

A SAFE AND ENJOYABLE JOURNEY FOR ALL

ZERO TOLERANCE
AGAINST UNRULY BEHAVIOR



SAS Corporate
Security

SAS

CLEAR MANDATE AND SUPPORT FROM MANAGEMENT

SAS WILL SUPPORT ALL STAFF WHO REFUSE INTOXICATED, OR UNRULY PASSENGERS BOARD THE AIRCRAFT

In many unruly reports from 2018 onboard, regarding alcohol, states that both the ground staff and the crew had knowledge about the intoxicated passenger during boarding.

After a promise from passenger that he/she would not drink more during the flight, and after both crew and ground staff gave the passenger the chance to fly with us – 30-40 minutes up in the air the scenario usually changes.

The intoxicated passenger starts to ask for more alcohol and when denied, he/she begins to disturb the well-being of others and becomes a threat to safety onboard.

SO LET'S SAY #NOTONSASFLIGHT

REPORTS OF UNRULY PAX

"Other passengers had to be moved. They looked shocked"

"Passenger was drunk and peed in the pants, all the pee went down on the galley floor"

"passengers were disturbed the entire flight"

"Passenger had peed in his pants and shoes and all over the seat"

"She kept us busy more or less for the whole flight"

"Unminor started to cry and was very frightened by the drunk passenger"

"Passenger was drunk and peed in the pants, all the pee went down on the galley floor"

"Seat cover wet of urine. Fully booked flight. Had to cancel 1 passenger."

"I announced quietly that dogs were not allowed in the seat and she spat in my face from 1 m."

"He responded with a hammer fist"

"Passenger had the brilliant idea to go to toilet 10 sec before touchdown. Got surprised when I later told him he was in an aircraft"

"Male aged 70+, discreetly handed over hand written paper and whispered "This is for you". It said he prefers to have sex with young men, in an aggressive/ pornographic way. I felt totally disgusted."

"After landing he was unable to disembark/walk, return flight delayed."

"Passenger took a picture of me and threatened to crush my face and kill me"

"The passenger took hold of the lounge hostess arm, it was twisted and she suspects its broken"

POLICY AND MINDSET OF STAFF AND CREW

Every passenger, staff and cabin crew members deserve the right to a safe flight, free of violence and other disruptive behavior that might put them at risk.

1.

SAS shall Ensure a Safe and Enjoyable journey for all passengers and a safe working environment for SAS crew and ground staff.

2.

Reducing and preventing intoxication and disruptive behavior, on ground and onboard is a responsibility of all ground staff, crew, commander and need to be strict and consequent

3.

All passengers are responsible and accountable for their own behavior. They need to be Fit to Fly - able to evacuate in an emergency, and follow and accept all instructions onboard or on ground.

DISRUPTIVE BEHAVIOR CANNOT AND WILL NOT
BE TOLERATED IN SAS OPERATIONS.

WHY UNRULY?

- Alcohol or Facemask
- Not following/accept rules
 - Disputes regarding bringing animals onboard – size, weight etc.
 - Luggage rules
 - Mobile devices
- Insufficient boarding control
- Increased negligent behaviour against staff/crew
- More aggressive/ignorant behavior at check in, boarding and onboard
- Frustration linked to passengers journey, e.g. delays or seat-changes, due to lack of awareness of terms and conditions
- Expectations from treatment of service
- Mental conditions/breakdowns/episodes

THIS INCLUDES ALL OUR TRAVELERS – REGARDLESS OF EUROBONUS MEMBERSHIP

THE MAIN ISSUES

DISPUTES

Between pax-crew regarding behaviour

3.

COMPLIANCE

Amount of cabin baggage, non-smoking, cellphones, boarding times etc.

2.

INTOXICATION

Served, own, or at airports
Facemask

1.

