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CONTENTS

- 1 EDITORIAL
Together in the drive to improve facilitation
Alessio Quaranta

ACCESSIBILITY – EQUAL ACCESS TO AIR TRANSPORT

- Perspectives on the ECAC Quality Assessment Programme on the Assistance to Persons with Disabilities and Persons with Reduced Mobility
- 2 The pilot phase
Kirsi Tervola-Joutsen
- 4 An Italian perspective
Mark De Laurentiis
- 5 A Romanian perspective
Sorin Cepoi
- 7 Ensuring the rights of persons with disabilities to air travel: from strong EU regulation to effective implementation
Gunta Anca
- 10 Latest European Commission activities on the rights of air passengers with disabilities and with reduced mobility
Andras Mogyoro
- 12 European airports and the European Commission's interpretative guidelines on the application of Regulation (EC) 1107/2006
Federico Bonaudi
- 15 PRM charges: overview and future challenges
Ana Mata and Teresa Antunes

IMMIGRATION MATTERS

- 18 Implementation challenges of the Entry-Exit Systems (EES)
Petr Malovec
- 21 How the UN is supporting States to detect and counter terrorist travel
Jelle Sander Postma

COMBATTING TRAFFICKING IN THE AIR TRANSPORT SECTOR

- 25 Human trafficking – all eyes open
Combating human trafficking in air transport
Halla S. Sigurdardottir
- 29 Airlines join the fight against human trafficking
Tim Colehan
- 32 Are wildlife traffickers flying under the radar?
Sophie Bellin

SUPPORT TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

- 35 Training matters relating to support to aircraft accident victims and their families
Giovanna Laschena

NEWS FROM ECAC & JAA TO

- 38 ECAC Spotlight – Training Task Force
Nina Smith
- 40 ECAC in brief
- 45 EaP/CA in brief
- 46 News from the JAA TO

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Together in the drive to improve facilitation

Alessio Quaranta

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Today, the aviation sector handles more than 100 000 flights a day, transporting almost 12 million passengers and approximately EUR 16.3 billion worth of goods. And our sector is continuing to expand and grow – it has historically doubled in size every fifteen years and is expected to continue to do so. To support this trend, we need to keep optimising the movement of people and goods, and activities in the field of facilitation are therefore a critical aspect of civil aviation.

ECAC facilitation groups support Member States in their facilitation activities, develop guidelines on various aspects and act as a forum for the exchange of views and expertise. This edition of ECAC News highlights some current and emerging facilitation challenges, which should be addressed proactively.

Persons with disabilities make up a significant and growing percentage of the world's population and constitute the world's largest minority. The number of persons with disabilities and persons with reduced mobility is increasing through population growth, medical advances and the ageing process.

The UN Convention on the Rights of Persons with Disabilities and the UN 2030 Agenda for Sustainable Development, ICAO Annex 9 – Facilitation to the Convention on International Civil Aviation, ECAC Doc 30, Part I and several European Union regulations and directives (such as Regulation (EC) 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, or the European accessibility act) clearly state that such persons should be accorded the same rights as any other person, including accessibility, freedom of movement and freedom of choice. An update from various perspectives on the regulatory landscape and daily reality in Europe is included in this edition.

Regularly, some of the most interesting and valuable discussions at European meetings have been related to different forms of compliance monitoring on the quality of the assistance provided to persons with disabilities, e.g. audits and inspections. ECAC is therefore pleased to present in this issue the pilot phase of its new Quality Assessment Programme on the Assistance to Persons with Disabilities.

Finding an optimal balance between security and facilitation requirements has always represented a challenge for both regulators and industry stakeholders. Facilitating the smooth movement of passengers through borders, while at the same time addressing irregular immigration is one of the main challenges nowadays. The new European Union Entry-Exit System has the objective of creating a unified system for recording data on the entry and exit movements of short-stay third-country nationals crossing the external borders of the European Union. It will radically change the European Union external borders and flows at airports, making them smarter through automation, and strengthening measures to combat irregular immigration. But also, on a global level, the UN supports States to detect and counter terrorist travel, and the measures and activities, such as the UN Countering Terrorist (CT) Travel Programme, are presented in this edition.

Among the millions of passengers who are safely and securely transported each year, there are also victims of human trafficking, including children. Trafficking of humans and wildlife is a global issue, and the aviation community, especially airline and airport employees and cabin crew, has a crucial role to play in identifying the behaviour of traffickers and victims in order to prevent and mitigate such illegal trafficking.

I am pleased to present you this edition of the ECAC News, which examines facilitation topics from their many angles, and I look forward to the continuous cooperation of ECAC Member States and stakeholders in this fascinating domain.



Perspectives on the ECAC Quality Assessment Programme on the Assistance to Persons with Disabilities and Persons with Reduced Mobility

The pilot phase

Kirsi Tervola-Joutsen

Special Adviser, Finnish Transport and Communications Agency (Traficom)

In the framework of its capacity-building activities, and to foster equal access to air transport for the steadily rising number of passengers with special needs, ECAC has developed a new quality assessment programme on the assistance to persons with disabilities and persons with reduced mobility (PRMs). The main objective of this programme is to develop a standardised method for ECAC Member States to ensure the effective and harmonised implementation of ECAC Doc 30, Part I, Section 5 recommendations.

The programme seeks to provide ECAC Member States with advice and support in their compliance monitoring activities and to support all operators providing an assistance service, such as airport operators, air carriers and ground handling companies, to work in partnership to ensure professional and seamless service for reduced mobility passengers.

In this article, I describe the pilot phase developed for this programme and present the pilot assessments that were organised to test the programme methodology.

► Background

According to the World Health Organization (WHO), globally one in seven persons experience some form of disability. In the years ahead, due to an ageing population, medical advances and improvements in access to transport, more persons with some degree of disability or reduced mobility will travel by air. The UN Convention on the Rights of Persons with Disabilities (CRPD), ICAO Annex 9 and several regulations and directives in the EU, set global standards to ensure that people with disabilities have the same rights and opportunities as everybody else, and to protect these rights. Eventually it is the role of Member States to implement this set of rules and regula-

tions and ensure equal access to air services for persons with disabilities and with reduced mobility.

ECAC Doc 30, Part I, Section 5 and related annexes, which are consistent with Regulation (EC) 1107/2006, provide guidance material and best practices on facilitation for the transport of persons with disabilities and with reduced mobility, such as guidelines on training, delivering assistance on the ground and on board the aircraft and website information. So far, ECAC Member States have applied these guidelines on a variable scale on their national compliance monitoring activities. However, to ensure the assistance service is delivered in a harmonised, transparent and non-discriminatory way in all 44 ECAC Member States, a common approach is needed.

The first step towards harmonisation was taken when the ECAC Facilitation Sub-Group on the Transport of Persons with Reduced Mobility introduced new guidelines on PRM inspections (ECAC Doc 30, Part I, Annex 5-L). Establishing these guidelines gave grounds for creating the quality assessment programme, which is the first capacity-building programme in the facilitation field.

By harmonising the use of ECAC guidelines, this programme seeks to strengthen the skills of national experts in performing

quality control activities on the implementation of assistance to reduced mobility passengers and to support the key strategies for special assistance, as set out in ECAC Doc 30, Part I on facilitation.

► Programme methodology

The programme was developed by the ECAC Secretariat and I was fortunate to be involved in the project during a six-month secondment to the ECAC Secretariat from the Finnish Transport and Communications Agency (Traficom). We wanted to establish teams to assess the level of implementation of the ECAC Doc 30 recommendations during on-site assessments of different airports and air carriers. The first step in establishing the programme was to develop the assessment methodology and all the materials needed during the on-site assessments.

The programme is open to all ECAC Member States, which may either nominate national experts to join the assessment teams or host an on-site assessment. It is also important to note that a Member State's competent authority can take into consideration the results of the assessment but there are no direct legal consequences for the operators based on the assessment.

To test the methodology, a series of pilot assessments was organised in cooperation with the ten ECAC Member States that had indicated their interest in participating in the pilot phase.

► Pilot assessments in Italy and Romania

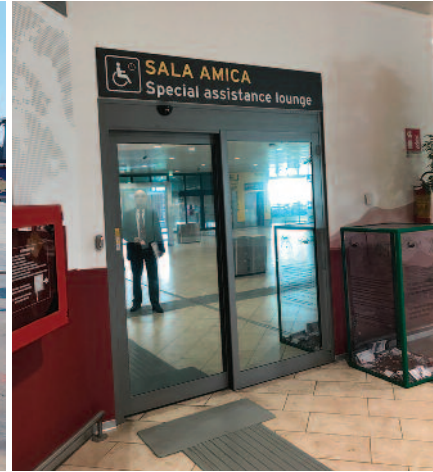
Altogether, five pilot assessments were organised in Italy and Romania between July and September 2019. During three airport assessments (Bologna, Bucharest Henri Coandă and Catania airports), and two air carrier assessments (Air Dolomiti and TAROM), the ECAC assessment teams considered several themes, such as training, call points, airport design and website information.

During the assessments, the ECAC teams interviewed the operators involved in providing the assistance service, and observed the assistance service offered to passengers. Based on an objective description of the observations made during the on-site assessment and a systematic evaluation of each part of ECAC Doc 30, Part I subjected to an assessment, the team drafted a report which included good practices and proposed recommendations for enhancing the quality of assistance provided to persons with disabilities and persons with reduced mobility.

Despite the high season in Europe, we were happy to note that all participants offered their time to participate in this pilot programme, which enabled us to test the methodology. In general, our experience during the assessments was that airports and air carriers are keen to respect the rights of persons with disabilities and persons with reduced mobility and that some issues could be improved simply by better information shar-



Call point at Catania Airport



Special assistance lounge at Bologna Airport

ing. That is why the active role of the competent authority is also important in ensuring these rights.

► Lessons learned during the pilot assessments

Although the programme was new to all parties, the participants considered it as useful and were interested in hearing the results and recommendations proposed by the ECAC assessment teams. The assessments indicated that by sharing our knowledge and expertise we can also support our air transport industry to achieve high-level customer service and safety for persons with disabilities and persons with reduced mobility.

A total of 13 experts from eight ECAC Member States participated in the pilot assessments. The assessment teams looked at the quality of the assistance service and shared feedback and lessons learned in order to help improve the programme methodology and be able to develop future assessments. The pilot assessments were a very rewarding and fruitful experience. We found some areas where the programme could be further

developed, but we also recognised topics where clearer guidelines could be useful. Some of our suggestions have already been taken into account in the 2020 work programme of the Facilitation Sub-Group on the Transport of Persons with Reduced Mobility.

The most rewarding part of the pilot phase was the opportunity to work with so many professional and dedicated experts from the ECAC Member States that participated in the pilot assessments. Their input was a key factor in the success of the assessments.

► The future of the programme

The outcomes of the pilot assessments and the updated programme were presented to the ECAC Facilitation Working Group and the Sub-Group on the Transport of Persons with Reduced Mobility. If the pilot assessments continue to be successful in 2020 and are considered useful by ECAC Member States, the quality assessment programme could be formally launched next year as part of ECAC's capacity-building activities. ■

Kirsi Tervola-Joutsen works as a special adviser at the Finnish Transport and Communications Agency, Traficom. Specialising in the rights of persons with disabilities and with reduced mobility, she is responsible for coordinating the supervision of EU passenger rights across all transport modes: air, rail, road and maritime. She has been a member of the ECAC Facilitation Sub-Group on the Transport of Persons with Reduced Mobility since 2017 and has been working with EU passenger rights since 2012. She holds a master's degree in social sciences (tourism research) from the University of Lapland. Before joining Traficom, Ms Tervola-Joutsen worked in ground handling services and is therefore also familiar with the aviation world from the air operator and airport perspectives.



Perspectives on the ECAC Quality Assessment Programme on the Assistance to Persons with Disabilities and Persons with Reduced Mobility

An Italian perspective

Mark De Laurentiis

*Head of Economic Analysis and Airport Charges Unit,
Italian Civil Aviation Authority – ENAC*

The main objective of the newly developed ECAC Quality Assessment Programme (QAP) on the Assistance to Persons with Disabilities and Persons with Reduced Mobility is to develop a standardised method for ECAC Member States to ensure the harmonised implementation of ECAC Doc 30, Part I, Section 5 recommendations, testing the existing guidelines.

I am particularly proud that Italy was the first country to host the programme's pilot phase. Pilot assessments in Italy were carried out at Bologna and Catania airports and on the air carrier, Air Dolomiti.

This was an effective opportunity to ensure that assistance services are delivered in a harmonised, transparent and non-discriminatory way, to improve customer service and safety levels for persons with disabilities and persons with reduced mobility, and to check the

activity provided by quality suppliers, how quality staff are organised, the equipment adopted and the effectiveness of the procedures and organisational structure in place. The QAP is also very useful for providing advice and expertise to airport operators, air carriers and Member State competent authorities. It builds up Member States' expertise throughout the assessments resulting in progressive and positive developments for the stakeholders. It strives to share

good practices developed within the ECAC countries, fostering long-term relationships between the administrations of National Enforcement Bodies (NEBs).

I believe it really helps air transport operators – airport managing bodies and air carriers – as well as NEBs to be familiar with each other's approaches and methodologies and to exchange views on the matter, in order to learn from each other and spread best practices in the national context among ECAC Member States.

In particular, from an NEB's perspective the QAP enhances the capacity to perform its own national oversight activities and raises awareness and knowledge of ECAC Doc 30, Part I, Section 5 in order to improve the quality standards of the services provided.

In summary, the airports and the air carrier were pleased to have been part of this quality assessment programme. Personally speaking, it was a very useful and fruitful experience from both a professional and a human point of view and it was an honour to have acted as a national coordinator in the programme. ■



Ongoing assessments at Bologna Airport

Mark De Laurentiis has been head of the Passenger Rights and Airport Quality Services Unit at the Italian Civil Aviation Authority (ENAC) since 1 June 2018. Prior to that, he was head of the Economic Analysis and Airport Charges Unit at ENAC for ten years. Mr De Laurentiis is a graduate in international economy and currency markets and has a postgraduate degree in communication and business administration of banks and insurance companies and web marketing management. Before joining ENAC, he worked as a consultant in business administration, strategic marketing and internationalisation and coordinated several European projects as project manager at the Intesa Sanpaolo Bank.

Perspectives on the ECAC Quality Assessment Programme on the Assistance to Persons with Disabilities and Persons with Reduced Mobility

A Romanian perspective

Sorin Cepoi

*Director of Aerodromes and the Air Navigation Directorate,
Romanian Civil Aeronautical Authority (RCAA)*



Recalling the purpose of the United Nations Convention on the Rights of Persons with Disabilities, which is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity, Romania is committed to ensuring that the rights of these persons when travelling by air are protected.

In Romania, two authorities ensure the efficient implementation of the rights of persons with disabilities and persons with reduced mobility (PRMs) when travelling by air: the National Authority for Persons with Disabilities (NAPD) and the Romanian Civil Aeronautical Authority (RCAA).

The NAPD is the Romanian central authority designated to carry out the obligations laid down in the United Nations Convention on the Rights of Persons with Disabilities. The NAPD coordinates the activities related to the protection and promotion of the rights of persons with disabilities and develops policies, strategies and standards in this field with a view to ensuring the convention is implemented in Romania.

The RCAA, in line with the competences delegated by the Ministry of Transport, is the national authority for security in civil aviation and at the same time the national supervisory authority, namely the technical specialised body designated to perform the civil aviation safety supervision function at national level. The RCAA's main responsibilities are to develop aeronautical regulation projects in specific areas and supervise their implementation, and to certify civil aerodromes and civil aeronautical agents, civil aeronautical personnel as well as aeronautical equipment, according to the national and Euro-

pean regulations in force and the flight safety inspection.

Pursuant to Government Decision 787/2007 on measures to ensure the application of Regulation (EC) 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, the NAPD and the RCAA were designated as the bodies responsible for overseeing the application of the provisions of the regulation.

In accordance with this designation and seeking to actively contribute to support the development of harmonised procedures related to the monitoring activities outlined in Government Decision 787/

2007, the RCAA and the NAPD concluded an agreement aimed at strengthening collaboration between the two authorities in supervising the application of the provisions of the regulation.

As the RCAA is fully aware how important it is to protect the rights to assistance at the airport and on board aircraft for passengers with disabilities and with reduced mobility, and at the same time to ensure these rights are implemented in accordance with existing international and European requirements, it volunteered to participate in the new ECAC Quality Assessment Programme on the Assistance to Persons with Disabilities and Persons with Reduced Mobility by nominating national experts to



Ongoing assessments at Bucharest Airport

A Romanian perspective



Romanian Civil Aeronautical Authority and the National Authority for Persons with Disabilities representatives sign the agreement to strengthen collaboration between the two authorities in supervising the application of the provisions of Regulation (EC) 1107/2006

be part of the teams formed to conduct the pilot assessments. At the same time, it proposed an airport and an air carrier to be evaluated as part of the pilot assessments.

The pilot assessments of Bucharest Henri Coandă International Airport and TAROM Romanian Air Transport took place from 6 to 8 August 2019, and the national expert nominated by the RCAA participated in an assessment at Bologna Airport. Both assessments provided valuable input on the use of ECAC Doc 30, Part I recommendations related to assistance to persons with reduced mobility.

