



Civil Aviation Authority of Sri Lanka

Implementing Standards

(Issued under Sec. 120, Civil Aviation Act No. 14 of 2010)

**Title: Requirement for Facilities and Services to be provided by
Aerodrome Operator**

Reference No. : IS-09-(1,2,3,6,7,8)

SLCAIS : 060

Date: 25th July 2017

Pursuant to Sec.120 of the Civil Aviation Act No.14 of 2010 which is hereinafter referred to as the CA Act, Director General of Civil Aviation shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standards for the purpose of giving effect to any provision in the CA Act, Regulations or Rules made thereunder including the Articles of the Convention on International Civil Aviation specified in the Schedule to the CA Act.

Accordingly, I, being the Director General of Civil Aviation do hereby issue the Implementing Standards on **Requirement for Facilities and Services to be provided by Aerodrome Operator** as mentioned in the Attachment hereto (Ref: IS-09-(1,2,3,6,7,8)-Att.], elaborating the requirements to be satisfied for the effective implementation of the International Standards and Recommended Practices contained in Facilitation, Annex 9 to the Convention and Civil Aviation (interim) Regulation No.1 of 2002.

This Implementing Standard shall be applicable to every organization holding an Aerodrome Operator Certificate issued by Director General of Civil Aviation and its employees engaged in Aerodrome Operations and shall come in to force with immediate effect and remain in force unless revoked.

Attention is also drawn to Sec. 103 of the Act, which states inter alia that failure to comply with Implementing Standard is an offence.

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Chief Executive Officer

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Enclosure: Attachment No. IS-09-(1,2,3,6,7,8)-Att.

IMPLEMENTING STANDARDS

SLCAIS- : REQUIREMENTS FOR FACILITIES AND SERVICES TO BE PROVIDED BY AERODROME OPERATOR

Section 1.

1. General

1.1 Introduction –

The regulation with respect to the implementation of the Standards and Recommended Practices on Facilitation is strengthened through this IS, to facilitate and expedite navigation by aircraft between Sri Lanka and the territories of other States, and to prevent unnecessary delays to aircraft, crews, passengers and cargo, especially in the administration of the laws relating to immigration, quarantine, customs and clearance, and, to establish customs and immigration procedures affecting international air navigation in accordance with the practices which may be established or recommended from time to time.

ICAO Standards & Recommendations contained in Annex 9 to the convention, relevant to the facilitation and Services to be provided by the Aerodrome Operator have been implemented in the local regulatory framework through the Implementing Standard No. IS:060

This Implementing Standard may be amended from time to time and the amendments will be reflected with a vertical line on the right side of the text.

2. Applicability

The Implementing Standards SLCAIS: AE 060, applicable Standards and Recommended Practices in this document apply to all categories of aircraft operation except where a particular provision specifically refers to one type of operation without mentioning other types of operations.

Section 2

CHAPTER 1 -DEFINTIONS AND GENERAL PRINCIPLES

A. Definitions

The terms described in this section shall have the following meaning whenever they appear in this Implementing Standard.

Admission. The permission granted to a person to enter Sri Lanka by the public authorities of Sri Lanka in accordance with its national laws.

Aircraft equipment. Articles, including first-aid and survival equipment and commissary supplies, but not spare parts or stores, for use on board an aircraft during flight.

Aircraft operator. A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Aircraft operators' documents. Air way bills/consignment notes, passenger tickets and boarding passes, bank and agent settlement plan documents, excess baggage tickets, miscellaneous charges orders (M.C.O.), damage and irregularity reports, baggage and cargo labels, timetables, and weight and balance documents, for use by aircraft operators.

Airline. As provided in Article 96 of the Convention, any air transport enterprise offering or operating a scheduled international air service.

Authorized agent. A person who represents an aircraft operator and who is authorized by or on behalf of such operator to act on formalities connected with the entry and clearance of the operator's aircraft, crew, passengers, cargo, mail, baggage or stores and includes, where national law permits, a third party authorized to handle cargo on the aircraft.

Authorized Economic Operator. AEO is a party involved in the international movement of goods in whatever function that has been approved by or on behalf of a national Customs administration as complying with WCO or equivalent supply chain security standards. AEOs may include manufacturers, importers, exporters, brokers, carriers, consolidators, intermediaries, ports, airports, terminal operators, integrated operators, warehouses, distributors and freight forwarders.

Note.— The definition is aligned with that found in the World Customs Organization's "SAFE Framework of Standards to Secure and Facilitate Global Trade."

Automated Border Control (ABC). An automated system which authenticates the electronic machine readable travel document or token, establishes that the passenger is the rightful holder of the document or token, queries border control records, then determines eligibility for border crossing according to pre-defined rules.

Baggage. Personal property of passengers or crew carried on an aircraft by agreement with the operator.