IT IS ONE OF THE TOP 3 SAFETY ISSUES THAT CONCERN CABIN CREW WORLDWIDE

Unruly Passengers Summary

| Level | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--------------|------------|------------|------------|-------------|-------------|------------|------------|
| 3-GND | 7 | 22 | 13 | 19 | 48 | 10 | 1 |
| 2-GND | 74 | 124 | 116 | 204 | 278 | 92 | 27 |
| 1-GND | 82 | 138 | 194 | 181 | 295 | 84 | 38 |
| 3-Air | 12 | 12 | 25 | 25 | 46 | 24 | 15 |
| 2-Air | 113 | 132 | 113 | 220 | 246 | 204 | 154 |
| 1-Air | 116 | 210 | 269 | 404 | 425 | 147 | 76 |
| Total | 404 | 638 | 730 | 1053 | 1338 | 561 | 311 |

Latest report: september 30

Onboard Unruly reports

Note For SAS to be able to take action it is important that the report contains the name of the customer

Level 1

- The customer will be contacted by mail and informed about their obligation to follow SAS Terms and Conditions

Level 2

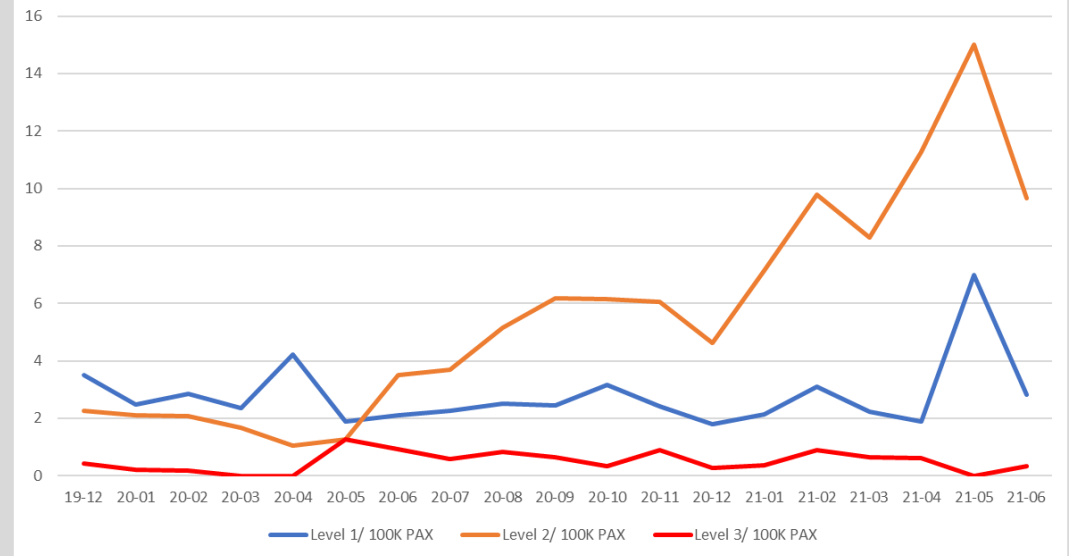
- The customer will receive a warning mail
- Smokers will be put on the watchlist

Level 3

- The customer will be contacted by mail and informed that he/she is not welcome on SAS flights anymore
- In order for SAS to be able to make a police case the report must be detailed and preferably supported by a witness

