

## Fundargerð 25. fundar í flugvirkarráði

Fundur var haldinn í flugvirkarráði þriðjudaginn 28. janúar 2020 í húsakynnum samgöngu- og sveitarstjórnarráðuneytisins og stóð yfir frá 13:00 til 14:40

*Viðstaddir: Friðfinnur Skaftason (FS), Halla S. Sigurðardóttir (HSS), Sólveig Þorsteinsdóttir (SP), Guðrún Sólveig Ríkarðsdóttir (GSR), Ólafur Helgi Kjartansson (ÓHK), Jón F. Bjartmarz (JFB), Júlía Þorvaldsdóttir (JP), Alda Karen Svavarsdóttir (AKS) Þorvaldur Þórðarson (ÞÞ) og Ómar Sveinsson ritari ráðsins.*

*Fjarverandi: Þórólfur Guðnason (PG)*

*Gestir: Íris Marelsdóttir, Þorvarður Kári Ólafsson og Sigurgeir Ómar Sigmundsson*

Dagskrá fundarins var eftirfarandi:

Dagskrá.

1. Dagskrá.
2. Fundargerð síðasta fundar.
3. Flugvirkaráætlun 2020 og uppgjör verkefna 2019
4. Isavia – fréttir.
5. Flugtengingar við Kína – staða mála, fjölgun ferðamanna og áskoranir.
6. Brexit.
7. Staða verkefna og fréttir af ECAC og ICAO samstarfi (HSS).
  - a. Áhersla í umræðu um PNR upplýsingar; mansalsmál og órólegir farþegar
8. Önnur mál.
  - a. Flugvirkarráð fundar með flugrekendum
9. Næsti fundur.

1. FS kynnti breytingu á dagskrá, Íris Marelsdóttir frá Embætti Landlæknis kemur á fundinn og kynnr stöðu mála og og viðbrögð við Kórónuveirunni.

Íris Marelsdóttir kynnti helstu viðbrögð yfirvalda við Kórónuveirunni, við hverju mætti búast en gera má ráð fyrir fækkun ferðamanna sérstaklega frá Kína. Upp gæti komið sú staða að framlengja þurfi visa ferðamanna sem ekki vilja fara heim vegna veikinnar. Sjá nánar:

<https://www.landlaeknir.is/koronaveira/> Leiðbeiningar hafa verið senda til flugrekenda í gegnum Isavia.

2. Fundargerð síðasta fundar samþykkt.

3. FS kynnti flugvirkaráætlun 2020, vinnsla stendur yfir á breytingatillögum. Rætt var um flugvirkt í neyðartilfellum eins og t.d. ef það byrjaði að gjósa nálægt Keflavíkurflugvelli (sbr. óróa í kringum Þorbjörn í Grindavík).

4. SP kynnti farþegaspá og greiningu Isavia fyrir árið 2020, sem og fyrirhugað áætlunarflug frá Kína, áhrif Brexit og framkvæmdir á Keflavíkurflugvelli, sjá kynningu í viðhengi.

5. Kínverski flugrekandinn Juneyao air mun hefja flug til Keflavíkur þann 31. mars nk. með millilendingu í Helsinki. Flogið verður tvisvar í viku, á þriðjudögum og laugardögum. Gert er ráð fyrir

150 farþegum í hverju flugi, farþegar munu fara í gegnum Schengen eftirlit í Helsinki en ekki farangur.

6. Brexit, FS það er skilningur að ástandið verði óbreytt út árið á meðan samþykktur aðlögunartími er í gildi.

7. HSS fór yfir helstu flugvirkarmál á heimsvísu, sjá kynningu í viðhengi.

8. FS mun hafa samband við flugrekendur og fá tengiliði hjá þeim og endurskoða samstarfið.

9. Næsti fundur. Ákveðinn 5. maí n.k. kl. 13:00 á Keflavíkurflugvelli.

/ FLUGVIRKTARRÁÐ 28. JANÚAR 2020



ISAVIA

# FARÞEGASPÁ FYRIR ÁRIÐ 2020

- / Heildarfjöldi farþega verði tæpar 6,7 milljónir og dragist því saman um 7,6% frá því sem var árið 2019 (7.247.820)
- / Skiptifarþegum fækkar um 24,3%. Komu- og brottfararfarþegum fækkar um 1,2% frá 2019.
- / Annað árið í röð fækkar skiptifarþegum mest.
- / Ef farþegar WOW air eru teknir út fyrir sviga þá fækkar farþegum í heild um 1,9%. Komu og brottfararfarþegum fjölgar um 3,3% en skiptifarþegum fækkar um 16,2%

