



LEGAL COMMITTEE – 35TH SESSION

(Montreal, 6 – 15 May 2013)

Agenda Item 2: Acts or offences of concern to the international aviation community and not covered by existing air law instruments

VIEWS OF THE INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) ON SOME PRACTICAL ASPECTS OF THE ISSUE OF UNRULY PASSENGERS

(Presented by IATA)

1. INTRODUCTION

1.1 IATA was pleased to have participated in the work of the Secretariat Study Group and Special Sub-Committee of the Legal Committee on this important issue and we take this opportunity to commend the work of the members of those groups, in particular the Chairperson and Rapporteur of the Special Sub-Committee.

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

1.3 However, in our view, there is clear evidence that the Convention does not provide an adequate deterrent to unruly and disruptive behaviour on board aircraft. 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.

1.4 We also analyse some recent industry initiatives aimed at the prevention and management of unruly and disruptive behaviour by passengers on board aircraft.

1.5 IATA considers that the draft protocol contained in the Appendix to LC/35-WP/2-1 contains a number of features which would go some way to addressing the concerns of the airline industry.¹ We look forward to participating in the work of the Legal Committee on those and other aspects of the issue of unruly passengers.

2. DISCUSSION

2.1 It is clear that the instances of unruly and disruptive behaviour on board aircraft are increasing steadily and consistently.

¹ IATA’s specific comments on the text of the proposed draft protocol are set out in a separate Working Paper.

2.2 From January 2007 to June 2011, IATA conducted 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;²
- b) refusal to comply with safety instructions;³
- 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;⁴
- 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.⁵

2.3 IATA's 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 Member airlines submit periodic reports. Statistics obtained and analysed from STEADES include only unidentified data sent by the 150 airlines who participate. 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 voluntary and therefore the data collected, while constituting a significant sample, does not represent a comprehensive industry-wide view of all unruly passenger events on all flights worldwide.

2.5 The STEADES statistics (see Appendix A) show that the number of incidents per 1,000 sectors increased from 0.736 in 2010 to 0.834 in 2011 a 14% 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 2011.⁶ This increase is consistent with earlier statistics, which show a 54% increase in incidents for the last three-year period.

2.6 In total, there were 6,156 unruly passenger incidents recorded by the STEADES for 2011, up from 5,544 such incidents recorded for 2010. Long term analysis indicates that, for the period 2007 to 2011, 22% of all incidents were serious enough to require the intervention of police or security services at the place of landing.

² The illegal consumption of alcohol from private supply is also a reported problem although not captured as a specific category by the IATA analysis.

³ e.g. an instruction to fasten a seat belt or disrupting a safety announcement.

⁴ e.g. threat to kill or injure someone, bomb threat. Attempting to enter the cockpit has also been reported by airlines as a concern.

⁵ e.g. screaming, annoying behaviour, kicking and banging heads in seats.

⁶ Data for the 2012 year is not yet available.

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 a recent IATA survey. These responses demonstrate that this issue affects airlines operating in all parts of the world and that the problem is not confined to any particular region.⁷

2.8 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.⁸ Of those, 43.40% had experienced more than 100 such events on their services in the relevant 12 month period.⁹

2.9 52.83% of respondent airlines considered that unruly passenger events had increased in frequency on their services in the last 5 years.¹⁰

2.10 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.¹¹ A significant number of airlines experienced events involving verbal confrontations with crew or other passengers (96.23% of respondents), refusal to comply with crew instructions (90.57% of respondents) and physical confrontations (86.79% of respondents). Many carriers also dealt with events involving cigarettes (73.58% of respondents), threats to crew, other passengers or the aircraft (71.70% of respondents) and sexual abuse or harassment (60.38% 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.

2.11 When an event does occur there is often a referral to police or local authorities after landing. 13.21% of respondents referred all events to the police.¹² Other airlines referred two-thirds (11.32% of respondents) and one-third (20.75% of respondents) of their unruly passenger events for police attention. Most airlines, however, referred less than one-third (32.08% of respondents) or one-tenth (22.64% of respondents) of such events to police upon landing.

