



IATA Cabin Operations Safety Conference

16-18 May, 2017 in Doha, Qatar





Unruly Passengers Workshop

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Workshop discussion points

- IATA priority towards Unruly Passenger
- Reporting of incidents
- Inflight theft
- Restraint



IATA priority towards Unruly Passenger

You and your teams deal unruly passengers on a daily basis.



IATA priority towards Unruly Passenger

- We want your input as to the specific actions IATA should prioritize to help resolve this issue.
- Your feedback will be used to inform our campaign and advocacy activities.
- We will provide progress updates on the specific priorities you identify at COSC 2018.



Objectives



Group Exercise

What specific actions should IATA be prioritizing to help airlines tackle the problem of unruly passengers?

Each table is asked to propose actions that IATA should undertake.

Use post-it notes and put them on the whiteboard.

Identify the **ONE** key action that IATA should prioritize.



Discussion



Unruly Passengers





1

Disruptive Behaviour
(Suspicious or
Verbally Threatening)



2

Physically / Verbally
Abusive Behaviour



3

Escalation to Life
Threatening Behavior



4

Attempted or Actual
Breach to the FD



Reporting of incidents



Exercise 1 – Reporting of incidents

- In your groups, discuss what specific actions should be implemented to ensure airlines are more consistent and accurate in reporting unruly passengers incident?
- Present and discuss.



Pirates in the sky

Exercise 2 - Inflight theft

- In your groups, as an airline how can we protect our passengers from becoming the target of an in-flight theft? And What airlines should do to improve deterrent and practical measures to try to reduce / resolve this issue?
- Present and discuss.



Restraint technique



Any Questions?





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