



# **CAD Cabin Crew Meeting, Malta, 18<sup>th</sup> Dec 2019**

## **Unruly Passengers**

**Meghan Doyle – In-flight Safety, Security, Regulatory & Compliance Manager**

Privileged and Confidential

# Unruly Passengers – Policy

- Ryanair Group Airlines operate a ‘Zero Tolerance Policy’
- All reasonable measures must be taken to prevent unruly pax from boarding
- Crew trained to diffuse situation
- Seek judicial prosecution of unruly pax
- Corporate Safety Strategy – Focus Area 5 – Security

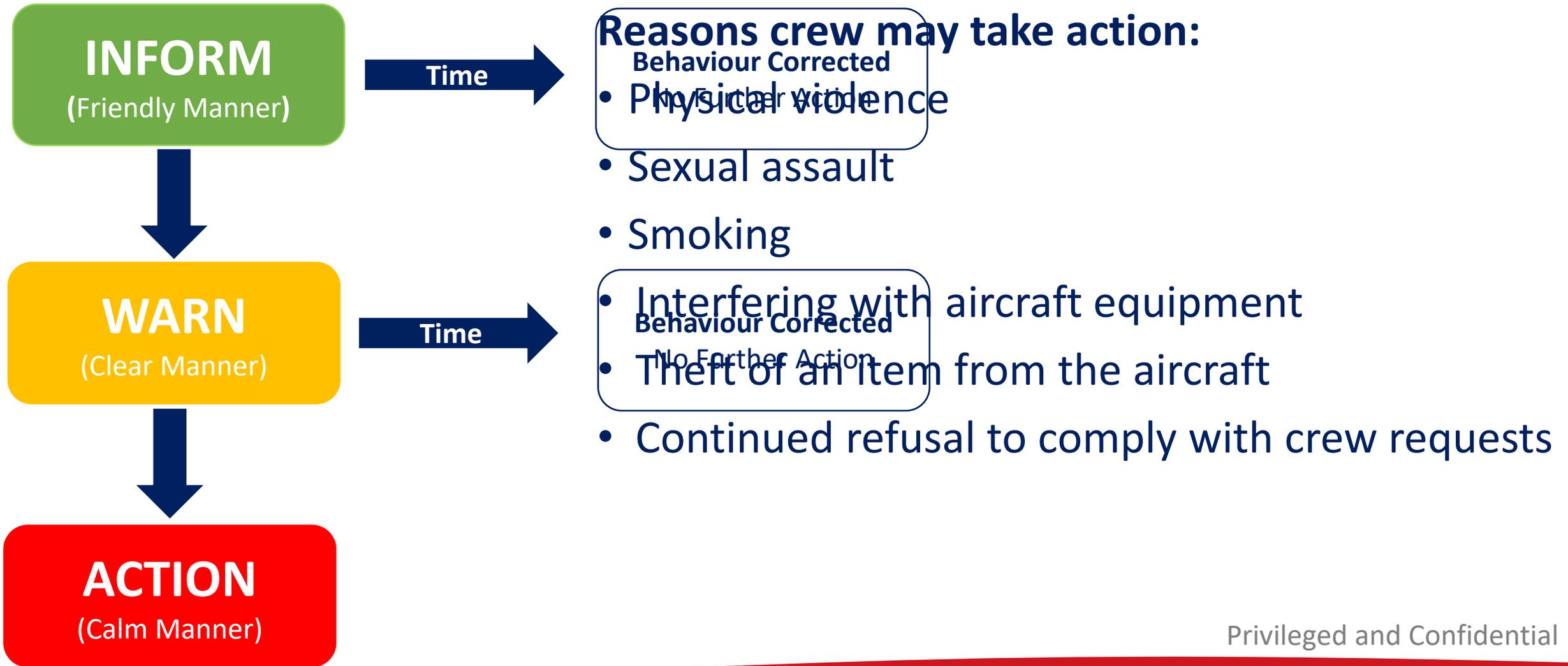


the threat environment.

**Goal I3:** We will pursue the development of a consistent approach to unruly passengers whose behaviour negatively impacts on the safety and security of our flights.

