



INTERNATIONAL CONFERENCE ON AIR LAW

(Montréal, 26 March to 4 April 2014)

THE VIEWS ON SOME PRACTICAL ASPECTS OF THE ISSUE OF UNRULY PASSENGERS

(Presented by the International Air Transport Association (IATA))

1. INTRODUCTION

1.1 The almost universal ratification of the Tokyo Convention 1963 (“the Convention”) is a testament to the work of the Diplomatic Conference at which it was adopted.

1.2 However, in IATA’s view, there is clear evidence today that the Convention does not provide an adequate deterrent to unruly and disruptive behaviour on board aircraft engaged in international commercial flight. In support of that proposition, we set out below:

- a) recent IATA statistics on the type and extent of unruly passenger incidents on commercial flights worldwide; and
- b) the operational experiences of some of our Member airlines in dealing with this issue.

1.3 This Working Paper will also recount some recent industry initiatives aimed at the prevention and management of unruly and disruptive behaviour by passengers on board aircraft.

2. DISCUSSION

2.1 There is a clear, general upward trend in instances of unruly and disruptive behaviour on board aircraft in commercial airline service.

2.2 Since January 2007, IATA has conducted a detailed analysis of unruly passenger incidents and their root causes, based on reports received from Member airlines. That analysis shows the following common types of behaviour:

- a) illegal consumption of narcotics or cigarettes;¹
- b) refusal to comply with safety instructions;²
- c) verbal confrontation with crew members or other passengers;
- d) physical confrontation with crew members or other passengers;
- e) passengers who interfere with crew duties or refuse to follow instructions to board or leave the aircraft;
- f) making threats that could affect the safety of the crew, passengers and aircraft;³
- g) sexual abuse or harassment; and
- h) other types of riotous behaviour that could jeopardise the safety or alter good order and discipline on board the aircraft.⁴

¹ The consumption of alcohol from private supply is also a reported problem although not captured as a specific category by the IATA analysis.

² e.g. an instruction to fasten a seat belt or disrupting a safety announcement.

³ e.g. threat to kill or injure someone, bomb threat. Attempting to enter the cockpit has also been reported by airlines as a concern.

2.3 These statistics on unruly passengers are obtained from the Safety Trend Evaluation, Analysis and Data Exchange System (STEADES), a database owned and managed by IATA to which certain Member airlines submit periodic reports. Statistics obtained and analysed from STEADES include only unidentified data sent by the 170 airlines who participate on a voluntary basis. Crew members typically write a short narrative of events after each flight and classify them according to a number of pre-determined database descriptors.

2.4 Participation in STEADES is entirely voluntary and therefore the data collected, while constituting a significant sample, does not purport to represent a comprehensive industry-wide view of all unruly passenger events on all flights worldwide.

2.5 The STEADES statistics (see Appendix A) show a clear upward trend in unruly passenger incidents since 2007. The number of incidents per 1,000 sectors increased from 0.736 in 2010 to 0.834 in 2011, a 14 per cent increase. In other words, in 2010, there was 1 unruly passenger incident for every 1,359 flights which increased to 1 unruly passenger incident for every 1,200 flights in 2011. The STEADES system is still accepting reports from airlines in respect of 2012 and 2013 and although the 2012 statistics show an easing in the number of raw incidents reported from a total of 6,004 in 2011 to 5,220 in 2012, the preliminary data for 2013, in which 8,217 unruly passenger reports have already been received, indicates a return to the previous upward trend.

2.6 Long term analysis indicates that, for the period 2007 to mid-2013, there was an average of 1 unruly passenger incident per 1,708 flights. Of these incidents, 20.9 per cent of all incidents were serious enough to require the intervention of police or security services at the place of landing. In 2012, every 7th unruly passenger incident required police or security service intervention.

2.7 In addition to the STEADES data, IATA Member airlines have confirmed the growing trend towards unruly and disruptive behaviour in their responses to an IATA survey conducted in 2013. The responses demonstrate that this issue affects airlines operating in all parts of the world without being confined to any particular region.⁵ Over 50 Member airlines responded to the IATA survey on unruly passengers. All airlines surveyed had experienced an unruly passenger event on their services within the last 12 months.⁶ Of those, 43.40 per cent had experienced more than 100 such events on their services in the relevant 12 month period.⁷ 52.83 per cent of respondent airlines considered that unruly passenger events had increased in frequency on their services in the last 5 years.⁸

2.8 Consistent with the STEADES data, survey respondents identified a number of factors associated with unruly passenger events on their services in the last 12 months.⁹ A significant number of airlines experienced events involving verbal confrontations with crew or other passengers (96.23 per cent of respondents), refusal to comply with crew instructions (90.57 per cent of respondents) and physical confrontations (86.79 per cent of respondents). Many carriers also dealt with events involving cigarettes (73.58 per cent of respondents), threats to crew, other passengers or the aircraft (71.70 per cent of respondents) and sexual abuse or harassment (60.38 per cent of respondents). Many airlines noted their view that alcohol is a significant contributor to unruly behaviour and observed that passengers, in many cases, may have been intoxicated at the time of boarding the aircraft or had access to their own alcohol supply on board.