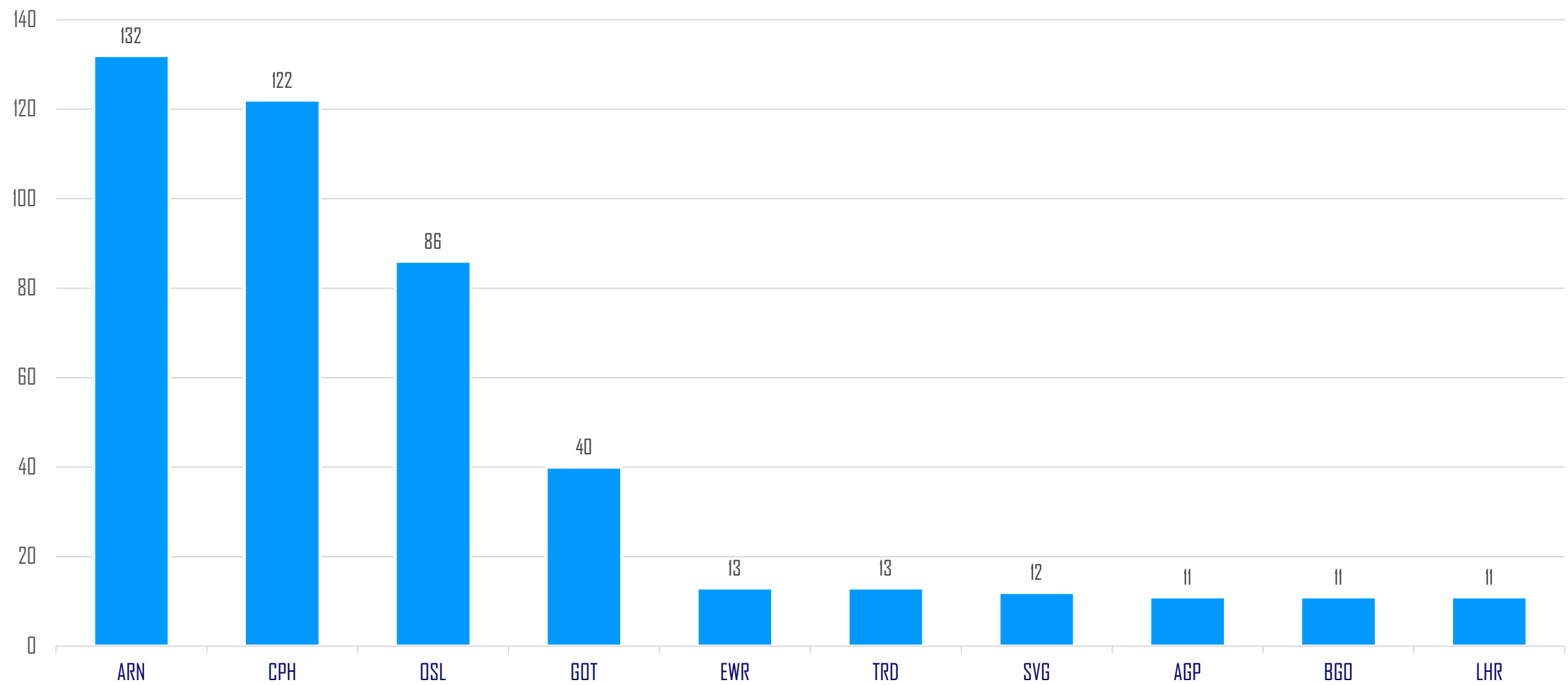
When physical violence has occurred, the report will be assessed as **Level 3**