2.12 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.

2.13 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 can be subject 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.

⁷ IATA received responses from airlines located in every region of the world.

⁸ See Appendix B, Figure 1

⁹ See Appendix B, Figure 2

¹⁰ See Appendix B, Figure 3

¹¹ See Appendix B, Figure 4

¹² See Appendix B, Figure 5

2.14 In the experience of most respondents (60.42%), prosecutors at the place of landing will cite a lack of jurisdiction as a reason for not pursuing a prosecution.¹³

2.15 39.62% of respondents indicated that they had to divert a flight as a result of an unruly passenger event in the last 12 months.¹⁴ Respondents noted that these diversions typically cost, depending on the aircraft type and capacity, anything from USD 6,000 to USD 200,000.

2.16 Airlines were asked whether they were successful in recovering the costs of a diversion from the passenger or offender concerned.¹⁵ 10.87% 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%) or that they are almost never successful in recovering these costs (47.83%). A significant percentage of airlines identified either the passenger's lack of ability to pay (43.90%) or legal obstacles (43.90%) as reasons for the failure to recover costs. 19.51% of airlines identified practical obstacles and 31.71% did not pursue such matters.¹⁶

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

2.18 The Legal Committee 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.

2.19 IATA has consolidated policy guidance and practical legal materials in a recent industry publication for airlines entitled *Guidance on Unruly Passenger Prevention and Management*.¹⁷ The guidance material contains a model Passenger Notification Warning Card that can be handed to a disruptive passenger.¹⁸ 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.

2.20 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.¹⁹ 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.

2.21 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 Report form can be used by airlines to ensure that all relevant details and evidence about a given event are appropriately recorded.²⁰

¹³ See Appendix B, Figure 6

¹⁴ See Appendix B, Figure 7

¹⁵ See Appendix B, Figure 8

¹⁶ See Appendix B, Figure 9

¹⁷ See IATA's *Guidance on Unruly Passenger Prevention and Management* (2012).

¹⁸ See Appendix C.

¹⁹ See Appendix D.

²⁰ See Appendix E.

2.22 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.*”²¹

2.23 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.²²

2.24 IATA Recommended Practice 1798a²³ also gives airlines further policy guidance on the management and reporting of unruly and disruptive passenger behaviour.

2.25 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, by way of protocol, in order to produce tangible and uniform solutions to the many problems which have emerged since the Convention was adopted in 1963.

3.2 IATA therefore requests the Legal Committee to note and to take into consideration in its deliberations:

- a) the practical concerns identified in this Working Paper; and
- b) IATA’s general support for the draft protocol which is set out in the Appendix to LC/35-WP/2-1, subject to its comments made in a separate Working Paper.