2.9 When an event does occur there is often a referral to police or local authorities after landing. 13.21 per cent of respondents referred all events to the police.¹⁰ Other airlines referred two-thirds (11.32 per cent of respondents) and one-third (20.75 per cent of respondents) of their unruly passenger events for police attention. Most airlines, however, referred less than one-third (32.08 per cent of respondents) or one-tenth (22.64 per cent of respondents) of such events to police upon landing.

⁴ e.g. screaming, annoying behaviour, kicking and banging heads in seats.

⁵ IATA received responses from airlines located in every region of the world.

⁶ See Appendix B, Figure 1

⁷ See Appendix B, Figure 2

⁸ See Appendix B, Figure 3

⁹ See Appendix B, Figure 4

¹⁰ See Appendix B, Figure 5

2.10 Airlines had mixed perspectives on the question of whether unruly passengers were dealt with appropriately at the place of landing once a police referral had occurred. Broadly, most airlines considered that domestic events, or incidents where the place of landing was in the airline's home jurisdiction, were properly dealt with at landing. Most airlines described difficulty, however, in dealing with authorities at foreign airports. Unsurprisingly, many airlines noted the differences in penalties between jurisdictions, with some jurisdictions unlikely to prosecute at all or to impose, if they do, a very lenient penalty.

2.11 In some cases, the local police actively discouraged crew or airlines from pressing charges. In certain jurisdictions, for instance, the individual crew member must remain in the jurisdiction to formally press charges for a prosecution to occur. Crew members who decide to press charges may be subjected to threats and harassment from the offender or other persons. One airline recounted its experience that enforcement usually does not occur unless a crew member or passenger has been assaulted or seriously injured.

2.12 In the experience of most respondents (60.42 per cent), prosecutors at the place of landing will cite a lack of jurisdiction as a reason for not pursuing a prosecution.¹¹

2.13 39.62 per cent of respondents indicated that they had to divert a flight as a result of an unruly passenger event in the last 12 months.¹² Respondents noted that these diversions typically cost, depending on the aircraft type and capacity, anything from USD 6,000 to USD 200,000.

2.14 Airlines were asked whether they were successful in recovering the costs of a diversion from the passenger or offender concerned.¹³ 10.87 per cent of airlines considered they were mostly successful in recovering these costs, while the majority of respondents considered that recovery occurs in rare cases (28.26 per cent) or that they are almost never successful in recovering these costs (47.83 per cent). A significant percentage of airlines identified either the passenger's lack of ability to pay (43.90 per cent) or legal obstacles (43.90 per cent) as reasons for the failure to recover costs. 19.51 per cent of airlines identified practical obstacles and 31.71 per cent did not pursue such matters.¹⁴

2.15 The airline industry, through IATA, has, however, developed its own guidance material and recommended practices to help address unruly and disruptive behaviour on board aircraft.

2.16 IATA has consolidated policy guidance and practical legal materials in a recent industry publication for airlines entitled *Guidance on Unruly Passenger Prevention and Management*.¹⁵ The guidance material contains a model Passenger Notification Warning Card that can be handed to a disruptive passenger.¹⁶ The Warning Card outlines in plain language the aircraft commander's powers under the Convention and warns of the immediate consequences of continued misbehaviour, including the possibility of criminal penalties.

2.17 IATA has also developed model Briefing Cards to be handed over to law enforcement authorities by an aircraft commander when either disembarking or delivering passengers under the Convention.¹⁷ The cards explain the powers of the aircraft commander, the right to disembark or deliver passengers and the rights and obligations of local authorities under the Convention. These cards are intended to address the lack of awareness demonstrated by many law enforcement officials of their powers and obligations under the Convention.

2.18 IATA's guidance outlines what airlines should expect when dealing with police authorities and provides recommendations on the documentation and other information needed to make a complaint and, ultimately, support a prosecution. For example, the Sample Unruly Passenger Incident

¹¹ See Appendix B, Figure 6

¹² See Appendix B, Figure 7

¹³ See Appendix B, Figure 8

¹⁴ See Appendix B, Figure 9

¹⁵ See IATA's *Guidance on Unruly Passenger Prevention and Management* (2012).

¹⁶ See Appendix C.

¹⁷ See Appendix D.

