



International Civil Aviation Organization

ELECTRONIC BULLETIN

For information only

EB 2023/23

25 May 2023

SECURITY CONTROL FOR SCREENING LIQUIDS, AEROSOLS AND GELS (LAGs)

1. It is recalled that in October 2008, given the threat posed by liquid explosives, States were provided with guidance material to help ensure that the security control guidelines for liquids, aerosols and gels (LAGs) are implemented in a harmonized manner worldwide.
2. Advances in technology allow for the detection of liquid explosives without the need to remove liquids from carry-on baggage. In this regard, some States and airport operators have implemented, or are in the process of implementing advanced screening equipment and threat-detection algorithms to that effect.
3. It is important to note that security measures related to the carriage of LAGs will still be in place to ensure the safety and security of all passengers. Even with the introduction of new security screening technologies, airports should continue to use Security Tamper-Evident Bags (STEBs) for transporting duty-free bottles so that they can be accepted at transfer airports where LAGs restrictions still apply. The International Civil Aviation Organization is working closely with appropriate national authorities to ensure that the possible lifting of LAGs restrictions over time is coordinated to ensure a seamless transition for regulators, stakeholders and passengers alike.
4. Until further notice, it should be recalled that the guidance material on security controls for LAGs was issued in EB 2008/32 (enclosed).

Enclosure:

EB 2008/32

Issued under the authority of the Secretary General



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EB 2008/32

16 October 2008

GUIDANCE MATERIAL ON SECURITY CONTROLS FOR LIQUIDS, AEROSOLS AND GELS (LAGs)

The Council, at the seventh meeting of its 184th Session, on 25 June 2008, considered a report of the Nineteenth Meeting of the Aviation Security Panel (Montréal, 26 to 30 May 2008) and approved the Panel's recommendation that the guidance material on security controls for LAGs, as presented in the Attachment, be sent to States for implementation.

Enclosure:

Guidance material on security controls
for liquids, aerosols and gels (LAGs)

Issued under the authority of the Secretary General

**GUIDANCE MATERIAL ON SECURITY CONTROLS FOR LIQUIDS,
AEROSOLS AND GELS (LAGs)**

1. INTRODUCTION

1.1 This guidance material has been developed in order to assist Contracting States in the implementation of recommended security control guidelines for screening liquids, aerosols and gels (LAGs). While the methods of compliance with the guidelines are based on generally recognized practices and procedures common within the international civil aviation industry, they are not the only means of compliance. Other methods of meeting the recommended security control guidelines for LAGs may be equally appropriate. Measures related to the carriage of LAGs should not result in the improper placement of dangerous goods in the hold of aircraft (*Technical Instructions for the Safe Transport of Dangerous Goods by Air*, 2007 – 2008 Edition, Doc 9284 place additional restrictions on LAGs meeting the criteria of dangerous goods).

2. DEFINITION OF LAGS

2.1 LAGs include (but are not limited to) water and other drinks, soups, syrups, jams, stews, sauces and pastes; foods in sauces or containing a high liquid content; creams, lotions, cosmetics and oils; perfumes; sprays; gels including hair and shower gels; contents of pressurized containers (e.g. aerosols), including shaving foam, other foam and deodorants; pastes including toothpaste; liquid-solid mixtures; mascara; lip gloss or lip balm; and any items of similar consistency at room temperature.

3. BACKGROUND

3.1 The International Civil Aviation Organization (ICAO) had issued three State letters on security control guidelines for screening of liquids, aerosols and gels (LAGs) and their carriage by air travellers on commercial air transport operations (AS 8/11-06/100 Confidential dated 1 December 2006, AS 8/11-07/26 Confidential dated 30 March 2007 and AS 8/11-07/53 Confidential dated 6 July 2007).

3.2 These essential preventive measures, limiting or banning the introduction in cabin baggage of restricted articles of substances that are not yet detectable or identifiable by contemporary screening technologies and systems, are additional security measures for control purposes. These limitations or bans generally focus on liquids, aerosols and gels which could hide or mask liquid explosives or reactive substances, contained in apparently innocent containers and bottles, intended for committing an act of unlawful interference inside aircraft.

