



Transport Malta

# Unruly Passengers Workshop

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# Aim of this workshop

Understand the Potential implications of an unruly passenger

- Financial implications to the airline
- Human resource implications
- Reputation of the airline

# ▶ Workshop

- ▶ The consequences of a flight diversion
- ▶ Persons that can identify unruly behaviour

# Work shop

In your assigned groups;

- A. List the persons that can identify and report unruly behaviour prior to the departure of a flight.
- B. How should the air carrier respond to disruptive acts
- C. List the consequences of a possible diversion.

- ▶ Workshop
- ▶ **The consequences of a flight diversion**
- ▶ Persons that can identify unruly behaviour

# Consequences of diversion

- Rerouting the flight,
- Operations have to define the new routes,
- Fuel consideration,
- Organising for any connecting flights for other passengers (if applicable),
- Hotel booking
- Ground handling costs at airport of diversion.
- Considering the duty period for the crew, delay, extension of FDP or reposition other crew?

# Consequences of diversion cont...

- Slots at destination airport might have to be re-approved since the slot time would be lost.
- Flight plan with ATC;
- Delay, due to the heavy traffic at destination airport.
- Baggage Identification

- ▶ Workshop
- ▶ The consequences of a flight diversion
- ▶ **Persons that can identify unruly behaviour**



# List of Persons that can identify unruly behaviour

- Ground Staff (Check-in, Passenger Service Assistance...)
- Airport Security
- Ramp Staff
- Flight crew
- Cabin crew
- Maintenance and Engineering
- Passengers
- Police
- Immigration Staff

# Conclusion

Flight diversions might sum up to huge amount of costs to the airline varying from approximately €15,000 to even €100,000 depending on the factors and the size of the aircraft, airports and situations.