Report form can be used by airlines to ensure that all relevant details and evidence about a given event are appropriately recorded.¹⁸

2.19 Finally, the guidance material also emphasises the importance of airlines at a corporate level providing all necessary support and assistance to employees in giving evidence as part of a prosecution, including “*ensuring that the complainant and witnesses in the employ of the airline meet with the police to make written statements and attend the court hearing*” and “*considering any time spent in the prosecution of the offender as ‘duty’ and ensure that all salaries and expenses involved in attending meetings with police and court hearings be covered by the airline.*”¹⁹

2.20 The *IATA Operational Safety Audit (IOSA) Standards Manual* contains detailed industry standards and recommended practices for identifying and dealing with unruly and disruptive behaviour, including training and reporting.²⁰

2.21 IATA Recommended Practice 1798a²¹ also gives airlines further policy guidance on the management and reporting of unruly and disruptive passenger behaviour.

2.22 The Diplomatic Conference will thus note the considerable efforts that the airline industry has made to enhance the prevention of unruly passenger behaviour and improve the management of such incidents.

2.23 However, it is IATA’s view that prevention and management are only one side of the equation. The legal framework established by the Convention must be enhanced to allow law enforcement authorities adequate means to pursue offenders. A stronger legal framework that operators can rely upon would also have a strong deterrent effect.

3. CONCLUSION

3.1 In light of the steady and consistent increase in unruly passenger incidents, it is clear that the Convention regime does not provide an adequate deterrent for such behaviour. IATA considers that it would be appropriate to amend the Convention in order to produce tangible and uniform solutions to the problems which have emerged since it was adopted in 1963.

3.2 IATA considers that the draft Protocol to amend the Convention set out at DCTC Doc No. 3 contains a number of features that would address the concerns of the airline industry.

3.3 IATA therefore requests that the Diplomatic Conference note and take into consideration in its deliberations:

- a) the concerns identified in this Working Paper; and
- b) IATA’s general support for the draft Protocol in DCTC Doc No. 3, subject to the comments made in its other substantive Working Papers.

¹⁸ See Appendix E.

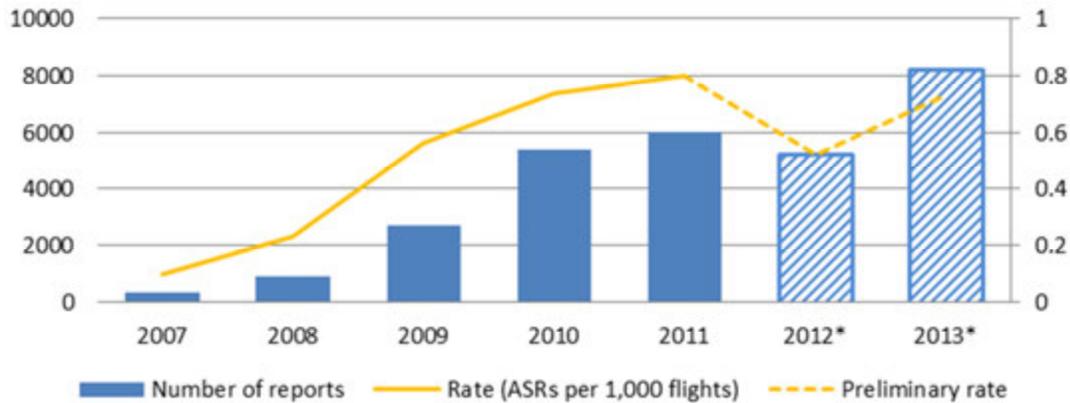
¹⁹ See IATA’s *Guidance on Unruly Passenger Prevention and Management* (2012), section 6.4.

²⁰ All IATA Member airlines must meet IOSA certification as a condition of IATA membership. A list of IOSA-registered airlines is available at: <http://www.iata.org/ps/certification/iosa/Pages/registry.aspx?Query=all>

²¹ IATA Passenger Services Conference Resolutions Manual, Recommended Practice 1798a. See Appendix F.

APPENDIX A

GRAPH: UNRULY PASSENGER REPORTS 2007 TO 2013¹



*Figures for 2012 and 2013 are preliminary only as data is still being reported and collated.

STEADES Methodology

What is STEADES?

STEADES is IATA's aviation safety incident data management and analysis program and one of the data sources of the Global Safety Information Centre (GSIC). The STEADES database of de-identified airline incident reports is the world's largest, offering a secure environment for airlines to pool safety information for global benchmarking and analysis needs. STEADES provides rates on key safety performance indicators, helping airlines to benchmark and establish safety performance targets in accordance with ICAO requirements for Safety Management Systems (SMS).

¹ Source: STEADES © 2014 International Air Transport Association (IATA). All Rights Reserved. No part of these graphs may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written consent of IATA, Senior Vice President Safety, Operations and Infrastructure.

Who contributes data to STEADES?

170 airlines presently participate in the STEADES programme.² Participation in STEADES is voluntary and therefore the data collected, while constituting a significant sample, does not represent an industry-wide view of all unruly passenger events on all flights worldwide.

What events are reported?

STEADES is a database of safety information that codes for security incidents (i.e. unruly passenger incidents) posing a threat to flight safety. These are classified by various category descriptors involving passengers, including inappropriate behaviour, passenger assault, abuse, smoking in the toilet or intoxication.