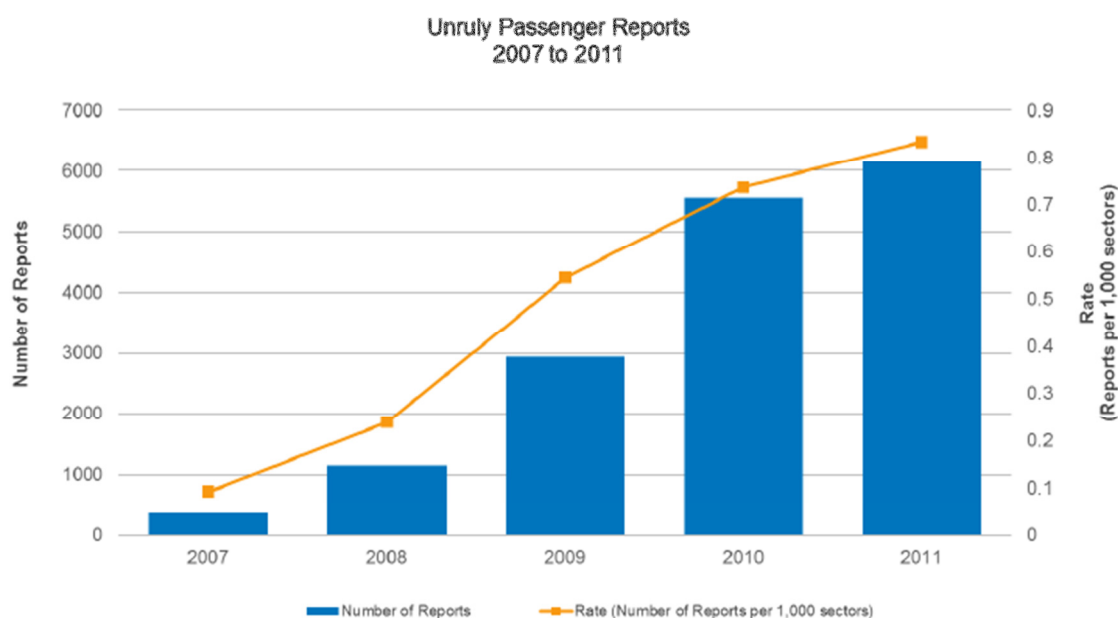
²¹ See IATA’s *Guidance on Unruly Passenger Prevention and Management* (2012), section 6.4.

²² 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>

²³ IATA Passenger Services Conference Resolutions Manual, Recommended Practice 1798a. See Appendix F.

APPENDIX A¹

GRAPH: UNRULY PASSENGER REPORTS 2007 TO 2011



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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 © 2010-2013 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?

150 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 Q1 2007 to Q4 2011. Because data reporting timetables vary, data is still being accepted from STEADES airlines for the years 2010 and 2011. As a result, the figures stated are not considered final for these respective years. In total, some 19,133 STEADES reports include descriptors for an unruly passenger incident. The average rate, overtime for the date range, is 0.766 incidents per 1,000 flight sectors or 1 incident per 1,300 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% of reports related to domestic flights, 63.6% related to international flights and some 23.4% 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?

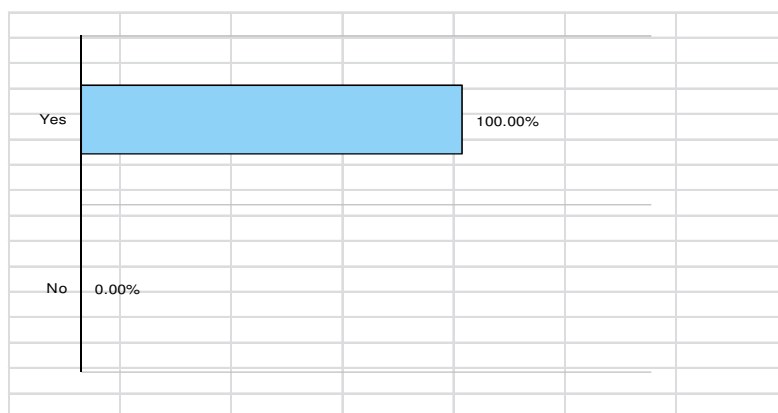


Figure 2: How many unruly passenger events would you estimate have occurred on your services in the last 12 months?

