

Transport Malta

## Unruly Passengers Workshop Omar Sant





## 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.





### 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

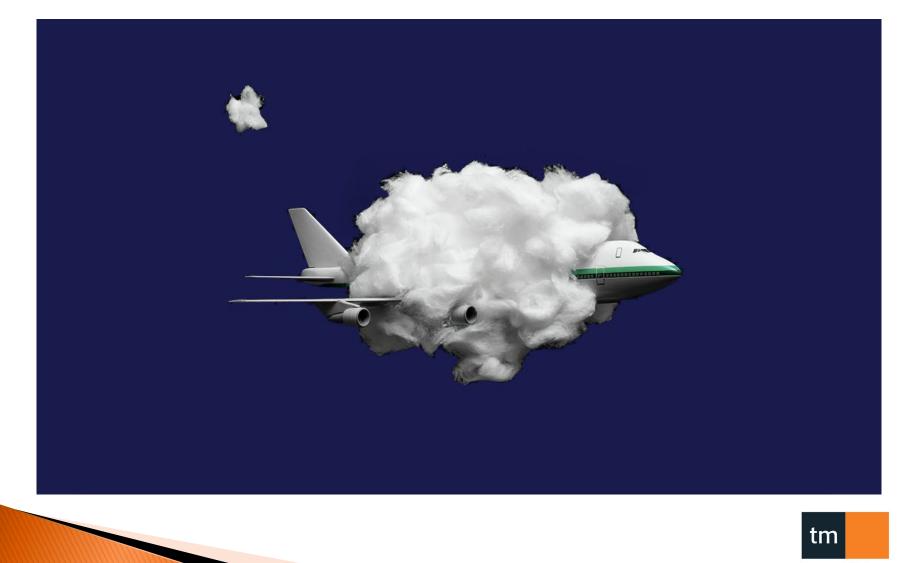
- Ground Staff (Check-in, Passenger Service Assistance...)
- > Airport Security
- Ramp Staff
- Flight crew
- Cabin crew
- Maintenance and Engineering
- Passengers
- Police
- Immigration Staff



## 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.





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