# JUNEYAO AIR – KÍNA FLUG

- / Fyrsta flug 31. mars
- / Flogið tvisvar í viku – þriðjudögum og laugardögum
- / Koma 08:20 og brottför 09:50
- / Búast má við 150 farþegum í hverju flugi
- / Farþegar koma „hreinir“ frá Helsinki, Lestarfaringur kemur „óhreinn“

## BREXIT – 31.01.20

- / Bretland er í one stop security og koma því farþegar og farangur þeirra „hreinn“ til Keflavíkurflugvallar
- / Á ekki við um fraktflutning nema viðkomandi aðilar séu búnir að fá samþykki/vottun

## FRAMKVÆMDIR

- / Breikkun landgangs – framkvæmd byrjar annað hvort í lok árs eða á næsta ári
- / Fjórar Apron Boarding Stations (ABS) í vinnslu - klárast í sumar
- / Ýmis verkefni í skoðunarfasa en ekkert samþykkt

# LANDGANGSFRAMKVÆMD - NÚVERANDI





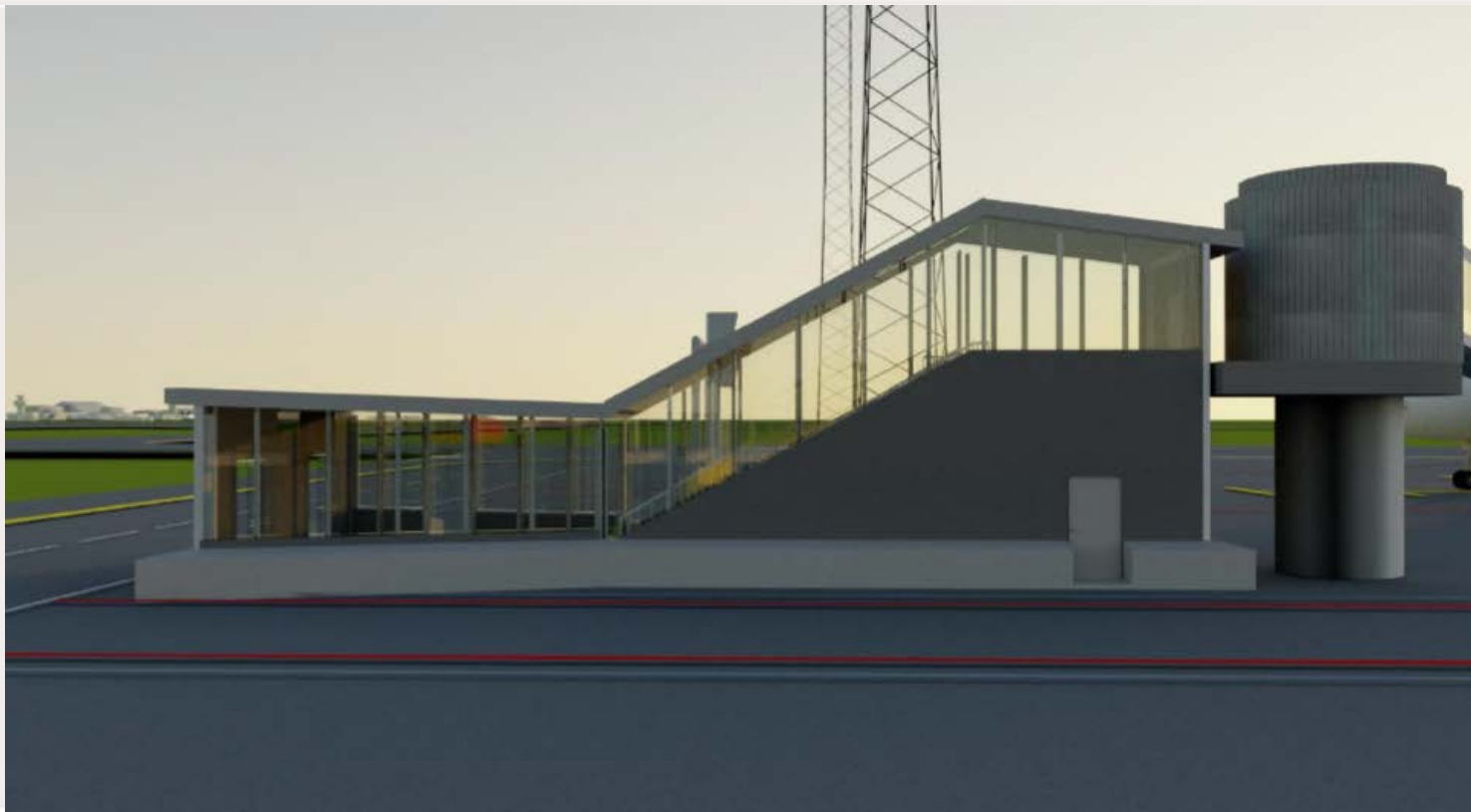
# LANDGANGSFRAMKVÆMD - FULLBYGGT



# APRON BOARDING STATIONS – ÚTISTÆÐI 70-74



# APRON BOARDING STATIONS FRH.



**Kynning fyrir flugvirktarráð  
Í deiglunni – ECAC, ICAO ofl.**

27. janúar 2020

Halla S. Sigurðardóttir,  
framkvæmdastjóri samhæfingarsviðs



## Niðurstaða ICAO þingsins, haustið 2019 í flugvirkt – endurspeglast í niðurstöðum þingsins:

- Styðja áfram ICAO í sinni vinnu
- Mjög jákvæðar niðurstöður fyrir Evrópu:
  - ✓ Mikilvægi flugvirktar fyrir hagvöxt og flug
  - ✓ Að styðja áfram vinnu við PNR – notkun farþegaupplýsinga, með tillit til evrópskra reglna um persónuvernd
  - ✓ Að styðja við aðstandendur og fórnarlömb með heildstæðum viðbragðsáætlunum og samræma að þjálfun allra aðila sem koma að.
  - ✓ Að berjast gegn mansali og tryggja þjálfun starfsfólks í framlínu störfum
  - ✓ Að stuðla að aðgengi fyrir alla að flugsamgöngum