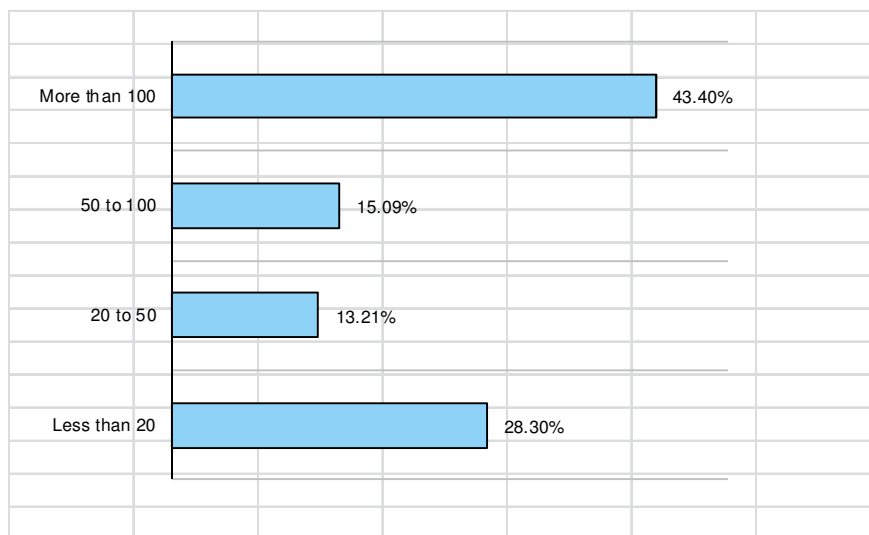


Figure 3: In your view, have unruly passenger events increased or decreased on your services in the last 5 years?

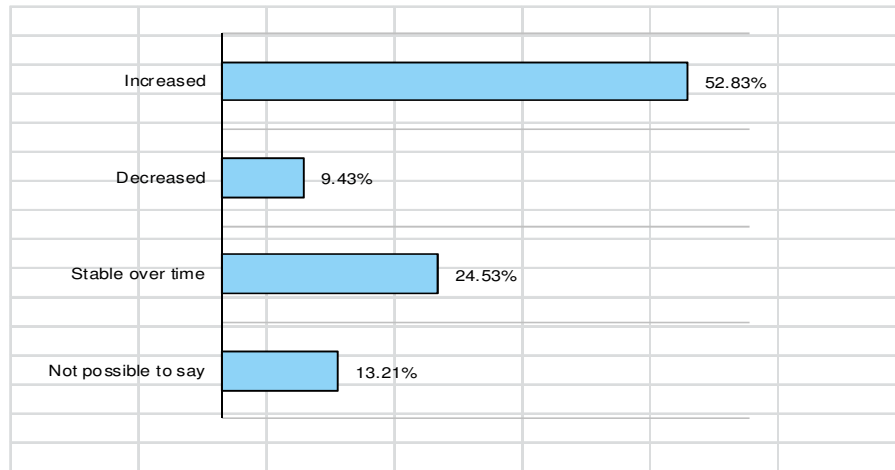


Figure 4: Please identify all the attributes below associated with the unruly passenger event(s) experienced on your services in the last 12 months.

	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?

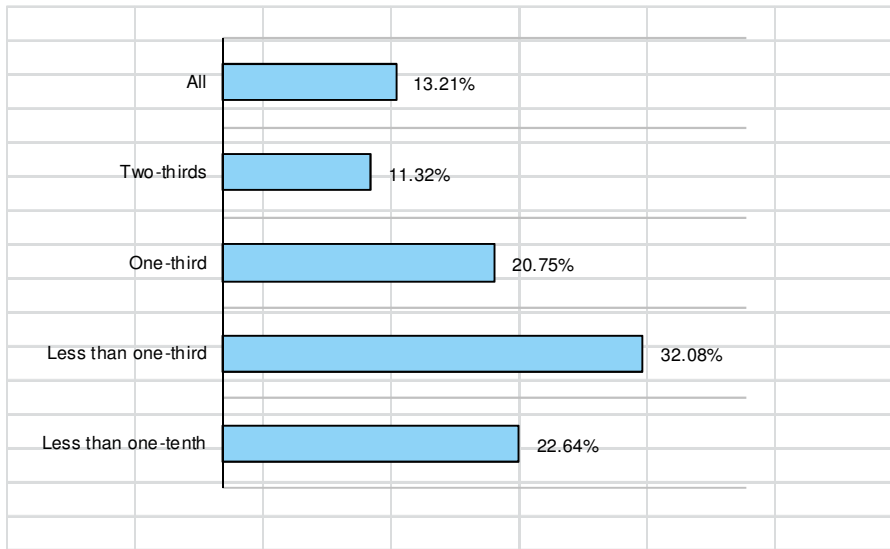


Figure 6: In your experience, do prosecutors at the place of landing cite a lack of jurisdiction as a reason for not prosecuting an offender?