3.3 All LAGs carried for personal use should comply with the following recommendations:

- a) all LAGs should be carried in containers with a capacity of no more than 100 ml each (or the equivalent in other volumetric measurements, e.g. fluid ounces);

- b) any LAGs in containers larger than 100 ml¹ are not to be accepted, even if the container is only part-filled²;
- c) containers with LAGs should be placed in a transparent re-sealable plastic bag³ of a maximum capacity of 1 litre. The containers should fit comfortably within the transparent plastic bag, which should be completely closed;
- d) each passenger is permitted to carry only one such bag which should be presented separately for screening; and
- e) all conventional security controls and checks, including random hand searches of passengers and cabin bags, are applicable.

4. EXEMPTIONS

4.1 Certain persons may be exempted from the restrictions listed in paragraph 3.3 above:

- a) cockpit and cabin crew in uniform and on duty or displaying identification who are either operating an aircraft or who are travelling for purposes directly related to their employment as a cockpit or cabin crew member;
- b) passengers with medical and/or special dietary requirements (see paragraph 4.2 below);
- c) airport staff (see paragraph 4.4 below); and
- d) special categories of persons (e.g. law enforcement officers and emergency personnel responding to an emergency) whom the State may decide to exempt.

4.2 Medical and other requirements

4.2.1 LAGs of any kind carried in containers with a maximum volume of 100 ml should be placed in the 1 litre bag. However, exemptions may be granted for LAGs, which exceed the 100 ml limitation or are too large to be carried in a 1 litre bag, if it can be shown that these items are essential for medical purposes or meet special and essential dietary needs. In order to meet the requirements for this exemption, passengers or staff members should be required to provide written proof of authenticity for the exempted liquid(s).

4.2.2 This paragraph describes procedures to be followed in order to determine when an exemption may be authorized. Persons may be sensitive about their medical condition, and may therefore require discreet handling. If, after following the procedures in this guidance material, doubts remain regarding the validity of a LAG, the item in question should not be allowed beyond the screening point. Where there is any doubt, a plausibility check should be performed. The passenger could be invited to sample the items to prove that it is safe to do so.

¹ 100g may be assumed to correspond to 100 ml.

² Empty containers of any size are permitted.

³ Indicative size of the 1 litre re-sealable plastic bag: 20.5 cm x 20.5 cm or 25 cm x 15 cm, or equivalent.

4.2.3 Exemptions may be granted if the LAG is to be used during the **journey** and is either required for **medical purposes** or a **special dietary requirement** (such as baby food). When asked, the passenger should provide **proof of authenticity** for the exempted LAG.