The present statistics are attributable to the date range 2007 to 2013. Because data reporting timetables vary, data is still being accepted from STEADES airlines for the years 2012 and 2013. As a result, the figures stated are not considered final for these respective years. In total, some 23,725 STEADES reports include descriptors for an unruly passenger incident. The average rate, over the date range of the study, is 0.59 incidents per 1,000 flight sectors or 1 incident per 1,708 flights.

STEADES reports include incidents occurring on both international and domestic flights. There is no requirement, however, that a reporting airline include the origin and destination points (by which the type of flight may be determined) in their reports. Nevertheless, many airlines do so. In 2011, taking into account only those reports with an unruly passenger incident descriptor, 13.0 per cent of reports related to domestic flights, 63.6 per cent related to international flights and some 23.4 per cent did not have any corresponding origin/destination information by which a classification could be made.

More information about STEADES is available at:

<http://www.iata.org/services/statistics/safety/steades/Pages/index.aspx>

² The STEADES membership list can be found at:

<http://www.iata.org/services/statistics/safety/steades/Documents/steades-membership.pdf>

APPENDIX B

IATA SURVEY OF MEMBER AIRLINES ON UNRULY PASSENGERS

Note: These are certain quantitative responses to IATA's survey questionnaire on unruly passengers, completed by 53 airline respondents in March and April 2013.

Figure 1: Did you have one or more unruly passenger events on your services in the last 12 months?

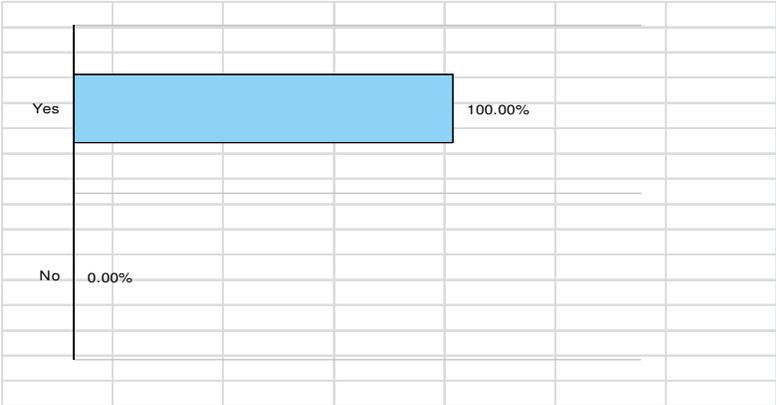


Figure 2: How many unruly passenger events would you estimate have occurred on your services in the last 12 months?

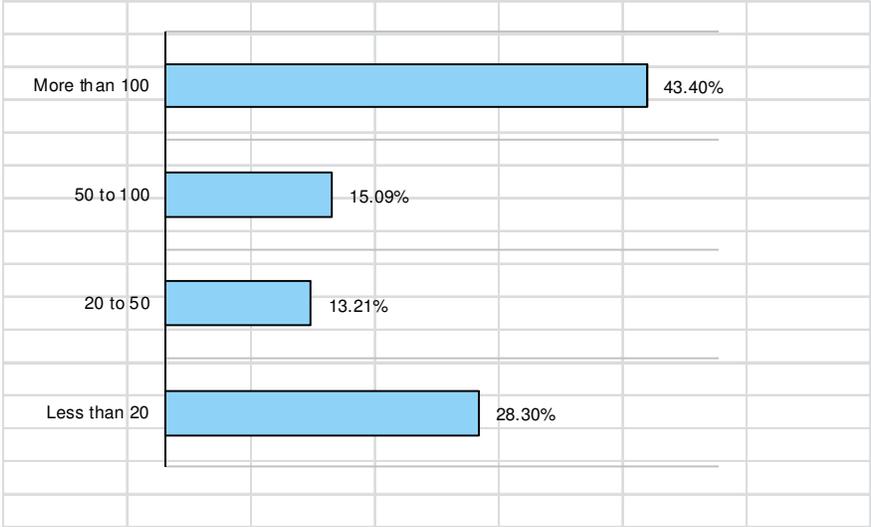


Figure 3: In your view, have unruly passenger events increased or decreased on your services in the last 5 years?