## ECAC fundur 17.-18. október

ECAC 58. FAL fundur haldinn í Róm í 17. – 18. október

- Reglulegur fundur 2/2 – helstu atriði:
- Helstu fréttir frá ríkjum í flugvirktarmálum
- Farþegamál, PRM farþegar og aðgengismál
- Landamæramálefni (immigration matters)
- Heilsufarsmálefni (health issues + CAPSCA)
- Vinnuáætlun 2020
- Farið yfir ýmsar kannanir (API, PNR, PRM og fleira)
- Næst verður fjallað um farm og tollamál, þá verður kynning á verkferlum í kringum mansals mál og unruly passengers.



## ECAC fundur 17.-18. október, framhald 2

IATA [kynning](#) Nuria Ferosa

Áherslur:

- Passenger Data, API implemenation
- EU Smart Borders
- PRMs – fatlaðir farþegar og farþegar með takmarkaða hreyfigetu
  - Falin fötlun (hidden disabilities)
  - Gjaldtaka
  - Aðgengismálefni



## ECAC fundur 17.-18. október

ECAC 58. FAL fundur haldinn í Róm í 17. – 18. október

- Sérstakur fjarfundur með USA MoT
- Vettvangur til að ræða mismunandi reglur og túlkanir
- ...og notkun sérstakra hjálpardýra sem er mikið hjartans mál
- Getum notað okkur þessi tengsl ef þarf
- <https://youtu.be/GtPRrW3strM>





# 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<sup>(1)</sup>.

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 traf-



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portation, direction or influence over the movements of a person in order to exploit that person.

People smuggling can turn into human trafficking if the smuggler uses force or fraud to hold people against their will for financial benefit.

## ICAO Faciliation Panel 9.-13. janúar sl.

Ákvörðun ICAO Council að flýta ICAO Panel vegna óska USA og fleiri aðila.