- Border integrity.** The enforcement, by Sri Lanka, of its laws and/or regulations concerning the movement of goods and/or persons across its borders.
- Cargo.** Any property carried on an aircraft other than mail, stores and accompanied or mishandled baggage.
- Clearance of goods.** The accomplishment of the customs formalities necessary to allow goods to enter home use, to be exported or to be placed under another customs procedure.
- Commencement of journey.** The point at which the person began his journey, without taking into account any airport at which he stopped in direct transit, either on a through-flight or a connecting flight, if he did not leave the direct transit area of the airport in question.
- Commissary supplies.** Items, either disposable or intended for multiple use, that are used by the aircraft operator for provision of services during flights, in particular for catering, and for the comfort of passengers.
- Crew member.** A person assigned by an operator to duty on an aircraft during a flight duty period.
- Declarant.** Any person who makes a goods declaration or in whose name such a declaration is made.
- Deportee.** A person who had legally been admitted to a State by its authorities or who had entered a State illegally, and who at some later time is formally ordered by the competent authorities to leave that State.
- Direct transit area.** A special area established in an international airport, approved by the public authorities concerned and under their direct supervision or control, where passengers can stay during transit or transfer without applying for entry to the State.
- Direct transit arrangements.** Special arrangements approved by the public authorities concerned by which traffic which is pausing briefly in its passage through Sri Lanka may remain under their direct control.
- Disembarkation.** The leaving of an aircraft after a landing, except by crew or passengers continuing on the next stage of the same through-flight.
- Disinfection.** The procedure whereby health measures are taken to control or kill infectious agents on a human or animal body, in or on affected parts of aircraft, baggage, cargo, goods or containers, as required, by direct exposure to chemical or physical agents.
- Embarkation.** The boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.
- Escort.** An individual authorized by a Contracting State or an aircraft operator to accompany inadmissible persons or deportees being removed from that Contracting State.
- Flight crew member.** A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Free zone. A part of the territory of Sri Lanka where any goods introduced are generally regarded, insofar as import duties and taxes are concerned, as being outside the customs territory.

General aviation operation. An aircraft operation other than a commercial air transport operation or an aerial work operation.

Ground equipment. Articles of a specialized nature for use in the maintenance, repair and servicing of an aircraft on the ground, including testing equipment and cargo and passenger-handling equipment.

Immigration control. Measures adopted by States to control the entry into, transit through and departure from their territories of persons travelling by air.

Import duties and taxes. Customs duties and all other duties, taxes or charges, which are collected on or in connection with the importation of goods. Not included are any charges which are limited in amount to the approximate cost of services rendered or collected by the customs on behalf of another national authority.

Inadmissible person. A person who is or will be refused admission to a State by its authorities.

International airport. Any airport designated by the Director General of Civil Aviation of Sri Lanka in Sri Lankan territory it is situated as an airport of entry and departure for international air traffic, where the formalities incident to customs, immigration, public health, animal and plant quarantine and similar procedures are carried out.

Lading. The placing of cargo, mail, baggage or stores on board an aircraft to be carried on a flight.

Mail. Dispatches of correspondence and other items tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU).

Mishandled baggage. Baggage involuntarily, or inadvertently, separated from passengers or crew.

Narcotics control. Measures to control the illicit movement of narcotics and psychotropic substances by air.

Necessary precautions. Verifications carried out by adequately trained staff members of the aircraft operator or the company operating on behalf of the aircraft operator, at the point of embarkation, in order to ensure that every person holds a valid travel document and, where applicable, the visa or residence permit required to enter the State of transit and/or receiving State. These verifications are designed to ensure that irregularities (e.g. obvious document alteration) are detected.

Passenger amenities. Facilities provided for passengers which are not essential for passenger processing.

Person with disabilities. Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Pilot-in-command. The pilot responsible for the operation and safety of the aircraft during flight time.

Public authorities. The agencies or officials of Sri Lanka responsible for the application and enforcement of the particular laws and regulations of Sri Lanka which relate to any aspect of these Standards and Recommended Practices.

Public health emergency of international concern. An extraordinary event which is determined, as provided in the International Health Regulations (2005) of the World Health Organization: (i) to constitute a public health risk to other States through the international spread of disease and (ii) to potentially require a coordinated international response.

Public health risk. A likelihood of an event that may affect adversely the health of human populations, with an emphasis on one which may spread internationally or may present a serious and direct danger.

Release of goods. The action by the customs authorities to permit goods undergoing clearance to be placed at the disposal of the persons concerned.

Relief flights. Flights operated for humanitarian purposes which carry relief personnel and relief supplies such as food, clothing, shelter, medical and other items during or after an emergency and/or disaster and/or are used to evacuate persons from a place where their life or health is threatened by such emergency and/or disaster to a safe haven in the same State or another State willing to receive such persons.

Removal of a person. Action by the public authorities of the Government of Sri Lanka , in accordance with its laws, to direct a person to leave Sri Lanka.

Removal order. A written order served by a State on the operator on whose flight an inadmissible person travelled into that State, directing the operator to remove that person from its territory.