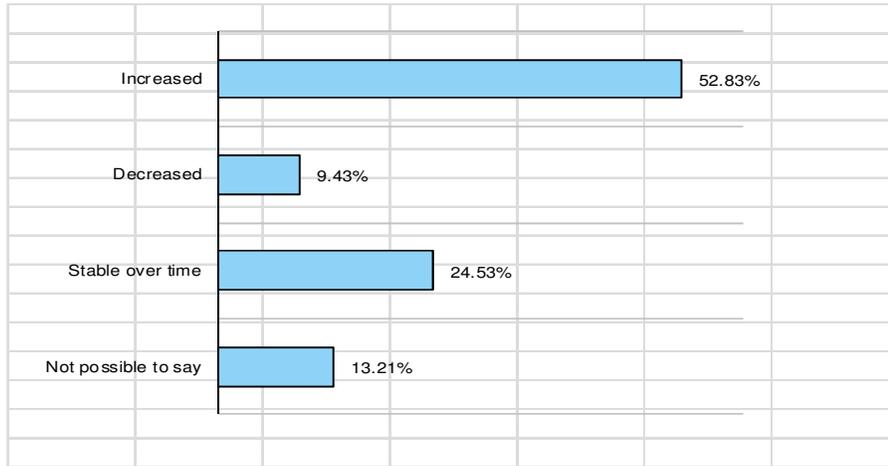


Figure 4: Please identify all the attributes below associated with the unruly passenger event(s) experienced on your services in the last 12 months.

	Number of respondents
Smoking on board the aircraft	39 73.58 %
Illegal consumption of narcotics or other drugs	15 28.30 %
Refusal to comply with crew or airline instructions	48 90.57 %
Verbal confrontation with crew members or other passengers	51 96.23 %
Physical confrontation with crew members or other passengers	46 86.79 %
Interference with flight crew duties or refusal to follow instructions to board or leave the aircraft	35 66.04 %
Making threats that could affect the safety of the crew, passengers and aircraft	38 71.70 %
Sexual abuse or harassment	32 60.38 %
Other, please specify	14 26.42 %
Total	53 100.0 %

Figure 5: Approximately how many of these events involved a referral to police or local authorities upon landing?

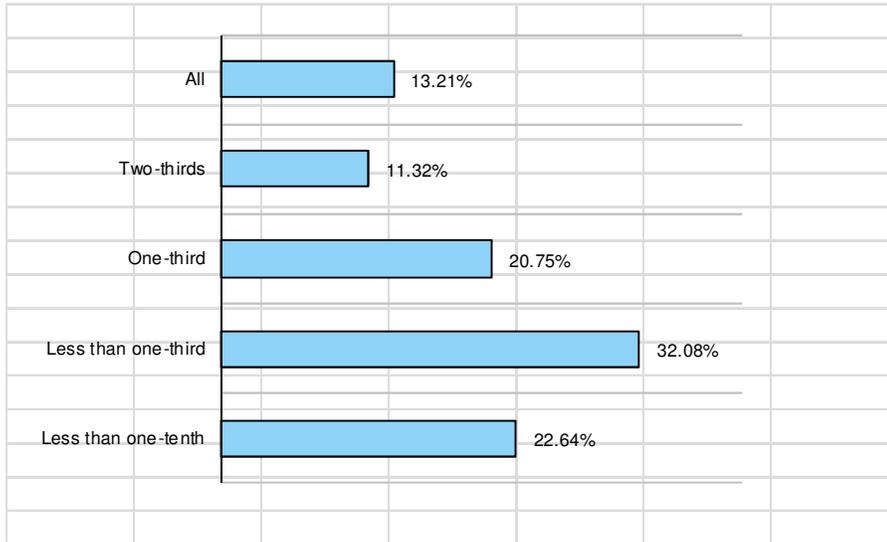


Figure 6: In your experience, do prosecutors at the place of landing cite a lack of jurisdiction as a reason for not prosecuting an offender?

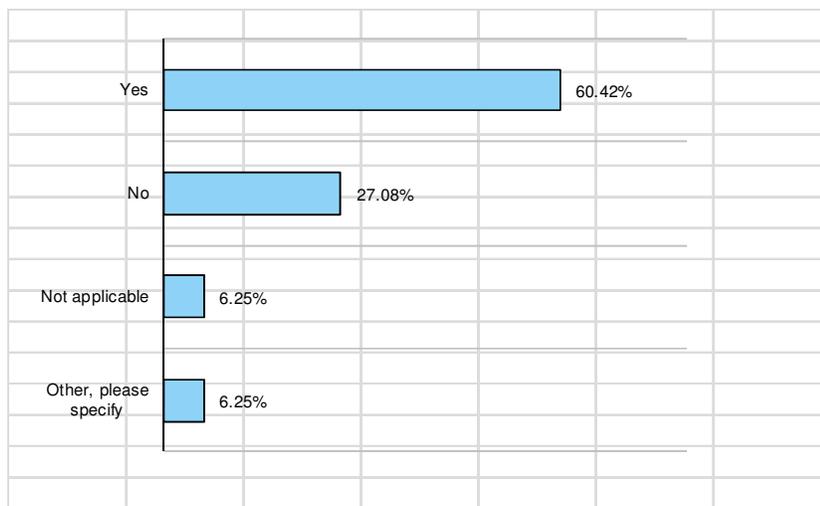


Figure 7: Did your airline have to divert any flights as a result of an unruly passenger event in the last 12 months?