- a) **journey:** The reference in 4.2.3 above to “the journey” refers to the journey of the person (ie the period away from home), and not simply the length of the flight. A passenger may only be taking a one-hour flight, but may with good reason be carrying more than 100 ml of medicine. If the medicine is being carried in a container of more than 100 ml, whether or not it fits into the litre bag is irrelevant, he or she should be asked why the medicine is needed in this amount, and whether it could not be carried in the aircraft hold. Only if the responses give the necessary assurance should the LAG’s carriage in the cabin be permitted).
- b) **medical purposes:** LAGs required for “medical purposes” should be interpreted as including LAGs prescribed by a doctor or bought over-the-counter. In determining if a LAG with a total volume of over 100 ml is indeed essential to be carried in the cabin, and that the amount is no more than it is necessary for the journey, the passenger should be questioned on the nature of the LAG, the reasons why it is being claimed as essential, and the dosage. In principle, exemptions for over-the-counter medicines (e.g. nose sprays, cough medicines, contact lens solution) should be more restrictive in the quantity of liquid that is permitted, since these are not “life-or-death” medicines. In addition, LAGs that are not medicines but are used for medical purposes are permitted, examples of which include ice (if used to maintain the temperature of, for example, a transplant organ), blood or blood products, wet wipes and even “normal” LAGs if their use is justified on medical grounds (e.g. an autistic traveller that “needs” to have a particular brand of drink). Cylinders of compressed oxygen or air, not exceeding 5 kg gross mass, and cylinders to operate mechanical limbs may also be exempted on medical grounds.
- c) **special dietary requirements:** For a LAG to qualify as a “special dietary requirement” it should be a food without which a passenger’s health is threatened. Examples include expressed mother’s milk and special foods for consumption during the flight, such as baby food⁴, special diets for lactose-intolerant passengers, or gluten-intolerant passengers.
- d) **proof of authenticity:** Paragraph 4.2.3 notes that passengers may be asked to provide “proof of authenticity” of an exempted LAG. In that event, it should be established that the name on the label of the prescription medication matches the name on the passengers’ boarding pass. Where the LAG is non-prescription, and likely to be obtainable at the passenger’s destination, a determination is required of whether the amounts carried are reasonable. In this context, reasonable amounts will include what is required for the duration of the flight, taking into account possible delays and flight diversions. If doubts exist regarding the quantity being carried by a passenger, or whether the LAG is needed for a medical or special dietary purpose, then a plausibility check should be performed. The passenger could be invited to sample the items to prove that they are safe. For LAGs prescribed by a doctor, the passenger should be able to show that it is for his/her own use, for example by having their name on the label of the medicine or a note from a doctor. When verifying the proof of authenticity, the following points should be taken into consideration:

⁴ Where the volume of baby food is deemed excessive, it should not be allowed through the screening point. Baby products may include: baby milk; sterilized water; baby juice; and baby food may be in the liquid, gel or paste form; and wet wipes

- 1) a passenger should not be asked to taste their medication if the dosage/usage instruction or advice from their doctor indicates that it would be dangerous to do so;
- 2) passenger should not be asked to taste any medication, either their own or their child's, against their wishes; and
- 3) for children's prescription medication, the accompanying adult passenger should not be asked to taste the medicine, verification should instead be sought through questioning.

4.3 **LAGs carried by transfer passengers**

4.3.1 In addition to the above mentioned exemptions, taking into consideration the One Stop Security concept, LAGs purchased at the originating airport or intermediate airport's shops or in flight and carried by transfer passengers, may be accepted for further transportation, *provided that* the State has proceeded with the validation process for acceptance of LAGs carried in Security Tamper-Evident Bags (STEBs) and the passenger possesses proof of purchase. The formal validation of the security measures applied to LAGs from the point of origin, and transfer points, is the State's responsibility and could be conducted via bilateral, multilateral or other arrangements as appropriate (e.g. third party recognition, self-validation, etc.).

4.3.2 Security staff should reasonably ensure that Security Tamper-Evident Bags (STEBs) containing LAGs have not been tampered with.

4.4 **LAGs carried by staff working at airports**

4.4.1 The personal items of staff working at airports entering security restricted areas and on board aircraft (e.g. beverages, perfumes, cosmetics, medications and other similar items) should be subjected to the same restrictions and exemptions as passengers. However, tools of trade should be exempt from LAGs restrictions. Tools of trade are defined as those items required for the purpose for which the staff member is in the sterile area, and may include items such as cleaning products, sealants, degreasers, glues, paints and oils.

5. **TECHNICAL SPECIFICATIONS FOR SECURITY TAMPER-EVIDENT BAGS (STEBs)**

5.1 **Material to be used**

- transparent (high impact low density polyethylene (LDPE) or equivalent);
- recyclable and environment-friendly products if possible; and
- minimum of 50 microns thickness.

5.2 **On the top face (front) of the STEB**

5.2.1 Closure:

- red tamper evident tape (minimum 30 mm tape with 40 mm release liner);
- high tack pressure sensitive self adhesive; and

- integral security device/hidden graphic to show if tampered with.

5.2.2 Border:

- side and bottom weld be no less than 15 mm width in red; and
- printed border of minimum 5 mm with “DO NOT OPEN”, airport name, or any other continuous message or design which may bleed over the edge of the bag. (Optional - integral security device/hidden graphic to show if borders are tampered with.)