The Bucharest Henri Coandă International Airport and TAROM

representatives acknowledged the importance of these recommendations for developing internal procedures.

As one of the main objectives of ECAC's quality assessment programme is to develop a systematic and effective method for ECAC Member States to ensure harmonised implementation of ECAC Doc 30, Part I recommendations on the assistance to persons with reduced mobility, the RCAA is committed to contributing to achieve this objective by developing guidance material, in cooperation with the NAPD, in relation to these recommendations with a view to strengthening Romania's capacity to perform the national oversight activities. ■

Sorin Cepoi has been Director of Aerodromes and the Air Navigation Directorate within the Romanian Civil Aeronautical Authority (RCAA) since 2017, coordinating the activity in the areas of civil aviation regulation, aerodrome operations, air navigation services, environment, air transport facilitation at the airports, airport charges, performance monitoring of air navigation service providers and oversight of assistance to persons with disabilities and with reduced mobility at airports.

Sorin Cepoi joined the RCAA in 2008 as an aeronautical inspector in the Quality Assurance Department and was subsequently appointed head of the department.

Sorin Cepoi has an aviation engineering degree from the Polytechnic Institute of Bucharest, Faculty of Aerospace Engineering (1987).

Ensuring the rights of persons with disabilities to air travel: from strong EU regulation to effective implementation

Gunta Anca

*Secretary of the European Disability Forum (EDF) Executive Board
and Chair of the EDF transport expert group*



Sofie and her partner, both persons with disabilities, booked assistance for a flight from Rome to Alghero and arrived for check-in in good time. However, the assisting personnel arrived late, so they missed their flight and had to wait seven hours for the following flight. Eli and his family were removed from a Dubai to France flight because he has epilepsy, despite him having obtained medical clearance to fly⁽¹⁾. Adrian's wheelchair was severely damaged due to mishandling on a flight from Frankfurt to Athens. It was two months before the airline agreed to pay for a new wheelchair as Adrian's was irrecoverable.⁽²⁾

These experiences sound outrageous, yet they are part of the daily lives of millions of persons with disabilities in Europe while travelling by air. In an era of innovation and increasing globalisation, millions of people with disabilities are still unable to take advantage of the same rights and advantages to mobility and inter-connectedness. The European Disability Forum is committed to changing this!

► Legal background

In 2016, I had the pleasure of contributing to the ECAC News magazine, where I wrote about the UN Convention on the Rights of Persons with Disabilities, also known as UN CRPD⁽³⁾. I focused on how the convention establishes the right of persons with disabilities to mobility, and to air travel in particular. Since then, all EU Member States and the EU itself, have rati-

fied the convention. So now they are all obliged to make transport accessible and ensure that persons with disabilities can enjoy their right to freedom of mobility at an equal level to other persons.

For air travel in particular, Regulation (EC) 1107/2006⁽⁴⁾ concerning the rights of passengers with disabilities and reduced mobility when travelling by air is a very important legal document. Since its adoption in 2006, the regulation has been crucial to ensure assistance and to protect persons with disabilities against discrimination as users of commercial passenger air services. This has made travel for millions of persons with disabilities in Europe not only a pleasant experience, but possible in the first place. However, there are recurring issues with the regulation related to its practical application in day-to-day travel situations, as well as gaps in the law itself.

► Working towards ensuring the right to air travel

At EDF, we try to approach these issues in a comprehensive manner.

First, we are in active dialogue with the air travel sector, including national civil aviation authorities, airports and airlines, to raise awareness about accessibility and the assistance needs of persons with disabilities. A notable example of this is our annual Accessible Airport Award⁽⁵⁾ campaign in cooperation with Airports Council International Europe (ACI EUROPE), aiming to honour the best airport in Europe in terms of level of accessibility as well as the range and quality of the assistance services it offers.

Secondly, we aim to contribute to the effective application of the regulation. For this, we discuss the ongoing issues passengers with disabilities face due to cases of violation of the regulation with EDF's national members, national civil aviation authorities and enforcement bodies. EDF is a long-standing observer member in the ECAC Facilitation Sub-Group on the Transport of Persons with Reduced Mobility (FAL-PRM), in which we have contributed to the drafting of

(1) <https://www.euronews.com/2018/07/25/disabled-teenager-thrown-off-emirates-flight-despite-doctor-s-confirmation-that-he-was-ok>

(2) These are real testimonies from real people. Some of the names have been changed to protect individuals' privacy.

(3) ECAC News, number 58, Summer 2016, pp. 15-17, available at <https://www.ecac-ceac.org/documents/10189/35041/2016-ECAC+news+n%C2%B0+58+MD.pdf/7c899147-278d-48d6-909e-362dc3c24135#page=3>

(4) Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, available at <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32006R1107>

(5) Gatwick wins Accessible Airport Award 2019: <http://www.edf-fepf.org/newsroom/news/gatwick-airport-wins-accessible-airpot-award-2019>

Ensuring the rights of persons with disabilities to air travel: from strong EU regulation to effective implementation



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ECAC Doc 30 and have actively promoted its use via legislation and awareness-raising. We look forward to continuing our collaboration within the FAL-PRM group to raise the voice of millions of travellers with disabilities in Europe.

It would be great to see airports in the EU create a platform where all involved parties, including persons with disabilities, experts on PRM assistance, airports and airlines, could gather to discuss ways of solving issues of common concern.

We understand that in many cases, the problems in applying the regulation are due to its lack of clarity. The European Commission provides interpretative guidelines⁽⁶⁾ to facilitate its application. While these guidelines help, they are unfortunately not enough to remedy the inherent gaps that still exist in the current regulation. So, a third and very important part of our work is to ensure improvements are made.

EDF therefore makes the following recommendations for improvement to make sure the regulation works better for persons with disabilities:

- **Abolition of denied boarding practices:** Sadly, even in 2019, persons with disabilities are still denied boarding because of their disability, even though they hold a valid ticket and they have indicated their need for assistance in advance to the airline. This happens mainly because of “safety reasons”, often unjustified and based on unclear, ill-informed and prejudiced assessment by airline staff. The main problem here is due to the fact that the regulation allows for “safety reasons” to overrule one’s right to transport, which should not be the case. Instead, the safety arrangement should be made sufficiently inclusive so that persons with disabilities do not have to be discriminated against. There is already legal precedent confirming that safety reasons are not sufficient for denied boarding⁽⁷⁾ and we want to see this reflected in EU legislation.
- **Full and timely compensation for damaged or lost mobility equipment:** Another persisting problem that needs to be covered by the regulation is the damage

and loss of mobility equipment. It is crucial to acknowledge that mobility equipment such as wheelchairs, walkers, mobility scooters or crutches are not luggage. These are often made-to-measure, very costly to replace, and are paramount for the independence of many persons with disabilities in daily life. Imagine arriving at your holiday destination with a broken wheelchair, thus being confined within your hotel – not fun! Although there is no reliable data regarding damaged or lost equipment on European flights, we expect these numbers to be similar to those in the United States. As a recent report of the United States Department of Transport (DOT) demonstrates, cases of damaged or lost equipment are not one-off⁽⁸⁾. Given the fact that more than 11 years after the entry into force of Regulation (EC) 1107/2006 there are still no international, community or national laws on assistance to passengers in case of damaged or lost mobility equipment⁽⁹⁾, EDF strongly suggests that the regulation should address this issue directly, so that full and timely compensation is guaranteed to passengers with disabilities.

- **Improved communication between airlines, airports and booking agencies:** Currently, the regulation does not mention anything about the booking procedures and the communication between the different parties involved. Since booking is usually done via a travel agent or the airline, but assistance is provided by the airport and often sub-contracted to a third party, this often creates problems. The passenger, for whom the information flow is not transparent, is at the receiving

(6) Interpretative Guidelines on the application of Regulation (EC) 1107/2006, available at: https://ec.europa.eu/transport/sites/transport/files/themes/passengers/air/doc/prm/2012-06-11-swd-2012-171_en.pdf

(7) “APF vs. easyJet”, link to a press article (in French) dated 5 February 2013 https://www.lemonde.fr/societe/article/2013/02/05/easyjet-condamne-pour-discrimination-envers-des-handicapes_1827599_3224.html (retrieved on 18 November 2019).

“Belgian Anti-Discrimination Centre (UNIA) negotiates settlement in denied boarding case”, link to article dated 29 November 2016. <https://www.unia.be/en/articles/airline-company-allows-audit-of-their-accessibility> (retrieved on 18 November 2019).

19 January 2017: Etcheveste vs easyJet available at https://www.lemonde.fr/societe/article/2017/01/19/easyjet-a-nouveau-condamnee-pour-discrimination-envers-un-passager-handicape_5065629_3224.html

(8) DOT study showed that in the month of December 2018 alone, 701 wheelchairs and scooters were mishandled or damaged by the 12 largest US airlines. It is to be expected that numbers in the EU are similar, if not higher, because in the US study only the largest airlines were counted. <https://www.transportation.gov/airconsumer/air-travel-consumer-reports-2019>

(9) The current limitation of 1131 SDR (ca. EUR 1100) under the Montreal Convention is not sufficient to cover damages that can be EUR 10 000 or more for a made-to-measure wheelchair.

Ensuring the rights of persons with disabilities to air travel: from strong EU regulation to effective implementation

end of all the problems resulting from miscommunication. What this leads to in practice is regular cases of no, late or wrong type of assistance despite booking it, missed flights, stranded passengers in connecting airports, pressure on airline staff, delayed departures and inefficient use of already strained capacity of assistance services. Clarification of booking agents' responsibility to inform passengers about their right to receive confirmation of booked assistance is one example of how the updated regulation would help to avoid all these issues and benefit all involved parties.

- **Accessible, simple and straightforward booking procedures:** In discussions with airlines and airports, we hear that passengers with disabilities sometimes do not notify their assistance needs in advance of travel. While we trust that cases of non-pre-notification occur, we also observe these problems stemming from complicated, unclear and inaccessible booking procedures. It is as important for a blind person to be able to navigate through the booking website with their screen-reader to book assistance, as it is for a deaf passenger to have sign language interpretation available at the booking agent's service desk. We hope accessibility of digital booking tools will be solved in the coming years thanks to the newly adopted European Accessibility Act⁽¹⁰⁾. While that will take some time, we would like to see an upgraded Regulation (EC) 1107/2006 tackling the issue, with clearer requirements for easy-to-find, accessible and simple booking procedures. We also invite airlines and booking agents to

take the initiative to make the process easier and more efficient, and welcome a shared responsibility to inform the public about the need for in-advance booking for PRM assistance.

Conclusion

Next year will mark the 10th anniversary of the EU's accession to the UN Convention on the Rights of Persons with Disabilities. We hope that this milestone will be reflected in stronger protection of the rights of persons with disabilities when travelling by air through the improvement of Regulation (EC) 1107/2006 and its efficient implementation.

Until then, I leave you with three final thoughts:

- **Mobility is a right**, not a matter of goodwill by the involved staff. Legal safeguards and efficient application are therefore paramount. Regulation (EC) 1107/2006 clearly states three main principles and we want to see them in everyday life: freedom of choice, free movement and non-discrimination.
- **The number of travellers with disabilities is increasing** exponentially, so anticipating and **addressing this trend is simply smart business**.
- Persons with disabilities should always be present in discussions that concern their rights. **Nothing about us without us!** ■

► About the European Disability Forum

The European Disability Forum (EDF) (<http://edf-feph.org/>) is an umbrella organisation that represents the interests of 80 million Europeans with disabilities. EDF is a unique platform which brings together representative organisations of persons with disabilities from across Europe. EDF is run by persons with disabilities and their families. We are a strong, united voice of persons with disabilities in Europe. Some of the policy areas that EDF focuses on are human rights, social policy and accessibility of information and communication technologies (ICT), built environment and transport. EDF is a regular observer member in the ECAC Facilitation Sub-Group on the Transport of Persons with Reduced Mobility and has been active in campaigning for better accessibility of air travel since its founding. We have also actively contributed to the shaping of the EU legislation on passengers' rights, in particular Regulation (EC) 1107/2006⁽¹¹⁾.

(10) Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services, available at <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32019L0882>

(11) Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, available at <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32006R1107>

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Latest European Commission activities on the rights of air passengers with disabilities and with reduced mobility

Andras Mogyoro

Legal Officer, DG MOVE, European Commission

Regulation (EC) 1107/2006 ‘concerning the rights of disabled persons and persons with reduced mobility when travelling by air’ was adopted to allow persons with disabilities and persons with reduced mobility (PRMs) to use air transport in a way that is comparable with other citizens. The growing number of persons with disabilities justifies the need to have such a regulation: the European Commission estimates that by 2020 approximately 120 million EU citizens will live with some type of disability.

There is a consensus between organisations representing **persons with disabilities**, organisations representing the industry (air carriers and airports) and national authorities in charge of enforcing the regulation that **persons with disabilities** now have greater opportunities to fly compared to the situation before the regulation was adopted. At the same time, they also agree that opportunities for them to travel by air are still not fully comparable with other citizens.

As a follow-up to the regulation, in 2012, the Commission published its interpretative guidelines to promote the uniform application of the regulation.

In 2019, the Commission services launched two initiatives related to the regulation: the revision of the interpretative guidelines and an evaluation of the regulation.

► Revision of the Commission’s interpretative guidelines

The Commission services’ short-term aim is to ensure the efficient and uniform application of the current regulation. Therefore, in spring 2019 they started to gather suggestions from competent authorities, representatives of persons with disabilities and with reduced mobility and representatives of the industry, with a view to reviewing the Commission’s interpretative guidelines on the regulation. The national authorities and stakeholders asked for the Commission services to clarify, among others, certain provisions (for example those related to the free transport of recognised assistance dogs and medical equipment), and

to include good practices related to assistance to passengers with hidden disabilities and pre-notification of special assistance needs.

► Evaluation of Regulation (EC) 1107/2006

The Commission services also announced, in August 2019, their intention to evaluate the functioning and effects of the regulation. The last evaluation took place in 2011 when the regulation was relatively new, meaning that national authorities and stakeholders had little experience with its application. Developments in the last eight years call for a new evaluation because the European aviation industry has changed significantly: the number of persons with disabilities and with reduced mobility has grown significantly, airports

Denied boarding? Cancellation?
Long delay? Lost luggage?
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Your passenger rights
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Travelling is a right for all

Your passenger rights at hand

Disabled? Reduced mobility? You cannot be discriminated against when travelling and you have the right to assistance before and during your journey

Find out more:
Visit the website at europa.eu/youreurope/travel, download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11*

*Certain telephone operators may deny or charge for access to 00 800 numbers

Transport operators and airport, station, terminal and port managers have a legal obligation to assist you, to inform you about your rights and where to complain

EU legislation protects your rights wherever you travel across Europe

Mobility and Transport

have become bigger and more complex, airlines operate in a different way compared to when the regulation was adopted, to name just a few. In addition, substantial experience has been gathered in the application and enforcement of the regulation. The evaluation will start with an open public consultation at the end of 2019: national authorities, stakeholders and individual citizens will have 12 weeks to

reply to the Commission's questions and send their suggestions online.

At the same time, the Commission will select a contractor to prepare an external support study for the evaluation. The contractor will review the publicly available data and studies on the regulation, and it will also interview national authorities and organisations representing persons with disabilities and the industry.

On the basis of the results of the open public consultation and the external support study, the Commission will submit its evaluation report to the European Parliament and Council and consider the next steps. ■

The information and views set out in this article are those of the author and do not necessarily reflect the official opinion of the European Commission.

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European airports and the European Commission's interpretative guidelines on the application of Regulation (EC) 1107/2006

Federico Bonaudi

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ACI EUROPE*

The adoption and subsequent entry into force of Regulation (EC) 1107/2006 marked a milestone in air transport and in the protection of passenger rights. The success of this regulation resulted in similar legislation covering all modes of transport.

Travelling is a right for all and European airports play an essential role since the transfer of responsibilities in the provision of assistance to persons with disabilities and persons with reduced mobility (PRMs) in 2008, when the regulation entered into force.

The publication of the interpretative guidelines in June 2012 was welcomed by ACI EUROPE as they provided National Enforcement Bodies, airport managing bodies, air carriers, subcontractors and persons with disabilities and persons with reduced mobility with clarification on the European Commission's interpretation of the regulation. For European airports, the paragraphs referring to the transmission of information, pre-notification and calculation of the specific airport charge have been of utmost importance. The latter, specifying that *"at the end of the consultation process the airport managing body is the competent authority that may finally decide upon and apply the policy and the level of the charge"* and that *"the regulation does not allow airport users to take the decision on the level of the charge and impose this on airport managing bodies"* constitutes an essential clarification that prevented misunderstandings and provided National Enforcement Bodies with a clear interpretation of Article 8.4 of the regulation.

That being said, there are certain aspects of the evolution of the application of the regulation that ACI EUROPE believes should be

taken into account in the revision of the interpretative guidelines.

