

Procedures for Screening Persons with Disabilities at Airports

According to international standards (WDU – ICAO), the United Nations Convention on the Rights of Persons with Disabilities, and Aviation Security Guidelines

Requirements and Standards:

1. Equality and Non-Discrimination

- Apply security screening procedures to all individuals without discrimination.
- Do not assume security risk based on disability.
- Provide necessary accommodations without compromising security requirements (ICAO).

International Civil Aviation Organization (ICAO) Security Requirements

Screening persons with disabilities must achieve two balanced objectives: ensuring civil aviation security while respecting the rights and dignity of passengers. Key security requirements include:

► Achieving the Same Level of Security

- All passengers must undergo security screening, including persons with disabilities, using alternative procedures when necessary without reducing security levels.

► Use of Alternative Screening Methods

- If it is not possible to use metal detectors or scanners due to a wheelchair, medical device, or prosthetic limb, alternative methods must be used, such as:
 - Handheld detection devices
 - Manual screening
 - Inspection of assistive equipment using appropriate tools
- These methods must achieve the same required security level.

➤ **Protection of Dignity and Privacy**

- Conduct screening professionally while respecting passenger privacy.
Provide a private room when necessary or upon passenger request.
- Explain the reason for any additional procedures before implementation.

➤ **Screening of Assistive Devices and Equipment**

- Wheelchairs
- Crutches
- Prosthetic limbs
- Respiratory and medical equipment
- These must be inspected without damaging them or affecting their safe use.

➤ **No Requirement to Remove Medical Devices**

- Passengers must not be required to remove implanted or medically necessary devices if doing so could harm their health. Suitable security alternatives must be used.

➤ **Training of Security Personnel**

Inspectors must be trained in:

- Dealing with different types of disabilities
- Appropriate communication
- Use of alternative screening procedures
- Respect for human rights and privacy

➤ **Non-Discrimination**

- Procedures must be applied based on risk assessment and security requirements, not on disability itself.

Performance Evaluation Criteria for Inspectors

Criterion	Performance Indicator
Compliance with ICAO procedures	Applies all approved screening procedures without unjustified exceptions
Selection of screening method	Uses appropriate alternative method according to passenger condition
Respect for privacy	Maintains passenger dignity during screening
Medical equipment screening	Handles equipment safely according to procedures
Communication	Clearly explains procedures and communicates respectfully
Security level	Achieves required security level without compromising passenger rights
Processing speed	Completes screening efficiently while minimizing delays

These principles are based on ICAO documents, particularly Annex 17 (Security) and Document Doc 8973 (Aviation Security Manual), as well as Annex 9 (Facilitation) regarding facilitation of travel for persons with disabilities. These documents emphasize that special arrangements must not reduce the level of security, but rather achieve it through appropriate means that respect passenger rights.

2. Respect for Dignity and Privacy

- Treat the person with respect and courtesy.
- Conduct screening in a manner that preserves privacy, with a private room provided when necessary or upon request.
- Screening procedures must protect dignity and avoid unnecessary exposure or embarrassment, with private screening rooms used when required, provided security is not compromised.

3. Consent and Communication

- Explain screening procedures before starting.
- Speak directly to the person, not their companion.
- Security staff must use clear and simple language, adapting communication according to the type of disability, and using appropriate assistance tools (sign language, interpretation, visual aids) to ensure understanding without delay or ambiguity, while maintaining security requirements.

4. Selection of Appropriate Screening Method

- Use detection devices or scanners whenever possible.
- When standard screening is not possible due to implanted medical devices, assistive devices, or wheelchairs, approved alternative methods must be used to maintain the same security level without reducing protection or compromising procedures.

5. Handling Medical Devices and Assistive Equipment

- Wheelchairs, prosthetics, medical devices, crutches, and respiratory equipment must be inspected safely without damage.
- Passengers must not be required to remove implanted medical devices unless in exceptional cases defined by security procedures, and only if it does not pose a health risk. Alternative methods must ensure the same security level.

6. Training of Screening Staff

- Train staff to deal with all types of disabilities (physical, visual, hearing, intellectual, autism spectrum, and invisible disabilities).
- Understanding appropriate communication methods and assistance provision (ICAO).

7. Accessibility

- Provide wheelchair-accessible pathways and equipment.
- Facilitate movement within screening points.
- Provide assistance upon request without undue delay.

8. Reducing Delay

- Complete screening as quickly as possible while maintaining security.
- Avoid unnecessary repetition of screening procedures.

9. Option to Request Same-Gender Officer

- During manual screening, a same-gender officer should be provided when operational procedures allow or when requested by the passenger.

10. Documentation and Complaint Handling

- Establish a clear mechanism for receiving complaints related to discrimination or misconduct.
- Document special cases and continuously improve procedures (ICAO).

11. Performance Evaluation Elements for Screening Officers

The following criteria may be used to evaluate inspectors:

- Compliance with security procedures
- Respect for dignity and privacy
- Communication skills with persons with disabilities
- Selection of appropriate screening method
- Safe handling of medical devices and equipment
- Speed of processing without compromising security
- Adherence to human rights and non-discrimination
- Knowledge of alternative procedures for special cases
- Ability to manage humanitarian situations professionally

These standards align with ICAO aviation security and facilitation principles, as well as the United Nations Convention on the Rights of Persons with Disabilities, which emphasizes balancing security requirements with the rights and dignity of persons with disabilities.

Professional Evaluation Checklist for Airport Security Inspectors

Screening Persons with Disabilities and Persons with Reduced Mobility (PRM)

Score	Yes/No	Verification Item	Evaluation Standard	No.
5		Applies screening procedures according to approved instructions	Compliance with security procedures	1
5		Treats all passengers equally without discrimination	Non-discrimination	2
5		Explains screening procedures before starting	Communication	3
5		Maintains passenger privacy and dignity	Respect for dignity	4
5		Requests passenger cooperation in a professional and respectful manner	Obtaining cooperation	5
10		Uses appropriate alternative security procedure when needed	Selection of screening method	6
10		Uses handheld detector correctly when gate cannot be used	Handheld detector use	7
10		Performs manual screening according to procedures when required	Manual screening	8
10		Inspects wheelchair without damage or functional impact	Wheelchair handling	9
10		Inspects medical devices according to security procedures	Medical devices handling	10
5		Treats prosthetics respectfully and applies appropriate procedures	Prosthetics handling	11
5		Provides private room when necessary or upon request	Privacy	12
5		Allows companion presence when required and per procedures	Passenger companion	13
5		Completes screening without unnecessary delay	Processing speed	14
5		Applies safety procedures during screening	Occupational safety	15

Total: 100 points

Evaluation Levels

Score	Rating
95–100	Excellent
85–94	Very Good
75–84	Good
60–74	Acceptable
Below 60	Needs training and improvement

Evidence Sources

Evaluators may rely on:

- Direct observation during screening
- Interviews with security inspectors
- Interviews with passengers (when applicable)
- Review of records and reports
- Review of SOPs
- Verification of training records

Regulatory References

- ICAO Annex 17 – Security
- ICAO Annex 9 – Facilitation
- ICAO Doc 8973 – Aviation Security Manual
- United Nations principles on non-discrimination and respect for dignity

This model is suitable for internal auditing, quality assurance, and field evaluation at airports. It may be adapted to comply with national civil aviation authority requirements or local operating procedures while remaining consistent with ICAO principles.