

Dangerous Goods Notifications

Overview

This document describes Amsterdam Airport Schiphol's (AAS) notification service for the provision of the Dangerous Goods Regulations, as indicated in the latest ICAO Instructions.

Motivation:

The purpose of this document is to ensure that the types of Dangerous Goods are prominently displayed in all places where passengers' tickets/boarding passes are made available and baggage is dropped off. The notifications will be displayed on Schiphol Dynamic Display (SDDs), airline displays or paper.

We would also like to refer you to the official paragraph in the ICAO Technical Instruction doc. 9284 7-5-1 chapter 5.1.2 which is formulated as follows:

"An operator or the operator's handling agent and the airport operator must ensure that information on the types of dangerous goods with passengers are forbidden to transport aboard an aircraft is communicated effectively to them. This information must be presented at each of the places at an airport where tickets are issued, boarding passes are issued, passenger baggage is dropped off and aircraft boarding areas are maintained, and at any other location where passengers are issued boarding passes and/or checked baggage is accepted. This information must include visual examples of dangerous goods forbidden from transport aboard an aircraft."

The goal of this document is to meet all applicable standards and legislation supported by AAS. This overview only focuses on the mandatory ICAO Technical instructions and complement the AAS mandatory Dutch laws and security regulations.

Description

The Dangerous Goods notifications are available in placemat (summary of all types of Dangerous Goods), posters (complete listing of all types of Dangerous Goods) and on SDDs (an overview with 11 pictograms and a complete listing of all types of Dangerous Goods).

- The Prominently displayed dangerous goods regulations for passenger information are elements as stated in the latest version of **ICAO Technical Instruction doc. 9284 7-5-1 chapter 5.1.2**
- Locations
 - Check-in (see attachment C)
 - AAS: SDDs: overview of pictograms 2 x 13 seconds per 3 minutes; No sharp object: 1 x 13 sec per 3 minutes
 - AAS: Header entrance SDDs
 - AAS: provides placemat at each check-in desk; spares placemats are missing
 - Airlines/handlers: Placemat: need to be permanently visible for passengers (attachment B)
 - Airlines Ticket Office (for KLM: Travel and Services) (attachment D)
 - Airlines: touchscreen: visible on request
 - Airlines/handlers: Placemat: need to be permanently visible for passengers
 - Airlines (KLM): roll-banner at entrance of KLM ticket office (see attachment) (exception)
 - (self-service) Transfer Centres (attachment E)

- AAS: Instruction SDDs in playlist for the Transfer Centres and Self-Service Centres (10 sec every minute)
- Airlines/handlers: Placemat for Transfer Centre: need to be permanently visible for passengers
- Airlines/handlers: self-service counters displays
- Gate/boarding area (attachment F)
 - AAS: SDDs: gate entry/desk
 - All non-KLM flights or KLM ground services flights: an overview of pictograms is placed in a playlist; 10 sec every minute / 10 sec every 3 minutes, depending on airline's boarding instructions
 - KLM flights or KLM ground services: the overview of pictograms is shown in a playlist; between gate open and gate closed: banner is permanently visible
 - Airlines/handlers: Placemat: need to be permanently visible for passengers
- Posters at entrance of each Pier (AAS)

Service

The following responsibilities have been defined:

- AAS is responsible for all SDDs at check-in desk displays, check-in header displays, transfer SDD, providing the placemats to airlines and gate/boarding displays
- Airlines/handlers are responsible for the right use ticket office displays, X-banner at entrance of ticket office and showing the placemats (check-in, transfer, gate desks) to passengers
- AAS and airlines/handlers: In case requirements change or are updated, both AAS and airlines/handlers are responsible for providing each other with updates.
- AAS and airlines/handlers: as the Dangerous Goods is one of the elements (next to the security-, process information, etc.) to be communicated to the passengers; other parties (airlines, handlers, security, K-mar etc.) will also need to be involved if changes are required.
- AAS is responsible for changes of the content on the SDDs. Both AAS and airlines/handlers have the responsibility to monitor that the information is broadcast in the agreed manner. AAS must be notified in case of failure or defects. SDDs maintenance and updates in relation to (new) requirements are AAS's responsibility. KLM and AAS are obliged to monitor and, in case of failure/defects or change in requirements, notify AAS.
- In case regulations change, AAS will make updates when and where needed and according to timelines agreed with the authorities. It is the airlines' responsibility to show the latest version of the placemats and ticket office

Periodic Review and Stakeholders

AAS and airlines/handlers will review the Dangerous Goods annually in May. Before any changes/updates of the regulations or content (i.e. mix of pictograms) are made, all airlines/handlers need to be consulted before updates will be published.