To begin with, the number of requests for assistance has increased not only in absolute but also in relative numbers with relation to the total number of passengers. According to the regular ACI EUROPE surveys, in 2018 airports provided assistance to 0.8% of their total traffic (0.7% in 2016 and 0.6% in 2013).

Secondly, the percentage of pre-notification remains low, which means that carriers have been unable to comply with this obligation and National Enforcement Bodies have not found a way to ensure a correct enforcement of the regulation.

Finally, the average PRM charge has remained stable or decreased. From €0.57 in 2009, the average PRM charge in 2018 was €0.56.

► Issues to tackle

» DEFINITIONS

What does the term "disabled persons and persons with reduced mobility" include and how broadly should it be applied?

In the first place, the term *"disabled persons"* should be replaced by *"persons with disabilities"*. Although this is not the term used by the regulation, the evolution of society and the need to avoid discrimination make this adjustment necessary.

European airports agree with the European Commission's wide interpretation of the scope of the regulation (that may include hidden disabilities as a cause of reduced mobility). ACI EUROPE also agrees that age, obesity and pregnancy may – in certain cases – result in reduced mobility and need to be assessed in relation to the circumstances in which the request is made. The interpretative guidelines should then underline air carriers' responsibility in a case-by-case assessment of the need for assistance to avoid abuses, which may go against a good service.

The interpretative guidelines should also acknowledge that passengers with spatial disorientation (linked to an unknown area and not to a hidden disability) or language barriers should not be considered as persons with reduced mobility. The same should apply for passengers with excessive/overweight hand luggage, in order to avoid discrimination against the rest of the travelling public.

» DEROGATIONS, SPECIAL CONDITIONS AND INFORMATION

ACCOMPANYING PERSONS

The regulation does not impose any obligation on airport managing bodies with relation to accompanying persons within the airport premises, and the interpretative guidelines do not mention them. Although ACI EUROPE considers that it would be reasonable to keep the accompanying person to-

gether with the passenger with disabilities or the person with reduced mobility during the assistance on the ground, good practice shows that this should be limited to one person (for safety and operational reasons).

» TRANSMISSION OF INFORMATION

IATA CODES

IATA codes are sufficient to categorise the assistance needed. However, there might be cases – depending on the condition of the passenger and the type of assistance – where more information is required. Such information may be provided with the use of the free-text space at the end of the Special Service Request message. The interpretative guidelines should encourage air carriers to use this tool.

» PRE-NOTIFICATION

There is a link between pre-notification and the quality of the service and the level of the PRM charge, for a simple question of allocation of resources. ACI EUROPE has been advocating for better air carrier compliance with this obligation (including a timely pre-notification). The interpretative guidelines should insist on this issue and recall that it is also the

National Enforcement Bodies' role to monitor and ensure that all stakeholders comply with the regulation.

Also, the needs for assistance on the ground are often linked to the layout of airport terminals and the walking distances involved. As a result, a passenger may need assistance at departure and not at arrival and during connections (or the other way round). For this reason, ACI EUROPE considers that air carriers should pre-notify the assistance needed by flight segment. In order to achieve this, air carriers should: i) provide passengers with the tools to specify their needs at the early stages of booking, and ii) pre-notify airport managing bodies accordingly. This would be of great help to enhance the quality of the service.

» CALCULATION OF THE SPECIFIC AIRPORT CHARGE

COST OF ASSISTANCE AT AIRPORTS AND HOW THE SPECIFIC AIRPORT CHARGE IS TO BE CALCULATED

ACI EUROPE fully agrees with the European Commission's interpretation that *"at the end of the consultation process the airport managing body is the competent authority that*

may finally decide upon and apply the policy and the level of the charge" and that *"the regulation does not allow airport users to take the decision on the level of the charge and impose this on airport managing bodies"*. This interpretation has been of great help for the industry since it recognises that the PRM charge is not subject to the procedure defined by the Directive on Airport Charges, notably the procedures of consultation and dispute settling. Therefore, European airports expect the European Commission to provide an identical interpretation in the new guidelines.

» TRAINING

In the provision of training, it should be noted that persons with disabilities and persons with reduced mobility are sometimes in contact with staff that are not under the responsibility of the airport managing body or its subcontractors (police, customs, ground handling operators). The implementing guidelines should then recognise that in some cases airport managing bodies are unable to provide training to staff that are not working under their responsibility. Annex 5G of ECAC Doc 30, Part I provides useful guidance material on this subject.





» COMPETENCE OF THE NATIONAL ENFORCEMENT BODIES

Article 14 of the regulation states that National Enforcement Bodies shall ensure compliance with the regulation. In this sense, ACI EUROPE suggests that the interpretative guidelines underline their role in compelling observance with an effective transmission of information (e.g. a correct, timely pre-notification). It should be noted that pre-notification is a key element in the whole assistance process and therefore should not be neglected.

» ASSISTANCE BY AIRPORTS – GROUND HANDLING OF MOBILITY EQUIPMENT

How to read the airport's legal liability under Regulation (EC) 1107/2006 in case of loss or damage to mobility equipment, taking into account that the ground handling of mobility equipment is effectively carried out by the air carrier's/ground handler's own staff?

This section requires an overhaul since it leads to confusion. Although ACI EUROPE agrees with the fact that *"the regulation does not change the current distribution of tasks between airlines and airports"*, ACI EUROPE disagrees with the interpretation that *"it provides airport managing bodies with specific overview powers in relation to the ground handling of mobility equipment"*.

Firstly, the regulation does not supersede the Montreal Convention, which states that *"the carrier is liable for damage sustained in case of destruction or loss of, or of damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier"* (Article 17).

Secondly, the current interpretative guidelines assume that airport managing bodies have specific

overview powers on the activities of the ground handling service providers, which is neither stated in the regulation nor required by other European legislation. This provision should therefore be removed to avoid confusion as to the role and responsibility of the airport managing body.

► Final remarks

The history of Regulation (EC) 1107/2006 and its interpretative guidelines is a history of success. European airports – as the main actors in the provision of assistance – are proud of the accomplishments and expect to continue working with the regulators, service providers, air carriers and disability organisations. Travelling is a right for all! ■

Federico Bonaudi joined ACI EUROPE in September 2008 and covers policy developments relating to facilitation, parliamentary affairs and regional airports. Prior to joining ACI EUROPE, he worked at the AeroSpace and Defence Industries Association of Europe (ASD) where he was project manager (2006-2008). He has extensive experience of international and European affairs, having worked in a number of positions at the Ministry of Foreign Affairs in Uruguay (1994-2006). Mr Bonaudi has a BA in International Relations from the Universidad de la República in Uruguay and an MA from the Diplomatic Academy of the Ministry of Foreign Affairs in Uruguay. A Belgian and Uruguayan national, Mr Bonaudi speaks fluent English, French, Italian, Spanish and Portuguese.

PRM charges: overview and future challenges

Ana Mata

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The purpose of this article is to contribute to a better understanding of the main topics related to persons with disabilities and persons with reduced mobility (PRMs) and to reflect on the current challenges regulatory authorities, air carriers, airports and passengers must tackle today.

The regulatory framework for the rights of disabled persons and persons with reduced mobility (PRMs) in the European Union is set out in Regulation (EC) 1107/2006.

According to the regulation, 'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

The goal of the regulation is to allow persons with disabilities and persons with reduced mobility to have the same possibility to travel by air as other citizens, fighting discrimination and ensuring accessibility of air transport for all.

This topic is even more relevant as the number of passengers with disabilities and with reduced mobility is increasing rapidly. This creates a major challenge for the aviation industry when providing assistance for reduced mobility passengers, in order to ensure equal opportunities for air travel comparable with those of other citizens.

Regulation (EC) 1107/2006 relies on a balanced regulatory approach

to persons with disabilities and persons with reduced mobility. It is based on a solidarity principle – aiming for high levels of protection, defining a set of obligations for air carriers and airports on quality standards, training and information while incorporating sound economic principles on cost efficiency. The financing model of the activities related to persons with disabilities and persons with reduced mobility could therefore be obtained by levying a charge proportionate to the number of passengers carried in each airport, based on the full cost-recovery principle, thus applying the rules of Article 8 of the regulation.

The adoption and implementation of Regulation (EC) 1107/2006 have been, in our view, a success, since travelling conditions for persons with disabilities and persons with reduced mobility have improved.

Notwithstanding, the outdated definition of a disabled person and person with reduced mobility, which is not in line with today's perception, and the lack of harmonised procedures between air carriers and airports relating to information on disabled passengers' needs in a context of significant increase in traffic and pressure on airport capacity, is a complex problem that poses important challenges to all stakeholders.

Even 11 years after the adoption of the regulation, it is clear that the PRM charges topic is sometimes a source of different views between airports and airlines, raising several issues. In addition, there is no common understanding of a possible National Enforcement Bodies (NEBs) intervention.

The process for levying a PRM charge is set out in Article 8 of the regulation and in the interpretative guidelines on its application. Charges levied by airports vary considerably and it is sometimes difficult to identify a link between charges differentials and service quality. There is a common understanding that the amount of the PRM charge should be quality driven, but the way to ensure this has not yet been harmonised.

Some key issues in this process should be addressed in order to develop a comprehensive approach, such as: assumptions for calculating the PRM charge; consultation process procedures; responsibility for assistance at airports (directly or through subcontractors); ratio between the PRM charge and service quality; and oversight and enforcement activities led by Member States.

The regulation establishes precise requirements, but still leaves room for uncertainty.

► Methodology to set PRM charges

The methodology adopted to set out the PRM charge must respect certain basic principles of pertinence, objectivity, congruity, cost-relatedness, transparency and non-discrimination among airport users.

A procedure for regular consultation between airport managing bodies and airport users through the Airport Users Committee (where one exists) must be adopted. The accounts of the activities relating to the assistance provided to persons with disabilities and persons with reduced mobility must be clearly separated, and the airport must make available to airport users an audited annual overview of cost and revenues related to PRM assistance.

Two aspects must be taken into consideration: do Member States adopt regulatory/analytical accounting that enables all the costs related to PRM services at the airport to be separated and allocated accordingly in order to meet all the principles set out in Article 8 of the regulation and the general principle stated in ICAO Doc 9082? And is the weighted average cost of capital included in the PRM charge?

Although the principles related to the definition of PRM charges are comprehensive and clear, there are some questions that, in our view, are worth mentioning, since there is no consistent application of criteria to establish the PRM charge.

When levying a PRM charge, the airport managing body is obliged to cooperate with airport users but the level of disclosure of information that should be made available to airport users during the consultation process is not yet completely stable.

On the other hand, in the case of investments or refurbishments related to PRM airport services it is not clear whether all managing bodies usually provide specific information to airport users. In this specific topic, it is interesting to reflect on the way mobility infrastructures are being financed, since they are used by reduced mobility passengers as well as other passengers. Another topic of interest is the key assumptions on financial costs and capital costs.

► Quality standards for assistance

Article 9 of the regulation addresses the quality standards for assistance. In this respect, when assessing the implementation of quality standards, the following questions arise:

- Are the quality standards and the charges for PRM services directly linked? In what way?
- How does one affect the other? How should regulators monitor that impact, or that direct link?
- How may we compare different quality standards, in a context of absence of key performance indicators (KPI)?

► Workshop on PRM charges

Faced with this complex situation, the ECAC Facilitation Sub-Group on the Transport of Persons with Reduced Mobility, in cooperation with the Network of Chief Economists, held a workshop on PRM charges in February 2019, with the participation of stakeholders from the industry, disability associations and National Enforcement Bodies.

The workshop sought to reflect upon:

1. The criteria and the procedure for establishing PRM charges.
2. The quality standards for assistance to persons with disabilities and persons with reduced mobility.
3. The role of the regulators in this process.

It was clear from the different interventions at the workshop that to achieve a more comprehensive approach, in addition to collecting data on the number of persons with disabilities and persons with reduced mobility and trends, there is a need for data and information related to the quality of assistance provided and the level of PRM satisfaction, setting KPIs.

Also, the size of the airport affects the type of assistance required, and the different approaches in the model and level of assistance provided do not contribute to a harmonised assistance to persons with disabilities and persons with reduced mobility in Europe.

Requests for PRM assistance are often based on misinformation (e.g. from travel agencies) or on needs not directly related to disabilities (e.g. mothers with children, long walking distance in the airport, language). These requests affect the quality and cost of the assistance to 'real' persons with disabilities and persons with reduced mobility.

Airlines and airport operators should stimulate efficient behaviour by all involved – including persons with disabilities and persons with reduced mobility – to ensure a





Ana Mata (ANAC Portugal) chairs a session at the workshop on PRM charges in Brussels on 19 February 2019

proper resource allocation for the assistance needed.

There was also an exchange of views on the regulator's role. The quality of the assistance provided and PRM charges are usually monitored by different departments within the National Enforcement Bodies.

We need an integrated and collaborative approach on the oversight of PRM assistance. Some NEBs have decided to create joint teams on facilitation and economic regulation, which are responsible for a balanced approach, monitoring quality standards while assessing and auditing investments and costs considered in setting out PRM charges. This practice has been successful: by getting more detailed information and assessing it from the facilitation and economic perspectives, regulators may in fact contribute to providing

a more efficient assistance to persons with disabilities and persons with reduced mobility while ensuring sound economic regulation on PRM charges.

► Future challenges

In order to address some current inefficiencies, some airports have decided to apply different charging levels based on pre-notification because one of the operational problems negatively affecting assistance to persons with disabilities and persons with reduced mobility at airports is the low pre-notification rate, despite recurrent awareness campaigns and the availability of abundant information.

In conclusion, PRM charges and quality standards are currently topics that need a more in-depth analysis from all stakeholders.

The final remarks from the workshop were consensual: we need to gather more information in order to reduce the gap between airports and airlines and improve the quality of the assistance provided.

It is also important to consider an integrated and collaborative approach from different perspectives while evaluating this topic, since facilitation and economic regulation are integrated when we monitor quality standards and charging schemes.

A positive contribution to this topic is the collaborative work being developed between ECAC's Facilitation Sub-Group on the Transport of Persons with Reduced Mobility and the Network of Chief Economists. ■

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Implementation challenges of the Entry-Exit Systems (EES)

Petr Malovec

Head of Department, National Border Situation Centre, Czech Border Police

Border authorities throughout the EU, and specifically Schengen members, are facing growing challenges, such as increasing volumes of travellers and the introduction of the EU Entry-Exit System (EES) in 2021 for registering and processing third-country nationals (TCNs). To be sure we are up to the task, we must strengthen aviation security through improved traveller identification.

But what does improving traveller identification mean in practice? And how do we ensure that the solutions are fit for purpose and support us in our dual need to deliver robust security while maintaining – or even improving – passenger throughput?

In the Czech Republic, our border police have worked through this issue. We recognise that while the deployment of sophisticated technical solutions alone will not result in efficient and secure European borders, they are an important building block. Through our projects, we have worked to address and overcome the contradiction of needing high throughput at border control points while ensuring complete enrolment of the traveller's biometric and biographic data as well as thorough identity verification. As our projects have developed we have learned the importance of ensuring that the biometric sensors used in a deployment are of the highest quality. We have discovered the need for process automation, developed schemes that have involved all stakeholders from the outset, and adopted a smooth project-planning approach to ensure that any challenges can be addressed as soon as possible.

Sitting in the heart of Europe, the Czech Republic has airport borders with both Schengen and non-Schengen members, land borders with other Schengen members and

no sea borders. This means that for us the airport environment is the most challenging because this is the only place where we deal with TCNs entering the Schengen zone for the first time. As with other countries in the Schengen zone that deal with TCNs, we have to meet strict data quality requirements and that means we have faced some big challenges.

The Czech Republic has a population of 10.5 million, of whom just over 400 000 (4.2%) are foreign nationals. Our border police are responsible for the security of these people and, since 2006, we have implemented a number of eID-focused solutions, including ePassports and eResidence permits. In 2011, we deployed our first automated border control (ABC) eGates and these paved the way for a massive extension of the technology with the introduction in 2015 of EasyGo. In 2016, we went a step further with the launch of new mobile and stationary terminals and public key infrastructure (PKI).

We have come a long way since the rollout of the first ePassports almost 15 years ago. Today, a number of solutions are being discussed with EU organisations such as Frontex and eu-LISA as well as within Member States. And as we move towards EES, there is a general understanding that although the central EES systems that provide the backbone are large scale, they are nevertheless simple and straight-

forward. However, the national client systems, which will be used by border officials and travellers, require extensive customisation and adaptation to meet Member States' requirements and to integrate with existing border control infrastructure. Our recent implementation experience provides many lessons on how to address the challenges of preparing for EES.

► National Control Authority project

Our 2016 National Control Authority (NCA) project was set up to implement a comprehensive public key infrastructure for the complete eID verification process at border control points. We used the secunet eID PKI Suite and our project resulted in happy passengers and satisfied airline and airport authorities, who appreciated the benefits of the modern, fast and convenient inspection procedures which speeded up passenger flow. As a result of this project, we have resolved the challenge of checking eID travel documents through the introduction of a robust, secure and user-friendly eGate system.

