

JOINT DECLARATION ON UNRULY PASSENGER BEHAVIOUR IN AIRPORTS AND ON AIRCRAFT

The vast majority of passengers comply with instructions and show respect to staff and other passengers. Notwithstanding this, the signatories of this Joint Declaration recognise the need to actively promote good passenger conduct due to the adverse impact that disruptive and unruly behaviour can have on the safety of a flight.



Each signatory recognises its individual and collective ability to positively influence the overall number of unruly incidents by:

- (1) proactively communicating with passengers in an effective manner that highlights the importance of good conduct and reminds passengers of the seriousness of disruptive and unruly behaviour;
- (2) supporting employees to pre-empt disruptive behaviour and ensuring that unruly behaviour is not tolerated when it does occur;
- (3) recognising that alcohol and drugs may contribute to unruly behaviour and seeking to minimise the occurrence of excessive alcohol consumption;
- (4) collaborating, as appropriate, with the co-signatories of this declaration.

Structured Collaboration

We agree to collaborate by effectively communicating with passengers, supporting employees, recognising alcohol and drugs role in unruly behaviour and monitoring progress at periodic intervals.

(1) Ongoing Communication with Passengers

- a) Engage in an effective ongoing awareness campaign that clearly sets out what is expected of passengers in terms of appropriate behaviour and what constitutes unruly behaviour:
- i. Excessive drinking during or before the flight may lead to unruly behaviour;
 - ii. Misuse of drugs or mixing them with alcohol during or before the flight may lead to unruly behaviour;
 - iii. Not complying with crew instructions may cause a safety issue;
 - iv. Distracting the cabin crew from their duties may cause a safety issue;
 - v. Being abusive and violent both verbally and physically.
- b) Inform passengers that staff are required to adopt a zero-tolerance approach for safety purposes;
- c) Remind passengers of the consequences of breaking the law;
- d) Provide clear FAQs for passengers and the contact details of the safety regulator, should they have further queries concerning the rules that are in place.

(2) Robust and Consistent Support to Employees

- a) Passenger facing staff are to be empowered by their organisations and supported from a range of different perspectives, including post-incident support when required;
- b) Signatories will identify the competencies that are necessary for preventing and managing, unruly passenger behaviour ensuring appropriate competencies are incorporated in aviation safety and security training programmes;
- c) This awareness campaign will be included in training relevant personnel emphasising the need to address the current trend and the motivation for participating in this campaign.

(3) Alcohol and drug Consumption

- a) Signatories recognise that excessive alcohol and drug consumption, including illegal drugs before, or during the flight may be a contributory factor to unruly behaviour. It is agreed that actively pursuing the following strategies can minimise its occurrence:
- i. Inform passengers that misuse of alcohol and drugs may contribute to unruly behaviour;
 - ii. Empower staff to monitor and curtail excessive alcohol consumption when appropriate;
 - iii. Remind passengers of staff duties to curtail excessive alcohol consumption when appropriate;
 - iv. Seek to create a culture change that it is not acceptable to be intoxicated on flights.

(4) Collaboration amongst Signatory Organisations

- a) IAA to become point of contact, as required, for queries or comments about the collective campaign that seeks to minimise the incidences of unruly passenger behaviour;
- b) Signatories to review protocols to assist airline staff prevent disruptive and unruly passengers from boarding;
- c) Signatory organisations will nominate an appropriate representative responsible for this declaration who will be notified of the bi-annual meetings to monitor, evaluate and develop appropriate next steps.