Privileged and Confidential

# Unruly Pax – Procedure



Privileged and Confidential

# Unruly Pax – Procedures

- Use of 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
- Flight Crew will take appropriate action up to & including diversion
- Support from Law Enforcement Agencies – ESSENTIAL

Privileged and Confidential

# Unruly Pax – Procedures

- Pax Offload Statement
- Accurate Crew Reports
- Daily review
- Travel ban may be considered e.g.:
  - Physical/sexual assault
  - Endangering safety/security
  - Diversion
  - In-flight bomb threats

**Passenger Offload Statement**

**Incident Details:** Date: \_\_\_\_\_ Location: \_\_\_\_\_ Flight No. FR \_\_\_\_\_

Place of Incident: On a/c pre departure  During Flight  On aircraft on arrival

**Type of Incident:**

|  |  |
|--|--|
| Physical violence: <input type="checkbox"/>  | Continued refusal to comply with Safety Request <input type="checkbox"/> |
| Interfering with Aircraft Equipment <input type="checkbox"/>   | Smoking <input type="checkbox"/>   |
| Theft of item from aircraft <input type="checkbox"/>   | Sexual Assault <input type="checkbox"/>                                  |
| Or for reason outlined in Article 7 of Ryanair's General Terms & Conditions of Carriage <input type="checkbox"/> |  |

Passenger Name: \_\_\_\_\_ Booking Reference: \_\_\_\_\_  
(Displayed on Boarding Pass) (Displayed on Boarding Pass)

**STATEMENT OF CREW INVOLVED (please provide a concise statement of the facts and the reason for the offload)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNED: \_\_\_\_\_ Crew Code: \_\_\_\_\_ DATE: \_\_\_\_\_

**Prosecution Request:** **To Whom It May Concern**

I, \_\_\_\_\_ am the Commander of the aircraft EI- \_\_\_\_\_

Pursuant to the provisions of the Tokyo Convention 1963 and the provisions of the Hague Convention 1970 and the Montreal Convention 1971 and the 1988 Protocol, I hereby formally request you as the appropriate authority in the State of \_\_\_\_\_ and where the offender of an offence is still on board, to take all necessary action to establish your jurisdiction under the Convention over a Convention offence and to prosecute the offender in accordance with your local national criminal law.

SIGNED: \_\_\_\_\_ Crew Code: \_\_\_\_\_ DATE: \_\_\_\_\_

**CAPTAIN – AIRCRAFT COMMANDER**

|               |                       |           |
|---------------|-----------------------|-----------|
| FLIGHT NUMBER | Aircraft Registration | Police ID |
| FR _____      | _____                 | _____     |

Police Action: In the event that crew are required to attend court in your jurisdiction to give evidence of the incident please submit your request to the Flight Safety Department, Ryanair Corporate Head Office, Dublin Airport, Ireland or email [safetyliaisonofficer@ryanair.com](mailto:safetyliaisonofficer@ryanair.com)

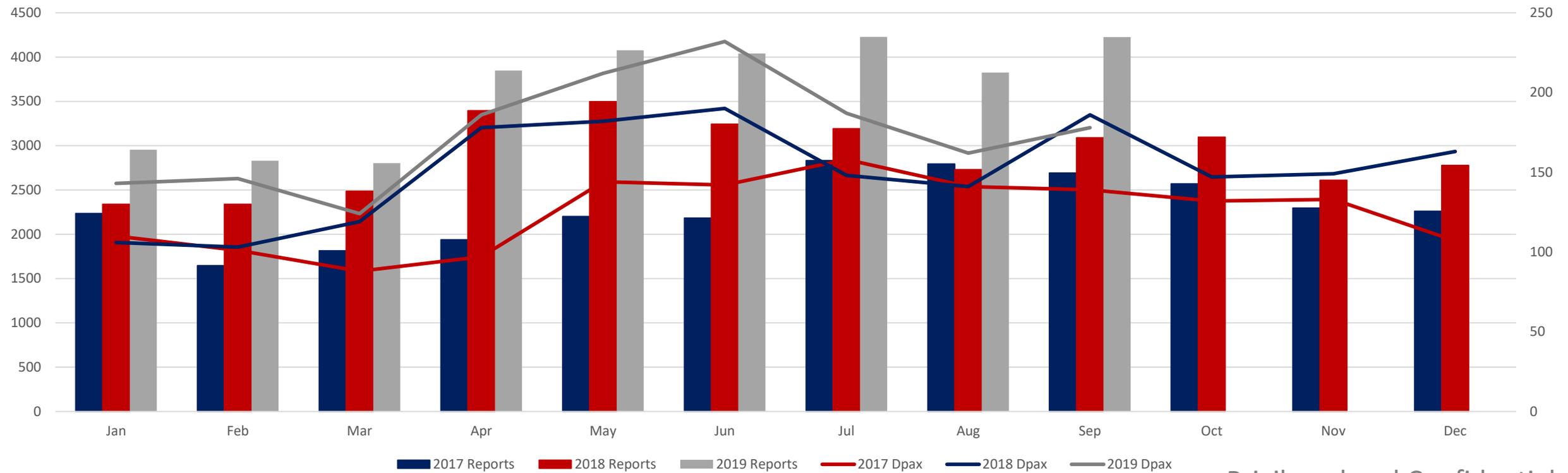
Original – Police Blue copy – Flight Envelope