This approach allows secure and sensitive data to be available so the identity of the document holder can be checked and verified. It also permits a set of document verification data to be automati-

Implementation challenges of the Entry-Exit Systems (EES)

cally distributed to registered inspection systems and terminals, and provides full control and supervision at all terminals, including eGates, stationary border control desks, and both online and offline mobile inspection systems. Fingerprints can also be read from the chip and verified. This means that all registered terminals can request an Inspection System (IS) certificate. A full range of cryptography is supported and fingerprints from a foreign passport can be read and verified. The system also provides international certification of a Document Verifying Certificate Authority (DVCA). In this case, a country Single Point of Contact (SPOC) provides a communication channel with a foreign Country Verifying Certificate Authority (CVCA), and requests for a Czech DVCA certificate from foreign CVCA are processed through this interface.

Another bonus is that the German eID (nPA) (new German electronic ID card) can be used by the ABC system. Data can be read from the German eID (nPA) card and the majority of registered inspection systems support the EAC 2.x protocol. As a result, Prague Airport's ABC system is all set to recognise German eIDs as an entitled travel document. Furthermore, Passive Authentication (PA) data is available immediately in all registered IS

terminals. This is because the border police have created their own master and defect list using the NCA's National Public Key Directory (N-PKD) submodule. Data from trusted resources is processed, including the ICAO PKD. Eventually the Czech Border Police will participate in the Schengen Master List evaluation concept.

The key lessons we have learned from this project are that: it is essential to ensure the early engagement of stakeholders; a feasibility study is vital to define project requirements; the public tender should contain clear requirements; and you need to ensure you are working with an experienced project manager who is completely on your side. Finally, using a commercial off-the-shelf solution and working with an experienced partner will enable the project to run smoothly and more efficiently.

▶ Adapting technology

Over the years, we have deployed a lot of great technology at our borders. The challenge now, especially at our main airport, Vaclav Havel Prague Airport, is how to enhance the functionality of these recently deployed solutions, such as our Stationary Border Control system, so they are fully com-

pliant with EES while continuing to process large passenger numbers, particularly TCNs.

That is why we have planned and executed certain measures so we are well prepared for the launch of EES. During the first half of 2019 we conducted a comprehensive study that also featured a detailed design phase to help us to determine what we needed to do to ensure we are EES-ready. All our findings have been discussed by stakeholders at Prague Airport and other airports. For example, we have looked at redesigning existing border control locations, and we believe that increased automation is one of the key ways of supporting the whole process. We have also evaluated the need for a solution that ensures that the automated enrolment of facial images complies with EES. While this is high on our wish list, it has not been easy to find so far.

From our experience with the 2016 NCA project, we realise that to make a success of our border control initiatives, it is absolutely essential that all stakeholders are continuously involved. As such, the involvement of the Czech Border Police and Prague Airport has been crucial to us being able to evaluate all the implications of the EES rollout. We recognise that Prague Airport is limited in its ability to im-



Implementation challenges of the Entry-Exit Systems (EES)

plement design changes to border control areas, so we need to have enough time to plan accordingly. In addition to examining the technical aspects of being EES-ready, the 2019 study looks at ways of improving passenger flow. Interestingly, we have discovered that handling TCN and EU travellers in two separate locations could be a potential solution to optimising the process.

We believe it will be hugely beneficial if our recent mass deployment of eGates could be part of a comprehensive national EES solution. We recently opened the EasyGo system at Prague to South Korean nationals, and are currently evaluating how well it works with the daily flights from Seoul, which carry an average of 90% TCN travellers. It has already revealed that allowing TCNs to use ABC gates is beneficial, especially when a high number of TCNs arrive at almost the same time as other planes from non-Schengen and non-European countries. As a result, we can see the benefit of TCNs using the ABC gate both to enter and exit a country. We need to carefully evaluate the use of this technology for entry into the country, so in the first

phase of EES we plan to have eGates installed at the exit only to support the EES process.

Our deployment of eGates also has to consider what Brexit might mean for some people who pass through our airports. We believe that United Kingdom travellers would still be considered as Freedom of Movement (FOM) travellers, and so would be eligible to use border control procedures assigned to EU, EEA and Swiss travellers. However, we need to be ready for the worst-case scenario and be prepared for the possibility that we could face an approxi-

mately 25% increase in TCN travellers when the United Kingdom eventually leaves the EU.

In addition to ensuring the correct implementation of processes to meet EES requirements, we must also consider the strict requirements for the quality of biometric data used for EES records. In other words, we need to ensure that the facial and fingerprint images that we capture are of sufficient quality by using the right technology and the best processes. We are focused on finding the right solution for the Czech Republic using the appropriate technology and automation. ■



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Petr Malovec has a 20-year career with the Foreign Police of the Czech Republic Police where he has held various positions. He has been head of the National Border Situation Centre since 2015, where he is responsible for implementing biometric systems in border control processes such as easyGO. He was also project manager for the implementation of a system to verify the authenticity and validity of electronic documents applied for border control, and used by the police in the field (mobile inspection system). Within the Czech Republic Police he implemented a system for processing and use of API data on passengers. Mr Malovec is a member of the FRONTEX and European Union structures' expert groups for the EUROSUR Border Surveillance System. At present, he is working on developing and implementing a Czech air-ground surveillance system and an Entry-Exit System.

How the UN is supporting States to detect and counter terrorist travel

Jelle Postma

Chief, United Nations Countering Terrorist Travel Programme



The Challenge: with our increased global mobility, come greater security threats. Terrorists and serious criminals have taken their activities to new heights and across national borders, taking advantage of the sheer multitude of travellers by blending into the crowd and by remaining under the radar.

Terrorists and serious criminals use air, maritime and other modes of travel to expand and connect their multinational operations, and regularly use travel to smuggle currency, narcotics, or even people for the purposes of human trafficking.

With terrorism, we see the same. Prior to most major attacks in recent decades, from Mumbai to Madrid and from Kenya to New York, Paris and Brussels, travel was undertaken. To prepare, facilitate and execute their terrorist intentions, movements are made. Whether they are local, regional or international.

The challenge of detecting terrorist travel is not new. But it is imminently more significant, as thousands of foreign terrorist fighters (FTFs) are on the move to join other conflict zones, to plot or receive training in foreign territories, or possibly to return home to go underground and carry out their insidious agenda. The global community urgently needs proficient and reliable instruments to identify and track terrorists and serious criminals – prior, during and after travel.

We have one potential advantage on our side. When terrorists and serious criminals arrange and execute their travel, they are briefly exposed and vulnerable. With accurate and timely information, national authorities will have the power to identify and track down

known and suspected terrorists and criminals, exposing their concealed networks and better anticipating and preventing planned attacks.

► What can we do to meet the challenge?

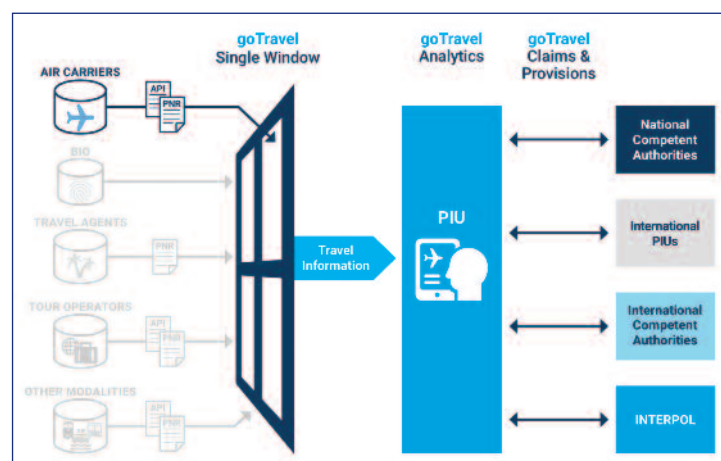
For more than 15 years, I have been working to resolve one of the biggest challenges in the security domain and it remains the Holy Grail for us all: getting the right information to the right place in the right moment by connecting the dots and then disseminating alerts for intervention.

But how do we do this? We need the technology and resources to firstly **collect** the right information from larger streams of data;

secondly to **check** this against relevant databases so we can zero in on appropriate and actionable information; and finally to **connect** with partners to ensure timely alerts are sent to the right national or international desk.

This can be done by establishing a dedicated, well-trained detection (fusion) team commonly referred to as a targeting centre or Passenger Information Unit (PIU). PIU staff operate a technical solution that enables detection through automated receipt and cross-checking of multiple data sets. Once the connections help zero in on known or newly identified suspects, the PIU then tracks them and alerts the relevant authorities for swift action or further analysis.

Many ECAC Member States have taken this step already and know



Passenger Information Unit (PIU) in practice

How the UN is supporting States to detect and counter terrorist travel

that building this capability is not an easy task. It means simultaneously working to put in place the proper legislative and governance structure, and dealing with the complexities of inter-agency coordination, all the while facing dynamic and increasingly sophisticated terrorist threats.

Added to these challenges is yet another layer of complexity posed by conflicts of laws among States which prevent the optimal use of passenger data for counter-terrorism purposes.

► How can the United Nations support you?

Recently, after Member States made the decision to confront this global challenge together, the United Nations Security Council adopted resolutions 2178, 2396 and 2482. These resolutions created the international obligation for all Member States of the United Nations to build their detection capabilities by analysing travel information such as passenger data (Advance Passenger Information and Passenger Name Record), make better use of existing international databases of known terrorists and criminals such as INTERPOL data, and enhance international information exchange establishing interoperability between systems and countries.

Helping States with this major challenge and enabling this solution is the precise purpose of the UN Countering Terrorist (CT) Travel



UN Countering Terrorist Travel Programme implements in partnership with CTED, UNODC, ICAO, OICT, and INTERPOL

Programme, a new flagship initiative of the United Nations Office of Counter-Terrorism (UNOCT) in full partnership via an "All-of-UN" approach with Counter-Terrorism Committee Executive Directorate (CTED), the International Civil Aviation Organization (ICAO), Office of Information and Communications Technology (OICT), United Nations Office on Drugs and Crime (UNODC) and the International Criminal Police Organization (INTERPOL). Additionally, the Pro-

gramme seeks cooperation with the strong global community of organisations such as the UN Office of the United Nations High Commissioner for Human Rights, Organization for Security and Co-operation in Europe (OSCE), Inter-Parliamentary Union (IPU), the International Organization for Migration (IOM), the International Maritime Organization (IMO), the World Customs Organization (WCO), the European Police Organization (EUROPOL) and the International Air Transport Association (IATA). Together we stand strong.

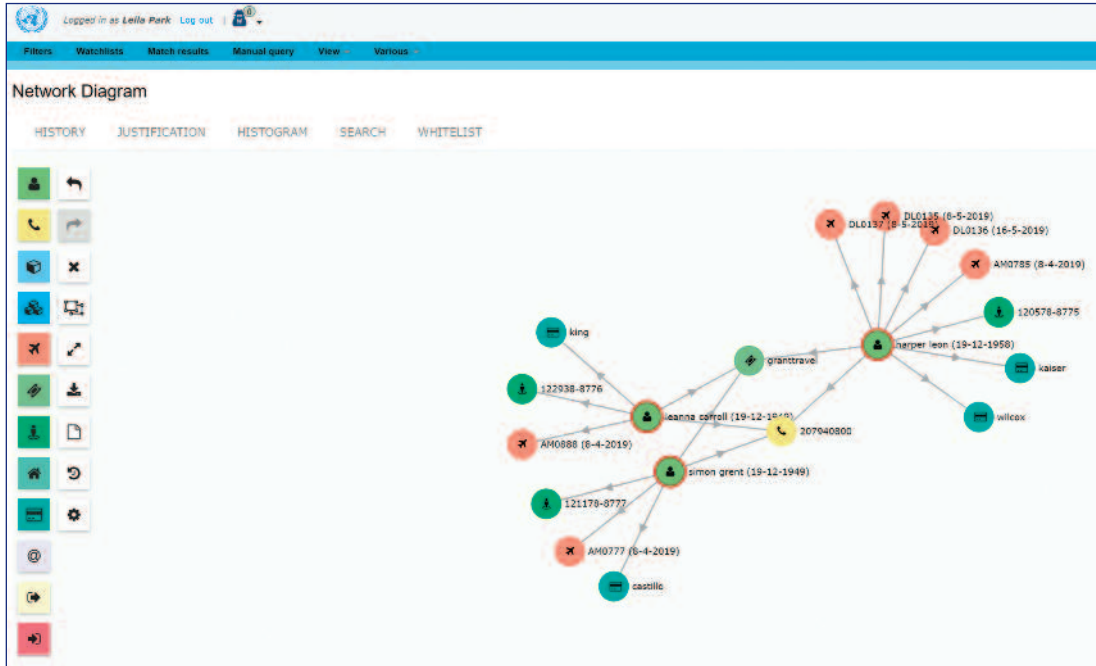
The UN CT Travel Programme offers a comprehensive support package to all States. Knowing that each country is unique and has its own needs, the CT Travel Programme first conducts a national gap analysis. The purpose is to identify areas of work by first engaging with relevant ministerial decision makers, legal experts, competent operational authorities, IT experts, carriers, etc. in order to better understand the specific country's needs and how best the UN can offer support. Based on the outcomes of this, a tailor-made roadmap for national implementation will be drafted and agreed upon between the UN and the national authorities. After this step, the Member State and the UN Programme work together across four pillars: 1) legislation; 2) institutional set-up and PIU operationalisation; 3) carrier engagement and connectivity; and 4) technical assistance, including the donation and deployment of a leading-edge software system – UN goTravel. I will describe each of these pillars below:

1. Pillar I

Legal assistance: Security Council Resolution 2396 poses an obligation to put a legislative framework in place to ensure compliance with international human rights, proper data protection safeguards, as well as operational and legal cooperation with the transport industry in line with global standards. The CT Travel Programme gives support by providing model legislative provisions that include data retention periods, purpose limitation, exclu-



CT Travel launched under the UN Secretary-General's auspices in the UN General Assembly Hall on 7 May 2019. (Left) Under-Secretary-General Vladimir Voronkov of Counter-Terrorism, (centre) UN Secretary-General Antonio Guterres, (right) Assistant-Secretary-General Atefeh Riazi of the Office of Information and Communications Technology



Building a network diagram of potential threats using UN goTravel software

sion of sensitive data, processing and access authority, independent oversight and interoperability. Additionally, the Programme will provide ongoing legal advice and support throughout the national legislative process.

2. Pillar II

Institutional set-up and operationalisation of PIUs: the Programme will support the establishment of effective PIUs embedded in their national law enforcement structure. The goal is for PIUs to receive the training and have the capacity to collect passenger data and conduct risk assessments, implement appropriate targeting measures, as well as identify, detect and intercept foreign terrorist fighters and other serious criminals based on the systematic collection, analysis, use and sharing of passenger data.

3. Pillar III

Carrier engagement and connectivity: given that the air carriers are the ones with the data, the Programme works on the basis that airlines and cruise or international ferry companies should be treated as partners in the implementation process. Therefore, the Programme will support beneficiary countries in engaging with carriers and their service

providers in order to ensure technical connectivity with the PIUs.

4. Pillar IV

The provision of a leading-edge software system “goTravel”: this is a reconfigured version of the Travel Information Portal system that was generously donated by the Netherlands to the UN, built between top technical experts and specialists from law enforcement, intelligence, customs, migration, border police, etc. It is a unique solution that is offered as part of the Programme to all interested Member States. The state-of-the-art goTravel system will help countries to centrally receive (single window principle), store, analyse and disseminate their own national data, match data with national and international watchlists of known terrorists, and detect new threats using risk indicators. It prevents Member States from having to acquire costly solutions from the market. Additionally, it should be noted that the UN will not access, see or process any data at any stage. The national authorities always remain in full control of the data.

Finally, in order to resolve some of the everlasting complex conflict of laws between countries, UN Programme Partner ICAO will support efforts to come to global standards

on the processing of PNR data. It is hoped that this will be a strong foundation for Member States to perform their tasks under UN resolution 2396 and their respective national laws, but also to create an international level playing field by raising the legal standards for the responsible processing of passenger data in counterterrorism.

With this pragmatic and innovative approach, the United Nations supports UN Member States in a truly comprehensive manner in building their own legislation, organisation, governance and technical platform and with all that, their own national detection capability.

► **How can the ECAC Member States get involved?**

» **FOR THOSE INTERESTED IN PARTICIPATING IN THE PROGRAMME**

My team and I stand ready to provide you with additional information about the Programme if and when required. This can be done electronically, via video-conference or in person – in order to ensure that your national authorities have as much information about the Programme as possible.

How the UN is supporting States to detect and counter terrorist travel



CT Travel welcomes opportunities for joint conferences for awareness-raising. Joint Belarus-UN International High-Level Conference on Counter-Terrorism, 3-4 September 2019.

Once you are satisfied that you would like to participate, we ask that you indicate this interest in writing, via your Permanent Representative to the UN in New York, to our UNOCT office. This letter indicates to us your formal participation in the Programme.

When this is received, we begin assessing your current status and how we can support – we do this through questionnaires, desk reviews and needs assessment visits, as required. Together with you, we agree a roadmap for implementation, based across the four pillars – and then implementation begins.

