent(s) or guardian(s). These rooms should be clearly marked with appropriate signs.*

6.19 Recommended Practice.— *Easy and frequent transportation should be available between airport terminal buildings as well as between designated remote parking facilities and airport terminal buildings.*

6.20 Recommended Practice.— *Consideration should be given to the provision of baggage check-in facilities as close as possible to arrival points of surface transport.*

6.21 Recommended Practice.— *Contracting States should study the possibility of allowing the provision of off-airport check-in facilities, with due regard to the necessary security precautions and control requirements.*

6.22 Recommended Practice.— *In order to facilitate aircraft departure, Contracting States, in examining passengers as a security measure, or for purposes of narcotics control as appropriate, should, to the extent feasible, utilize specialized equipment in conducting such examinations so as to reduce materially the number of persons to be searched by other means.*

Note 1.— The use of radiological techniques for screening passengers should be avoided.

Note 2.— Privacy should be assured when a thorough physical search is to be carried out. If special rooms are not available, portable screens may be used for this purpose.

6.23 Recommended Practice.— *In order to facilitate aircraft departure, Contracting States, in examining baggage of passengers departing from their territory as a security measure, or for narcotics control purposes as appropriate, should, to the extent feasible, utilize specialized equipment in conducting such examinations so as to reduce materially the amount of baggage to be searched by other means.*

6.24 Recommended Practice.— *An individual and continuous "trickle" method of processing and loading of*

passengers, crew and baggage should be adopted — in lieu of the group ("package") system — whenever this will speed up their clearance.

6.25 Recommended Practice.— *Particular attention should be paid to the use of sorting, conveyance, reconciliation and loading devices for baggage. Provisions should be made as far as possible for:*

- a) mechanized systems capable of sorting, transferring and loading large quantities of baggage within a minimum amount of time, consistent with the volume of traffic;*
- b) the use of the unique baggage identification system, known as the "Licence Plate Concept", for baggage reconciliation, sorting and tracing. The "Licence Plate Concept" developed by ACI/IATA is defined in the IATA Passenger Services Conference Resolutions Manual (Resolution 740) and in the appropriate Recommended Practices of the same document. The concept includes a coded baggage-tag with a unique number which can be read automatically and transmitted electronically between airlines, airports and handling agents. It enables these parties to provide higher-quality baggage sorting and handling. Baggage reconciliation applications (reference Annex 17, 4.3.1) can also use the same data elements;*
- c) an area where it would be possible to hold baggage containers and to rearrange their contents; and*
- d) mechanical means of handling and sorting empty baggage containers, consistent with the volume of traffic.*

6.26 Recommended Practice.— *The premises that crew members have to visit for operational purposes should be readily accessible and, if possible, next to one another.*

IV. Inbound passengers, crew and baggage

6.27 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.

6.28 Recommended Practice.— *Particular attention should be given to points where passenger delays are frequently found to occur.*

6.29 Recommended Practice.— *Contracting States should establish as a goal the clearance within forty-five (45) minutes of disembarkation from the aircraft of all passengers requiring not more than the normal inspection at major international airports, regardless of aircraft size and scheduled arrival time.*

6.30 To obviate any delay to passengers, the necessary steps shall be taken to ensure that baggage arrives on time in the baggage claim area.

6.30.1 **Recommended Practice.**— Arrangements should be made for rapid unloading of baggage, including containerized baggage, from the aircraft and its swift movement to the baggage claim area. To this end, mechanical unloading and conveyance systems should be used where the volume of traffic warrants and a sufficient number of handling staff should be available at all times.

6.31 **Recommended Practice.**— Adequate space should be provided in the baggage claim area permitting ready identification and speedy withdrawal by each passenger of his checked baggage.

6.32 **Recommended Practice.**— Where the volume of baggage so warrants, mechanized baggage dispensing systems should be provided in baggage-claim areas so as to move the baggage towards passengers, thus facilitating pick-up of baggage.