Sneri mest að **PNR upplýsingum** og hvort setja ætti kröfu um skil á þeim.

Einnig að **Human trafficking**, vitundarvakningu og aðgerðum ýmissa aðila (ICAO, IATA, ACI og ríkja).

Vegvísi fyrir **ePassport Standard roadmap**, tillögu að PKD kröfu.

Og að vaxandi vandræðum vegna **Unruly passengers** .

**PNR** – umræðan frá Evrópu sneri fyrst og fremst að verndun gagna með tilliti til persónuverndar og viðkvæmra persónuupplýsinga. Evrópska sjónarmiðið var í minnihluta. Heilt yfir voru tillögur um kröfur um PNR samþykktar. Það gæti því verið von á kröfu til ríkja (eftir umræðu hjá ICAO Council).



## Corona virus

- Samgöngustofa fylgist með þróun smits Corona vírusins
- Fáum efni frá EASA, AIC ofl. og komum áleiðis til sóttvarnalæknis/Embættis Landlæknis, flugvalla og flugrekenda
- Förum yfir það sem að okkur snýr í áætlunum og upplýsum þá erlendu aðila sem okkur ber að upplýsa.



## Verkefnaáætlun ársins hjá ECAC 2019 - **verður uppfærð**

- Aðstoð við aðstandendur fórnarlamba og fórnarlömb flugslysa
- Vegna aðstoðar og aðstöðu hreyfihamlaðra á flugvöllum, nýr spurningalisti og úttektir. Úttekt í KEF í september.
- Leiðbeiningarefni um merkingar á flugvöllum
- Unnið með niðurstöðu vinnustofu vegna PRM gjalda á flugvöllum
- Endurskoðun á vinnuhópum og verkferlum (nýr vinnuhópur um „hidden disabilities“)
  
- Mjög mikið fjallað um PNR reglugerðina og innleiðingu hennar og um Smart borders verkefni EU og sérstök kynning frá Bretum vegna Brexit og landamæramála.
  
- Undirbúningur fyrir ICAO Assembly september 2019 [**Lokið**]
  - Tveir vinnupappírar: Aðstoð við aðstandendur fórnarlamba og fórnarlömb flugslysa
  - Farþegaupplýsingar (PNR), upplýsingatækni og persónuvernd



## Í vinnslu hjá Samgöngustofu

- Staða Íslands gagnvart viðauka 9, kröfum og leiðbeiningarefni. Yfirfara „íslenska kerfið“ og tilkynna frávik ef eru. Skil á upplýsingum til Samgöngustofu.
  - [Tollstjóri, Embætti landlæknis, Útlendingastofnun, MAST og Þjóðskrá](#) – vantar meira frá Lögreglu og eftir að funda með Isavia
- Leggja mat á tillögur ICAO (amendments) til breytinga og taka þátt í vinnu ECAC vegna Doc 30. [Að ljúka lokar mikið af spurningum á ICAO listanum.](#)
- Úttektir á aðstöðu PRM á Keflavíkurflugvelli og á upplýsingagjöf flugrekenda til farþega
- Verkefni á flugvirktaráætlun



## Í vinnslu hjá Samgöngustofu

- Réttindi flugfarþega. **Nýtt veggspjald og bæklingur.**
  - Unnið að gerð (og samræmingu) leiðbeiningarefnis hjá ECAC/EU. Jafnframt unnið að endurskoðun reglugerðar.
- Hlutverk stjórnvalda í aðstoð við aðstandendur fórnarlamba flugslysa. Endurskoðun viðbragðsáætlunar og skilgreining á hlutverki Íslands. Athuga þarf með innleiðingu á reglugerð nr. 1248/2014 um rannsóknir og forvarnir gegn slysum og flugatvikum í almannaflygi
  - **Sjá verkefni á áætlun**
  - **Spurningakönnun frá ECAC, sem við svöruðum**
  - **Kynningarefni frá Ítalíu**



frh...