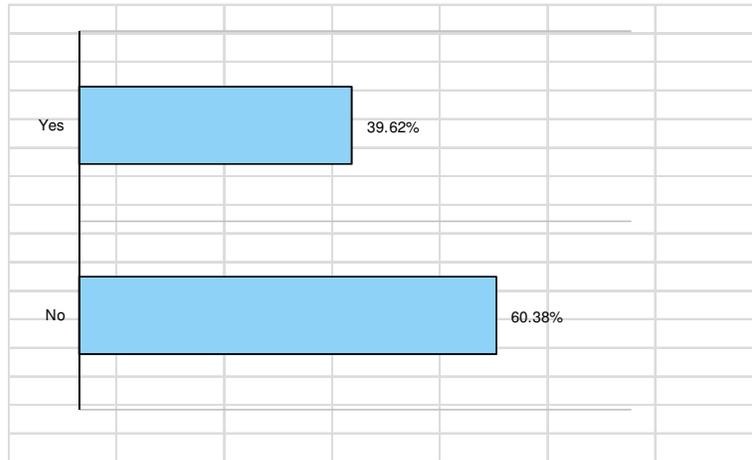


Figure 8: Are you generally successful in recovering these costs from passengers?

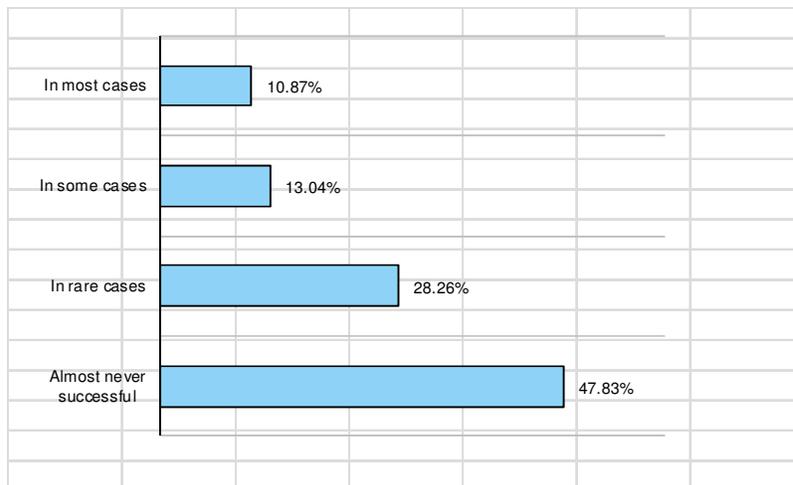
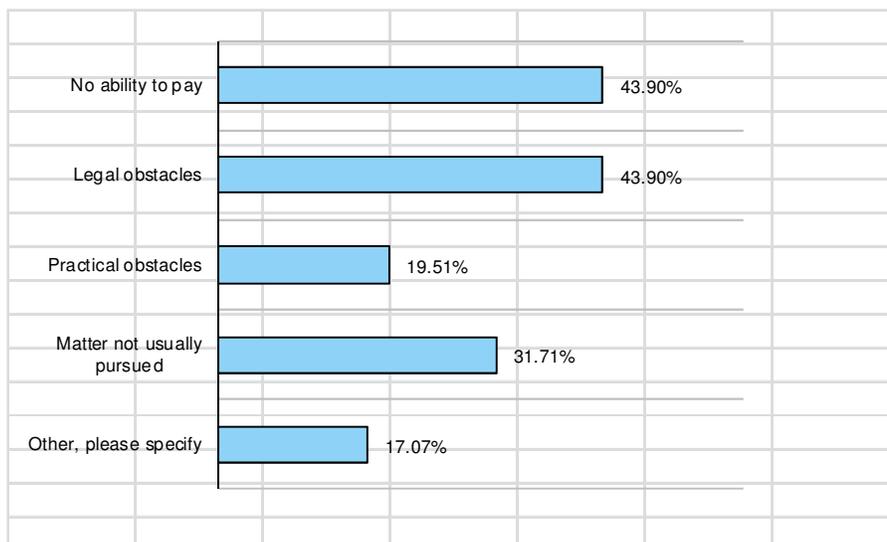


Figure 9: If you are not generally successful in recovering these costs, what is usually the reason (in your view)?