6.32.1 The authorities responsible for international airports shall ensure that passengers can obtain assistance in the carriage of baggage to enable them to transfer baggage from baggage claim areas to points as close as possible to areas where surface transportation from the airport or between airport terminals is provided.

V. Transit and transfer of passengers and crew

6.33 **Recommended Practice.**— Contracting States should, whenever possible, permit passengers to remain on board the aircraft and authorize embarkation and disembarkation during refuelling, subject to the necessary safety measures.

6.33.1 **Recommended Practice.**— It is recommended in particular, that technical and regulatory provisions should be adopted to ensure that telescopic passageways to and from aircraft can be kept in use during refuelling of aircraft.

6.34 **Recommended Practice.**— Contracting States should ensure that physical facilities at airports are provided, where the volume and nature of the traffic so require, whereby crew and passengers in direct transit on the same aircraft, or transferring to other flights, may remain temporarily without being subject to inspection formalities, except for aviation security measures, or in special circumstances.

Note.— This provision is not intended to prevent the application of appropriate narcotics control measures.

6.35 **Recommended Practice.**— Provisions should be made for airline handling counters in the transit area for the purpose of processing passengers transferring from one aircraft to another and not going through clearance controls.

6.36 **Recommended Practice.**— Arrangements should be made whereby crew members in brief transit can communicate from a point near the aircraft's loading position, located either on the apron or in a locale near the apron, via television or telephone with the various governmental agencies (e.g. air traffic control, MET Office) without the need to report to them in person.

VI. Miscellaneous facilities and services in passenger terminal buildings

6.37 **Recommended Practice.**— Facilities provided for the use of transit passengers should contain all necessary arrangements for their convenience.

6.37.1 **Recommended Practice.**— Storage facilities should be provided for baggage left by their owners at international airports for later pick-up.

6.37.2 International airports shall be equipped with functional secure storage facilities where unclaimed, unidentified and mishandled baggage will be kept available for clearance until forwarded, claimed or disposed of in accordance with the governmental regulations and procedures applicable in the territory of the State concerned. Airline personnel shall have access to the baggage at least throughout the hours of airport operation.

6.38 **Recommended Practice.**— To the extent that the non-travelling public are admitted to terminal buildings, appropriate arrangements should be made so that they do not interfere with the flow of inbound and outbound traffic.

6.38.1 **Recommended Practice.**— Provisions should be made to locate facilities for group/tour operators in public or uncontrolled areas in the arrival and/or departure areas in order to minimize congestion in the terminal buildings.

6.39 **Recommended Practice.**— When duty-free or other goods are offered for sale in terminal buildings, whether to outbound passengers only or to both outbound and inbound passengers, provisions should be made for convenient locations of the stores which would ensure easy access by a large number of passengers, efficient service and adequate customer space so as to avoid congestion and interference with the main streams of outbound and inbound passenger traffic.

VII. Cargo and mail handling and clearance facilities

6.40 **Recommended Practice.**— Contracting States should make arrangements whereby all-cargo aircraft and their loads can be entered and cleared at the cargo terminal area.

6.41 **Recommended Practice.**— Easy and speedy access should be provided to airport cargo terminals, taking into

account the space requirements of extra-large trucks on access roads and in front of terminals for manoeuvring into position.

6.42 Recommended Practice.— Each cargo terminal should be provided with delivery/receiving positions adaptable to truck-bed heights.

6.43 Recommended Practice.— Use should be made, where justified, of mechanized and automated facilities for loading and unloading, conveyance and storage of cargo.

6.44 Recommended Practice.— Adequate space should be available in cargo terminals for storage and handling of air cargo, including building up and breaking down of pallet and container loads, located next to the customs area and easily accessible to authorized persons and vehicles from both the apron and the landside road. Such arrangements should take into account aviation security and appropriate narcotics control measures.

6.45 Recommended Practice.— Adequate space and facilities should be provided at international airports, or at convenient off-airport locations, for the temporary storage of empty containers.

