

## AIRE's approach on unruly passengers

**Airlines International Representation in Europe** recognizes the crucial need to **address disruptive behaviour** and maintain a safe and secure environment for both passengers and crew. We advocate for **close cooperation with local and national authorities** in the aircraft's country of registration to ensure that effective measures are implemented when dealing with disruptive passengers.

- Quickly identify the **correct jurisdiction and transfer the relevant information on the unruly, disruptive or violent event** to the competent authority.
- Ensure that **unruly, disruptive or violent passengers are prosecuted and punished for their actions.**
- Enforce the law and **ensure legal certainty on the prosecution and punishment of any unruly, disruptive or violent behaviour.**
- Provide means of defence and support to aircrew to make the **implementation of Article 10 of the Tokyo Convention** effective which establishes that they cannot be held responsible in proceedings for actions taken when handling unruly passengers (unless the actions of the aircrew exceed necessary defence).

To this end, AIRE supports the essential need for Member States to ratify the **Protocol to Amend the Convention on Offences and Certain Other Acts Committed on Board Aircraft (Montreal Protocol of 2014)**. Ratifying this protocol is crucial as it strengthens the legal framework for dealing with disruptive passenger behaviour by introducing more comprehensive and enforceable measures.

Addressing the problems caused by unruly passengers is crucial for airlines to ensure the safety, comfort, and well-being of all passengers and crew. **Unruly behaviour can lead to significant operational disruptions, increased costs, and potential safety risks.** AIRE is working closely with the Sectoral Social Dialogue Committee in Civil Aviation to develop a strategy aimed at ensuring a positive travel environment and preventing the recurrence of such situations.