Appendix A – Pictogram overview (28-2-2018)

Minimum the following pictograms (see also Appendix B)

Scope of check-in and bag drop, transfer and boarding SDD pictograms

- Firearms
- Blunt objects
- Poison
- Batteries (lithium)
- Sharp objects
- E-cigarette
- Flammables
- Explosives
- Fireworks
- Gas cylinder
- Corrosives

Scope of placemats and poster pictograms

Not in cabin baggage (hand luggage)

- Firearms
- Disabling equipment
- Sharp or pointed objects
- Blunt objects
- Liquids, aerosols and gels (security)

Never on the aircraft

- Explosives, flammable substances and devices
 - Detonator tubes / detonators and fuses / explosives / fireworks and other pyrotechnic materials
 - Dynamite, gunpowder and plastic explosives
 - Explosives
 - Compressed gases
 - Flammable substances
 - Corrosive substances
 - Toxic substances
 - Oxidizing substances
 - Radioactive material
 - Lithium batteries >160 Wh

Not in checked baggage

- Loose batteries, no exceptions
- E-cigarettes
- Power banks

Appendix B (AAS' responsibility)

Check-in and bag drop, transfer and boarding SDDs



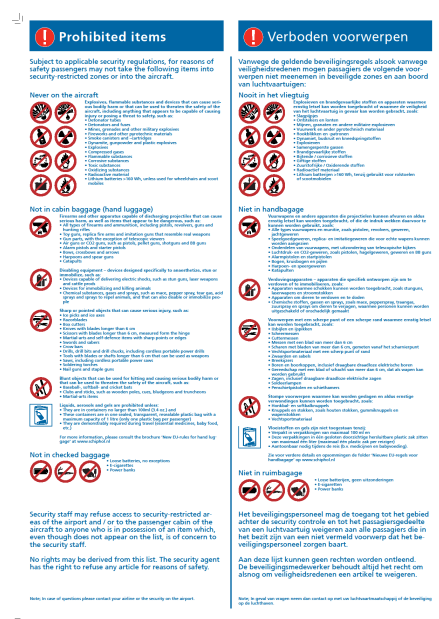
Boarding with Panos - SDDs



Placemat – Check-in, ticket office (KLM: Travel and Services), transfer desks, gate desks



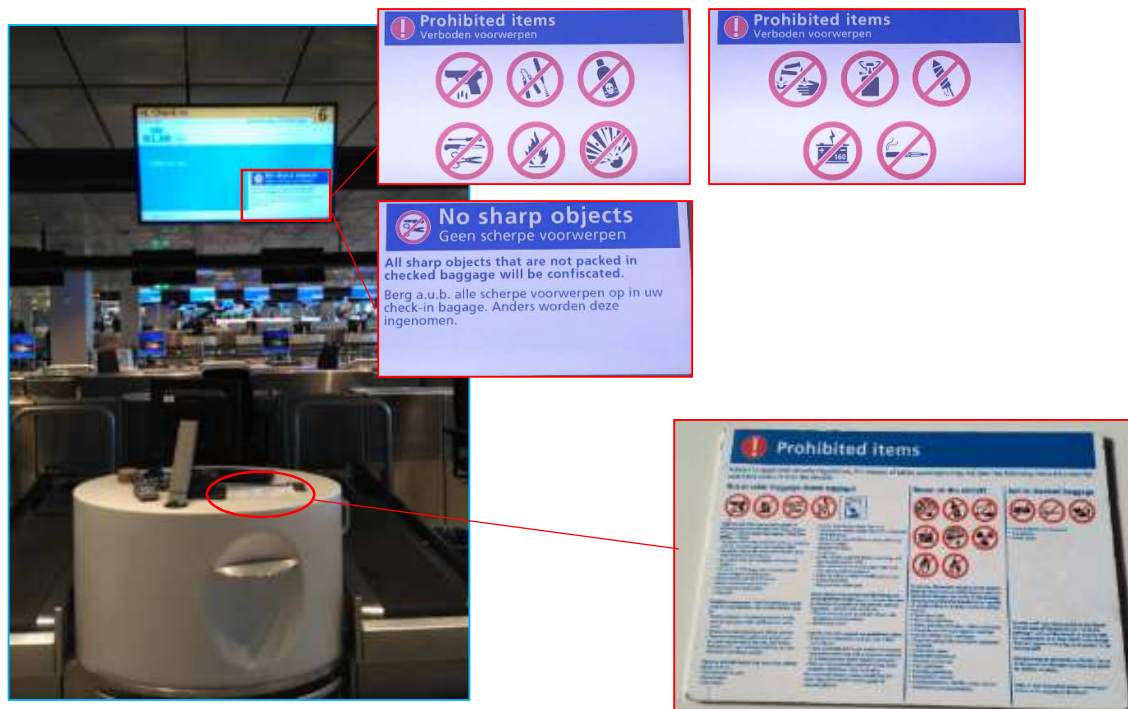
Sample pier poster – entrance of every pier