Privileged and Confidential

# Unruly Pax – Stats (DAC)

→ 01/01/17 – 30/09/19: 4874 (0.0023% sectors, 5% of CSRs filed)

→ Industry issue



Privileged and Confidential

# Limited success...need change

**Mirror**



**Pictured: British holidaymaker pinned down on runway by police after Ryanair flight havoc**

**Watch: Four passengers arrested following violent punch-up on board Ryanair flight**

ian Begley

PUBLISHED 06/11/2016 | 13:22



**News Irish News**

Drunk 'topless' passenger that caused a Ryanair flight to be diverted is banned from future travel with airline

Jack SImpson and David Kearns

PUBLISHED 13/02/2015 | 20:58

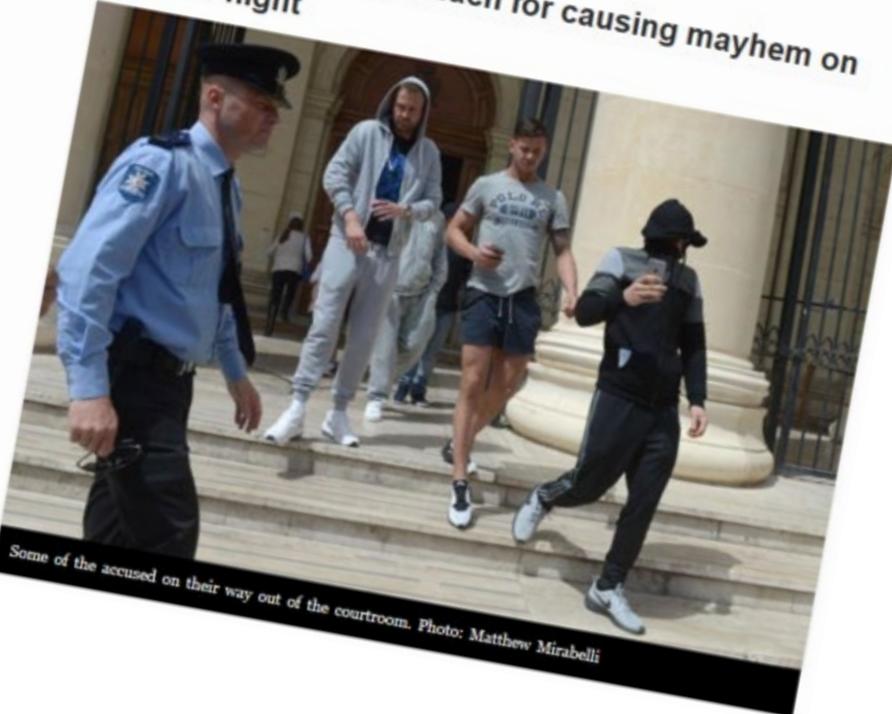


**Independent.ie**

**TIMES OF MALTA.COM**

Friday, April 1, 2016, 12:19

**11 Scots fined €1,000 each for causing mayhem on Ryanair flight**



Some of the accused on their way out of the courtroom. Photo: Matthew Mirabelli

Privileged and Confidential

# Unruly Pax – Action Required

- Incidents of unruly pax behaviour on board aircraft is rising across industry
- Minority of pax – could have significant safety & security consequences
- Collaborative approach - States, Law Enforcement, airports and air carriers
- EASA #notonmyflight
- States should, without further delay, sign & ratify:
  - Beijing Convention 2010
  - Montreal Protocol 2014
  - Lobby for full ratification of both

Privileged and Confidential

Thank you...



**'ONE MISSION'**  
**MALTA AIR SAFETY**

**MALTA AIR**

**Questions...**  
Privileged and Confidential