Unruly / 100 000 Passengers



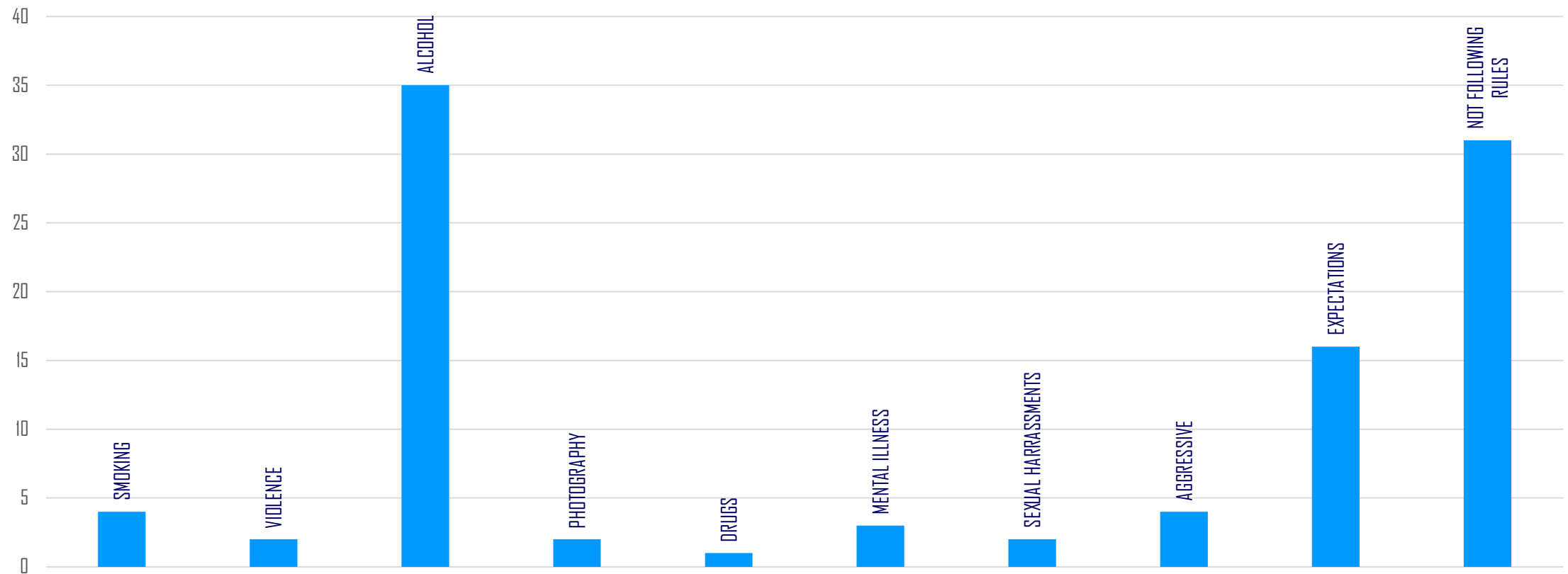
The increase in level 2 from April 20 was caused by face mask issues