Appendix C – Check-in (AAS and airlines' responsibility)

Description of current status agreements made in relation to DG information
To be updated upon every change/improvement related to DG information

- AAS is responsible for the content on the SDDs
- AAS provides airlines with the placemats
- Airlines are responsible for displaying the placemats to passengers



Header – 3x SDDs – Middle SDD

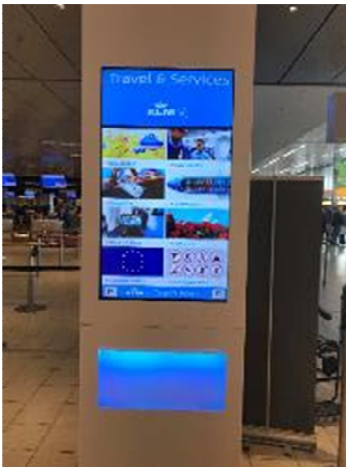


Appendix D – Travel/ticket offices (i.e. KLM Travel and Services) airline/operator responsibilities

– Roll banner (KLM's responsibility)

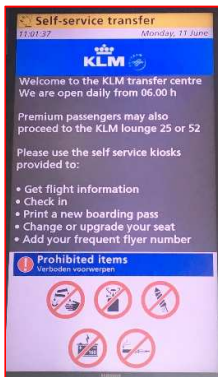


Sample: screen with dangerous goods in the KLM Ticket Office



Appendix E (AAS' responsibility)

(Self Service) Transfer Centre

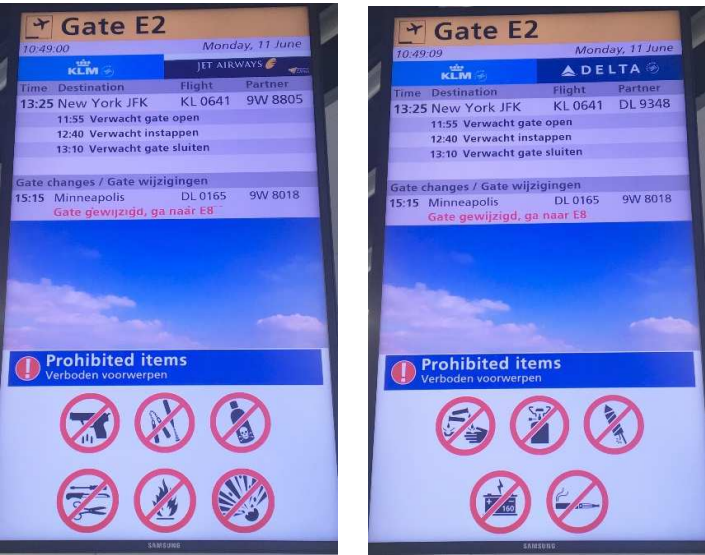


Transfer Centre (Example T4 – KLM)



Appendix F - (AAS' responsibility)

Gate for airlines (also KLM) flight when Panos service is not provided



Gate for KLM flight between Gate Open and Gate closed when Panos service is provided