6.46 Recommended Practice.— Cargo terminals should be equipped with storage facilities as appropriate for special cargo (e.g. valuable goods, perishable shipments, human remains, radioactive and other dangerous goods, as well as live animals). Those areas of cargo terminals in which general and special cargo and mail are stored prior to shipment by air should be protected against access by unauthorized persons at all times.

6.47 Recommended Practice.— Parking spaces should be available at cargo terminals for handling equipment when not in use, located so as to avoid interference with the flow of inbound and outbound cargo.

6.48 Recommended Practice.— Where high-capacity aircraft with mixed passenger and cargo loads are positioned next to the passenger terminal, all necessary facilities should be provided for swift loading/unloading and conveyance between the aircraft and the cargo terminal(s) of large volumes of air cargo. To this end flow routes should be designed so as to avoid interference with those for passengers and baggage.

6.49 Recommended Practice.— Facilities should be provided, where necessary, for the direct removal of bulky or heavy consignments by approved transport, from the airport to the premises of the importer, agent or freight forwarder, such removal being subject to customs approval and any conditions attached to that approval.

6.50 Recommended Practice.— Sufficiently large and convenient areas should be provided at international airports, where, under customs supervision, trans-shipment cargo can be broken down, sorted and reassembled for immediate or

later onward transmission. Such arrangements should take into account aviation security and appropriate narcotics control measures.

6.51 Recommended Practice.— At airports whose cargo handling capacity is insufficient and whose expansion is limited or unfeasible, off-airport bonded warehouses should be allowed, and the procedures for moving cargo between them and the airport should be minimal in order to accelerate clearance and reduce congestion in airport warehouses.

6.52 Recommended Practice.— Where the volume of air mail so warrants and where it will expedite the onward transmission of the mail, in the opinion of the postal authorities, adequate space and facilities should be provided at international airports for the reworking, sorting and onward transmission of air mail. Such arrangements should take into account aviation security and appropriate narcotics control measures.

C. Facilities required for implementation of public health, emergency medical relief, and animal and plant quarantine measures

6.53 Contracting States, in co-operation with airport authorities, shall ensure the maintenance of public health, including human, animal and plant quarantine at international airports.

6.54 Recommended Practice.— Contracting States should provide, at or near all their major international airports, facilities and services for vaccination or revaccination, and for the delivery of the corresponding certificates.

6.55 Recommended Practice.— International airports should have available adequate facilities for administration of public health and animal and plant quarantine measures applicable to aircraft, crew, passengers, baggage, cargo, mail and stores.

6.56 Recommended Practice.— Contracting States should provide arrangements whereby passengers and crew in transit can remain in premises free from any danger of infection and insect vectors of diseases and, when necessary, facilities should be provided for the transfer of passengers and crew to another terminal or airport nearby without exposure to any health hazard. Similar arrangements and facilities should also be made available in respect of animals.

6.57 Contracting States, in co-operation with airport authorities and aircraft operators, shall take all steps to ensure that the procurement, preparation, handling, storage and service of food and water supplies intended for consumption both at airports and on board aircraft are hygienically carried out in accordance with the pertinent regulations, recommendations and standards of the World Health Organization and the pertinent recommendations of the Food and Agriculture Organization of the United Nations.

6.58 Contracting States, in co-operation with airport authorities and aircraft operators, shall ensure that an effective system is instituted for the safe removal and safe disposal of excrement, refuse, waste water, waste, unused and condemned food and other matter dangerous to the health of persons, animals or plants in accordance with the pertinent regulations and recommendations of the World Health Organization and the recommendations of the Food and Agriculture Organization of the United Nations.

6.59 Recommended Practice.— *There should be maintained at international airports an organized, immediately responsive staff with facilities for first aid attendance on site and appropriate arrangements should be available for expeditious referral of the occasional more serious case to pre-arranged competent medical attention.*

D. Facilities required for clearance controls and operation of control services

6.60 Recommended Practice.— *Space and facilities for the authorities in charge of clearance controls should, as far as possible, be provided at public expense.*

6.61 If the space and facilities referred to in 6.60 are not provided at public expense, Contracting States shall ensure that such space and facilities are provided on terms not less favourable than those which apply to the operators of other means of transportation entering the State and requiring space and facilities on a comparable scale.