5.2.3 Message:

- security sign in green in the middle of the security box; and
- box in red at bottom stating “Do not open until final destination – contents may be confiscated if bag is tampered with”.

5.2.4 Confirmation/identification features:


- Receipt space (or jacket, optional) inside the bag visible in the top left of the security box. The receipt should contain the following information:
 - a) date of purchase (dd/mm/yy or dd/mm/yyyy);
 - b) place of purchase (State, airport, airline) using international codes;
 - c) flight number(s) and name of passenger, if possible; and
 - d) number and list of items purchased and placed in the STEB.

5.2.5 Origin of the bag:

- State three-letter code to determine the State of origin where the STEB was provided to the passenger, or airline international code (for duty free sales on board) to determine the origin of the STEB;
- Manufacturer name (in full pending ICAO’s registration number); and
- Inventory code and security code or device to protect STEB at retailers and shops.

5.3 **On the back face of the bag**

- Individual airport/retailers/other branding or logos.




State (XXX) / Manufacturer (in full or ICAO code)

inventory / security
code

DO NOT OPEN - DO NOT OPEN - DO NOT OPEN - DO NOT OPEN - DO NOT OPEN

Receipt
place
(inside bag)



Do not open until final destination
Contents may be confiscated if bag is tampered with

DO NOT OPEN – or Name of the Airport – or any other continuous message or design

DO NOT OPEN – or the name of the airport or any other continuous message or design over the edge of bag

DO NOT OPEN – or the name of the airport or any other continuous message or design over the edge of bag

6. SECURITY PRINCIPLES APPLICABLE TO STEBS

6.1 General guidelines

6.1.1 LAGs purchased at airport retail outlets or on board aircraft during the day(s) of the journey may be allowed through security screening points provided that they are carried in a Security Tamper-Evident Bag (STEB).⁵

6.1.2 The relevant Aviation Security Appropriate Authority should authorize the use of STEBs originating from its State.

6.2 Production of STEBs

6.2.1 STEBs are to be manufactured in accordance with the technical specifications listed in paragraph 5 of this document.

6.2.2 Assurance should be obtained from STEB manufacturers on the quality of the STEBs, and implementation of reasonable security measures to prevent unauthorized access to, or interference with, the production, packing, storage and delivery of the STEBs to customer airports, airport retailers and aircraft operators. Alternatively, the appropriate authority may audit the STEB manufacturer's supply chain processes and approve these as acceptable to airport LAG retailers. The ICAO list of registered manufacturers could be used as an additional tool to confirm if STEBs are in accordance with ICAO recommendations.

6.2.3 Security procedures should be implemented to ensure that STEBs are not subject to misuse, abuse or any other circumstances that could lead to an act of unlawful interference.

6.2.4 The STEBs should be packed in sealed cartons (or any other suitable form of containers) with adequate measures to show proof upon delivery that the cartons had not been tampered with. The cartons should have adequate inventory records.

6.3 Delivery and storage of STEBs

6.3.1 Upon delivery of STEBs to the airport retail premises, the airport retailer or the aircraft operator should implement reasonable security measures to prevent unauthorized access to or unauthorized removal of the STEBs during storage, delivery to the retailer's outlets and from their temporary holding premises pending their use at the point of sale.

6.3.2 Movements and deliveries of STEBs are subject to appropriate authorization and record, facilitating subsequent tracing and auditing, if required.

6.3.3 The airport retailer or the aircraft operator should document, maintain and implement a set of security procedures that meet these objectives to ensure that the STEBs under its control are not subject to misuse, abuse or any other circumstances that could lead to an act of unlawful interference.

6.3.4 All STEBs delivered to the airport retailer or aircraft operator should be stored in a secure manner (e.g. locked), such that only persons authorized in writing by the airport retailer or aircraft operator have access to the bags. The airport retailer should maintain a list of such authorized persons and should keep the list updated at all times.

⁵ Contracting States may make local exceptions as approved by their aviation security appropriate authority.

