



Operational Communication – SEC 01/2026

Subject: Tailgating Incidents at Airports

Effective: Immediate

Introduction

We are observing cases worldwide in which individuals board an aircraft without a ticket or boarding pass, primarily to obtain free transportation. The modus operandi is often similar: these individuals use so-called "tailgating".

In all known cases, these individuals had already passed through security screening. This remains the most important barrier. Nevertheless, our highest priority is to ensure safe operations, meaning that only screened AND authorized people are on board.

Several measures have been implemented to specifically prevent unauthorized access. However, the possibility of isolated incidents cannot be completely ruled out.

We are aware that other factors, such as structural conditions or gate set-ups, also play a role. Work is already underway on future solutions for exact detection and prevention of such access by appropriate means.

Until then, it is of utmost importance for the safety of our crews and passengers that both our own staff and service providers develop a high awareness of this **issue** and pay special attention to noticing, reporting, and preventing tailgating.

To-Do: Please inform all your counterparts and raise awareness at your station.

How Can You Help Prevent Tailgating in general?

- Always ensure doors and access points close securely behind authorized people.
- Do not allow anyone to follow into restricted areas unless you are certain they are authorized.
- Politely challenge or report anyone attempting to enter without proper identification.
- Remain vigilant and aware of your surroundings, especially in high-traffic or busy areas.

How Can You Help Prevent Tailgating at Boarding Gates?

- Follow the rules at your station (manuals, SOPs, etc.).
- Take every alarm seriously and deny boarding until the alarm has been resolved.



- Report suspicious behavior: If you see someone trying to slip through with a group or follow behind another passenger without proper checks, take immediate action, inform all concerned (e.g. crew) and report via established reporting channels.
- Lead by example: Encourage your colleagues to follow these practices and remind them of the importance of security at boarding gates.

By remaining vigilant and attentive, staying alert and following security protocols, you help ensure that only authorized passengers board the aircraft, maintaining everyone's safety.

Additional background information

What is Tailgating?

Tailgating, also known as "piggybacking," occurs when an unauthorized person follows closely behind an authorized individual through access barriers or quick boarding gates, to gain access to secure areas and aircraft without proper authentication.

Why is Tailgating a Threat?

It can enable unauthorized access to sensitive areas and aircraft, thereby endangering passengers, staff, and infrastructure.

It may facilitate criminal activities and can lead to significant reputational risks for airports and airlines.

Unauthorized boarding may result in inaccurate passenger manifests.

It can also enable individuals to travel under a concealed or false identity.