APPENDIX C

SAMPLE PASSENGER NOTIFICATION WARNING CARD

PASSENGER NOTIFICATION WARNING CARD	
<u>(Insert company name and logo here)</u>	
Passenger name: _____	
Seat number: _____	Flight Number: _____
 THIS IS A FORMAL WARNING ON BEHALF ON THE PILOT IN COMMAND OF THIS AIRCRAFT.	
Unruly and disruptive behaviour on board an aircraft and unlawful interference with airline operations will not be tolerated. Your behavior has resulted in this FORMAL WARNING being issued to you.	
<u>(Airline XX's - insert your airline's name)</u> policy and the Tokyo Convention 1963 [<u>insert domestic legislation applicable in your airline's country</u>] prohibits:	
<ul style="list-style-type: none">↗ Passengers who behave in an unruly/disruptive or lewd manner;↗ Passengers who could jeopardize the safety and security of our passengers, employees, property on board and our aircraft;↗ Passengers who do not comply with lawful instructions given by the Pilot in Command or any crew member of this flight;	
You are warned that you might be committing a criminal offence if your behavior continues to violate our policy and the applicable laws including the Tokyo Convention 1963 and the [<u>insert domestic legislation applicable in your airline's country</u>]. If you fail to comply with our instructions immediately , you may be restrained and handed over to the authorities at the port of arrival. Please conduct yourself accordingly. Be also advised that you will not be permitted to consume alcoholic beverages for the remainder of this flight.	
IT IS <u>(airline XX's - insert your company name)</u> POLICY TO PROSECUTE ANY PERSON WHO CONTRAVENES ANY STATUTORY REGULATIONS WHICH MAY AFFECT THE SAFETY OF THIS AIRCRAFT AND THE WELL BEING OF OTHER PASSENGERS AND EMPLOYEES ON BOARD. FURTHERMORE, BE ADVISED THAT <u>(airline XX - insert your company name)</u> IS ENTITLED TO REFUSE YOU CARRIAGE ON ITS FLIGHTS UNLESS YOU CAN DEMONSTRATE THAT YOU DO NOT POSE A THREAT TO THE SAFETY AND SECURITY OF OUR PASSENGERS AND EMPLOYEES.	

APPENDIX D

SAMPLE BRIEFING TO AUTHORITIES CARDS

[Name of airline]

DISEMBARKATION NOTE TO COMPETENT AUTHORITY

The Commander of this Aircraft [*aircraft registration, flight number*] has disembarked this person, [*name, seat number, other details from flight manifest*] pursuant to powers conferred by the Convention on Offences and Certain Other Acts on Board Aircraft, Signed at Tokyo on 14 September 1963 (“the Tokyo Convention”).

We wish to draw your attention to the relevant provisions of the Tokyo Convention which deal with disembarkation:

- The Aircraft Commander may disembark a person who he has reasonable grounds to believe has committed, or was about to commit, an act which may jeopardize:
 - the safety of the aircraft or of persons or property therein; or
 - good order and discipline on board. (Article 8, 12)
- The acts of this person on board the aircraft, as reported, may also constitute an offence under your domestic law or in accordance with ICAO Circular 288.
- No action taken by you with regard to this person is considered an immigration admission of the person to your territory and does not prejudice your rights, under your domestic law, to expel this person at a later time (Article 14).

We believe that domestic law in your country may permit the prosecution of persons who commit offences on board foreign registered aircraft.

We take this opportunity to renew our assurances of our highest consideration and to express our gratitude for such assistance as you may see fit to offer to the Aircraft Commander and crew of this aircraft.

[Name of airline]

[address, corporate details]

**A LIST OF PARTIES TO THE TOKYO CONVENTION IS
PRINTED ON THE REVERSE OF THIS CARD.**

[Name of airline]

DELIVERY NOTE TO COMPETENT AUTHORITY

The Commander of this Aircraft [*aircraft registration, flight number*] has delivered this person, [*name, seat number, other details from flight manifest*], to you, pursuant to powers conferred by the Convention on Offences and Certain Other Acts on Board Aircraft, Signed at Tokyo on 14 September 1963 (“the Tokyo Convention”).

We wish to draw your attention to the relevant provisions of the Tokyo Convention which deal with the delivery of such a person to authorities at the place of landing:

- The Aircraft Commander may deliver any person who they have reasonable grounds to believe has committed an act which, in his opinion, is a serious offence on board to competent authorities at the place of landing. (Articles 9, 13).
- Any Contracting State to the Convention shall take delivery of such a person (Article 13).
- If you are satisfied that the circumstances so warrant, you should take custody of this person or take other measures to secure his or her presence within your State (Article 13).
- No action taken by you with regard to this person is considered an immigration admission of the person to your territory and does not prejudice your rights, under your domestic law, to expel this person at a later time (Article 14).

We believe that domestic law in your country may permit the prosecution of persons who commit offences on board foreign registered aircraft.

We take this opportunity to renew our assurances of our highest consideration and to express our gratitude for such assistance as you may see fit to offer to the Aircraft Commander and crew of this aircraft.

[Name of airline]
[address, corporate details]

**A LIST OF PARTIES TO THE TOKYO CONVENTION IS
PRINTED ON THE REVERSE OF THIS CARD.**

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APPENDIX E

SAMPLE UNRULY PASSENGER INCIDENT REPORT

Note: requirements may be different in your State of Operation, please consult your national Civil Aviation Authority and the Airline's Corporate Security Department.

