



AGM RESOLUTION ON UNRULY PASSENGERS

WHEREAS member airlines reaffirm their commitment to a safe and comfortable travel experience for all passengers;

RECOGNIZING that passengers are legally obliged to observe crew instructions and certain rules of conduct to ensure safety, good order and discipline on board aircraft;

EXPRESSING CONCERN at an increase in the number of unruly and disruptive events on board aircraft reported in recent years, including many serious offenses against crew and passengers;

ACKNOWLEDGING that such events may have grave implications for safety and security, as well as significant additional cost and delay for airline operations;

NOTING that the Tokyo Convention 1963, as amended by the recently adopted Montreal Protocol 2014, addresses many of the international legal aspects of this problem;

EMPHASIZING that a united approach between governments and industry would better deter future instances of unruly and disruptive behavior;

The 70th IATA Annual General Meeting:

1. Calls upon all States to become parties to the Montreal Protocol 2014 as soon as possible;
2. Endorses the *IATA Core Principles on Unruly Passengers*;
3. Urges governments and national authorities to consider robust policy responses to the serious problem of unruly passengers and, where appropriate, initiate criminal or other proceedings against offenders; and
4. Calls upon all member airlines to utilize *IATA Recommended Practice 1798a* and the *IATA Guidance on Unruly Passenger Prevention and Management*.



IATA CORE PRINCIPLES ON UNRULY PASSENGERS

1. The Tokyo Convention 1963 as amended by the Montreal Protocol 2014 is a modern and effective international legal framework to deal with unruly and disruptive behavior on board aircraft. Therefore, States should ratify the Montreal Protocol 2014 and implement consequential changes to national legislation as soon as possible;
2. As an important complementary measure, governments should consider legislation to establish jurisdiction over offenses and acts committed on board foreign civil aircraft that subsequently land in their territory with an offender still on board;
3. Governments should apply ICAO Circular 288 – *Guidance Material on the Legal Aspects of Unruly/Disruptive Passengers*, and any subsequent updates thereto, as a guide for the development of national legislation;
4. Governments and national authorities should seek to raise public awareness of the consequences resulting from a failure to follow crew instructions or other behavior which disturbs good order and discipline on board aircraft;
5. Where not already in place, member airlines should implement a policy for the consistent and effective handling of unruly passengers that reflects *IATA Recommended Practice 1798a* and the *IATA Guidance on Unruly Passenger Prevention and Management*;
6. Member airlines should develop appropriate training programs for crew and ground service personnel that focus on prevention and management and include components dealing with the responsible service of alcohol (where applicable) and conflict de-escalation techniques;
7. Member airlines should clearly communicate to passengers the consequences and sanctions applicable to unruly and disruptive behavior on board aircraft, generally and through the use of graduated warnings, as appropriate in specific cases; and
8. Airport operators, airport concessionaires and security providers are urged to engage with industry efforts by establishing procedures in respect of unruly and disruptive behavior and, in particular, reporting their relevant observations about conduct on the ground.