Risk assessment. An assessment by a departing State of a deportee's suitability for escorted or unescorted removal via commercial air services. The assessment should take into account all pertinent factors, including medical, mental and physical fitness for carriage on a commercial flight, willingness or unwillingness to travel, behavioural patterns and any history of violence.

Risk management. The systematic application of management procedures and practices which provide border inspection agencies with the necessary information to address movements or consignments which represent a risk.

Security equipment. Devices of a specialized nature for use, individually or as part of a system, in the prevention or detection of acts of unlawful interference with civil aviation and its facilities.

Single Window. A facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfil all import, export, and transit-related regulatory requirements. If information is electronic then individual data elements should only be submitted once.

Spare parts. Articles, including engines and propellers, of a repair or replacement nature for incorporation in an aircraft.

State of Registry. The State on whose register the aircraft is entered.

Stores (Supplies). a) Stores (supplies) for consumption; and b) Stores (supplies) to be taken away.

Stores (Supplies) for consumption. Goods, whether or not sold, intended for consumption by the passengers and the crew on board aircraft, and goods necessary for the operation and maintenance of aircraft, including fuel and lubricants.

Stores (Supplies) to be taken away. Goods for sale to the passengers and the crew of aircraft with a view to being landed.

Temporary admission. The customs procedure under which certain goods can be brought into a customs territory conditionally relieved totally or partially from payment of import duties and taxes; such goods must be imported for a specific purpose and must be intended for re-exportation within a specified period and without having undergone any change except normal depreciation due to the use made of them.

Through-flight. A particular operation of aircraft, identified by the operator by the use throughout of the same symbol, from point of origin via any intermediate points to point of destination.

Travel document. A passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel.

Unaccompanied baggage. Baggage that is transported as cargo and may or may not be carried on the same aircraft with the person to whom it belongs.

Unclaimed baggage. Baggage that arrives at an airport and is not picked up or claimed by a passenger.

Unidentified baggage. Baggage at an airport, with or without a baggage tag, which is not picked up by or identified with a passenger.

Unlading. The removal of cargo, mail, baggage or stores from an aircraft after a landing.

Visitor. Any person who disembarks and enters the territory of Sri Lanka other than that in which that person normally resides; remains there lawfully as prescribed by Sri Lanka for legitimate non-immigrant purposes, such as touring, recreation, sports, health, family reasons, religious pilgrimages, or business; and does not take up any gainful occupation during his stay.

B General Principles

1.1 Regulations in this IS shall apply to all categories of aircraft operation except where a particular provision refers specifically to only one type of operation. (AN9-1.1)

1.2 Airport Operator providing the services contained in this implementation standard shall take necessary measures to ensure that: (AN9-1.2)

- a) The time required for the accomplishment of border controls in respect of persons and aircraft and for the release/clearance of goods is kept to the minimum;
- b) Minimum inconvenience is caused by the application of administrative and control requirements.
- c) Exchange of relevant information between Contracting States, operators and airports is fostered and promoted to the greatest extent possible.
- d) Optimal levels of security, and compliance with the law, are attained.

- 1.3 Airport Operator shall use risk management in the application of border control procedures for the release/clearance of goods. (AN9-1.3)
- 1.4 Airport operator shall develop effective information technology to increase the efficiency and effectiveness of their procedures at airports. (AN9-1.4)
- 1.5 The provisions of this Implementing Standard shall not preclude the application of national legislation with regard to aviation security measures or other necessary controls. (AN9-1.5)
- 1.6 Aerodrome operator should exchange information with aircraft operators as to the appropriate point(s) of contact(s) to whom border control and customs queries should be directed. (AN9-1.6)

CHAPTER 2. ENTRY AND DEPARTURE OF AIRCRAFT

1. General

- a) Airport operator shall adopt appropriate measures for the clearance of aircraft arriving from or departing to another Contracting State and shall implement them in such a manner as to prevent unnecessary delays. (AN9 – 2.1)
- b) In developing procedures aimed at the efficient clearance of entering or departing aircraft, Airport operator shall take into account the application of aviation security and narcotics control measures, where appropriate. (AN9 – 2.2)

2.. Arrangements concerning international General Aviation and other non-scheduled flights

I. General

- a) The-requirements concerning advance notices and applications for prior authorization of general aviation and other non-scheduled flights shall be published in the Aeronautical Information Publication (AIP) (AN9 – 2.33)
- b) A single agency shall be designated to receive and to coordinate government's response to advance notice of the intended landing of aircraft in their territory, or applications for prior authorization. (AN9 – 2.34)
- c) It shall be indicated in the AIP the mail address and, where available, the AFTN address, the telex number or cable address, fax number, electronic mail address, web page and telephone number of the agency designated as in Part b) (AN9 – 2.35)
- d) The notification to the interested border inspection agencies, e.g. customs, immigration or quarantine, of intended arrivals, departures or transit operations shall be the responsibility of the agency designated as in Part b). (AN9 – 2.36)