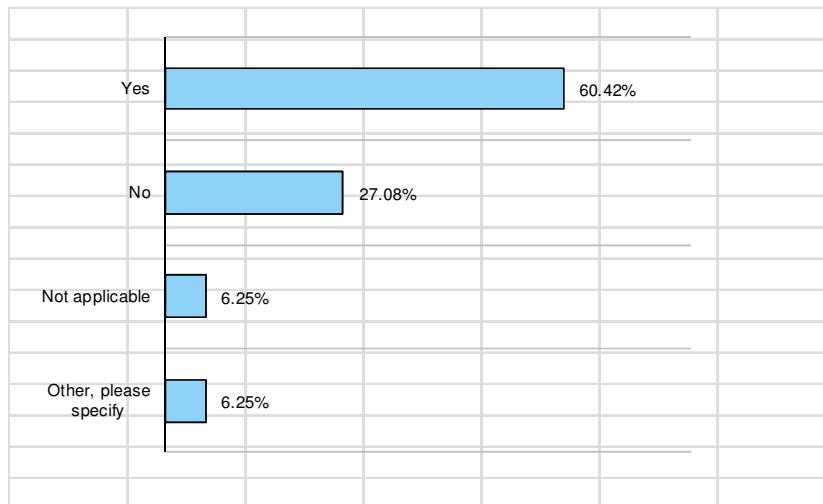


Figure 7: Did your airline have to divert any flights as a result of an unruly passenger event in the last 12 months?

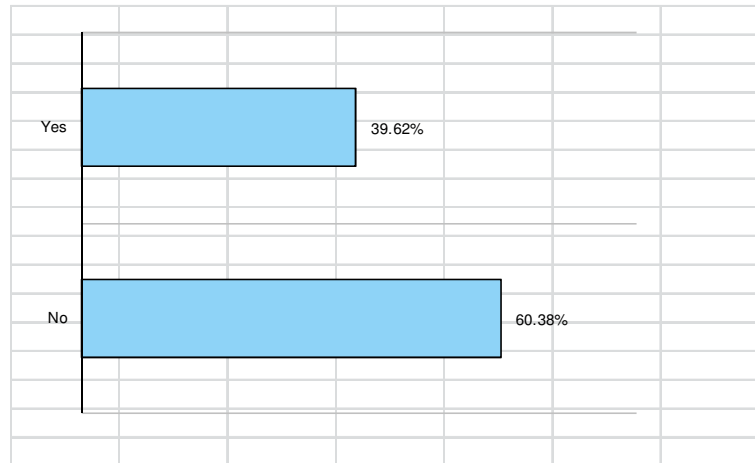


Figure 8: Are you generally successful in recovering these costs from passengers?