- Samstarf, upplýsingaöflun og skil til ECAC  
**Spurningalistar – Búið að svara**
  - API, biometrics and ABC developments. Skil 2x á ári.
    - Mikil þróun í gangi, fylgjast þarf vel með
  - Ábyrgðir flugrekenda (Air Carrier liability). Unnið að samræmingu leiðbeininga hjá ECAC og IATA (IATA Cog).
  - Fylgdarlaus börn (Unaccompanied minors). Unnið að greiningu og samræmingu leiðbeininga og reglna. Vaxandi vandamál sem krefst samstarfs margra aðila.

\*Fara þarf yfir breytingar **24, 25 og 26**. Uppfærsla reglugerðar um flugvirkt, a.m.k. vegna orðskýringa. **Erum að klára greiningu**



## Vegna krafna um “áætlun“ um aðstoð við fórnarlömb og aðstandendur flugslysa – viðauki 9

- Kröfur ICAO í viðauka 9, breyting úr tilmælum í kröfu, í „Assembly resolution“ frá síðasta þingi
- Krafa í reglugerð EU No. 996/2010 sem innleidd var í rg. nr. 1248/2014 um rannsóknir og forvarnir gegn slysum og flugatvikum í almannaflygi.
- **Þarf að kanna innleiðingu EU No. 996/2010. gerðar hafa verið leiðbeiningar en:**
- Tryggja þarf að til séu áætlanir og verklag hjá ríki, flugvöllum og flugrekendum varðandi aðstoð við fórnarlömb og aðstandendur flugslysa ef til flugslyss eða alvarlegs flugatviks kemur kemur



Ekki nýtt hjól – reyna að nota það sem fyrir er



## Endurskoðun flugvirktaráætlunar og skipan í ráðið

### - geyma samkvæmt tillögu formanns en...

- Staldra við og líta til baka
  - Gagnsemi vettvangsins og tilgangur
  - Skipan aðila í ráðið
  - Samstarf og samskipti við hagaðila
- Samgöngustofa leggur til að flugvirktaráætlunin verði í reglulega yfirfarin og efnistösk skoðuð út frá kröfum ICAO og ECAC. Tökum það besta og innleiðum hér.



# 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<sup>(1)</sup>.

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<sup>(2)</sup>. Human trafficking is defined as modern-time slavery, which involves, among other things, the recruitment,



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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<sup>(3)</sup>. According to some reports, the estimated number of victims is approximately 2.5 million people every year in the world<sup>(4)</sup>. 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<sup>(5)</sup>.

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](http://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<sup>(6)</sup>. 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 40<sup>th</sup> ICAO Assembly, many States and international air transport actors, such as ACI and IATA, highlighted the subject of human trafficking. In the 40<sup>th</sup> 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)<sup>(7)</sup>. 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<sup>(8)</sup>.

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<sup>(9, 10)</sup>.

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<sup>(11)</sup>.

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<sup>(12)</sup>.

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

(7) [https://www.icao.int/Meetings/a40/Documents/Resolutions/a40\\_res\\_prov\\_en.pdf](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](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
<b>Sudurnes Police</b>						
Being investigated				1	1	2
Dropped					1	1
Reported to Police - dropped		1		1	1	3
Conviction	1					1
<b>Metropolitan Police Reykjavik</b>						
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
<b>Other Police Districts</b>						
Being investigated					1	1
Dropped		1		1	1	3
Reported to Police - dropped		2	1	1		4
<b>Grand Total</b>	<b>10</b>	<b>14</b>	<b>22</b>	<b>18</b>	<b>10</b>	<b>74</b>

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<sup>(13)</sup>, 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<sup>(14)</sup>. 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<sup>(15)</sup>. 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<sup>(16)</sup>. 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<sup>(17)</sup>. 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<sup>(18)</sup>. 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<sup>(19)</sup>.

(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<sup>(20)</sup>.

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<sup>(21)</sup>. 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 75<sup>th</sup> 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.