II.. Prior authorization

- a) Application through diplomatic channels for prior authorization or notification shall not be required unless the flight is diplomatic in nature. (AN9 – 2.37)
- b) The requirement for aircraft operators to apply for prior authorization shall: (AN9 – 2.38)
 - i. establish procedures whereby such application will be dealt with promptly;
 - ii. make such permission effective for a specific length of time or number of flights wherever possible; and
 - iii. Impose no fees, dues or charges for the issue of such permission.
- c) Aircraft engaged in the carriage of passengers, cargo or mail for remuneration or hire, should not require more than the following details in applications for prior authorization: (AN9 – 2.39)
 - i. name of operator;
 - ii. type of aircraft and registration marks;
 - iii. date and time of arrival at, and departure from, the airport concerned;

- iv. place or places of embarkation or disembarkation abroad, as the case may be, of passengers and/or freight;
 - v. purpose of flight and number of passengers and/or nature and amount of freight; and
 - vi. name, address and business of charterer, if any.
- d) The minimum amount of time required in advance of the flight for processing the applications for prior authorizations referred to in c) should be published in the AIP. (AN9 – 2.39.1)
- e) Any other information than that contained in a flight plan shall not be required when application for prior authorization is made in the case of aircraft either in transit non-stop or stopping for non-traffic purposes for reasons of safety of flight, requires prior authorization. (AN9 – 2.40)

Note. Specifications for flight plans are set forth in Annex 2 — Rules of the Air.

- f) Prior authorization required for flights referred to in e) shall not require applications to be filed more than three working days in advance. (AN9 – 2.41)

III. Advance notification of arrival

- a) In the case of aircraft either in transit non-stop or stopping for non-traffic purposes, the Airport operator concerned shall not require more advance notice of such operations than is required by the air traffic control services and by interested border inspection agencies. (AN9 – 2.42)

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

- b) Airport operator shall accept the information contained in a flight plan as adequate advance notification of arrival, provided that such information is received at least two hours in advance of arrival and that the landing occurs at a previously designated international airport. (AN9 – 2.43)

IV. Clearance and sojourn of aircraft

- a) At international airports where there are international general aviation operations, Airport operator should arrange for an adequate level of border inspection and clearance services for those operations. Airport operator, in cooperation with aircraft operators, should establish as a goal a total time period of 60 minutes in aggregate for the completion of all required departure/arrival formalities inclusive of aviation security measures for an aircraft requiring not more than normal processing, calculated from the time of the crew member's presenting the aircraft at the first processing point at the airport. (AN9 – 2.44)

Note. "Required departure/arrival formalities" to be completed during the 60 minutes should include aviation security measures and, where applicable, the collection of airport charges and other levies, and border control measures.

- b) At international airports where international general aviation operations are infrequent, Airport Operator should authorize one governmental agency to undertake, on behalf of all border inspection agencies, clearance of aircraft and their loads. (AN9 – 2.45)

- c) An aircraft that is not engaged in scheduled international air services and which is making a flight to or through any designated international airport in Sri Lanka and is admitted temporarily free of duty in accordance with Article 24 of the Convention shall be allowed to remain within Sri Lanka, for 72 hours, without security for customs duty on the aircraft being required. (AN9-2.46)

CHAPTER 3. ENTRY AND DEPARTURE OF PERSONS AND THEIR BAGGAGE

1. Inspection of travel documents.

- a) Aerodrome Operator shall assist aircraft operators in the evaluation of travel documents presented by passengers, in order to deter fraud and abuse. (AN9- 3.33)

2. Departure procedures

- a) Sri Lanka shall not require income-tax clearance certificates from visitors. (AN9- 3.36).
- b) Airport operator in cooperation with aircraft operators should establish as a goal a total time period of 60 minutes in aggregate for the completion of required departure formalities for all passengers requiring not more than normal processing, calculated from the time of the passenger's presenting himself at the first processing point at the airport (i.e. airline check-in, security control point or other required control point depending on arrangements at the individual airport). (AN 9- 3.38)

Note. "Required departure formalities" to be completed during the recommended 60 minutes would include airline check-in, aviation security measures and, where applicable, the collection of airport charges and other levies, and outbound border control measures, e.g. passport, quarantine or customs controls.

- c) Airport Operator should facilitate the requirement of inspection by the public authorities of the travel documents of departing passengers using applicable technology and adopt a multi-channel inspection system, or other means of streaming passengers, in order to expedite such inspections. (AN9- 3.39)
- d) The presentation of baggage shall not normally require of passengers departing from the territory, for border control inspection,(AN9- 3.40)

