

DAY FOUR Toolbox Talk

Offensive and Disorderly Passengers

Since early 2020, the incidents of offensive or disorderly passenger behaviour at airports and on aircraft has spiked.

Annex 17 to the International Civil Aviation Organisation (ICAO) Chicago Convention (Convention on International Civil Aviation Security Safeguarding International Civil Aviation Against Acts of Unlawful Interference) defines a disruptive passenger as: "A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft."

There is growing concern from airlines, airports, governments and passengers at the increasing frequency and severity of these incidents that involve violence against crew and other passengers, harassment and failure to comply with safety and public health instructions.

Committed by a minority of passengers, offensive and disorderly incidents have a disproportionate impact, threatening safety, disrupting other passengers and crew and causing delays and diversions. An offensive or disorderly passenger is someone who, by action or stated intent, jeopardises, or might jeopardise the safety of the aircraft, persons, or property therein or the accepted level of good order and discipline on board.

Offensive or disorderly behaviour includes behaviour identified in Commonwealth civil aviation legislation and other State and Territory laws and includes the following:

- Illegal consumption of narcotics or alcohol on airport premises or on board an aircraft
- Refusal to comply with safety instructions (not following Cabin Crew requests such as direction to fasten a seat belt, to not smoke, to turn off a portable electronic device or by disrupting the safety announcements)
- Verbal confrontation with airport staff, crew members or other passengers
- Physical confrontation with airport staff, crew members or other passengers
- Uncooperative passenger (examples include interfering with the crew's duties, refusing to follow instructions to board or leave the aircraft or being refused service of alcohol)
- Making threats of any kind towards airport staff, airline crew, or other passengers.
- Sexual abuse / harassment
- Other type of riotous behaviour (examples include screaming, annoying behaviour, kicking, and banging heads on seat backs or tray tables)

- Identification and mitigation measures for the prevention of, or the control of, an unruly passenger incident must occur at all stages of the journey, beginning when the passenger first enters the terminal at the point of origin. To do this, airline and airport employees must be vigilant when interacting with the travelling public.

Aviation Industry Code of Practice

A voluntary code of practice (the Code) was developed by industry to create a common, consistent approach that co-ordinates and enhances existing efforts to prevent and minimise offensive or disorderly passenger behaviour. The Code is kept under review and updated periodically to ensure it remains relevant, proportionate, and effective. The Code does not alter any existing legal obligations on any signatories.

The Code is underpinned by the following principles:

- All passengers are responsible and accountable for their own behaviour.
- Offensive or disorderly behaviour cannot and will not be tolerated.
- Reducing disruptive behaviour is a shared responsibility of all partners on the ground and in the air.

Reporting Offensive or Disorderly Passenger Behaviour

Airport and airline staff should be aware of internal policies and procedures for reporting offensive or disorderly passenger behaviour at their respective companies.

No More Carry On - Campaign

As Australians took to the skies again ahead of the December 2021 school holidays, airlines and airports, together with the Australian Federal Police (AFP) and the Civil Aviation Safety Authority (CASA), launched a campaign to promote respect and prevent disruptive behaviour at airports and on flights.

<p>'No More Carry On' campaign assets</p>	<p>Posters and digital signage files can be found here. You can also find video footage below.</p> <p>Main video https://bit.ly/3q2hjCv</p> <p>Cutdowns https://bit.ly/3e17m2M</p>
<p>Industry Code of Practice</p>	<p>https://www.a4anz.com/documents/Aviation-Industry-Code-of-Practice.pdf</p>
<p>European Airlines Campaign Video</p>	<p>https://www.easa.europa.eu/en/notonmyflight</p>
<p>Passengers Behaving Badly</p>	<p>https://www.flightsafetyaustralia.com/2021/01/passengers-behaving-badly/</p>