UNRULY PASSENGER REPORT					
Date:		Flight No.:		FIN No.:	
				Flight Leg:	Phase of Flight:
Flight Deck Crew					
Pilot in Command _____		Employee # & Base _____			
Cabin Crewmembers					
_____	_____	_____	_____	_____	_____
Name	Employee # & Base	Name	Employee # & Base	Name	Employee # & Base
_____	_____	_____	_____	_____	_____
Name	Employee # & Base	Name	Employee # & Base	Name	Employee # & Base
_____	_____	_____	_____	_____	_____
Name	Employee # & Base	Name	Employee # & Base	Name	Employee # & Base
_____	_____	_____	_____	_____	_____
Name	Employee # & Base	Name	Employee # & Base	Name	Employee # & Base
_____	_____	_____	_____	_____	_____
1 Level of Interference					
<input type="checkbox"/> Level 1 (Light) <input type="checkbox"/> Level 2 (Moderate) <input type="checkbox"/> Level 3(Serious) <input type="checkbox"/> Level 4 (Flight Deck)					
2 Description of Unruly Passenger(s)					
_____	_____	_____	_____	_____	_____
Name	Seat #	Name	Seat #	Name	Seat #
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Height:	Age:	Weight:	
3 Location of Incident					
Zone		Other (specify):			
4 Action Taken by crew					
<input type="checkbox"/> Off-loaded Pre-flight		<input type="checkbox"/> Notification Warning Card Issues		<input type="checkbox"/> Incident Resolved	
<input type="checkbox"/> Restraints Applied		<input type="checkbox"/> Unscheduled Landing		<input type="checkbox"/> Disembarked	
<input type="checkbox"/> Delivered to Authorities on Landing					
5 Medical Assistance:					
<input type="checkbox"/> Yes <input type="checkbox"/> No					

First Aid Administered		
<input type="checkbox"/> To Passenger <input type="checkbox"/> To Crew <input type="checkbox"/> To Unruly/Disruptive Passenger		
Medication Administered (Specify type) _____		
Name(s) of Attending Physician:		
Address:		
Telephone: _____		
Description of Injuries:		
6 Law Enforcement <input type="checkbox"/> Yes <input type="checkbox"/> No		
Name of Officer:	Badge No.	Complaint #
Name of Officer:	Badge No.	Complaint #
Witness 1		
Name:	Seat No.	Telephone:
Address:		
Witness 1 Statement:		
Willing to give evidence to law enforcement agencies or in court proceedings: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Witness 2		
Name:	Seat No.	Telephone:
Address:		
Witness 2 Statement:		
Willing to give evidence to law enforcement agencies or in court proceedings: <input type="checkbox"/> Yes <input type="checkbox"/> No		
7 Crew Member Statement		
TIME	<i>Observation SHOULD be objective and sequential. Include complete description of incident, exact words spoken and description of behavior observed. Sign and indicate your employee number following your statement. Use additional paper if required.</i>	

APPENDIX F

IATA RECOMMENDED PRACTICE 1798A



Passenger Services Conference Resolutions Manual

RECOMMENDED PRACTICE 1798a

HANDLING DISRUPTIVE/UNRULY PASSENGERS

PSC(20)1798a

RECOMMENDED that, a method is adopted by Members for handling disruptive and unruly passengers in a manner which is consistent worldwide whilst being sensitive to issues of culture and custom within individual carriers.

1.1 Members should create and implement a policy, actively involving all relevant departments which provides for consistent monitoring and handling of incidents by all staff at all times.

1.2 Members should ensure the full endorsement and involvement of their Senior Executive Officer when implementing this policy within the airline.

1.3 Members should ensure responsibility and coordination is agreed within their organisation in advance. It is important that all relevant departments of the carrier recognise their ownership of the policy, for example:

Human Resources: for issues such as staff welfare, duty-time for court appearances

Inflight Management: for training and communication with cabin crew

Legal: for the decision on prosecution of offences and advice to staff

Marketing/Commercial: for communication programmes internally and externally

Safety: for training and communication with flight crew

Security: to act as the single point of contact and for the interface with police authorities

1.4 Members should have a Single Point of Contact who takes responsibility for incidents and who reports directly to the Senior Executive Officer on these matters.

2.1 The Policy should address the issues of:

prevention

training

periodic re-training

handling problem passengers

categorising of incidents

reporting of incidents

captain's responsibility

prosecutions

communication

procedures to be followed for:

— boarding

— inflight

— underage passenger issues (e.g. alcohol service)

— alcohol/smoking situations

— physical/verbal assaults

— harassment

— dealing with authorities

2.2 Regular and consistent communication of the Policy, both internally and externally, should be carried out to ensure that it is clear that the carrier will act to prevent and respond to incidents.

3. Members should develop and maintain a close relationship with the relevant national law enforcement and airport security authorities.

3.1 Members should demonstrate a willingness to prosecute and to publicise prosecutions and convictions.

4. Published separately, attachments to this recommended practice are:

Guidelines for policy creation

Categorisation of incidents

Sample passenger warnings

Sample incident reporting document

Examples of company policies

For copies of the above-mentioned attachments, contact IATA Inflight Services (inflight@iata.org) or GVABSXB.
