



WORKING PAPER

AVSEC/FAL/RG/Ex02/02
 19/09/20

**Second Extraordinary Virtual Meeting of the ICAO/LACAC NAM/CAR and SAM Aviation Security and
 Facilitation Regional Group
 (AVSEC/FAL/RG/Ex02)
 24 September 2020**

Agenda Item 5: Develop training, awareness and follow-up material to deal with unruly and disruptive passengers

UNRULY AND DISRUPTIVE PASSENGERS

(Presented by Uruguay)

EXECUTIVE SUMMARY	
With the framework of the COVID-19 pandemic, the number of cases of unruly and disruptive passengers has increased worldwide. It would be advisable to set up a working group to analyse and delve into the training measures to address these events.	
Action:	<ul style="list-style-type: none"> Establish a working group
<i>Strategic objectives:</i>	<ul style="list-style-type: none"> Security and facilitation
<i>References:</i>	<ul style="list-style-type: none"> Protocol to Amend the Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed in Montreal on 4 April 2014 (Doc 10034). Doc. 10117, Manual on the legal aspects of unruly and disruptive passengers. Document prepared by the ICAO Council Aviation Recovery Task Force (CART). AVSECFAL/RG/8 working paper presented by IATA on unruly and disruptive passengers.

1. Introduction

1.1 In the aforementioned working paper, IATA presented a strategy based on deterrence and prevention:

“Enhanced international deterrence - seeking to have States introduce legal instruments to sanction criminally or otherwise passengers who engage in this type of behaviour

Prevention and management – for stakeholders to prevent and manage incidents. “

1.2 The health control measures needed to reduce the risk of COVID-19 infection directly affect passengers, generating even more stress in their travel experience. It is therefore important to be prepared to face the new scenarios.

1.3 Likewise, the ICAO Council, in its document prepared by the Council Aviation Recovery Task Force (CART), states in Recommendation 9:

“Member States should take measures to ensure that relevant personnel are provided training to identify and manage unruly passenger situations related to non-respect of essential aviation, public health and safety measures.”

2. **Proposal** States should implement the necessary measures to ensure that, in the implementation of biosafety measures to prevent the transmission of COVID-19 in air transport, there is consistency among facilitation, safety and security. Therefore, guidance material should be available at the regional level to prevent and minimise possible incidents related to unruly and disruptive passengers, who could become a major problem for flight safety and civil aviation security.

2.2 For this reason, it would be necessary to identify the best practices of the States in the NACC and SAM Regions, so that experiences can be shared and used for the development of guidance material for both Regions.

3 **Suggested action**

3.1 The Meeting is invited to consider the establishment of a working group to analyse, evaluate and develop guidance material to assist States in identifying and dealing with the various situations that may be generated by unruly and disruptive passengers in air transport.