3. Entry procedures and responsibilities

- a) Airport Operator with the cooperation of Aircraft Operators , should establish as a goal the clearance within 45 minutes of disembarkation from the aircraft of all passengers requiring not more than the normal inspection, regardless of aircraft size and scheduled arrival time. (AN9-3.41)
- b) In order to expedite inspections, Airport operators, shall use applicable technology and adopt a multi-channel immigration inspection system, or other means of streaming passengers, at international airports where the volume of passenger traffic justifies such measures. (AN9-3.42)
- c) Except in special circumstances, it shall not be required that travel documents or other identity documents be collected from passengers or crew before they arrive at the passport control points. (AN9- 3.43).
- d) Aerodrome operator shall adopt the dual- channel system or other selective process for customs and quarantine inspection based on risk management , as appropriate to the conditions and traffic volumes at the airport concerned. (AN9- 3.52)

4. Transit procedures and requirements

- a) Where airport facilities permit, Airport operator shall make provision by means of direct transit areas or other arrangements, whereby crew, passengers and their baggage, arriving from another State and continuing their journey to a third State on the same flight or another flight from the same airport on the same day may remain temporarily within the airport of arrival without undergoing border control formalities to enter Sri Lanka. (AN9-3.57)

5. Disposition of baggage separated from its owner

- a) Airport Operator shall permit aircraft operators to forward mishandled baggage to the location of its owner and shall not hold aircraft operators liable for penalties, fines, import duties and taxes, on the basis that the baggage was mishandled. (AN9- 3.59)
- b) Airport operator shall permit the direct transfer of mishandled baggage between international flights at the same airport, without examination, except for reasons of aviation security or other necessary controls. In cases when direct transfer cannot be effected, Airport operator shall ensure that arrangements are made for the temporary custody of such baggage under secure supervision at an appropriate location. (AN9-3.60)
- c) Airport operator shall permit aircraft operators to present unidentified, unclaimed or mishandled baggage for clearance at an appropriate destination on behalf of its owners, and to deliver such baggage to its owners. (AN9- 3.61)
- d) Airport Operator shall expedite the clearance of unidentified, unclaimed or mishandled baggage, and its return to the aircraft operator for appropriate disposition. Under the conditions laid down by the public authorities, aircraft operators may be permitted to open such baggage if necessary to ascertain its owner. (AN9- 3.62)

6. Identification and entry of crew and other aircraft operators' personnel

- a) Airport operators with the cooperating with aircraft operators shall establish measures , to expedite the inspection of crew members and their luggage , as required at departure and upon arrival. (AN9-3.64)

7. Emergency assistance/entry visas in cases of force majeure

- a) In emergency situations resulting from force majeure, aircraft operators should give priority assistance to those passengers with medical needs, unaccompanied minors and persons with disabilities who have already commenced their journeys.(AN9- 3.77)

CHAPTER 4
ENTRY AND DEPARTURE OF CARGO AND OTHER ARTICLES

Standards and Recommended practices relevant to this chapter has been incorporated in the National Air Transportation Facilitation Program.

CHAPTER 5
INADMISSIBLE PERSONS AND DEPORTEES

Standards and Recommended practices relevant to this chapter has been incorporated in the National Air Transportation Facilitation Program

CHAPTER 6. INTERNATIONAL AIRPORTS — FACILITIES AND SERVICES FOR TRAFFIC

1. General

- a) Airport operator shall ensure that the provisions of this IS continue to be implemented in the event an airport becomes privatized. (AN9- 6.1)
- b) Airport operator should ensure that the design, development and maintenance of facilities at international airports provide efficient and effective flow arrangements. (AN9- 6.1.1)
- c) Airport operator shall ensure that airport and aircraft operators provide for the expeditious processing of passengers, crew, baggage, cargo and mail. (AN9- 6.1.2)
- d) Airport operator shall ensure that efficient customs, immigration, quarantine and health border clearance services, as required, are provided at international airports. (AN9-6.1.3)
- e) Airport operator shall ensure that facilities and services provided at international airports are, where possible, flexible and capable of expansion to meet traffic growth, an increase in security requirements arising from increased threat, or other changes to support border integrity measures. (AN9- 6.1.4)

Note. With respect to aviation security requirements, attention is drawn to the relevant in ICAO Annex 17, Chapter 2.

- f) Airport operator shall require that, in the planning of new facilities or major modifications to existing facilities, including cargo facilities, at international airports, the entity or entities responsible for such planning consult with public authorities, aircraft operators and appropriate bodies representing airport users, at the earliest stages of planning, as required. (AN9- 6.2)
- g) Aircraft operators should inform airport operators and relevant government agencies, in commercial confidence, of their service, schedule and fleet plans at the airport, to enable rational planning of facilities and services in relation to the traffic anticipated.(AN9-6.3)
- h) Airport operator should ensure that where a passenger service charge, airport tax or other similar fee is levied at an international airport, direct collection from passengers is avoided wherever possible. (AN9-6.4)
- i) Airport operator should, subject to relevant regulations and within the limitations established by the airport operator due to constraints caused by limited space or capacity, permit aircraft operators to choose how, and by whom, their ground handling operations should be carried out. (AN9-6.5)

2. Airport traffic flow arrangements

I Common Provisions

- a) Airport operator shall ensure that they provide adequate facilities to permit embarkation and disembarkation of passengers without delay. (AN9- 6.6)