# IATA Facilitation Updates

ECAC FAL58

Rome 17 Oct 2019

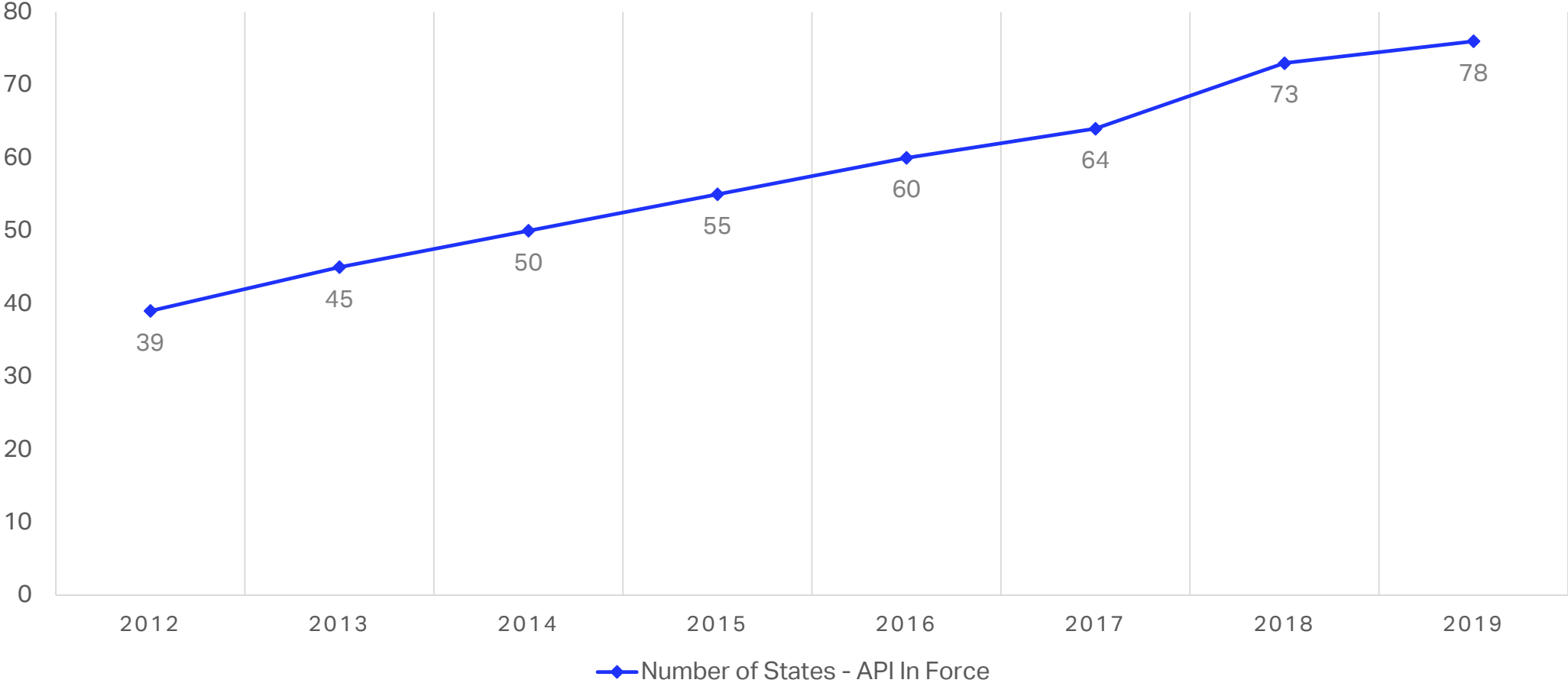
Nuria Feroso  
Passenger Experience & Facilitation – Europe  
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# 1. Passenger Data

1. **Pax Data Programs monitoring & support:** refer to slide 3 to 5
2. **IATA's surveys:** refer to slide 6
3. **EU API Directive evaluation:** IATA keeps contributing to this evaluation
4. **PNR data sharing from EU to non-EU:** a joint evaluation for the US/Australia PNR agreements is planned for 2019. The presentation of the EU-Canada agreement by the European Commission was postponed on Sept (debate could take place "possible early October"). European Commission has recommended that the Council authorize the start of negotiations for an EU-Japan Agreement

# 1.1. API Implementation Rate\*



3 \* Data source: IATA API/PNR tracker





# 1.1. API Implementation Rate\*

	API In Force (iAPI)	API Authorized, Not in Force	API Anticipated	API Not Required
Africa	2 (1)	1	10	35
Asia-Pacific	10 (5)	2	13	13
Europe	19 (1)	15	4	4
Latin America	33	6	8	1
MENA	7 (6)	1	5	6
North America	2 (2)	0	0	0
North Asia	2 (1)	0	2	2
Russia / CIS	3 (1)	0	5	1
<b><u>Total</u></b>	<b><u>78 (17)</u></b>	<b><u>26</u></b>	<b><u>47</u></b>	<b><u>62</u></b>

