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**WE CAN DO ALL
THINGS THROUGH
CHRIST JESUS
WHO IS OUR
STRENGTH**

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Air Niugini Aviation Security Monthly Bulletin

Unruly/Disorderly Passengers

In this months bulletin we focus on passengers fronting up at check-in counters intoxicated, smelling of alcohol and incident on ground, incident in flight on ground and incident in flight en-route. Generally, passengers of this nature fall under the Unruly/Disorderly passengers category.

On a daily basis, our check in officers, security personnel and air crew are faced with the daunting task of handling passengers who appear to be intoxicated or even smelling of alcohol whilst checking in for their various flights. Our officers are highly trained in customer service and in any circumstances approach with a courteous manner to politely deny boarding of intoxicated passengers who may be the subject of disrupting the good order of our flights both domestically and internationally.

"In the period 2007-2013 there were over 28,000 reported cases of unruly passenger incidents on board aircraft in flight. These incidents include violence against crew and other passengers, harassment and failure to follow safety instructions.



Unruly passengers are a very small minority. But unacceptable behaviour on board an aircraft can have serious consequences for the safety of all on board. They inconvenience other passengers and lead to significant operational disruption and cost for airlines. But due to loopholes in existing laws, there are many cases where those who commit serious offenses are not punished." IATA

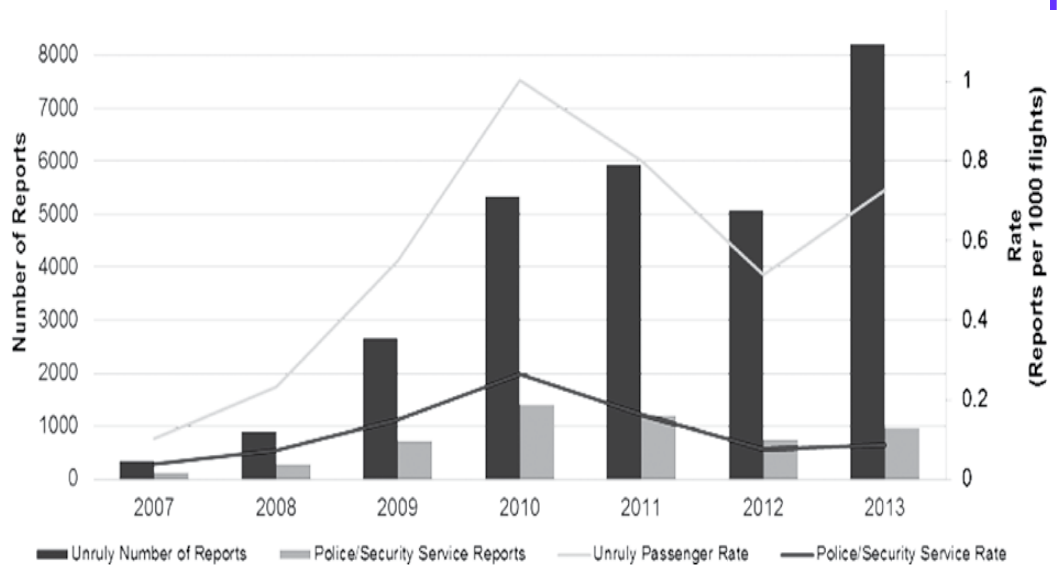


EVERYONE IS RESPONSIBLE FOR SECURITY AT AIR NIUGINI

We are all part of the Security Team at Air Niugini.



Unruly/Disorderly Passengers-Cont.



Unruly passenger incidents requiring police/security intervention 2007/2013 (IATA)

Procedures when dealing with unruly/disorderly passengers

Air Niugini does have policy and measures in place when dealing with disorderly/unruly passengers

The Security Manual in section 3.8.9 Policy for Unruly Passengers , it stipulates;

“Any check-in agent who judges that a passenger reporting for check-in is under the influence of drink or drugs or is otherwise disruptive is to suspend the check-in process and call for a supervisor to attend”.

The Airport Services Manual in section 6.4.1 General Conditions of carriage states;

Following procedures shall be observed and implemented in respect to any passenger travelling as an individual or as a member of an organised group whose behaviour is or fall within the following categories;

1. Any passenger who appears to be intoxicated or under the influence of alcohol or drug or exhibits behavioural characteristics, to the extent where the safety of the aeroplane or occupants is likely to be endangered.
2. Disorderly or offensive conduct to the discomfort or distress of other passengers and operating crew members.
3. Violent to the extent of causing possible damage to the aeroplane
4. Apparently of unsound mind
5. Known or suspected to be in possession of firearms or other prohibited weapon.

In section 6.4.2.1 of the ASM, “ Report to the supervisor any unruly passenger behaviour you observe at check-in, in the lounge, or at the boarding gate, and put baggage of such passengers on standby.”

In-flight management of Unruly/Disorderly passengers can be found in the relevant Safety Emergency Procedures manual (SEP) Section 6.20 and the Cabin Standards Training Manual Section 4.1.5.

The Airport Services Manual *section 6.4.3 Inflight* also stresses the authority of the Pilot In Command who will request ground assistance on arrival to escort and if necessary charge the “passengers) concerned with an offence under the Civil Aviation Act.”

Cabin crews are also encouraged to utilise the Passenger Incident Witness Form contained within the Security Manual Section 3.37 Appendix 14. The purpose of the form is to gather witness statements from willing passengers who bear witness to any in-flight incidents and is a document that can serve as evidence in a court of law depending on the seriousness of the incident.



Staff are encouraged to report any suspicious behaviour, attempts by persons to commit any act of unlawful interference through the Air Niugini Security control room on:

Hot Line : 327 3666

Or via e: mail on : security@airniugini.com.pg

Security is Everyone's Business