6.62 Contracting States shall provide sufficient services of the public authorities concerned without charge to operators during working hours established by those authorities.

Note.— Where traffic, volume and available space and facilities warrant, Contracting States may wish to provide clearance controls for passengers and their baggage at more than one location.

6.62.1 Contracting States shall provide sufficient services of the public authorities concerned in such a way as to respond to real needs and thus to the flow of traffic during working hours established by those authorities.

Note 1.— Paragraphs 6.62 and 6.62.1 should be applied in accordance with Article 82 of the International Health Regulations (1969), Third Annotated Edition (1983) which provides that no charge shall be made by a health authority for any medical examination provided for in the International Health Regulations (IHR) or for any vaccination of a person on arrival and any certificate thereof. The IHR specify that it is not permissible to exact or receive payment for medical examination carried out at any time of the day or night. Article 24 provides that health measures shall be initiated forthwith and completed without delay.

Note 2.— Under Annex 15 — Aeronautical Information Services, States are obligated to publish the types and hours of clearance services (customs, immigration, health) at their international airports.

6.63 Outside of the working hours established to cover any periods of substantial workload at international airports referred to in 6.62 and 6.62.1 Contracting States shall provide services of such authorities on terms not less favourable to operators of aircraft than those which apply to operators of other means of transportation entering the State.

6.64 Recommended Practice.— *Contracting States should make arrangements whereby one State will permit another State to station representatives of the public authorities concerned in its territory to examine aircraft, passengers, crew, baggage, cargo and documentation for customs, immigration, public health and animal and plant quarantine purposes, prior to departure for the other State concerned, when such action will facilitate clearance upon arrival in that State. Alternatively, Contracting States may by agreement enter into electronic forms of pre-clearance for any of the functions listed above to facilitate clearance upon arrival in the other State.*

E. Monetary exchange facilities

6.65 Contracting States shall make arrangements to display at their international airports their regulations governing the exchange of funds of other States against national funds.

6.66 Contracting States which maintain exchange controls with respect to funds of other States shall make arrangements:

- a) to publish the current legal rates of exchange for such funds;
- b) to display or otherwise make available at their international airports such rates as may be of principal interest at the respective airports.

6.67 Contracting States which do not maintain exchange controls with respect to some or all funds of other States shall make arrangements to display information to that effect at their international airports.

6.68 Recommended Practice.— *With respect to those funds of other States for which no controlled exchange rates have been established by the Contracting State concerned, it should make such arrangements as may be feasible to make information available at its international airports as to the prevailing open market rates.*

6.69 Contracting States shall provide, at such times as to meet the needs of the travelling public, adequate facilities at

international airports for the legal exchange of funds of other States through governmental agencies or shall authorize private agencies to do so. These facilities shall be available to arriving and departing passengers.

Note.— In giving effect to this provision, the use of vending machines at international airports, enabling a departing passenger to obtain foreign currency, at any time of the day or night, has proved to be of valuable assistance and should be considered as a possibility by Contracting States.

6.70 Recommended Practice.— Contracting States restricting the import or export of funds of other States should provide for the issuance to travellers of certificates showing

the amounts of such funds in their possession upon entering the State and should permit such travellers, upon surrender of such certificates prior to leaving the State, to take such funds with them. Inscription on the passport or other official document for travel may serve the same purpose.

6.71 Recommended Practice.— Contracting States which prohibit or limit the amount of importation of their own currency should provide reasonable facilities for travellers from abroad, who declare an amount of such currency in excess of that permitted by the current regulations, to deposit such amount at the international airport of entry and, upon departure, to reclaim it at the same point or at any other point designated by the public authorities concerned.