IATA's External Affairs Activities

Tim Colehan
Assistant Director - External Affairs, IATA
Is the problem being taken more seriously?

"The passenger will receive an infringement notice under Civil Aviation Authority rules relating to the use of a cellphone," the spokeswoman said.
1 incident every 1,053 flights

(2016: 1 every 1,424 flights)
Levels of unruly behavior

2016:
- Level 1: 1201 (12%)
- Level 2: 8463 (87%)
- Total: 8664

2017:
- Level 1: 815 (10%)
- Level 2: 279 (3%)
- Level 3: 50 (1%)
- Total: 7362
Top 3 On-board Issues - 2017

- Non-Compliance with smoking regs: 2055 (24%)
- Alcohol/intoxication: 2269 (27%)
- Non-compliance with other safety regulations: 4189 (49%)
Intoxication

- Alcohol/Intoxication: 3251 (2016) and 2454 (2017)
- Consuming own alcohol: 925 (2016) and 561 (2017)
Focus for 2019

• Public awareness campaigns
  – EU wide
  – Country/region specific (UK and Scandinavia)
  – General awareness
  – Airline toolkit

• Continued focus on deterrent and enforcement
  – promotion of the Montreal Protocol 2014 (MP14)
  – promotion of new ICAO Manual Doc. 10117
EASA #Notonmyflight

- IATA is working with the European Union Aviation Safety Agency on a public facing campaign
- Aim is to highlight prohibited behaviours and encourage responsible travel
  - Alcohol intoxication
  - Smoking
  - Violent behavior
- Collateral for airlines and airports to use in their own communications

www.easa.europa.eu/notonmyflight
One Too Many Campaign - UK

• Coalition of airlines, airports and travel retailers
• 325% rise in reported incidents*
  – 2013: 98 reports
  – 2017: 417 reports
• Alcohol intoxication - a key trigger
• Introduction of sealed bags for ALL alcohol purchases
• 2018: 413 reports on 9% increase in pax

* UK Civil Aviation Authority
Physical and social media deployment
Scandinavia (early concept)
General Awareness

1. New videos on IATA website
   - Advice on flying and alcohol
   - Interview with Captain
   - Interview with cabin crew

2. Social media
Deterrent – Montreal Protocol 2014 (MP14)

• 22 States required to bring MP14 in to force – expected 2019!
• 19 States (as at 19 February) including Turkey
• Many countries including France, Holland, Oman, Romania, Spain and UAE are in advanced progress
• Engagements continue
• 40th ICAO Assembly in Sep/Oct – a key opportunity
• Please follow-up with your legal/government affairs team to promote ratification
Enhancing the deterrent – enforcement

- Reluctance to bring criminal prosecution against unruly pax – undermines deterrent
- Civil and administrative penalties used by some countries for police to issue “on the spot” fines e.g. France, Singapore, New Zealand, etc.
- ICAO has just published expanded guidance in Doc. 10117 to assist States
- IATA helping to promote this to governments
- Talk to your legal and government affairs teams about this concept
Prevention + Deterrent = An even safer and better flying experience for all
Human Trafficking

11 June 2019
Key developments

• AGM Resolution in 2018 denounced human trafficking and committed the airline industry to actions

• IATA focus:
  – provide airlines with practical tools so that they get involved
  – support and encourage airlines to launch anti-human trafficking initiatives
  – advocate for governments and law enforcement to put in place simple and discrete mechanisms for the reporting of suspected trafficking
Actions

• Guidance and awareness raising materials published

• e-learning (free) and classroom training modules launched
  www.iata.org/human-trafficking

• Hosted and participated in aviation workshops in UK, France, Germany and Switzerland with partners such as International Organization on Migration (IOM)

• Working with ICAO on guidance for reporting suspected trafficking

• Engagement with national law enforcement agencies
More airlines are joining the fight....

Malaysia Aviation Group trains front liners to combat human trafficking

KUL, 4 September 2018: Employees of Malaysia Aviation Group (MAG) recently attended an extensive four-day training by the International Organization for Migration (IOM) to identify and report any signs of human trafficking situations.

Facilitated by the IOM's Regional Migration - Human Trafficking expert, Peter Brar from United Kingdom, the training was also supported by regulatory bodies including the Attorney General Chambers, Department of Women Development and the Royal Malaysia Police.

The training was also conducted amongst line employees, particularly those working at the airport to spot signs of human trafficking. The training modules included case studies, followed by practical exercises, which included responding to related issues pertaining to the crime as well as reporting of any warning signs of trafficking.

The Knowledge Management Unit under MAG has trained more than 4,000 employees comprising of flight attendants and ground handlers since 2017 to identify potential human trafficking victims and to rectify situations. Last year, MAG had declared a zero-tolerance policy for human trafficking at the launch of its anti-human trafficking campaign at KL International Airport (KUL) and this training is part of the Group's ongoing efforts in enforcing the fight against any illegal activity.

Malaysia Aviation Group Chief Executive Officer, Iriana Ismail said, "IOM reiterates our commitment and will continue to play an active role in looking out for possible cases of human trafficking, a crime that ranks among the worst forms of human rights abuses and is to the detriment of many targeted criminal elements."

"Criminal activity involving air transportation to smuggle victims from one place to another and we wish to help put a stop to this. Together with IOM and the Anti-Trafficking in Persons and Anti-Smuggling of Migrants Council (APMCS), we are ensuring our front liners are trained well equipped and are able to spot and report any suspicious activities both at airports and during flights."