6.4 **Airport retail and aircraft operator retail operations**

6.4.1 **Security of STEBs**

6.4.1.1 All STEBs should be kept inaccessible from anyone other than the retail staff and should be securely stored whenever not being used for sales.

6.4.1.2 The STEB should be sealed by the retail staff when the transaction is concluded.

- a) staff should not give any extra STEBs to passengers; and
- b) staff should not place any other personal items into the STEB(s).

6.4.2 **Issuance of receipts**

6.4.2.1 Each STEB should be accompanied by a receipt as proof of purchase. The receipt should be placed inside the sealed STEB with its face visible from the outside.

6.4.2.2 If a passenger purchases both LAGs and non-LAGs items in a single transaction, the LAGs item should be packed separately in a STEB. However, the receipt attached to the STEB may include the non-LAGs item.

6.4.3 **Information for passengers**

6.4.3.1 Airport retailers and aircraft operators should remind the purchaser not to open the bag until he or she has arrived at their final destination; and also that specific national rules may apply at the transfer screening point.

6.4.4 **Return or replacement of purchased LAGs in tampered STEBs**

6.4.4.1 The airport retail and aircraft operator staff should verify that the STEB and receipt were issued by the shop on that day.

6.4.4.2 If a passenger decided to return or seek to replace purchased LAGs, the retailer may do so on condition that the original LAGs are replaced with new LAGs and placed in a new STEB with an appropriate receipt.

7. **SECURITY PRINCIPLES APPLICABLE TO LAGS SOLD BY AIRPORT OUTLETS AND AIRCRAFT OPERATORS**

7.1 Appropriate supply chain security measures should be applied to LAGs from the first point of entry on the airport airside until delivery to passengers which include:

- a) **security of premises:** There should be access controls at airside entry points through which LAGs items are delivered to the airside outlets and aircraft. Measures should be in place at airside outlets and onboard aircraft to prevent LAGs from being tampered with and STEBs from being used inappropriately;
- b) **security for personnel handling LAGs:** Procedures should be in place to subject prospective employees to background checks and to periodically check current employees, as well as to educate and train employees regarding security policies, recognition of deviations from these policies and understanding what actions should be taken in response to security lapses;

- c) **security checks:** Visual checks or security controls should be performed by security staff at the first point of entry on the airside for signs of interference, such as tampering with seals, theft, and the introduction of potentially dangerous devices, articles or substances. Appropriate checks should be made on all supplies of LAGs to establish that they have been protected, unless Known Suppliers have assumed responsibility for applying security controls, that there is no evidence or suspicion of tampering, and that the necessary documentation is in order;
- d) **business partner security:** Airport retailers and aircraft operators should be encouraged to establish an understanding with LAGs suppliers; that the suppliers will implement appropriate security controls for LAGs consignment delivered to the retailers/aircraft operators, including written assurance that LAGs consignments are safeguarded, associated information protected and security measures are in place; and
- e) **information security:** Airport retailers and aircraft operators should be encouraged to establish security policies and reasonable procedures to maintain the confidentiality and integrity of data and information used in their operations, including protection against unauthorized access, misuse and unauthorized alteration.

7.2 Examples of inventory control of LAGs by airport retailers and aircraft operators are provided in the Annex to this Appendix.

8. DISPOSAL OF SURRENDERED LAGS AT AIRPORTS

8.1 The threat from liquid explosives remains real. Therefore there is legitimate concern that LAGs surrendered at airports, including LAGs contained in STEBs that have been tampered with, could present a security threat, therefore their proper disposal is essential.

8.2 Those items considered as LAGs surrendered and collected at airport pre-board screening points should be disposed of in a manner that does not compromise the security or safety of the airport or aircraft operators. It is recommended that proper disposal procedures for such items are established and applied.

8.3 All Contracting States are encouraged to develop and establish a set of LAGs disposal procedures and measures, to be applied by airport and aircraft operators for the proper disposal of the LAGs items. Operators could be given some flexibility by the relevant authorities of the Contracting State (e.g. airport authority) around the exact procedures and measures to be taken at each airport, so as to achieve practicality, efficiency and to meet any local conditions. The disposal procedures and measures should include the inputs of other relevant State authorities such as the Customs authorities, as required.

