

Joint declaration on disruptive passengers at airports and on board flights



Serious incidents related to disruptive and disorderly passengers have increased significantly globally in recent years, and we see the same development in Sweden and our neighbouring countries. Therefore, we as an aviation industry have jointly decided to increase cooperation to find common solutions and measures to reduce and manage incidents related to unruly passengers.

All travellers have a personal responsibility to follow the rules that apply on board aircraft and at airports. While most travellers follow rules and instructions and show great respect for their fellow passengers, airport staff and crew members, there are unfortunately some passengers who do not. Such passengers can pose a risk to aviation safety, create an unsafe, insecure and unpleasant environment for other travellers and negatively affect the working environment of airport and airline staff.

Companies in the aviation industry are already working on this issue, but through this declaration we want to jointly contribute to reducing incidents of disruptive passengers through communication, training, cooperation and coordination. We will therefore continuously develop and implement best practices and guidelines to prevent and manage such incidents to the greatest extent possible.

Our starting points are:

- Every passenger, airport staff and cabin crew has the right to a safe place to live and work, free from violence and other disruptive behaviour that may put them at risk.
- As an industry, we should ensure a safe and pleasant journey for all passengers and a safe working environment for airport staff and flight crews.
- Reducing and preventing intoxication and disruptive behaviour, on the ground and on board, is the responsibility of all airport staff, catering staff, guards and crew members.
- We support all employees on this issue and follow up on all incidents.

We, the signatories of this declaration, have collectively taken on the responsibility to actively promote good passenger behaviour, and to continuously work to reduce the number of incidents involving unruly passengers as these can have a negative impact on aviation safety and the safety of employees, in the following ways:

- **Communication:** Communication with passengers is essential to prevent passenger incidents. It is important that the guidelines on what is acceptable and what is not acceptable on board aircraft and at airports are clear to travellers. We will therefore jointly develop campaigns and information materials to address the problem of disruptive passengers.
- **Training:** Staff training is essential to deal effectively and safely with disruptive passengers. This includes training in conflict management, defusing a disruptive situation and maintaining a 'zero tolerance' policy. Alcohol and other substances are among the main factors that cause passengers to become disruptive on board aircraft. We will therefore continuously train our staff in this area.
- **Cooperation and coordination:** Cooperation and coordination between stakeholders is important to reduce incidents involving passengers at our airports and on board aircraft. Therefore, we will develop forms of cooperation and collaboration between all actors in the industry including developing and implementing best practices and guidelines to prevent and manage such incidents.

With this declaration, we set a common goal that we, as an aviation industry, contribute positively to reducing the number of incidents involving disruptive and disorderly passengers

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