**Treating People as Objects – Airport interviews (cargo/freight operations)**

**INTERVIEW/DISCUSSION TOPICS**

1. **Position / Leadership / Change:**

1.A) Can you tell us a bit about your own position?

1. What are the most challenging aspects of the job?
2. How do you see your role changing in the immediate and long term?

1.B) From your perspective, how do you conceive of the relationship between freight and passengers?

1. Are these separate processes (like 2 separate airports in one)?
2. Are there areas of convergence? (Baggage etc; things associated with people; people associated with things)
3. How do knowledge, expertise and technology flow from one to the other?
4. **Technologies and automation**

How are new technologies being used to increase the speed and efficiency of processing freight / air-cargo?

1. Are these goals of efficiency the same between freight / air cargo and baggage? What are similarities / differences?
2. Where has automation been the most / least successful?
3. How do you learn about new security technologies to process cargo more efficiently? Procurement? (\*DHL)
4. Where there is automation and the introduction of new technologies, has it been difficult to integrate these with existing working practices?
5. How do you take away old technologies and dispose of them? Are they re-sold or stored? Or do you build on top of old systems?
6. What happens when security technologies break down?
7. What happens when things stop, or when the ‘pinch points’ lead to a huge back up?
8. **Actors / Trust (People):**

There seems to be a clear distinction between Authorised Economic Operators or other trusted companies, and those that are unknown or infrequent users.

1. How do these identities emerge, and how do you know when one becomes trustworthy? Is there a threshold? (example?)
2. How are these different actors treated by …. Airport? Are there ever cases when a trusted actor is mistaken for untrusted, or vice versa?
3. Are there different procedures reserved for particular operators, destinations or cargoes?
4. Are there different processes for dangerous materials, sensitive materials (e.g. medicines, foods, chemicals)?
5. Do certain AEOs conduct their own security screening, and are these practices trusted? Outsourcing?
6. **Judgement and Disaggregation (Objects):**

Given the volume of cargo coming through the Airport, How do you decide which things to look at and which to pass through?

1. how much of this decision making is done automatically with machines (X Ray, Explosive Trace Detection), which bits are done by humans (e.g. hand search)
2. What happens to seized goods?
3. What happens to things that are incorrectly labelled or when required information is not available?
4. What happens when things get lost?
5. **Risk:**

Given the pressing / contradictory needs of both efficiency and security, obviously there is a risk assessment process on the basis of – increasingly digital – documentation.

1. Which organisations are involved in this? (Governance? Compliance?)
2. When / where is this done? [where does the border start / where does it end re: … Airport?]
3. How does the governing of risk shape the everyday processing of freight/air cargo?

**Treating People as Objects – Airport interviews (passenger operations)**

**INTERVIEW/DISCUSSION TOPICS**

1. **Position / Leadership / Change:**

1.A) Can you tell us a bit about your own position?

1. Is this a new position?
2. What are the most challenging aspects of the job?
3. How do you see your role changing in the immediate and long term?

1.B) From your perspective, how do you conceive of the relationship between freight and passengers?

1. Are these separate processes (like 2 separate airports in one)?
2. Are there areas of convergence?
3. How do knowledge, expertise and technology flow from one to the other?
4. **Priorities / Tensions**

With respect to the movement of people through the airport, what are your key priorities? (efficiency? Security? Consumer experience?)

* 1. How have these priorities evolved over time?
  2. What are some of the tensions between these priorities?
  3. Which governing actors have the most force in determining these priorities?

1. **Automation (passengers):**

What do you see as the role of automation in the processing of passengers?

* 1. Is it more important / does it have more of a role in determining passenger flow (e.g. speed, efficiency) or in security?
  2. How effective are new security technologies in sorting between safe and risky travelers?
  3. How long do new security technologies aimed at processing passengers take to become embedded with staff and passengers? Examples?

1. **Tech Failure / Solutions:**

Given the numbers of passengers moving through … Airport, what happens when new security / scanning technologies break down?

1. What does a break down look like?
2. What are some common causes?
3. Is anticipation of break down / failure, or the tech ‘not working’ important in the choice of people to engage with newer tech?
4. Where are your pressures when it comes to adopting new technologies, or new designs in people movement? (Owners/stakeholders, government, customer expectations...)
5. **The Role of Front-Line Staff:**

What is the role of your front-line staff in monitoring people-flow through security?

1. Who are the front-line staff, and how is outsourcing managed? (INIS civilianisation processes and impacts). Is this process connected to the introduction of e-gates?
2. How are these staff members trained, especially in new security technologies?
3. How are decisions made as to which passengers are identified as risky, and which ones as safe?
4. In such a highly technologized space, what is the role of human judgement?
5. **Rights:**

To what extent does the language of Rights / Human Rights shape …. Airport's treatment of passengers?

1. How has this changed in the past decade?
2. At what point in the process of human transit do rights commonly become an issue?
3. How are these claims about rights articulated, and by whom?
4. Who is in charge of managing these claims when they do arise?
5. Where do these rights claims ‘go’ outside of … Airport?

7. **Persons of Interest**

1. How are persons of interest identified? (Eg pre-notification watch-lists)
2. How are persons of interest approached? Where in the process is this done? Who undertakes the approach, and with what seniority? Does this differ depending on the level of interest, and where in the process they are intercepted? When do the police become involved?
3. Is there a set script? Does this differ depending on where the approach is undertaken? Does this differ with UK/ EU citizens, and others?