9. SUPPLIERS OF LAGS AND/OR STEBS

9.1 Suppliers of LAGs and STEBs should be encouraged to provide a declaration of the measures undertaken to ensure the implementation of the security of the supply chain. Such a declaration should include the following:

- a) confirmation of the appointment, in writing, of a company person responsible for security;
- b) a statement that all persons with access to supplies have received proper security awareness training that provides for an appropriate level of security prior to having access to LAGs and/or STEBs; and

- c) appropriate security checks are conducted prior to supplies of LAGs and/or STEBs being brought airside.

9.2 Airport retailers, aircraft operators and, where appropriate, suppliers should be responsible for ensuring that the chain of security relevant to supplies of LAGs and/or STEBs is maintained from the first point of entry airside until delivery to passengers.

10. VALIDATION PROCESS

10.1 Each State remains responsible for determining or recognizing compliance with the LAG and STEB security measures applied within that State. States wishing to validate the security of LAGs being taken onboard flights from their airports by passengers who started their journey in another State and are transferring between flights may approach validation in a number of ways, including:

- a) entering into a bilateral arrangement with the State in which the transferring passenger started his or her journey, to obtain the necessary assurances of the security afforded to LAGs and STEBs; or
- b) becoming a party to a multilateral arrangement, whereby such assurances are sought by a regional/international body, on behalf of a number of States; and
- c) recognizing after verification, that may include on-site validation defined in paragraph 10.6, that States have complied with ICAO recommendations on the measures for LAGs and STEBs; or
- d) recognizing assurances given by States that have declared compliance with ICAO's recommendations on the measures for LAGs and STEBs and their full implementation at airports and by aircraft operators.

10.2 Such validation should be based on a technical assessment of matters related to aviation security, and should be applied in a fair manner.

10.3 Consistent with international practice, a State may elect to require additional measures for LAGs carried by transfer passengers through its airports, over and above those in place in the State where the passenger started his/her journey, or those accepted by other parties through an arrangement. Such additional measures might, for example, reflect the State's threat and risk assessment to aviation within its territory.

10.4 In seeking to provide the necessary assurances that appropriate security measures are being implemented, under any of the approaches listed above, a State may wish to share with the requesting State or requesting regional/international body the results of its assessment. These could be undertaken between States through bilateral or multilateral arrangements as they view necessary.

10.5 Concerning LAGs in STEBs carried by passengers transiting/transferring through several airports, States may also wish to seek confirmation from the State where purchases were made, as well as from any State(s) through which passengers have transited or transferred, that they have applied equally robust controls with respect to LAGs and STEBs.

10.6 Given the critical importance of the security of the supply chain, a State or regional/international body may consider it appropriate to seek the agreement from another State to undertake on-site validation of the effectiveness of security measures being applied by the other State, either directly or through an approved third party, in the territory of the State in question. Where permission for such validation is granted, the parties should establish in advance the terms and scope of the process of validation, including the secure handling of sensitive information.

ANNEX

EXAMPLES OF INVENTORY CONTROL OF LAGS BY AIRPORT RETAILERS AND AIRCRAFT OPERATORS

1. SECURITY OF LAGS

1.1 The following security examples are for airport or aircraft operator retailers operating warehouses that make direct supplies of LAGs that are above 100ml per item and/or that will be placed in STEBs for carriage on board aircraft departing from an airport. Any airport retailer that wishes to use the STEBs for their LAGs items has to seek approval from the appropriate authority, and should ensure that the following requirements are met.

2. AIRPORT RETAIL PREMISES SECURITY AND ACCESS CONTROLS

2.1 It is useful for retail premises to be equipped with a monitoring and surveillance system such as closed circuit television (CCTV) or equivalent.

2.2 There should be, at minimum, an inventory control system for all LAGs items sold in the retail outlets. Retail staff should immediately report any anomalies to their management or the appropriate security authorities.