At the time of this writing, 31 UN Member States across the globe have confirmed their partic-

ipation in the Programme, with more than 40 indicating their strong interest to do so.

» FOR THOSE INTERESTED IN CONTRIBUTING TO THE PROGRAMME

Of the ECAC membership, the CT Travel Programme has already received generous financial contributions from the Netherlands (including the provision of its TRIP software) and from the European Union, as well as from the United States, Japan and India.

Given that ECAC Member States are among the most developed in the use of passenger data, and that as a global community we are only as strong as our weakest link – all contributions to the Pro-

gramme are welcome. Whether this takes the form of a financial donation, or of providing expertise, or of acting as a promoter of the necessity of implementation – the CT Travel Programme is open to partnerships.

Together, we will create a safer world, without sacrificing the freedom of exploring our beautiful planet. ■

For more information and how to receive support from the United Nations on this programme, please go to www.un.org/cttravel, see the video on the Programme on <https://www.youtube.com/watch?v=-4AKlyVS61g> or send an email to cttravel@un.org.

Jelle Postma is the chief of the UN Countering Terrorist Travel Programme and Aviation Security in the United Nations Office of Counter Terrorism. Prior to joining the UN, Mr Postma led the Dutch Ministry of Justice and Security programme for detecting and countering terrorism and organised crime networks at the office of the Coordinator for Security and Counter Terrorism (NCTV). In this role, he provided executive leadership in designing, planning and implementing strategies, operations and projects related to data acquisition and international information exchange, building innovative new systems and processes against known and suspected terrorists and serious criminals. There, he and his great team designed and institutionalised the national central detection system, the Travel Information Portal (TRIP), a cutting-edge technology that was shared with several allied countries of the Netherlands before being donated to the United Nations during the UN General Assembly in 2018. Before joining the Ministry of Justice and Security, Mr Postma served at the Dutch General Intelligence and Security Service for ten years as an intelligence officer on some of the most prominent dossiers involving domestic and international threats. Mr Postma also has private sector background as a former organisational consultant at Deloitte and Touche. He is a constructional engineer.

Human trafficking – all eyes open

Combatting human trafficking in air transport

Halla S. Sigurdardottir

Deputy Director General of Civil Aviation, Icelandic Transport Authority
and Chair of the ECAC Facilitation Working Group



Human trafficking is a crime that we as human beings should put every effort to end. It is a global problem and to have a chance to overcome this challenge, all partners in the air transport sector must work together with governments and law enforcement agencies. The United Nations has done extensive work in confronting human trafficking, underscoring the importance of understanding its scope and structure – where human trafficking occurs, who are the victims and who is perpetrating the crime⁽¹⁾.

In air transport, we have a very encouraging example of good cooperation between Airport Council International (ACI) and the International Air Transport Association (IATA), working with airports and air operators around the world to raise awareness among their staff as well as with law enforcement bodies such as the border police. Human trafficking is an area that every stakeholder needs to act on as it can only be conquered by a holistic approach and the participation of all agents.

► The issue of human trafficking

When discussing human trafficking, it is important to understand the difference between people smuggling and human trafficking. Smuggling has been defined as the movement of a person across a State's border with that person's consent, in violation of immigration laws⁽²⁾. Human trafficking is defined as modern-time slavery, which involves, among other things, the recruitment,



Isavia supports United Nations global goals for sustainable development

transportation, direction or influence over the movements of a person in order to exploit that person. Due to the nature of the subject, it is somewhat difficult to find accurate numbers of victims of human trafficking⁽³⁾. According to some reports, the estimated number of victims is approximately 2.5 million people every year in the world⁽⁴⁾. It should be mentioned that smug-

gling can turn into human trafficking if the smuggler uses force or fraud to hold people against their will for financial benefits⁽⁵⁾.

Target 16.2 of the United Nations Sustainable Development Goals aims at ending abuse, exploitation, trafficking and all forms of violence against children. The United Nations has stated that women and girls are the main tar-

(1) UNODC United Nations Office on Drugs and Crime (2009). Global Report on Trafficking in Persons.
 (2) ICAO and United Nations Human Rights Office of the High Commissioner (2018). ICAO Circular 352 *Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons*.
 (3) <https://www.unodc.org/unodc/en/human-trafficking/global-report-on-trafficking-in-persons.html>
 (4) Gunnlaugsdottir, Th. (2019). 2,5 milljónir eru þolendur mansals í heiminum. From www.jafnretti.is
 (5) ICAO and United Nations Human Rights Office of the High Commissioner (2018). ICAO Circular 352 *Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons*.

Human trafficking – all eyes open

Combating human trafficking in air transport

BCP by Type	2011	2012	2013	2014	2015	2016	2017	2018	2019
AIR - Keflavik Airport - Total passengers	2,474,806	2,764,026	3,209,848	3,865,722	4,855,505	6,821,358	8,755,351	9,804,388	5,156,884
AIR - Keflavik Airport - Total External borders *	1,034,222	1,128,636	1,421,494	1,774,233	2,323,480	3,342,465	4,377,676	5,000,238	2,630,011
AIR - Keflavik Airport - EU/EEA/CH citizens *	395,023	450,722	527,620	709,729	929,328	1,336,986	1,751,070	2,000,095	1,052,004
AIR - Keflavik Airport - Third Country nationals *	624,386	661,012	874,088	1,037,889	1,359,302	1,956,532	2,562,499	2,926,919	1,539,493
AIR - Keflavik Airport - Visa nationals *	14,813	16,902	19,786	26,615	34,850	48,947	64,107	73,223	38,514
SEA - EU/EEA/CH citizens **	44,873	67,523	67,480	73,262	68,142	73,049	86,606	103,501	
SEA - Third Country nationals **	17,543	24,101	24,717	31,166	31,626	29,365	34,815	41,607	
SEA - Visa nationals **	257	330	215	388	373	355	421	504	
SEA - Unspecified citizenship **	3,810	4,809	4,854	6,299	6,007	5,861	6,949	8,305	

* Based on numbers from Icelandic Civil Aviation Administration, at Keflavik BCP.
** Based on numbers from the Icelandic Tourist Board and estimation, not specified by BCP.

Figure 1: External border crossings in Iceland. Source: Jonsson, J.P., Palsdottir, M.K. (written reference, 4 November 2019)

gets of human trafficking. A vast majority of victims have been subject to sexual exploitation (79%) and another substantial group is trafficked for forced labour (18%). Furthermore, it is estimated that 30% of human trafficking victims are children⁽⁶⁾. This only casts limited light on the severity of the problem and the suffering of the victims who are so often trafficked by means of air transport.

► International developments - ICAO, ACI and IATA

At the recent 40th ICAO Assembly, many States and international air transport actors, such as ACI and IATA, highlighted the subject of human trafficking. In the 40th Assembly's Resolution A40-15, ICAO's Member States are urged to give attention to new recommended practices in Annex 9 on facilitation (8.47 and 8.48)⁽⁷⁾. These new amendments encourage States to review and amend their legislation and/or policies and to facilitate communication and collaboration in fighting against human trafficking. States are also recommended to establish a national requirement for relevant airports and aircraft operator per-

sonnel to undergo awareness training on trafficking in persons⁽⁸⁾.

At the ICAO Assembly, Member States were encouraged to give due regard to Circular 352 "Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons", in their implementation of the relevant provisions of Annex 9. Last but not least, the ICAO Council was asked to keep guidance material on combatting trafficking current and responsive to the needs of Member States. The Assembly highlighted the importance of international cooperation on human trafficking matters, information sharing and collaboration among all entities, emphasising that the benefits in better procedures were already visible. ICAO has decided to work further to develop human trafficking response mechanisms for effective implementation^(9, 10).

ACI has shown great leadership in publishing a Combatting Human Trafficking Handbook earlier this year. In their handbook, ACI has named some areas of activities for airports to take an active role. These are efforts that can be taken directly from the handbook and applied widely, such as staff training, raising public awareness at airports and community engagement to teach communities and schools

to deal with suspected traffickers. ACI has also encouraged airports to place information for victims at strategic places at airports, to engage with agencies such as police and immigration authorities and to cooperate with airlines and other entities⁽¹¹⁾.

IATA has also worked very efficiently on creating guidance material to provide its members with tools and information to participate in the fight against human trafficking. Airline staff can play an important role in identifying suspected cases of human trafficking and are therefore a valuable link in the chain. This means that all "customer-facing employees" from check-in staff and gate agents to security screeners and cabin crew should all be trained. IATA has identified the increasing call from governments for airlines to become involved in anti-trafficking initiatives. Having strategies and commitment to projects like anti-human trafficking can be part of a sustainability strategy as well as corporate social responsibility activities. This can add positivity and value to companies and can be a good return on investment as many passengers think about the social awareness of the airline with whom they fly⁽¹²⁾.

(6) <https://news.un.org/en/story/2019/01/1031552>

(7) https://www.icao.int/Meetings/a40/Documents/Resolutions/a40_res_prov_en.pdf

(8) ICAO EC 6/3-19/51 Adoption of amendment 27 to Annex 9.

(9) https://www.icao.int/Meetings/a40/Documents/Resolutions/a40_res_prov_en.pdf

(10) ICAO and United Nations Human Rights Office of the High Commissioner (2018). ICAO Circular 352 *Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons*.

(11) ACI (2019). *Combatting Human Trafficking Handbook*, First Edition 2019.

(12) IATA (2018). *IATA Guidance on Human Trafficking*, First edition.

Trafficking in Human Beings, by Type of status of case in police database (count of cases, not individuals).	2015	2016	2017	2018	2019	Grand Total
Sudurnes Police						
Being investigated				1	1	2
Dropped					1	1
Reported to Police - dropped		1		1	1	3
Conviction	1					1
Metropolitan Police Reykjavik						
Being investigated		1		2	1	4
Dropped	4	3	4	6		17
Reported to Police - dropped	5	6	16	5	4	36
To be decided			1	1		2
Other Police Districts						
Being investigated					1	1
Dropped		1		1	1	3
Reported to Police - dropped		2	1	1		4
Grand Total	10	14	22	18	10	74

Figure 2: Trafficking in Human Beings. Source: Jonsson, J.P., Palsdottir, M.K. (written reference, 4 November 2019)

Efforts in Iceland

In Iceland, special effort is being placed on raising awareness of human trafficking, within both Isavia, the operator of the four international airports⁽¹³⁾, and the Icelandic police commissioner who administers law enforcement throughout the country and at national borders. Many airlines use guidelines from IATA to train their front-line staff and cabin crew⁽¹⁴⁾. In the past years, traffic through the biggest international airport in Keflavik, Iceland, has grown vastly, although there has been a decrease in passenger numbers this year (2019). In the past, very few cases of human trafficking have been identified at Icelandic airports but world statistics show us the extent of the crime⁽¹⁵⁾. Therefore, it would be naïve to think this problem does not exist in Iceland as it does elsewhere.

Isavia has established a policy on social responsibility, and in setting objectives for the organisation reference is made to the UN Sustainable Development Goal referring to human trafficking. The

objective is to train front-line staff in order to understand and detect human trafficking and how to notify suspected cases. Training material in line with ACI’s handbook on combatting human trafficking is being developed to build up staff’s competencies. The training material will be in electronic format, easily accessible and concise. Posters will be prepared to raise awareness, as well as small cards with information on human trafficking⁽¹⁶⁾. Close cooperation is already ongoing between Isavia, the Icelandic police commissioner and other police districts. The government of Iceland and the Ministry of Justice have recently finalised a new strategy for border management in Iceland⁽¹⁷⁾. The strategy addresses new challenges in border management and aims to meet demands that rise in increased international cooperation. Special attention is given to vulnerable individuals with the aim of protecting and respecting basic human rights in every way. To fulfill this objective and the new challenges, education and training in detecting and preventing cross-

border crimes will be enhanced, for example to detect individuals in a vulnerable position. More resources will be allocated to implementing and utilising information systems and latest technology in all aspects of border management⁽¹⁸⁾. For the past years, there has also been good cooperation between the Icelandic police commissioner, the prosecution authority and the Icelandic Confederation of Labour (ASI). With their cooperation, information has been systematically spread around the country to raise awareness among different stakeholders. Their programme has been based on the three Ps: Prevention, Protection and Prosecution⁽¹⁹⁾.

(13) Gerdur Petursdottir (oral reference, 4 November 2019).

(14) IATA (2018). IATA Guidance on Human Trafficking, First edition.

(15) Government of Iceland, Ministry of Justice (2019). Iceland National Integrated Border Management Strategy 2019-2023. Not published.

(16) Gerdur Petursdottir (oral reference, 4 November 2019); Jon Petur Jonsson (written reference, 4 November 2019).

(17) Jon Petur Jonsson (oral reference, 4 November 2019).

(18) Government of Iceland, Ministry of Justice (2019). Iceland National Integrated Border Management Strategy 2019-2023. Not published.

(19) Johannsdottir, A.H. (oral reference, 15 November 2019).

Human trafficking – all eyes open

Combating human trafficking in air transport

► The way forward

Currently, there is considerable discussion on the usage of Advance Passenger Information (API) and Passenger Name Records (PNR). Many countries already request API and PNR data from airlines flying on international routes and IATA has been vocal on its One ID initiative. Although API and PNR data is primarily intended for preventing terrorist acts, it could also be useful in tackling organised crime like human trafficking. Other facilitation-related initiatives such as automated border management systems, facial recognition and technology to identify fraudulent travel documents are promising tools in this battle⁽²⁰⁾.

Thankfully, awareness of human trafficking is growing. The number of reported human trafficking cases is increasing, but so also is the number of traffickers caught⁽²¹⁾. It is crucial that all entities work together and share information on best practices, not only domestically but also actively across borders and internationally.

States are implementing anti-trafficking laws and systems to define and prevent human trafficking. Furthermore, airlines and airports are placing greater emphasis on training their staff in order to raise awareness, and all of us – the travelling public – must also keep our eyes open. ■



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(20) Canu, C. and Colehan, T (2019). *Human Trafficking: Can Data Make the Invisible Visible?* ICAO TRIP, Special 75th Anniversary Edition, Vol. 13, No. 1 (2019), 56-58.

(21) UNODC United Nations Office on Drugs and Crime (2009). *Global Report on Trafficking in Persons*.

Halla S. Sigurdardottir is Deputy Director of the Icelandic Transport Authority (ICETRA) and Director of the Facilitation and Coordination Division. She has an extensive career in the field of aviation and transport policy, regulatory work and public administration. She participates in the work of the Icelandic Transport Strategy Board and various national working groups, as well as in several international working groups including the EASA Member States' Advisory Board. Since May 2018 Ms Sigurdardottir has served as chair of the ECAC Facilitation Working Group.

Ms Sigurdardottir began her career at the Icelandic Civil Aviation Administration (ICAA) in 2004 and became the director of administration of the ICAA in 2007. A new governmental agency, ICETRA, was established in 2013 with the merge of four governmental institutions, among which the ICAA. At ICETRA, Ms Sigurdardottir is responsible for: international coordination; the State's safety programme in aviation, maritime and road traffic; facilitation and consumer affairs; legal affairs; environment; research and development and transport statistics. Ms Sigurdardottir was the acting director of ICETRA for a period in 2019.

She holds a BA in Organisational Behaviour and Industrial Studies and Anthropology from the University of Iceland and an MBA from the University of Strathclyde in Glasgow. She also has a DELF diploma in French from Caen University in France and a diploma in public administration from the University of Iceland.

Airlines join the fight against human trafficking

Tim Colehan

*Assistant Director, Member and External Relations,
International Air Transport Association (IATA)*



Mention the word “slavery” and the assumption of many people is that this trade in human beings ended way back in the 19th century. The shameful reality, however, is that in 2019, slavery continues, and on a massive scale. It is estimated that 15 million slaves were transported by ship from Africa between 1650 and 1860, the period of the transatlantic slave trade. No one knows for sure exactly how many people are currently living in modern slavery, but the International Labour Organization (ILO) estimates that 25 million people are currently subject to forced labour alone. According to the US State Department, trafficking in persons is the second most lucrative criminal enterprise.

Where the transport of slaves was once undertaken by ship, modern day traffickers appreciate the speed, efficiency and affordability of the connectivity provided by international civil aviation. Aviation is effectively being misused by those who wish to deny the freedoms of others through the crime of human trafficking.

What does this mean for those of us who work in civil aviation? We know the huge social and economic value our industry provides enables us to meet friends and family, connect with customers and suppliers, to study or simply to experience a new culture or enjoy better weather on holiday. Aviation is often called the business of freedom.

Equally, we must consider that some of the 12 million passengers travelling through our airports on 120 000 daily flights, are knowingly or unwittingly embarking on journeys that will result in their exploitation – be that destined for domestic servitude, labour and sexual exploitation or even organ harvesting. Because statistics are difficult to come by, no one knows for sure the extent to which aviation is misused by human traffickers. However, in one study done by the United Nations Office on Drugs (UNODC), around two thirds of trafficked persons had passed across at

least one international border, so we can be confident that they are likely to be flying on our aircraft and through our airports at this moment. Victims are effectively hidden in plain sight, though there are trainable behavioural analysis techniques that can point to suspected trafficking.

