There has been a small reduction in the overall number of cases reported from 2016 to 2017, but the issue remains significant. In 2017, 8,731 incidents (2016: 9,837) were reported to IATA, equivalent to 1 incident for every 1,053 flights (2016: 1 per 1,424 flights). However, the proportion of more serious incidents has increased slightly.

In 2017, 8,731 unruly incidents were reported. That’s 1 incident every 1,053 flights.

Safety
Safety is the number 1 priority. Unruly and disruptive passenger incidents can threaten flight safety and good order onboard as well as impacting on passengers and crew.

Delays
Unruly passengers are a small minority but their actions can have a disproportionate impact on others. Other flyers can have their journey disturbed and inconvenienced as a result of delays, missed connections and diversions. This can impact holidays and important business meetings.

The winning formula
STRONGER LEGAL DETERRENT

+ ENHANCED PREVENTION AND MANAGEMENT

= AN EVEN SAFER AND BETTER FLIGHT EXPERIENCE FOR ALL.

An IATA survey in 2015 found that Unruly Passengers is one of the key concerns of cabin crew along with unexpected turbulence and inadvertent slide deployment.

Incident Onboard
One of the main issue identified in the reports was intoxication through alcohol / narcotics. This was mainly due to consumption prior to boarding or onboard from their own supply without knowledge of the crew.

SERIOUSNESS OF INCIDENTS

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disruptive behaviors which are mainly verbal in nature such as failure to follow crew instructions or violation of a safety regulation. Often these can be managed by crew through de-escalation training.</td>
</tr>
<tr>
<td>2</td>
<td>Physically abusive or obscene behaviors, verbal threats of physical violence, tampering with emergency or safety equipment. These are difficult to manage in the confines of an aircraft.</td>
</tr>
<tr>
<td>3</td>
<td>Life-threatening behavior or attempt to breach cockpit door.</td>
</tr>
</tbody>
</table>

86% 10% 4%

LEVEL 1
LEVEL 2
LEVEL 3 + 4