

Every 3 hours the safety of a flight within the EU is threatened by passengers demonstrating unruly or disruptive behaviour. At least 70% of these incidents involve some form of aggression. Once a month the situation escalates to such a degree forcing the plane to perform an emergency landing.

These incidents have a direct impact on both the safety of crew and of passengers. Any kind of unruly or disruptive behaviour whether related to intoxication, aggression or other factors introduces an unnecessary risk to the normal operation of a flight. An intoxicated person will not be able to follow safety instructions when needed, aggressive behaviour distracts the crew from their duties. Physical violence results in injury and it's a traumatic experience for everybody on board and if a member of the crew gets injured, their capacity to act in case of an emergency is reduced.



Even though the number of unruly passengers is small considering the total number of people flying, the impact of their actions can have a disproportionate effect both on the smooth operation of the flight and, most importantly, on its safety. The rise in serious unruly passenger behaviour is a great concern to the aviation community and particularly to Airlines.

Every passenger and cabin crew member has the right to a safe flight, free of violence and other behaviours that might put them at risk. Travelling should be an enjoyable experience where passengers treat each other and the cabin crew with the respect that they deserve.