Given that tackling criminal activity is the purview of governments and their law enforcement agencies, what are airlines and the wider aviation value chain able to do to assist? Law enforcement agencies have increasingly recognised that public-facing employees in the transport sector have an important role to play in helping to prevent human trafficking. When trained to recognise some of the behaviours associated with trafficking situations and how to report them, aviation staff can be a source of vital information that can help law enforcement determine how to respond. Cabin crew are perceived to have a particularly important role to play as they often spend long periods of time with passengers and are predisposed to monitor passenger behaviour.

Several airlines have joined established anti-human trafficking campaigns or started their own initiatives in recent years, often as part of corporate social responsibil-

ity activities. However, there was no industry-wide initiative. That changed in 2017 when UNODC urged IATA member airlines to get more involved in the fight against human trafficking.

In 2018, IATA passed a resolution at its Annual General Meeting that committed the airline industry to specific actions to do what it can to help governments and law enforcement to tackle human trafficking. Specifically, airlines were urged to train their staff in human trafficking awareness and reporting and to work with other partners in the aviation value chain. To support airlines, IATA launched its #eyesopen campaign. This included develop-



IATA #eyesopen campaign infographic

Airlines join the fight against human trafficking



Screenshot of IATA Human Trafficking Awareness e-learning course

ing awareness-raising and guidance materials that provide support to airlines with information on how to develop policies and procedures as well as sharing case studies and best practice. In addition, a wide range of practical tools have been launched such as free e-learning modules on awareness and reporting that can help aviation companies get involved in the fight, irrespective of the size or jurisdiction in which they are based. IATA's AGM resolution also highlighted that airline staff are not law enforcement and the extent of what they can do should be limited to monitoring behaviour and reporting suspicions.

The response from airlines has been encouraging, with companies such as Aeromexico, Emirates International Airlines Group (IAG), TAME, Qatar Airways and Malaysia Airlines all launching company-wide initiatives.

The industry's work builds on and complements the efforts of the International Civil Aviation Organization (ICAO) which, together with the Office of the High Commissioner on Human Rights (OHCHR), published Circular 352 Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons in 2018.

► The need for clear reporting protocols

While the airline industry is committed to working to help prevent human trafficking, if we are serious about awareness training paying dividends, there is a need for a joined-up approach between different stakeholders in the value chain and law enforcement.

The main "ask" of the industry is that for human trafficking awareness training to be effective, States must ensure that there are simple and efficient reporting processes in place to make it easy for airlines and their staff to report suspicions to the competent authorities quickly and discretely. This is particularly the case when suspicions are identified during flights and where getting the information to the appropriate competent authority without delay is crucial, so they can determine how they will respond when the aircraft lands.

It has been suggested that the established procedures for disruptive passengers should be used for reporting suspected trafficking, where the captain requests the police to meet the aircraft. However, in such cases, it is clear that an offence has been committed and the competent authorities are provided with the appropriate evidence in the form of reports and witness statements. But in suspected human trafficking all that is

being reported is behaviour that cabin crew are concerned about. No offence has been committed so it would be inappropriate for the pilot in command to request the aircraft to be met. Rather he or she will simply report the information and let the law enforcement determine a response. It is important that airlines and other aviation stakeholders (air navigation service providers, airline network operations and ground handlers, etc.) are provided with contact details for the appropriate competent authority in each State. This will ensure that the authorities receive accurate and timely information concerning suspected trafficking situations and can determine the response.

Fortunately, the importance of reporting mechanisms to complement human trafficking awareness training was recognised by the ICAO Facilitation (FAL) Panel during its tenth meeting in September 2018. Proposals were made to amend Annex 9 - Facilitation to the Convention on International Civil Aviation with a specific Recommended Practice (RP) 8.47 relating to the reporting of suspected human trafficking:

8.47 Recommended Practice – Contracting States should take measures to ensure that procedures are in place to combat trafficking in persons, including clear reporting systems and relevant competent authorities' points of contact for airport and aircraft operators.

The 217th Session of the ICAO Council has adopted the amendment 27 to Annex 9. The effectiveness date of this new Recommended Practice is October 2019 and applicability is effective from February 2020.

IATA has also highlighted that any reporting must be discrete. The reason for this is that even with the best training, staff may report suspicions that are ultimately “false positives”. It is important that passengers who may be interviewed by law enforcement do not know where the suspicions originated. Otherwise this may limit future reporting by crew and could be dangerous to them if criminals involved in trafficking are able to trace where tip-offs originated.

IATA has taken part in national aviation workshops in France, Germany and Switzerland convened by the International Organization for Migration (IOM). Bringing together competent authorities, NGOs and the aviation community, these workshops have been focused on raising awareness and highlighting the protocols to be used by aviation organisations when reporting suspected trafficking. A workshop organised by IATA and the United Kingdom’s Modern Slavery Training Group covered similar topics and led to the development of a specific reference handbook for aviation companies. Dialogue with the United Kingdom Department for Transport on specific protocols for the reporting of cases of suspected trafficking inflight is continuing.

It is also worth pointing out that while identifying potential behaviour that may point to trafficking situations during air travel is critical, it is only part of the solution. IATA’s view is that arguably,

behavioural analysis should be a secondary defence. Biometric data has the potential to tackle organised criminal activity including human trafficking, just as it is used against terrorism.

At the time of writing, no less than 76 countries request Advance Passenger Information (API) data while 30 of them have asked to receive the Passenger Name Record (PNR). Providing this requires airlines to invest in IT system upgrades to capture and communicate this data. It is a legitimate request from the airline industry for governments to ensure they are making maximum use of this data to support intelligence, not only to prevent terrorist acts, but to also tackle serious organised crimes such as human trafficking.

For example, PNR data can help to identify suspicious travel patterns or to identify connections between individuals travelling on different routes through a common airport. Interpol offers access to about 17 databases of registered criminals, stolen passports, weapons, etc. that must be fully exploited. Governments are clear on the fact that API and PNR are critical to their efforts to deal with criminality, and the adoption of UN Security Council resolutions 2178 (2014) and 2396 (2017) requesting States to collect and use API, PNR and biometric data to fight terrorism is a concrete step forward. So, the message to governments is clear – if you’ve got it, please use it to its full potential.

Another aspect of human trafficking is that victims may be travelling on forged documents. Criminal networks look to exploit weaknesses in migration and border management systems, particularly through identity fraud and

fraudulent travel documents. Identity verification and authentication is a key element to manage the legitimate movement of people across borders, and biometric technology is an enabler. There are industry projects underway such as IATA’s One ID project that will further automate the process and provide early detection capabilities. One ID can help combat human trafficking and other cross-border criminal activities, as consistent verification of a travellers’ identity (biometrics, biographic and flight information) will be conducted throughout the journey and possibly across borders, thereby reducing the possibilities for individuals to cross borders under a false identity.

A comprehensive, multi-stakeholder approach is needed to tackle human trafficking. Behavioural analysis is an important component but other security and facilitation aspects including the use of biometric and PNR data are critical. The airline industry is committed to support ICAO, States and law enforcement in this regard and a lot of progress has been made in the last two years. But more work is required by all stakeholders. After all, aviation can represent the last opportunity to identify potential victims of human trafficking before they are lost to a life of exploitation and abuse. ■

Tim Colehan is currently Assistant Director, Member and External Relations for IATA based in Geneva, Switzerland. He is responsible for policy analysis and development as well as working with airline members, regional airline associations and others to articulate and advocate the industry positions to governments and regulators. He leads IATA’s work on promoting the ratification of key international treaties and issues including unruly passengers and human trafficking. Prior to joining Member and External Relations, Mr Colehan served as IATA Area Manager Thailand, Cambodia, Myanmar and Laos based in Bangkok and before this he was Country Manager Gulf Area (Bahrain, Kuwait, Oman, Qatar and the United Arab Emirates) responsible for all aspects of IATA’s local operations and activities. Before joining IATA, Mr Colehan was a general manager for a global ground handling services provider, with responsibility for teams of up to 400 employees. Mr Colehan holds a master’s in air transport management from Cranfield University, United Kingdom.



Are wildlife traffickers flying under the radar?

Sophie Bellin

Analyst, Sustainability and Environment, International Air Transport Association (IATA)

Global air connectivity has opened the doors to tourism, business, cultural exchange and a host of other opportunities. Unfortunately, this has also been exploited by wildlife traffickers.

▶ A synopsis of wildlife trafficking

Worth at least USD 19 billion⁽¹⁾, wildlife trafficking (excluding timber and fisheries) is the fourth largest illegal global trade and threatens the lives of many endangered species. We owe it to future generations to help combat this evil trade, before species such as elephants, rhinos and tigers no longer exist in the wild.

Although police, customs and wildlife enforcement authorities are responsible for capturing and prosecuting wildlife traffickers, aviation can provide an important source of intelligence. This can in turn help weaken criminal networks, minimise risks to global

health and support nature-based tourism as well as the communities who depend on it.

▶ Aviation's exploitation

As part of the United States Agency for International Development (USAID) Reducing Opportunities for Unlawful Transport of Endangered Species (ROUTES) Partnership, the Centre for Advanced Defense Studies (C4ADS) has been analysing global wildlife trafficking seizures in the air transport sector to identify common trafficking and obfuscation methods. Their most recent report, "In Plane Sight", finds more than 130 countries involved in trafficking instances and a wide variety of con-

cealment methods, such as indirect air transport routes and the false declaration of live animal consignments. You can find country-specific information on the interactive ROUTES Dashboard⁽²⁾.

Wildlife trafficking is not just restricted to concealment in cargo shipments, as emerging data⁽³⁾ demonstrates that nearly 60% of wildlife trafficked in Europe was found on passengers or in their belongings. Figure 1 shows the truly global nature of the illegal wildlife trade and the importance of European hub airports. Three key trends include:

- The trafficking of birds and reptiles from Latin America and Africa to Europe. These are often hidden within pet tradeshow⁽⁴⁾.
- Pangolin and other mammal

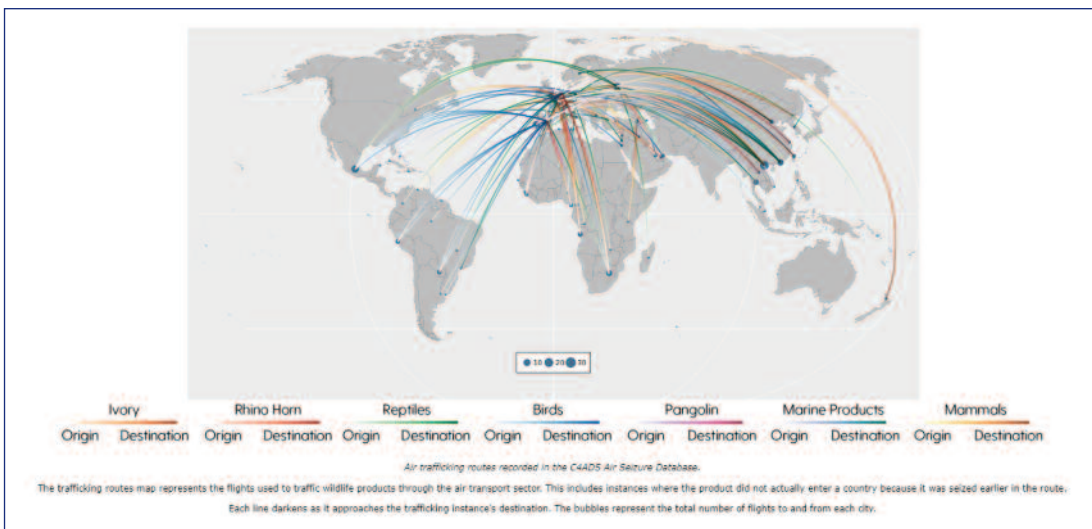


Figure 1: European air trafficking routes recorded between 2016-2018 in the C4ADS Air Seizure Database

Are wildlife traffickers flying under the radar?

bushmeat from Africa to Europe for consumption by African communities. In 2010, Charles de Gaulle Airport estimated five tonnes of illegal bushmeat were arriving every week⁽⁵⁾.

- European eels trafficked from Europe to Asia that are known as a culinary delicacy. In 2015, one seizure alone accounted for over two million eels⁽⁶⁾.

Illegal wildlife and their products usually have a high value in demand countries with EUROPOL estimating that the European eel trade alone is worth 3 billion euros per year⁽⁷⁾. These kinds of profits have a potential corrupting influence on both public and private sector employees, leading to increased insider threat in the aviation supply chain.

► IATA's actions against wildlife trafficking

IATA was a founding member of the United for Wildlife⁽⁸⁾ (UfW) Transport Taskforce and in March 2016, joined other transport sectors in signing the Buckingham Palace Declaration. Since then, we have encouraged over 60 airlines to sign the declaration, as well as other aviation stakeholders such as Airports Council International (ACI) and regional airline associations such as Airlines for Europe (A4E). The 11 declaration commitments are aimed at raising awareness of the trafficking issue among stakeholders, and training staff to detect and report suspicious behaviour and consignments.

This was reinforced at IATA's 72nd Annual General Meeting (AGM), which unanimously endorsed a resolution⁽⁹⁾ denouncing the illegal trade in wildlife and pledged to partner with government authorities and conservation organisations, as well as encouraging airlines to sign the declaration individually. In a recorded message to the AGM delegates, His Royal Highness Prince William the Duke of Cambridge urged the industry to unite in support of this cause: "Many airlines, and your association IATA, have already signed the Buckingham Palace Declaration, pledg-



Figure 2: His Royal Highness the Duke of Cambridge addressing IATA's 72nd Annual General Meeting

ing your support for our aims. IATA has been instrumental in helping set up workshops to raise awareness and educate front-line staff to spot smugglers in the act. The more of you that can join us in this work, the more powerful our deterrence activities will be. These criminal gangs are exploiting the incredible global aviation network you have built, and it needs nothing short of a global coalition to find them and stop them," said the Duke of Cambridge. "We all have a responsibility to protect our planet and its diverse ecology. I am aware of the important goals you have set for capping and reducing carbon emissions from civil air transport. This is to your credit and shows the power of aviation when it comes together as a force for good. Now I ask you to make a commitment to our planet's wildlife, to

join us and help save our most precious animals for future generations to enjoy," said the duke.

In addition, IATA joined the USAID Reducing Opportunities for Unlawful Transport of Endangered Species (ROUTES) Partnership⁽¹⁰⁾ as an implementing partner, focusing on integrating wildlife trafficking into relevant industry standards and protocols. This includes the integration of an illegal wildlife trade module within the IATA Environmental Assessment (IEnvA) Program, allowing airlines to demonstrate their implementation of counter-wildlife trafficking activities through an independent certification. We are currently developing a reporting application for aviation staff and working on a pilot project on automated detection of illegal wildlife.



Figure 3: Qatar Airways receives the first certificate of recognition for successfully meeting the requirements of the IATA Illegal Wildlife Trade Assessment

Are wildlife traffickers flying under the radar?

► How the sector can help

Information on the nature, scale and consequences of wildlife trafficking is rarely exchanged between States, airlines and airports. This reluctance to share information makes it difficult for the public and private sector to work together and inhibits aviation's ability to help combat this important criminal activity. This is especially true given that it is estimated that known seizures only account for 10% of the illegal wildlife trade⁽¹⁾, meaning that the sector only sees a fraction of the global problem.

Enforcement authorities focus their activities on arrivals; however, a move to intercept wildlife traffickers at departure could have significant implications for clearance and facilitation. This can be offset by the smarter use of digital intelligence already provided by airlines and would significantly improve seizure rates.

Although the sector has demonstrated its willingness to raise awareness and train staff in recognising the signs of trafficking, rapid automation and digitisation means that detection should shift from human to digital-based intelligence. IATA is promoting tools and technologies such as e-freight, Advance Passenger Information (API) and Passenger Name Record



Figure 4: Passenger providing passport at check-in

(PNR) and cargo information, One ID project with the biometric verification of traveller's identity, and radio frequency identification (RFID) bag tagging, all of which could be used to enhance border controls and help tackle this crime.

Engagement with enforcement authorities to establish clear reporting protocols for staff to report suspicions is critical. Reporting protocols should be real-time to give enforcement authorities the ability to analyse and act on the information whilst protecting whistleblowers where required. In addition, seizure information can be used to highlight and mitigate potential insider threats.

Although action by individual organisations will not put a halt to this exploitation, coordination between stakeholders can disrupt trafficking supply routes and make this activity less appealing to criminals.

► So, are wildlife traffickers flying under the radar?

Unfortunately, the increasing ease and affordability of air travel is now being exploited by criminals to transport illegal wildlife from source to demand markets. Wildlife traffickers are benefiting from extensive network growth combined with the inherent silos between the aviation supply chain and enforcement authorities.