- b) Airport operators, aircraft operators and public authorities should exchange, in a timely manner, all relevant operational information, in order to provide for a smooth and expeditious passenger flow and efficient resource allocation. (AN9- 6.7)
- c) Airport and aircraft operators, where appropriate and after consultation, should implement automated facilities for passenger and baggage processing. (AN9- 6.8)
- d) Airport operator should ensure that signage used at airports is based on Doc 9636, International Signs to Provide Guidance to Persons at Airports and Marine Terminals, published jointly by ICAO and the International Maritime Organization. (AN9-6.9)
- e) Airport operators in consultation with aircraft operators, should notify travelers, via signage, leaflets, video, audio, Internet websites or other media, of the penalties for breaching regulations with regard to entry and departure and attempting to import or export any banned or restricted item. (AN9-6.9.1)
- f) Airport operator should ensure ,terminal building operators installation of a mechanical people-moving devices, when walking distances and the traffic volume within and across terminal buildings so warrant. (AN9-6.10)
- g) Airport operator or aircraft operator, should ensure as appropriate, the installation of flight information systems capable of providing accurate, adequate and up-to-the-minute information on departures, arrivals, cancellations, delays, and terminal/gate allocations. (AN9-6.11)
- h) Airport operator should ensure that an airport operator or aircraft operator, as appropriate, maintain a flight information system, and follows the standard layout recommended in Doc 9249, Dynamic Flight-Related Public Information Displays. (AN9- 6.12)
- i) Airport operator –is encouraged as appropriate, to provide car parking facilities for long- and short-term usage by passengers, visitors, crew and staff at international airports. (AN9-6.13)

II. Aircraft parking and servicing arrangements

- a) Airport operator should ensure that convenient parking and servicing facilities for aircraft are available, in order to expedite clearance and operations on the apron and to reduce aircraft ground stop time.(AN9- 6.14)

III. Outbound passengers, crew and baggage

- a) Airport operator should ensure that adequate transportation is provided, by the appropriate service provider, between airport terminal buildings during the hours of airport operation. (AN-6.15)
- b) Airport operator should allow airport and aircraft operators to provide off airport check-in facilities, so long as all necessary security measures and other control requirements are met. (AN9- 6.16)
- c) Airport operator should ensure that security and/or border control personnel use efficient screening and examination techniques in examinations of passengers and their baggage, in order to facilitate aircraft departure. (AN9- 6.17)

Note. Privacy for the passenger should be assured during any physical searches required. Private rooms are preferable; however portable screens may be used. Physical searches should be conducted by an officer of the same sex as the passenger.

- d) Crew-member check-in and operations facilities should be readily accessible and within close proximity of each other. (AN9- 6.18)
- e) Airport operators and public authorities should provide efficient services for general aviation operators or their agent(s) concerning their operational and administrative requirements. (AN9- 6.19)
- f) Airport operator shall make arrangements for sufficient number of control channels so that clearance, if required, of outbound passengers and crew may be obtained with the least possible delay. Additional channels shall be available, if possible, to which complicated cases may be directed without delaying the main flow of passengers.(AN9-6.20)

IV. Inbound passengers, crew and baggage

- a) Airport operator shall make arrangements for a sufficient number of control channels so that clearance of inbound passengers and crew may be obtained with the least possible delay. Additional channel(s) shall be available if possible to which complicated cases may be directed without delaying the main flow of passengers.(AN9- 6.21)
- b) Airport Operator should provide adequate space in the baggage claim area permitting easy identification and speedy reclaim by each passenger of his checked baggage. (AN9-6.22)
- c) Airport operator should ensure that, where appropriate, mechanized baggage delivery systems are installed at international airports to facilitate the movement of passenger baggage. (AN9-6.23)
- d) The operators responsible for international airports shall ensure that passengers can obtain assistance in the carriage of baggage to enable them to transfer baggage from baggage claim areas to points as close as possible to areas where surface transportation from the airport or between airport terminals is provided. (AN9-6.24)

V. Transit and transfer of passengers and crew

- a) Airport operator should, whenever possible, permit passengers to remain on board the aircraft and authorize embarkation and disembarkation during refueling, subject to the necessary safety and security measures. (AN9-6.25)
- b) Airport operators should provide sufficient space for handling counters in direct transit areas, in accordance with traffic volumes. The space requirement and operating hours should be agreed between the airport and aircraft operators.(AN9- 6.26)

VI. Miscellaneous facilities and services in passenger terminal buildings

- a) Storage facilities should be provided for baggage left by their owners at international airports for later pick-up subject to security requirements. (AN9- 6.27)
- b) Airport or aircraft operators, shall ensure as appropriate, facilities where unclaimed, unidentified and mishandled baggage is kept securely until cleared, forwarded, claimed or disposed of in accordance with applicable laws and regulations. Authorized

personnel of the aircraft operator or service provider shall have access to the baggage during the hours of airport operation. (AN9- 6.28)