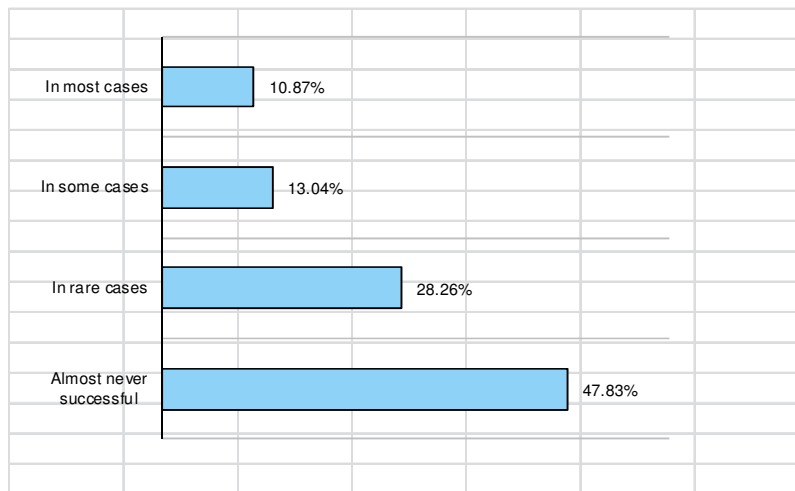
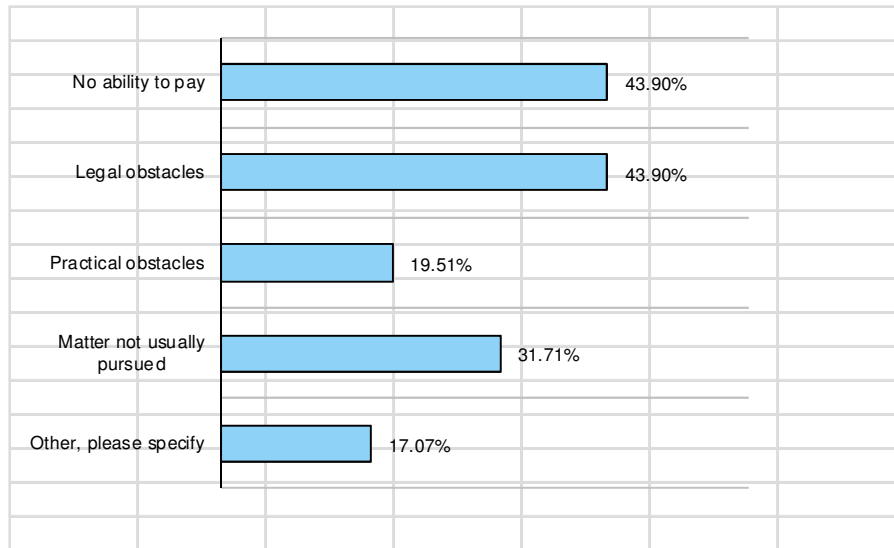


Figure 9: If you are not generally successful in recovering these costs, what is usually the reason (in your view)?



APPENDIX C

APPENDIX C – SAMPLE PASSENGER NOTIFICATION WARNING CARD

PASSENGER NOTIFICATION WARNING CARD

(Insert company name and logo here)

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.

(Airline XX's - insert your airline's name) policy and the Tokyo Convention 1963 [insert domestic legislation applicable in your airline's country] prohibits:

- 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 [insert domestic legislation applicable in your airline's country]. 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 (airline XX's - insert your company name) 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 (airline XX - insert your company name) 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.

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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.***

Sample Briefing to Authorities Cards cont.

[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 _____								
1 Level of Interference ☐ Level 1 (Light) ☐ Level 2 (Moderate) ☐ Level 3(Serious) ☐ Level 4 (Flight Deck)								
2 Description of Unruly Passenger(s) Name _____ ☐ Male ☐ Female Name _____ Seat # _____ Height: _____ Age: _____ Weight: _____								
3 Location of Incident Zone _____ Other (specify): _____								
4 Action Taken by crew ☐ Off-loaded Pre-flight ☐ Restraints Applied ☐ Delivered to Authorities on Landing ☐ Notification Warning Card Issues ☐ Unscheduled Landing ☐ Incident Resolved ☐ Disembarked								
5 Medical Assistance: _____								

☐ Yes ☐ No		
First Aid Administered		
☐ To Passenger	☐ To Crew	☐ To Unruly/Disruptive Passenger
Medication Administered (Specify type) _____		
Name(s) of Attending Physician:		
Address:		
Telephone: _____		
Description of Injuries:		
6 Law Enforcement ☐ Yes ☐ 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: ☐ Yes ☐ No		
Witness 2		
Name:	Seat No.	Telephone:
Address:		
Witness 2 Statement:		
Willing to give evidence to law enforcement agencies or in court proceedings: ☐ Yes ☐ 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.