AIRPORTS UNRULY DEP & ARR



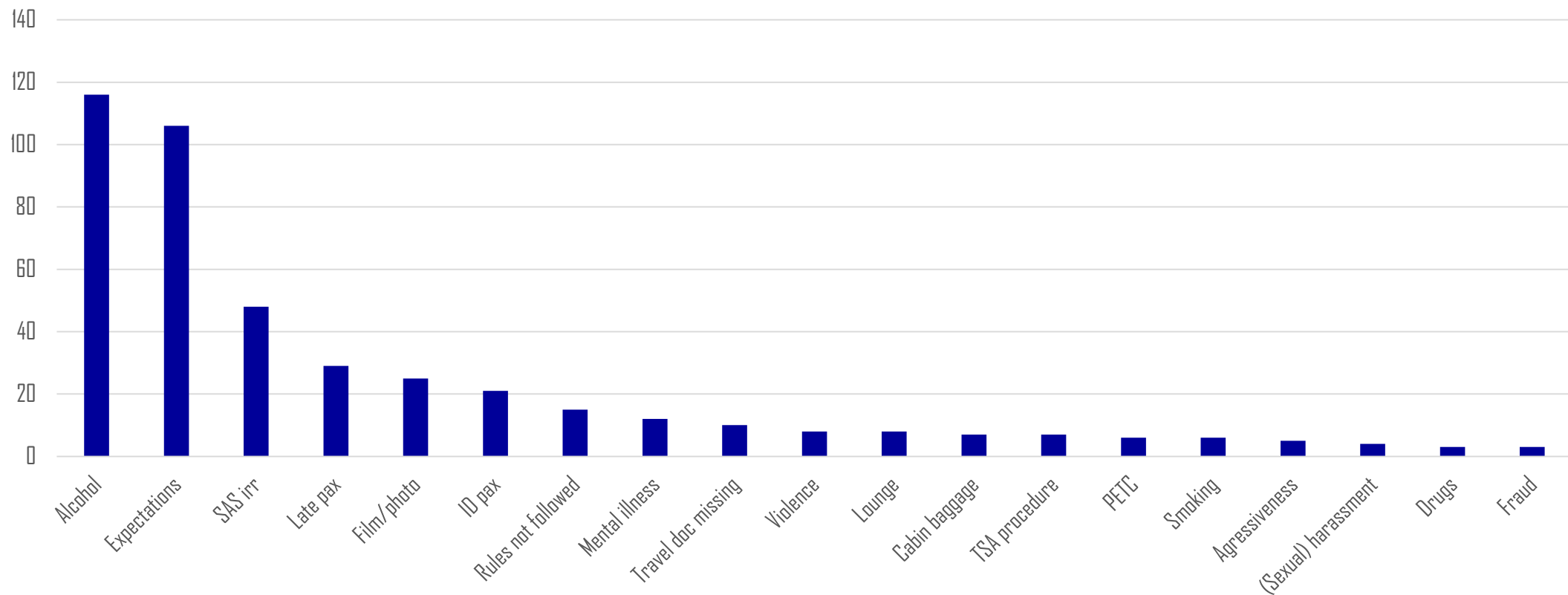
UNRULY REPORTS ONBOARD

Breakdown of unruly reports that has been reported by crew/flight deck



UNRULY REPORTS GROUND

Breakdown of the number of UNRULY reports that has been reported by GROUND staff (415 in total)

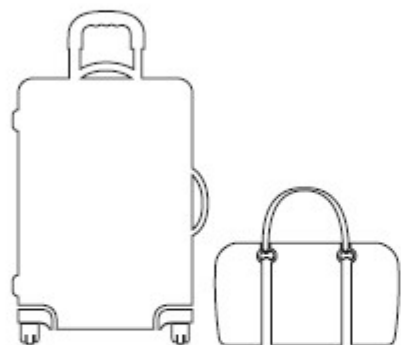


FREE BAGGAGE



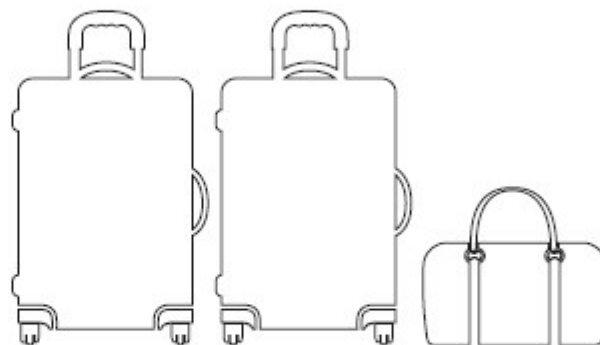
SAS GO LIGHT

1 carry-on (8kg)



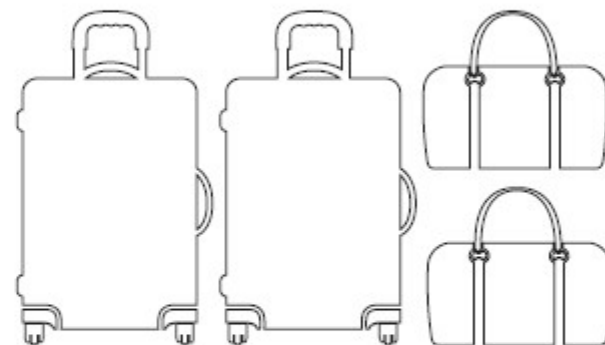
SAS GO

1 checked-in bag (23kg)
1 carry-on (8kg)



SAS PLUS

2 checked-in bags (23kg)
1 carry-on (8kg)
(2 carry-on bags if traveling
to or from US or Asia)