As we become aware of the nature and scale of the exploitation of the air transport sector, we must use public-private partnerships and cross-sectoral collaboration to ensure information is used intelligently and deter traffickers from viewing aviation as a low-risk transport solution. This is crucial in the fight against this evil trade. ■

You can find out more by visiting www.iata.org/wildlife or by contacting wildlife@iata.org

- (1) WWF / Dalberg. (2012). *Fighting illicit wildlife trafficking: A consultation with governments*. Retrieved from <https://www.worldwildlife.org/publications/fighting-illicit-wildlife-trafficking-a-consultation-with-governments>
- (2) routesdashboard.org
- (3) routesdashboard.org
- (4) <https://news.mongabay.com/2019/05/the-worlds-biggest-reptile-fair-is-also-a-hub-for-traffickers/>
- (5) <https://www.theguardian.com/environment/2010/jun/18/illegal-bushmeat-smuggled-europe>
- (6) <https://www.bbc.com/news/world-europe-30961220>
- (7) <https://www.seafoodsource.com/news/environment-sustainability/europol-announces-increased-effort-to-stop-european-eel-trafficking>
- (8) <https://www.unitedforwildlife.org/>
- (9) <https://www.iata.org/pressroom/pr/Documents/resolution-agm-2016-wildlife.pdf>
- (10) <https://routespartnership.org/>
- (11) https://www.youtube.com/watch?time_continue=30&v=s9A2oVhUZNU

Sophie Bellin joined IATA's Aviation Environment team in 2016 to support its wildlife trafficking initiative. She is responsible for IATA's wildlife seizure database, providing analytical support and stakeholder engagement with both airlines and conservation experts. Her main focus is on implementing IATA's deliverables under the USAID-funded ROUTES Partnership and supporting airlines who have signed the United for Wildlife Transport Taskforce Buckingham Palace Declaration.

Training matters relating to support to aircraft accident victims and their families

Giovanna Laschena

*Deputy Central Director of Economic and Airport Oversight,
Italian Civil Aviation Authority (ENAC)*



The air transport system is a particularly complex sector, governed by technology, where the risk of accidents obviously has great potential for damage.

As a consequence, safety is one of the fundamental – if not the primary – elements that must be considered by all the actors, in particular in a continuous effort to improve the sector.

Every plane crash, irrespective of whether it is due to safety or security reasons, is an unforeseen event, about which the public is particularly sensitive in many respects. These events are catastrophic and often have a high number of victims. All of us, outside of our respective institutional roles, travel by plane and at the news of any tragic event near or far from home, we identify emotionally with the passengers and ask ourselves, “What if I had been on board?”

This identification mechanism makes us reflect, regardless of our role, and hits harder those whose responsibility from an institutional perspective must be to deal with those problems.

In recent years, many different steps have been taken in Europe (we recall Regulation (EU) 996/2010), not only by transforming the general indications of EU regulation into real actions but also taking into account ICAO documents on this topic: Doc 9973/9998 and Annexes 9 and 19.

Italy was listed among the ICAO States as an example of good practice and ENAC was invited to present Italy’s experience in the field at the Montreal Air Navigation Conference in October 2018.

With the revision of the advisory circular, more is now being done beyond the procedures and actions to be taken when accidents occur: the focus is on psychosocial assistance to victims and their families and on training those who are involved to provide simple, direct and timely information, and to ensure that the victims receive material and psychological assistance.

We are, indeed, talking about issues that are not limited to just safety but which generally embrace the protection of the passenger and the protection of the rights of those affected by the plane accident, whose assistance requires the preparation, collaboration and deep awareness of all operators, regardless of the individual responsibilities.

If a plane accident occurs, an intervention aimed at immediately rescuing the people involved, recovering the deceased and the subsequent phases is necessary; but it is also necessary to provide adequate and specialised assistance to those involved in the event and to their families.

The purpose of Advisory Circular GEN 05 A is to give direction to:

- the carriers - on the correct drafting of the assistance plan for the

ASSISTENZA
ALLE VITTIME
DI INCIDENTI AEREI
E AI LORO FAMILIARI

ASSISTANCE
TO AIRCRAFT
ACCIDENT VICTIMS
AND THEIR FAMILIES



ENAC information pamphlet for aircraft accident victims and their families

► The Italian experience

In this framework, ENAC created an advisory circular (GEN Circular 05) that is now in its second edition.

This goal was achieved thanks to the support of the October 8th Foundation (created by the relatives of the tragic 2001 Linate accident), which has never failed to support us, as well as the air carriers and the airport managing companies which, after initial resistance at the time of the first edition of GEN Circular 05, have shown great sensitivity towards the revision. We are proud to say that it has been a successful example of teamwork.

Thanks to the efforts of all the actors, the topic of assistance to victims of air accidents and their families is shared in our country at all levels.



Participants in the "Ensuring accident victims and their families are treated the same the world over" event organised during the ICAO Air Navigation Conference in Montreal, October 2018

people involved in an accident and their family members in line with international and European regulatory provisions on the subject, including the aspect of psychological support;

- the subjects involved in the process of assisting the victims and their families – on the correct management of the phases of the same process, to ensure clear, direct and timely information on the event, guaranteeing that adequate material and psychosocial assistance is provided to the persons involved in a plane crash.

In this sense, based on the invaluable experience of the previous 2014 ENAC regulation and on exercises carried out in recent years, we believe that an effective regulatory document concerning family assistance should focus on three main aspects:

1. the role and the competences of the subjects involved (aeronautical authorities, air carriers, airports and third parties);
2. air carrier assistance plan for accident victims and their families; and
3. service providers and their respective roles.

As far as the role and skills of the subjects involved is concerned, it is essential that every actor knows exactly what to do and how to act from the moment of the accident and in the subsequent phases. Training is fundamental for supporting aircraft accident victims and their families.

► The importance of training

Awareness that an airplane accident requires not only immediate operational and technical interventions for the airport but also, and just as importantly, specific professional psychosocial assistance, convinced ENAC to carefully evaluate the need to involve "third parties".

Associations of victims' families, non-profit associations, volunteers, companies and associations with proven experience in dealing with the families of the victims and, of course, survivors of catastrophic events, are relevant in these circumstances. Their presence must be an integral part of the contact team, after appropriate and specific training. In ENAC's experience, the airport operator, in coordination with ENAC itself and during the preparation of the assistance plan for the victims of an air crash and their families, promotes dialogue at a local level with the local third parties. Through their involvement, it is possible to correctly activate the plan and its execution from the phases immediately after the accident.

We think it is useful to remark on the content of the training:

- The staff who provide assistance in the event of an accident must be selected and appropriately trained.
- Not only the professional capacity but also some more fundamental

requirements, including the religious and cultural aspects of the people involved, should be taken into consideration.

- All third-party care providers must be up to the task of providing the assistance expected. This may seem obvious, but it must be guaranteed and in place. In these cases, they should not be engaged in the assistance process but must focus on their roles.
- All personnel responsible for assisting air accident victims and their family members must be appropriately trained and subject to recurrent training on a regular basis.

Depending on the role covered during the assistance (customer care, toll-free number, contact team, psychological support, etc.) and the type of intervention required, the courses may include different topics:

- Communication and assertiveness
- Stress management
- Crisis management
- Crisis intervention
- PTSD (Post-Traumatic Stress Disorder)
- Peer support (e.g. critical incident stress management (CISM) protocol)

The training methodologies should generally favour the experiential approach so that people acquire authentic real-world skills and not general theoretical knowledge.

For this purpose, it is extremely useful for all personnel involved in assistance to participate in recurrent aircraft crash simulations and exercises.

According to scientific publications concerning emergency, effective management of emergencies requires the supervision of four aspects related to different moments of the emergency event: hazard mitigation, disaster preparedness, disaster response, and disaster recovery. Each of these aspects requires the operators who manage them to have different and specific skills. In particular, the objective of this project is to train ENAC personnel in disaster recovery management.

A training project should aim to:

- make operators aware of the issue of assistance to victims by adopting a psychosocial perspective, which integrates the technical and procedural skills already highly developed with the emotional-relational aspects that emerge in emergency conditions;
- promote the development of basic knowledge and skills in order to provide first assistance to accident victims (primary victims) and their families (secondary victims);
- promote the development of knowledge and basic skills to manage the various actors and organisations involved in situations of alteration of ordinary practices, and to understand institutional dynamics and the risk of stress to which operators are subjected (tertiary victims);
- favour the comparison and exchange of experiences, intervention models and best practices in use in the various airport offices of the national territory.

Training contributes to the development of knowledge and skills in personnel who, in various capacities, are in charge of assisting accident victims.

The training should be directed to all staff potentially involved with victims in aviation emergency events. In the case of ENAC, training is foreseen for local managers, operators of the crisis cell and airport personnel in charge of inspection functions.

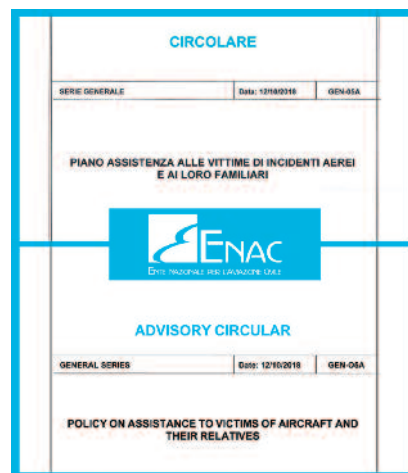
As for the trainers, collaboration and cooperation between both the authority representatives – who deal with procedures and good practices to apply in the case of an air crash – and specialists from the sector – experts in managing victims of catastrophic accidents, is important.

We also believe that having the support of those who can bear testimony through their own experience as victims of a plane crash is fundamental. On this topic, ENAC identified the October 8th Foundation as the best support for train-

ing. In this sense, we consider the collaboration with the Foundation aimed at developing a culture of assistance to plane accident victims and their families to be extremely precious.

In conclusion, assistance to victims and their families is a complex and highly emotional activity. It therefore requires a structured approach and a precise, effective and standardised knowledge of the roles to play, cooperation, coordination and sharing of information, along with the institutional and the psychosocial support now recognised as vital in helping those who suffer the aftermath of such tragedies.

It is impossible for me to conclude this note on the issue of family assistance without mentioning my colleague and friend, Giuseppe Daniele Carrabba, who dealt with the topic before me. Without his commitment and his efforts, this and many other issues related to air transport and passenger protection would not have been achieved. ■



ENAC Advisory Circular on assistance to aircraft accident victims and their relatives, October 2018

Giovanna Laschena was appointed as Deputy Central Director of Economic and Airport Oversight at ENAC, the Italian Civil Aviation Authority, in 2016 after spending ten years as director of air transport development. She is also head of ENAC's crisis cell and focal point for Italy in the EUROCONTROL/European Commission European Aviation Crisis Coordination Cell (EACCC).

She has a degree in law and has maintained collaboration at the university level with some esteemed professors of administrative law on subjects related to air transport issues.

Prior to joining ENAC in 2005, she spent 18 years in the administrative department at ENAV S.p.A.

Ms Laschena is a member of the ECAC Medium-Term Objectives Task Force.

She participates as head of the Italian delegation internationally and as a member in bilateral negotiations with third countries. She also participates as Italian delegate and representative in international meetings and panels on air transport regulation, liberalisation and passenger rights at ICAO, the European Commission, ECAC and other organisations.



ECAC Training Task Force

Interview with Nina Smith

Head of Aviation Security Training and Human Factors, Civil Aviation Authority, United Kingdom, and Chair of the ECAC Training Task Force

The Training Task Force develops guidance material and best practices for Member States on training in aviation security, as well as best practices for the selection and assessment of security personnel. Nina Smith, who has been chairing the task force since November 2018, answers a few questions for ECAC News on some of the latest issues the group has been dealing with.

1. What is the Training Task Force?

The ECAC Training Task Force focuses on aspects of both training and human factors, with an aim to develop guidance and training materials in areas identified as useful to Member States and where regulatory or technical developments require further guidance.

In the field of aviation security, ECAC has a range of working groups that deal with issues mainly arising from the implementation of Part II of ECAC Doc 30, including the development of training-related materials for the ECAC Aviation Security Handbook. The Training Task Force works closely with other groups, including the Guidance Material and Technical task forces, to ensure that information and best practices are developed with the relevant subject matter expertise, are current and relevant.

The group meets three times a year, with work being continued 'virtually' between the meetings to progress the work programme. The work programme is defined for each year, based on priorities identified by Member States, in the ECAC Security Forum and through members of the group itself. The group benefits from the support of the ECAC Secretariat, assisting with administration and the smooth running of the meetings and work output.

2. What ethos underpins the group's work?

Training, whilst often not in spotlight, is a cornerstone of a competent and motivated workforce, fundamental for effective aviation security. One of the priority outcomes of ICAO's Global Aviation Security Plan (GASep) is to develop security culture and human capability, including the professionalisation of the workforce and ensuring continuous performance, and this principle is underpinned by an effective national approach to aviation security training at all levels.

3. What are the main achievements of the group in 2018-2019?

The work programme of the group was varied and covered the revision of a number of existing ECAC Aviation Security Handbook documents (through the group's continued drive to ensure the existing materials are regularly reviewed and updated), as well as a number of new documents.

Amongst the revised documents developed in 2019 was the update and combination of two existing documents on the theoretical and practical aspects of the motivation of screeners into a single document, conducted at the request of Member States. This is an area of human factors not often in the spotlight, but fundamentally important to ensuring our people can perform to the best of their ability and that their roles and working environments take into account the limitations and capabilities of individuals. By bringing the theoretical and practical aspects together in one document, it provides a more accessible resource for Member States.

One of the new documents developed by the task force was a model training syllabus for in-flight supplies, airport supplies and air carrier materials, using a newly developed 'table-style' reference format that can be used to develop a training course by following an established outline. The task force is always keen to hear feedback on the utilisation of the developed materials and in the case of a model syllabus, if Member States find the new format useful.



Participants attending the Training Task Force meeting in Paris, 19-20 September 2019

4. What topics is the task force currently focusing on?

The task force is currently completing its 2019 work programme and planning for 2020. The group has an existing work programme planned, which includes a complete review of training materials around screener certification, the development of a model programme/syllabus of training on security culture, and a joint task of working with the Guidance Material and Technical task forces on training guidance in the detection of chemical, biological, radiological and nuclear (CBRN) threats.

5. What area of work the group undertakes lies closest to your heart?

Earlier this year the group revised an existing document on the quality control of training – this area is a particular passion of mine. With the world of aviation moving towards embracing security management systems (SeMS), I strongly believe that applying robust quality assurance/control principles to aviation security training is vital, as well as empowering training providers, instructors and appropriate authorities to have a national framework in place that ensures internal quality assurance and an appropriate level of oversight.

6. What challenges do you see arising in the future?

One particular area that has remained a focus of the group is keeping abreast of the ever-changing technical advances and ensuring that training materials developed are current, relevant and reflect the advancing technical requirements.

One area that has been a particular focus of the group is around the move to 3D-based screening equipment. In 2018 the group produced a guidance document focused on the challenges of training 3D-based screening, particularly for screeners transitioning from existing 2D equipment. For 2020 the group will be revisiting this area through the development of a training outline that can be used for the training of screeners using 3D equipment.

Final word

The Training Task Force would like to encourage Member States to consider participating in the group's work actively – our doors are always open to new experts from Member States. The broader the membership of our group the more reflective our work can be of the varying needs of Member States – and the group is also an excellent exchange of training best practice and ideas. ■

Nina Smith is currently the head of the training team within the Aviation Security Department at the United Kingdom Civil Aviation Authority, responsible for the regulation and quality assurance of AVSEC training in the United Kingdom, as well as all internal training for national auditors and other AVSEC staff. Prior to her current role, she spent seven years working as a United Kingdom national aviation security auditor and senior regulation advisor. She is also the chair of the ECAC Training Task Force.



► Spain hosts Directors General summer meetings: focus on European priorities and ambitions for the 40th ICAO Assembly

Malaga, 29-31 August 2019

ECAC Directors General, joined by the European Commission, the European Aviation Safety Agency (EASA), EUROCONTROL, ICAO EUR/NAT Office and JAA TO, gathered in Malaga for their annual meeting hosted by an ECAC Member State.

The meeting was honoured to welcome Spanish Secretary of State for Transport Maria José Rallo, who delivered a keynote speech highlighting the criticality of air transport as Spain celebrates its 100th year of aviation. Her address was complemented by a presentation from Director General Raül Medina Caballero on Spain's vision on how to address the civil aviation challenges of the future.

As this was the last gathering of ECAC Directors General before the 40th session of the ICAO Assembly (24 September - 4 October), strategic discussions focused on European priorities to be brought to the international arena and on the upcoming ICAO Council elections. On this topic, ECAC President Ingrid Cherfils informed the meeting about her recent contacts with regional organisations (ACAO, AFCAC, LACAC), and Salvatore Sciacchitano, the European candidate running for the ICAO Council Presidency elections, shared his vision for the future of ICAO.

As is customary during DGCA meetings, Directors General heard updates on EU aviation developments from Pekka Henttu, DGCA Finland on behalf of the European Union Presidency, and European Commission

Director-General Henrik Hololei (DG MOVE), on international cooperation at EASA from Executive Director Patrick Ky, and on the ATM summer performance from EUROCONTROL Director General Eamonn Brennan. On the last day, JAA TO Chairman Alessio Quaranta and Director Paula Almeida presented the outcome of recent activities, new initiatives and some facts and figures about the training organisation.