# 1.1. PNR Implementation Rate\*

	PNR In Force	PNR Auth, Not in Force	PNR Anticipated	PNR Not Required
Africa	0	2	1	45
Asia-Pacific	8	1	5	24
Europe	11	18	3	10
Latin America	4	14	1	29
MENA	4	0	1	14
North America	2	0	0	0
North Asia	0	1	0	5
Russia / CIS	0	0	0	9
<b><u>Total</u></b>	<b><u>29</u></b>	<b><u>36</u></b>	<b><u>11</u></b>	<b><u>136</u></b>

## 1.2. ATA surveys

- **API Data Quality** (closed / working on results): the IATA Control Authorities Working Group (CAWG) is looking into solutions for enhancing API data quality. Its purpose is collecting data from airlines and States on the most wide spread practices with a view of increasing harmonization. The Focus is on Travel documents: 1) primary/secondary name field left blank; 2) second letter of the passport code; and 3) sex data field marker.
- **PNRGOV Version** (closed): conducted annually to track implementation status of PNRGOV message versions across the stakeholders; airlines, government agencies and IT Solution Providers.
- **Open Standards** (closed): identify an open standard communications protocol which could be used to exchange PNRGOV. The questions in the survey are about several open standards (AS4, AMQP, MQTT, Apache ActiveMQ, and others)

## 2. EU Smart Borders

- After EES and ETIAS regulations entered into force on Dec. 2017 and Sept. 2018 respectively, the European Commission is now working on **Implementing Decisions** and **Regulations**
- These implementing documents will **describe**:
  - Set-up and operation of the system (Decision)
  - Use of the system by carriers, e.g. message format, format of the answer, accessibility for carriers, etc. (Regulation)
- It is vital that the **EU Member States' plans** to comply with EES/ETIAS, ensure an **effective implementation** which enhances security and **passenger experience** (e.g. avoid any increase on passenger waiting time at borders)
- IATA has participated the **two informal Working Groups** with carriers led by euLISA, the European Commission and Frontex (June & Sept 2019).

## 2. EU Smart Borders

- Areas of concern/further discussion for the industry, after Informal WGs :
  - Data format and transfer protocols.
  - Queries from airlines (e.g. primary/secondary travel documents, country of destination)
  - System response (e.g. exceptions handling, passenger status change)
  - Carriers' (EU or non-EU) registration/authentication process
  - Carriers' so called "duly authorized staff" as per current airlines operational/systems set up
  - Fall back procedures (airline, authorities, service provider)
  - 8 – Lack of phone support for carriers

# 3. PRMs

## Areas of collaboration with ECAC

- Hidden disabilities: proposal of a more comprehensive definition as well how to better identify such passengers to be included in the interpretative guidelines
- Call points : understand how to best meet the needs of PRMs from a design infrastructure perspective based on the guidelines given on the Airport Development Reference Manual

## Other areas of work on PRMs

- EU interpretative guidelines on PMR charges : collaboration with the European Commission ongoing on the revision of such guidelines.
- ICAO General assembly : the ICAO Council was requested to develop a work program on accessibility for passengers with disabilities, in alignment with IATA's working paper calling for a globally-harmonized approach to travel by passengers with disabilities.

## Focus on PRMs from 2020 and beyond

- Prepare an accessibility advocacy package to influence policy makers and legislators. Identify countries' legislative priorities . Conduct legal analysis between different legislation to identify gaps and promote best practices. Monitor jurisprudence, use legal instruments and intervene in appropriate policy proposals
- Review existing operational standards and business processes and develop new ones. Promote tailored assistance in place of wheelchair assistance. Run educational workshops and events.

**Upcoming event** : Global Accessibility Symposium –Dubai 5/6 November



An aerial photograph of a railway track cutting through a dense, vibrant green forest. The track runs vertically through the center-right of the image. On the left side, a large yellow arrow graphic points horizontally towards the right, partially overlapping the forest. The text 'Thank you very much' is written in blue on the yellow background.

Thank you very much

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