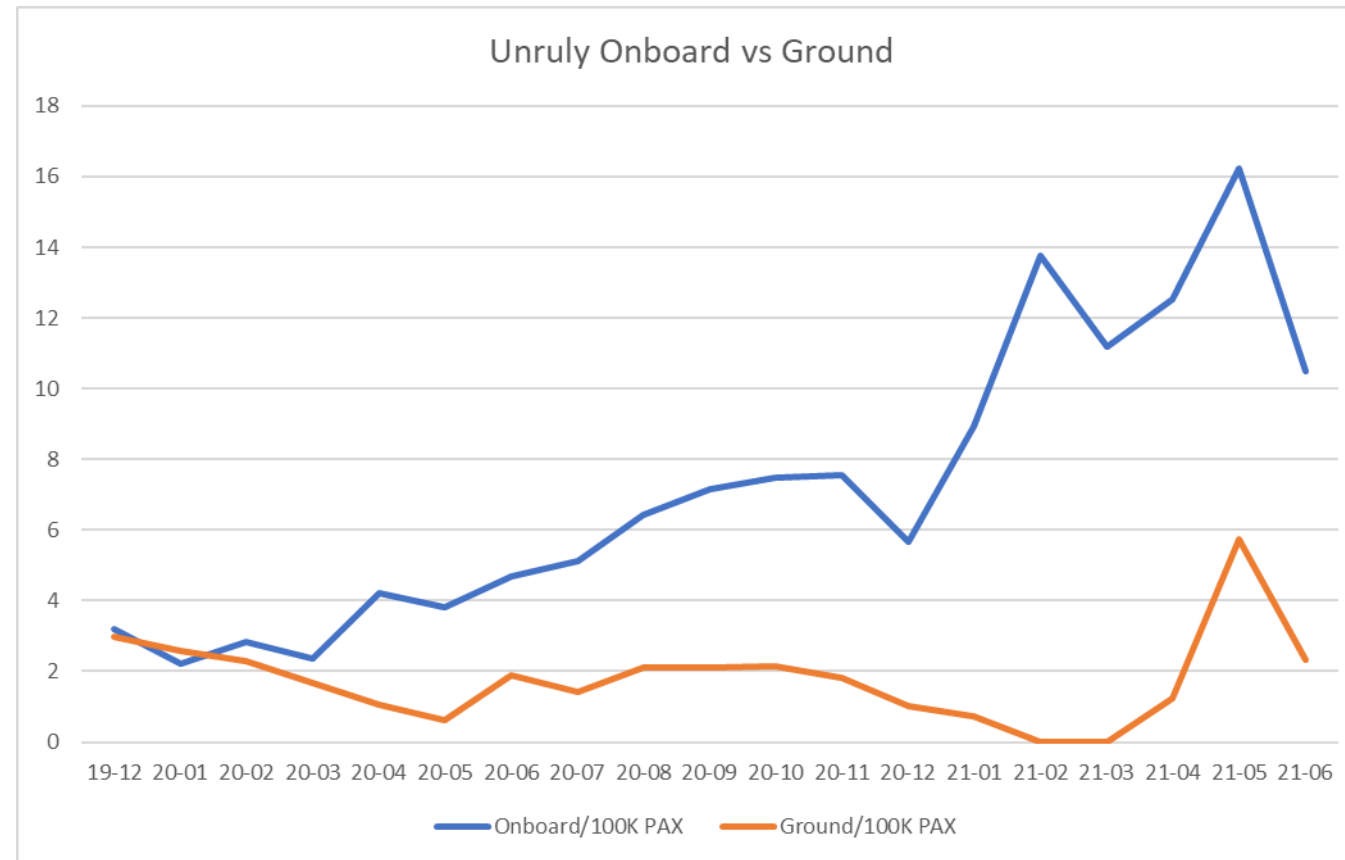


SAS BUSINESS

2 checked-in bags (32kg)
2 carry-ons (8kg)