Appointments: ECAC Coordinating Committee Focal Point for Economic matters and JAA TO Board member

Two other important meetings were held over the three days. First, an informal meeting of the ECAC Coordinating Committee that saw the appointment of Dan Micklethwaite (DGCA United Kingdom) as ECAC's new Focal Point for Economic matters and Luis Miguel Ribeiro (DGCA Portugal) as member of the JAA TO Board.

Adoption of new ECAC Resolution at ECAC/37

Secondly, ECAC Directors General met in a Special Plenary Session (ECAC/37), where they adopted a resolution on the creation of an association for ECAC under French law in order to support ECAC's activities. Amendments to the ECAC Constitution (Doc No 20,

7th edition) were also adopted, notably incorporating the terms of reference of the recently created Focal Point on Remotely Piloted Aircraft Systems, a position currently held by Raül Medina Caballero (DGCA Spain).

► Cooperation with regional organisations: ECAC meets counterparts at AFCAC and LACAC

Lusaka, 5 August 2019

In the lead up to the 40th ICAO Assembly, ECAC President Ingrid Cherfils met with Gabriel Lesa, President of the African Civil Aviation Commission (AFCAC) and Director General of the Civil Aviation Authority of Zambia, for an exchange of views on the main topics on the Assembly agenda and strategic cooperation between both organisations. They were joined by AFCAC Secretary General Tefera Mekkonen Tefera and CASE Project Coordinator Antoine Zannotti. This meeting was also a good opportunity to discuss the implementation of the EU-funded CASE Project and the cooperation with AFCAC in the field of aviation security.



Gabriel Lesa, President of the African Civil Aviation Commission and Director General of the Civil Aviation Authority of Zambia, with Ingrid Cherfils, President of ECAC

La Havana, 22 August 2019

ECAC President Ingrid Cherfils and Acting Executive Secretary Patricia Reverdy met with their Latin American Civil Aviation Commission (LACAC) counterparts, Armando Lopez, President of LACAC and Director of Civil Aviation of Cuba, and Jaime Binder, Secretary of LACAC. Mr Lopez was accompanied by several senior representatives of the Civil Aviation Authority of Cuba. Discussions focused on existing and future cooperation between the two

regional organisations and the preparations for the 40th ICAO Assembly. On the Assembly, the two parties exchanged information on their respective ambitions in the areas of safety, security, facilitation, the environment and economic matters, and the forthcoming elections of the ICAO Council and ICAO Council President. The meeting was also an opportunity to learn more about the main features and challenges of civil aviation in Cuba.

► ECAC Security Forum discusses cyber security

Brussels, 24-25 October 2019

The 28th meeting of the ECAC Security Forum was hosted by EUROCONTROL at its premises in Brussels. This offered an opportunity to examine ATM security, and the meeting welcomed three contributions from staff from the host organisation. Their expert input led to a debate on cyber security. Two main outcomes of the debate were that it helped identify a common challenge in implementing cyber security in small entities, as well as the need for good practices to tackle the many quality control challenges in this field.

A *tour de table* with Member and observer States and observer organisations highlighted a number of

issues that proved to be common priorities for a majority of the participants: background checks, security culture, Remotely Piloted Aircraft Systems and certification of training organisations and instructors. These exchanges echoed the guidance material, technical and training task forces' 2019 and 2020 work programmes, which were presented by their respective chairs.

Participants acknowledged the important work being carried out by all the ECAC task forces and security groups, and in particular the Guidance Material Task Force and the Training Task Force, and thanked the members and chairs for their valuable input.



▶ Europe at the 40th ICAO Assembly

Montreal, 24 September – 4 October 2019

A major focus of work in the last months in ECAC Member States and in the ECAC Secretariat, the European Commission, EASA and EUROCONTROL have been the preparations for and participation in the 40th session of the ICAO Assembly held from 24 September to 4 October in Montreal. Europe played a very full part in the Assembly, tabling 15 working papers and 3 information papers on behalf of the 44 ECAC Member States, and actively and constructively contributing to all areas of the agenda. From the European standpoint, the discussions were fruitful across the key policy areas, and the main priorities were achieved.

On the environment, climate change focused most of the attention. The Assembly reconfirmed by a clear majority its support to the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), in spite of vocal opposition from three major States during the debate. The Resolution on climate change was adopted, noting that an agreement was reached on prioritising work on the feasibility of a long-term CO₂ emissions reduction goal in order to present options for consideration at the next ICAO Assembly in 2022, which represents a positive step forward.

On facilitation matters, there was overwhelming support for the European working paper on assistance to aircraft accident victims and their families, and for the topic of accessibility for passengers with disabilities, which was identified as a European priority. The discussions led to the inclusion of supportive references to both topics in the new Assembly Resolution at the initiative of European States.

On security, a new Aviation Security Declaration was adopted, based on an initial proposal from Europe, and setting clear goals on the priorities to be pursued in this field.

ICAO elects eight European States to the new Council

Europe was successful in securing eight seats in the newly elected ICAO Council: France, Germany, Italy, Spain and the United Kingdom were re-elected, and Finland (representing the NORDICAO rotation group), Greece (representing the CERG rotation group) and the Netherlands (representing the ABIS rotation group) were newly elected.

The Council is the governing body of ICAO and its members are elected by the Assembly for a three-year term. For more information: <https://www.icao.int/Meetings/a40/Pages/election-of-the-council.aspx>

European coordination meetings were held daily in Montreal throughout the Assembly



▶ Salvatore Sciacchitano (Italy) elected as next President of the ICAO Council

ECAC extends its warmest congratulations to former ECAC Executive Secretary, Salvatore Sciacchitano (Italy), on his election as the next President of the ICAO Council. Mr Sciacchitano has a career in aviation spanning 39 years, during which he served as Executive Secretary of ECAC (2010–2018), General Director of the Italian Airworthiness Authority (RAI) and Deputy General Director of the Italian Civil Aviation Authority (ENAC).

Mr Sciacchitano was elected on 25 November 2019 by the 36-member governing body of the International Civil Aviation Organization (ICAO). He will begin his three-year term as President of the Council on 1 January 2020, succeeding Dr Olumuyiwa Benard Aliu of Nigeria.



(from the left) ICAO Secretary General Fang Liu, Salvatore Sciacchitano, ICAO Council President Olumuyiwa Benard Aliu

This is a major achievement for Europe and the first time the region will hold this prestigious position. Under Mr Sciacchitano's leadership, ECAC is confident ICAO will successfully address the current and future challenges in the aviation domain and looks forward to continuing its cooperation to achieve a safe, efficient and sustainable global air transport system.

▶ Environment experts gather in Paris for the third ECAC Environment Forum

Paris, 21-23 October 2019

More than 60 participants from ECAC Member States, the United States, the African Civil Aviation Commission, the Arab Civil Aviation Organization, OECD, the aviation industry and NGOs attended the third edition of ECAC's Environment Forum in Paris, which was chaired by Urs Ziegler (FOCA, Switzerland). The agenda covered current topics related to civil aviation and its environmental impacts. Presentations and discussions addressed the outcomes of the 40th ICAO Assembly on environmental protection, the current and planned activities of the ICAO Committee on Aviation and Environmental Protection (CAEP), the status of implementation and finalisation of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) and related capacity-building initiatives.

It also looked at management of noise from aviation sources including supersonic aircraft, and the implementation of new environmental taxes for aviation in Europe.

This year's edition of the Forum comprised an extra day dedicated to sustainable energy management including sustainable aviation fuels, the topic of competing uses of sustainable energy across sectors and modes of transportation, and cases studies on the introduction of such fuels into the aviation system. The Forum once again proved to be an excellent opportunity to consider the most important current issues in aviation and environmental protection within the ECAC aviation community and beyond and to update participants on the latest developments in this field.



▶ Experts on air accident and incident investigation assemble in Kiev

Kiev, 15-16 October 2019

ECAC's Group of Experts on Air Accident and Incident Investigation (ACC) met in October in Kiev at the invitation of the National Bureau of Air Accidents Investigation (NBAAI) of Ukraine. The group, which comprises investigators and experts from ECAC Member States, observer organisations and stakeholders, discussed the latest developments in the field and heard updates on current investigations. The NBAAI gave an overview of its ongoing project that uses safety management system data, in particular flight data, for safety investigations and improvements. The meeting also heard a presentation by Boguslaw Trela from the State Commission on Aircraft Accidents Investigation in Poland on regional cooperation within Europe, and observer organisations EASA, the European Commission and EUROCONTROL briefed the meeting on their current priorities and activities. Participants also discussed the main outcomes of the 40th ICAO Assembly (24 September – 4 October 2019) in the accident investigation field, noting that the European working paper on Regional Accident Investigation Organisations (WP/111: Resilience to a major

accident – Cooperation, mutual support and regional accident and investigation organisations – RAIOS) had gained significant support. The meeting included a visit to the Antonov facilities, which offered some rare technical insights and was immensely appreciated by the participants.



▶ Coordinating Committee reviews the positive outcomes of the 40th ICAO Assembly

Paris, 13 November 2019

The ECAC Coordinating Committee gathered for its 185th meeting in November. Much of the discussion was dedicated to Europe's achievements at the 40th ICAO Assembly in September. There was consensus that the European coordination, guided by ECAC and the European Commission, had worked well and contributed to Europe achieving the goals set during the Special meeting of Directors General in Malaga on 29-31 August 2019.

The Committee reviewed the lessons learned from this Assembly in order to improve the efficiency of European coordination for forthcoming major events. The importance of closely monitoring implementation of the decisions made during the Assembly at the global level was also acknowledged. The Committee agreed that preparations for the 41st Assembly should already begin, in particular by reinforcing relationships with the organisation's historical partners as well as reaching out to new regions.

On a sadder note, the Committee bid farewell to Pekka Henttu (Director General of Civil Aviation for Finland) and Dan Micklethwaite (Director General of Civil Aviation for the United Kingdom), for whom this was their last Coordinating Committee meeting.

▶ Events to come

DECEMBER 2019

- 10/ 12th ECAC Forum of Directors General, (Forum/12), Paris
- 11/ 153rd meeting of Directors General of Civil Aviation (DGCA/153), Paris

JANUARY 2020

- 14-15/ 49th meeting of the Guidance Material Task Force (GMTF/49), Paris
- 28/ 44th meeting of the CEP Management Group (CEP-MG/44), Paris
- 29-30/ 75th meeting of the Technical Task Force (TTF/75), Paris

FEBRUARY 2020

- 6/ 37th meeting of the Legal Task Force (LEGTF/37), Paris
- 19/ 49th meeting of the Facilitation Sub-Group on Immigration (FAL-IMMIGRAT-Sub-Grp/49), Paris
- 20/ 65th meeting of the Facilitation Sub-Group on the Transport of Persons with Reduced Mobility, Paris (FAL-PRM-Sub-Grp/65), Paris

MARCH 2020

- 5-6/ 43rd meeting of the Training Task Force (TrTF/43), venue tbc
- 26/ 186th meeting of the Coordinating Committee (CC/186), Paris



▶ Workshop on quality control in aviation security

Paris, 15-17 October 2019

A workshop on quality control in aviation security was organised for the benefit of 20 experts from Armenia, Azerbaijan, Belarus, Georgia, Moldova, Kazakhstan, Kyrgyzstan, Tajikistan and Ukraine. Its main objective was to familiarise participants with the key principles of quality control in aviation security and the role and responsibilities of national auditors, and to share best practices in relation to planning, management and the implementation of quality control activities, including the conduct of audits, inspections and



tests. The workshop also reviewed the key elements of the ECAC model National Civil Aviation Security Quality Control Programme, offering an opportunity for participating States to share their experience in this area.

▶ EaP/CA mentoring activity for Moldova

Chisinau, 12-14 November 2019

ECAC organised a mentoring activity for representatives of the Civil Aviation Authority of Moldova within the framework of the EaP/CA Project. The objective of the activity was to review Moldova's aviation security legal framework and provide proposals to amend and develop the regulatory requirements, taking into consideration ECAC Doc 30, Part II recommendations. The activity focused on reviewing the latest drafts of the National Civil Aviation Security Programme, the National Civil Aviation Security Training Programme and the National Civil



Aviation Quality Control Programme. The ECAC Secretariat is very grateful to the Romanian Civil Aeronautical Authority for releasing their security experts to deliver this activity.

▶ Best practices for national auditors training hosted by Ukraine

Kyiv, 8-10 October and 5-7 November 2019

ECAC delivered two three-day Best Practices for National Auditors - Level 2 training courses in Ukraine in October and November. In total fifteen national auditors from Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan and Ukraine,

who had previously completed a BPNA level 1 course, participated in the activities. The purpose of the courses was to further strengthen the participants' skills and competencies in aviation security inspecting and auditing.

News from the JAA Training Organisation (JAA TO)

► Editorial

Paula V. de Almeida, *JAA TO Director*



Dear readers of ECAC News,

This is such a dynamic and exciting time for JAA TO, and for observing our industry's developments on the world stage. My team and I are fortunate enough to have represented JAA TO at some of these world events, including AVSEC2019 and the 40th ICAO Assembly.

On the European level, we successfully delivered the first "High-Level Brainstorm Training Session" for ECAC Directors General at our training centre in Schiphol-Rijk. This session discussed the challenges relating to recently implemented European rules on drones to ensure safe and secure drone operations across Europe. The many positive reactions to the event give motivation for similar future initiatives.

Our participation in worldwide events enables us to meet our customers and partners, find out training needs, and develop and enhance our course portfolio with the future of the industry in mind in the coming years.

The ICAO Assembly was especially meaningful for JAA TO, as the ICAO Global Aviation Training (GAT) presented updates on the CAPSCA Programme and took opportunity of the Assembly to introduce the jointly developed JAA TO online course: "Conducting a Technical Assistance Visit to CAPSCA Member States and Airports". This is the first ICAO training package (ITP) ever to be developed in the field of aviation medicine dealing with public health matters in aviation – we are pioneers once again! Whilst supporting the larger objectives of the CAPSCA programme, "this training course will result in an overall safer and healthier community among Member States of ECAC," as rightfully stated by the President of our Board, Alessio Quaranta. In our contribution to ECAC News, we will be revealing our role in creating safer facilitation procedures.



► Focusing on safety in facilitation

As the JAA Training Organisation hosts a wide array of aviation professionals at its state-of-the-art training centre, it is interesting to realise how participants' views on facilitation can vary depending on their background.

Participants from airlines or with a commercial background often join JAA TO courses for practical tips and insight from our experts on how to most efficiently operate or establish facilitation processes aligned with current regulations. Likewise, ECAC Member State participants and similar authorities from civil aviation authorities often pick our experts' minds on safer facilitation processes, while balancing the relationship and needs with official airport bodies.

As ECAC's official associated training body, instilling principles of safety in every course delivered is first and foremost. Last year, JAA TO started enhancing its portfolio with courses covering aviation security and facilitation topics at airports. These courses aim to capacitate professionals working in and with airports – whether they be from aviation authorities, airlines, or the airport staff – providing the necessary skills, knowledge and attitudes to successfully facilitate safer and more effective processes.

No matter what the role, aviation professionals have a JAA TO course to join that covers the most relevant facilitation procedures for carrying out their responsibilities. Many of these courses are custom-made, and others can be developed from scratch by our specialised Course Development Unit (CDU), which includes a robust team of educational specialists, subject matter experts, project coordinators and, of course, you – the requesting organisation. For the open courses already scheduled at the new state-of-the-art training centre in 2020, visit the JAA TO website: www.jaato.com.

Here is a range of most relevant training courses related to this magazine's topic: Human Factors for Maintenance; Human Factors/Crew Resource Management; Dangerous Goods for CAA Staff and Airport Authorities; Supervising Airport Teams to Deliver Great Customer Service (ICAO TRAINAIR PLUS); Essential Elements of Criminal Air Law (Online); and The Airport Industry: International/EU Law, Policy & Practice. All these courses are open for registration, including our latest addition: Conducting a Technical Assistance Visit to CAPSCA Member States and Airports (an online ICAO training package).

► Introducing “Conducting a Technical Assistance Visit to CAPSCA Member States and Airports”

Developed to capacitate airport and public health authorities on an international and/or national level, the online course, “*Conducting a Technical Assistance Visit to CAPSCA Member States and Airports*” is a precious product of strong collaboration between the subject-matter specialists of the CAPSCA-EUR group, ICAO's Aviation Medicine Department, the UN World Health Organization (WHO) and, of course, the project management team of JAA TO's CDU.

The Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) is an ICAO-coordinated programme

with the objective to mitigate the impact and spread of potential public health epidemics – those such as SARS, H1N1/swine flu, Ebola, Zika are a few examples from recent years. The programme establishes a series of Standards and Recommended Practices in which participating States (known as CAPSCA Member States) work towards alignment.

To JAA TO, this is not only a prestige but a mission, to be able to contribute to the overall safety of the global aviation system through this international qualification made available for the professionals involved, directly or indirectly, in this specific field.

If your organisation or CAA is interested in requesting support from the JAA Training Organisation in preparing for your annual training plan, including the development of customised training courses to take place at your location, please get in touch with the JAA TO training team.

For more information, visit: <https://jaato.com/trainingoutside>



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