



Unruly Passengers



ICAO Definition

“A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft.”

ANNEX 17 – Security

What is unruly behaviour?

- ▶ **Excessive alcohol consumption** during or before the flight
- ▶ Use of **drugs** or **mixing** them with **alcohol** during or before the flight
- ▶ **Not complying** with crew instructions
- ▶ Being **violent** both **verbally** and **physically**
- ▶ **Distracting** the cabin crew from their duties

ICAO Threat levels

- ▶ Level 1 — Disruptive behaviour (verbal);
- ▶ Level 2 — Physically abusive behaviour;
- ▶ Level 3 — Life-threatening behaviour (or display of a weapon);
- ▶ Level 4 — Attempted or actual breach of the flight crew compartment.

EASA – Unruly Passengers

- Every 3 hours the safety of a flight within the EU is threatened by passengers **demonstrating unruly or disruptive behaviour.**
- At least **70% of these incidents involve some form of aggression.** Once a month the situation escalates to such a degree forcing the plane to perform an **emergency landing.**
- ***The number of reported incidents in 2018 shows an increase of 34% when compared to 2017.**
- * Occurrences involving Unruly Passengers from the European Central Repository that were reported by operators from the EASA Member States in accordance with the definitions in Regulation (EU) 376/2014.

EASA – Unruly Passengers

- Even though the number of unruly passengers is small considering the total number of people flying, the impact of their actions can have a **disproportionate effect** both on the **smooth operation** of the flight and, most **importantly**, on its **safety**.
- Physical violence results in injury and it's a **traumatic experience** for everybody on board and if a **member of the crew gets injured**, their **capacity to act** in case of an emergency is reduced.

Unruly Passengers Report 01

1. Passenger 2C could not find room for her belongings, N1 advised to stow some of hers belongings under the seat in front, as flight was fully booked.
2. Passenger seated 2C refuses and start making a scene by blocking the boarding.
3. Passenger Seated 2A started blocking the aisle as he was opening and closing the overhead lockers to find a space for his jacket.
4. Passenger started shouting and complaining about the company procedures and insulting N1.
5. Both passengers 2a and 2c started to provoke and make bad comments about N1 and company.
6. Finishing boarding, passenger 2B passenger started complaining and shouting to N1 about not having room for her hand bag.
7. **Just door been closed**, 2C stood up in the cabin and start to open overhead locker and tried to remove belongings of other passengers.
8. During **take off** and climbing 2C put her foot on the arm rest of 1C, after CC released from CPT , N1 went to ask PAX to remove her foot from it.

Unruly Passengers Report 02

- ▶ On the ramp a passenger was advised to stop smoking by ground crew.
- ▶ After embarking he asked the number one to go to the front toilet.
- ▶ After departure, the number one found a strong odour of smoke in the front toilet and the rest of a cigarette in the bin.
- ▶ This passenger was the only one to go to the toilets before that.
- ▶ Police called at destination.

Unruly Passengers Report 03

- ▶ The passenger ----- on board our flight ABC – ABC, Flight number 1234, hit No 1 because he was demanding to sit next to his wife, even if they have been allocated different seats.
- ▶ The supervisor explained that it was not possible because the plane was full but he became rude and he started to scream against her until he hit her.
- ▶ So, she decided to call the Captain asking his opinion, which one decided that it was the case to offload the passenger, since he was disruptive.

Doc 10117 – Manual on the Legal Aspects of Unruly and Disruptive Passengers

- ▶ First Edition 2019
- ▶ Established at an international level, a harmonized list of offences that would be regarded as a common framework of reference.
- ▶ ICAO recommendation to incorporate the list of offences into national legislation, so far as practicable.



S.L. 499.09 – Air Navigation Order

- ▶ Include reference to Unruly Passenger
- ▶ Art. 48 – Acting in a disruptive manner
- ▶ Art. 49 – Drunkenness
- ▶ Art. 50 Smoking in Aircraft

50	[S.L.499.09]	AIR NAVIGATION
Imperilling safety of aircraft.	46.	A person shall not recklessly or negligently act in a manner likely to endanger an aircraft, or any person therein.
Imperilling safety of any person or property.	47.	A person shall not recklessly or negligently cause or permit an aircraft to endanger any person or property.
Acting in a disruptive manner. <i>Added by: L.N. 52 of 2001.</i>	48.	No person shall while in an aircraft - (a) use any threatening, abusive or insulting words towards a member of the crew of the aircraft; (b) behave in a threatening, abusive, insulting or disorderly manner towards a member of the crew of the aircraft; or (c) intentionally interfere with the performance by a member of the crew of the aircraft of his duties.
Drunkenness in aircraft.	49. (1)	A person shall not enter any aircraft when drunk, or be drunk in any aircraft. (2) A person shall not, when acting as a member of the crew of any aircraft or being carried in any aircraft for the purpose of so acting, be under the influence of drink or a drug to such an extent as to impair his capacity so to act.
Smoking in aircraft.	50. (1)	Notices indicating when smoking is prohibited shall be exhibited in every aircraft registered in Malta so as to be visible from each passenger seat therein. (2) A person shall not smoke in any compartment of an aircraft registered in Malta at a time when smoking is prohibited in that compartment by a notice to that effect exhibited by or on behalf of the commander of the aircraft.

What can we do on unruly behaviour?

- ▶ Develop a management and mitigation strategy for unruly passenger events through prevention by:
 - Early detection
 - Intervention; and
 - Resolution of the problem.

What can we do on unruly behaviour?

- ▶ Preventative strategy is achieved through an increased awareness of passenger behaviour
- ▶ Training of employees on;
 - The adoption of an “Unruly Passenger” policy;
 - How the air carrier will respond to disruptive acts;
 - The type of response and the consequences of unruly behaviour.

What can we do on unruly behaviour?



- ▶ Public awareness campaigns
 - TM CAD
 - Operator

- ▶ **Prevention + Deterrent = Safer and better flying experience**