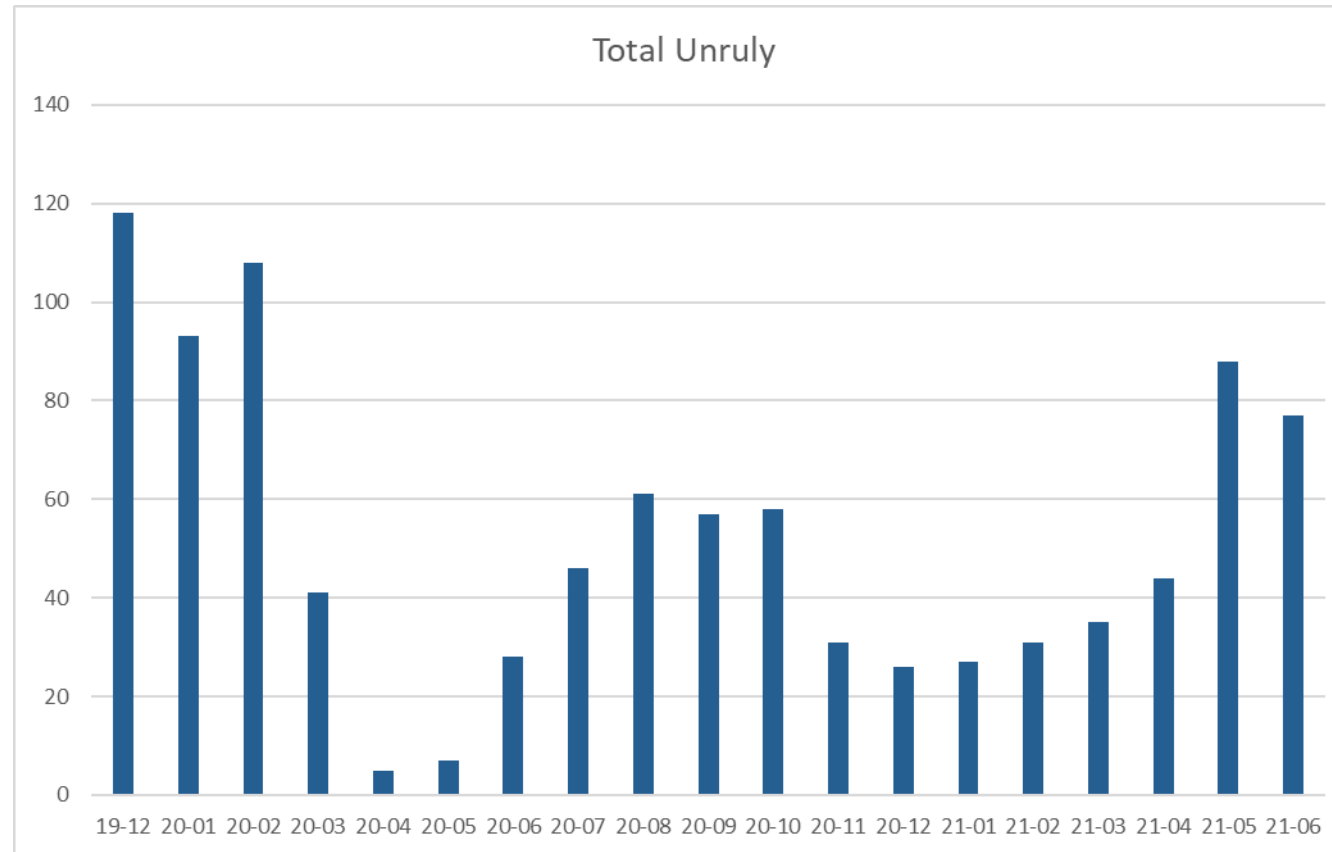
Unruly on Board/On Ground

- Summary



Unruly during Covid period

- Summary





FLY RESPONSIBLY OR **YOU** COULD PAY THE PRICE.



No holiday

If you are deemed unfit to fly you may be denied boarding



**Up to 2 years
prison**

You may face up to 2 years in jail for disrupting a flight



Up to £5,000 fine

If you delay a flight from taking off you may be fined

IF YOU ARE UNRULY WHILE TRAVELLING YOU COULD FACE SERIOUS CONSEQUENCES.

- ⊘ No holiday
- ⊘ Prison sentence
- ⊘ Airline ban
- ⊘ Up to NOK 1,000,000 diversion fee



FLY SAFELY. DRINK RESPONSIBLY.





You may not be
able to fly if you are
intoxicated.





Respect your crew,
respect your fellow
passengers.

You may be charged
a NOK1,000,000
diversion fee if you
become unruly