- c) Airport operators, should ensure that terminal facilities are designed, managed and organized so that the non-travelling public does not interfere with the flow of inbound and outbound passengers. (AN9-6.29)
- d) Provisions should be made to locate facilities for group/tour operators in public or uncontrolled areas in the arrival and/or departure areas in order to minimize congestion in the terminal buildings. (AN9- 6.29.1)
- e) Airport operators, should ensure that retail facilities, while being conveniently located, do not impede passenger flow. (AN9- 6.30)

VII. Cargo and mail handling and clearance facilities

- a) Airport operators should make appropriate provision for clearance of all-cargo aircraft. (AN9-6.31)
- b) Airport operators, should ensure that cargo terminals and their landside access roads are appropriately designed and operated to provide efficient access. (AN9-6.32)
- c) Airport and aircraft operators, should ensure that cargo terminals are designed to facilitate the safe, sanitary, efficient and secure processing and storage of cargo in accordance with applicable laws and regulations.-(AN9-6.33)
- d) Airport and aircraft operators, should provide for appropriate facilities for the safe, efficient and secure processing and storage of mail consignments, at those international airports where the volume of mail so warrants and in accordance with applicable laws and regulations. (AN9- 6.34)

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

- a). Airport operators, shall ensure the maintenance of public health, including human, animal and plant quarantine at international airports. (AN9- 6.35)
- b). Airport operator should ensure that there are, at or near all their major international airports, facilities and services for vaccination or revaccination, and for the delivery of the corresponding certificates. (AN9-6.36)
- c) International airports should have available access to appropriate facilities for administration of public health and animal and plant quarantine measures applicable to aircraft, crew, passengers, baggage, cargo, mail and stores. (AN9-6.37)
- d). Airport operator should ensure that passengers and crew in transit can remain in premises free from any danger of infection and insect vectors of diseases and, when necessary, facilities should be provided for the transfer of passengers and crew to another terminal or airport nearby without exposure to any health hazard. Similar arrangements and facilities should also be made available in respect of animals. (AN9-6.38)
- e). Airport operator shall ensure that handling and distribution procedures for consumable products (i.e. food, drink and water supplies) on board aircraft or in the airport are in compliance with the International Health Regulations (2005) and relevant guidelines

of the World Health Organization, the Food and Agriculture Organization and national airport regulation. (AN9-6.39)

- f). Airport operator in corporation with aircraft operators, shall ensure that a safe, sanitary and efficient system is instituted, at international airports, for the removal and disposal of all waste, waste water and other matters dangerous to the health of persons, animals or plants, in compliance with the International Health Regulations (2005) and relevant guidelines of the World Health Organization, the Food and Agriculture Organization and national airport regulations. (AN9- 6.40)
- g). Airport operators, shall ensure that international airports maintain facilities and services for first-aid attendance on site, and that appropriate arrangements are available for expeditious referral of the occasional more serious case to prearranged competent medical attention. (AN9-6.41)

Note. Consultation with the World Health Organization on all issues concerning passenger health is advisable.

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

- a) Airport operator shall facilitate the provision of sufficient services of the public authorities concerned, without charge, during working hours established by those authorities. (AN9-6.42)

Note 1. Under Annex 15 — Aeronautical Information Services, States are-is obligated to publish the types and hours of clearance services (customs, immigration, health) at their international airports.

Note 2. In addition to services referred to above, airport operators may wish to offer enhanced services to users (passengers, aircraft operators and other parties that would benefit from the proposed premium service), either on a free or a fee-paid, voluntary basis. Where a fee will be assessed, it should be limited to that necessary to recover the cost for the service provided.

- b) Airport operator should consider making arrangements with other States to station representatives of the public authorities concerned in Sri Lanka in order to pre-examine aircraft, passengers, baggage, crew, and cargo, for customs, immigration, public health and animal and plant quarantine purposes, prior to departure to facilitate clearance upon arrival at overseas destinations (AN9-6.43)

5 Unruly passengers –

- a). Airport operator shall, to deter and prevent unruly behaviour, promote passenger awareness of the unacceptability and possible legal consequences of unruly or disruptive behavior in aviation facilities and on board aircraft. (AN9-6.44)
- b). Airport operator shall take measures to ensure that relevant personnel are provided training to identify and manage unruly passenger situations. (AN9-6.45)

Note. Guidance material on the legal aspects of unruly/disruptive passengers can be found in Circular 288 — Guidance Material on the Legal Aspects of Unruly/Disruptive Passengers.