2.3 There should be appropriate security measures in place to ensure that the LAGs items are not vulnerable to theft or pilferage.

2.4 The premises should be protected by means of security measures sufficient to prevent unauthorized access or interference that may contribute to an act of unlawful interference e.g. restricted access, fencing, gates, CCTV, lighting, alarm system, etc., where appropriate and applicable.

2.5 There should be access control measures in place for the entry and movement of employees and visitors. Employees should only be given access to those areas needed for the performance of their duties.

2.6 The airport or aircraft operator retailer should establish procedures to ensure that the integrity of the LAG items under its custody is maintained to protect against the introduction of unauthorized material. These may include procedures to ensure that information used in the movement and clearing of LAGs is properly documented and to prevent unauthorized alterations to such information.

2.7 Retail staff of outlet(s) located in the restricted areas receiving LAGs from the suppliers/warehouse should check for signs of tampering or other anomalies.

3. PERSONNEL SECURITY

3.1 The airport retailer should establish procedures to check prospective employees and to periodically check current employees. In addition, there should be procedures for security awareness training provided to employees regarding security policies, recognition of deviations from those policies and understanding what actions should be taken in response to security lapses.

4. LAGS SUPPLIERS SECURITY

4.1 The airport retailer or aircraft operator should establish an understanding with its LAGs suppliers, that the supplier will undertake appropriate security controls for the LAGs consignments.

4.2 Where practicable, the airport retailer or aircraft operator should request from their LAGs suppliers a written assurance that their LAGs consignments are safeguarded, that associated information is protected and that security measures, as required, are in place.

5. SECURITY OF LAG ITEMS

5.1 **Receipt and release of LAGs** The airport retailer and aircraft operator should establish procedures to ensure that LAGs being transported directly from the warehouse (or the last point before the LAGs items are delivered) to the airport outlets in the airport restricted and/or transit areas are reconciled against relevant documents, such as purchase and delivery order. On their arrival, the same reconciliation process should be undertaken by the retail staff to verify the authenticity of the LAGs items that have been delivered.

5.2 **Consignment inspection.** The airport retailer should establish procedures to verify the physical integrity of the consignment of LAGs, including the reliability of the sealing mechanisms such as for the cartons or containers of LAGs delivered to the relevant warehouse and/or transit outlet. An example is that during the process of the delivery of LAGs, the cartons/containers may be in a sealed container and shrink-wrapped with a security seal.

5.3 **Storage of LAGs.** The airport retailer should ensure that the LAGs are stored in a secure area to prevent unauthorized access and/or tampering.

5.4 **Inventory control.** The airport retailer should establish procedures to control the inventory and storage of LAGs. These should include:

- a) stock-taking;
- b) use of trained watch service or staff to visually inspect inventory;
- c) step-by-step details of the checks and counter-checks performed by staff; and
- d) requirement for more frequent inspections during peak receiving period and discrepancy reporting.

5.5 **Tracking and monitoring of conveyance.** The airport retailer should establish procedures to track and monitor accurately activities relating to the movement and handling of LAGs both within the company's premises, and at handover points between company and any external parties. These should include:

- a) **markings.** There should be procedures to check that the LAG items are accurately described, labeled, marked, counted and verified when receiving and releasing the LAGs. Persons/drivers delivering or receiving the LAGs should be positively identified before the LAGs are received or released; and
- b) **signature and stamp policies.** There should be procedures in place for critical process handover points such as between the warehouse and retail outlet, (e.g. example document preparation, issue of seals, breaking of seals, physical count of LAGs, conveyance inspection, delivery, receipt, etc.). Documents pertaining to

custody and responsibility over LAGs should be appropriately authenticated by the authorized parties.

6. **INFORMATION SECURITY**

6.1 The airport retailer or aircraft operator should establish information security policies and reasonable procedures to maintain the confidentiality and integrity of data and information used in the supply chain of the STEBs and the LAGs placed in STEBs, including protection against unauthorized access, misuse and unauthorized alteration.

— END —