6 Passenger amenities

- a) Where traffic justifies airport operators should provide suitable childcare facilities in passenger terminals, and that they are clearly indicated by signage and are easily accessible. (AN9- 6.46)
- b) Airport operator should provide(s) passengers with information on ground transportation available at the airport. (AN9-6.49)
- c) Airport operator shall provide, at such times as to meet the needs of the travelling public, adequate facilities at international airports for the legal exchange of funds of other States through governmental agencies or shall authorize private agencies to do so. These facilities shall be available to arriving and departing passengers. (AN9-6.50)

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

CHAPTER 7. LANDING ELSEWHERE THAN AT INTERNATIONAL AIRPORTS

1. General

- a) Airport operator shall take steps to ensure that all possible assistance is rendered by its public authorities to an aircraft which, for reasons beyond the control of the pilot-in-command, has landed elsewhere than at one of its international airports and, to this end, shall keep control formalities and procedures, in such cases, to a minimum. (AN9-7.1)

2 Short stopover

- a) If it is apparent that the aircraft can resume its flight within a relatively short time of arrival, the following procedure shall apply: (AN9- 7.3)
- b) Control measures shall be limited to those that ensure that the aircraft departs with the same load that was on board at the time of arrival. In case the load or part thereof cannot, for operational or other reasons, continue on that flight, the public authorities shall expedite clearance formalities and cooperate in speedy onward transportation for that load to its destination. (AN9-7.3.1)
- c) Airport operator shall designate, if necessary, an adequate area under their general supervision where passengers and crew can move about during their stopover.-(AN9-7.3.2)
- d) Airport operator shall ensure that the pilot-in-command shall not be required to apply to more than one government agency for take-off permission (other than for any necessary air traffic control clearance). (AN9- 7.3.3)

3. No resumption of flight

- a) If it is apparent that the aircraft will be substantially delayed or is unable to continue its flight, the following provisions shall apply: (AN9- 7.4)
- b) Cargo, stores and unaccompanied baggage, if required to be removed from the aircraft for safety reasons, shall be deposited in a nearby area and remain there pending completion of the necessary formalities. (AN9-7.4.3)
- c) Mail shall be disposed of as is required pursuant to the Acts in force of the Universal Postal Union. (AN9-7.4.4)

CHAPTER 8. OTHER FACILITATION PROVISIONS

1. Facilitation of the transport of persons with disabilities

I General

- a) When travelling, persons with disabilities should be provided with special assistance in order to ensure that they receive services customarily available to the general public. Assistance should be provided in a manner that respects the dignity of the individual. (AN9- 8.22)
- b). Airport operator should cooperate with a view to taking the necessary measures to make accessible to persons with disabilities all the elements of the chain of the person's journey, from arrival at the airport of departure to leaving the airport of destination. (AN9- 8.23)
- c) Airport operator should take the necessary steps with aircraft and ground handling operators to establish and publish minimum uniform standards of accessibility with respect to transportation services for persons with disabilities, from arrival at the airport of departure to leaving the airport of destination. (AN9-8.24)
- d) Airport operator should take the necessary steps with aircraft operators, ground handling operators and travel agencies to ensure that persons with disabilities are given the information they need, in formats that are accessible to those with cognitive or sensory disabilities, and should take the necessary steps to ensure that airlines, airports and ground handling operators are in a position to give those passengers the assistance necessary for them, depending on their needs, to help them in their travel. (AN9-8.25)
- e) Airport operator should take all necessary steps to secure the cooperation of aircraft, and ground handling operators in order to establish and coordinate training programs to ensure that trained personnel are available to assist persons with disabilities. (AN9-8.26)

II Access to airports

- a) Airport operator shall take the necessary steps to ensure that airport facilities and services are adapted to the needs of persons with disabilities. (AN9-8.27)
- b) Airport operator should ensure that lifting systems or any other appropriate devices are made available in order to facilitate the movement of persons with disabilities between the aircraft and the terminal on both arrival and departure as required where telescopic passageways are not used. (AN9- 8.28)
- c) Measures should be taken to ensure that the hearing- and vision-impaired are able to obtain flight service-related information in accessible formats. (AN9- 8.29)
- d) Designated points for the pick-up and drop-off of persons with disabilities at a terminal building should be located as close as possible to main entrances and/or exits. To facilitate movement within the airport, access routes should be free of obstacles and be accessible. (AN9- 8.30)
- e) Where access to public services is limited, every effort should be made to provide accessible and reasonably priced ground transportation services by adapting current

and planned public transit systems or by providing special transport services for people with mobility needs. (AN(-8.31)

- f) Adequate parking facilities should be provided for people with mobility needs and appropriate measures taken to facilitate their movement between parking areas and the terminal buildings. (AN- 8.32)
- g) When assistance is provided to transfer persons with disabilities from one aircraft to another, it should be provided as efficiently as possible, with due regard for connecting flights. (AN9- 8.33)

III Access to air services

- a) Airport operator shall take the necessary steps to ensure that persons with disabilities have equivalent access to air services. (AN9- 8.34)
- b) In the event that government of Sri Lanka restricts the transport of battery-powered devices, including mobility aids containing spillable batteries, it shall notify ICAO promptly of such restrictions so that they can be included in Doc 9284, Technical Instructions for the Safe Transport of Dangerous Goods by Air and ensure that aircraft operators make such information publicly available and in accordance with Chapter 2, 2.5 of Annex 18. (AN9- 8.38)