



STANDARD OPERATING PROCEDURE_PAX013

Unruly/Intoxicated Passenger

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Reference	Reference added
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

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Issued: 23.10.2023

Revised: 29.10.2025

Version: V2

PURPOSE

This SOP defines the procedure for identifying, handling and documenting cases involving unruly or intoxicated passengers, in order to protect flight safety, maintain order, and ensure compliance with DHS and airline procedures.

OBJECTIVE

- Ensure that all unruly or intoxicated passengers are handled safely and respectfully.
- Prevent escalation of disruptive behaviour at the airport or onboard.
- Ensure proper coordination with law enforcement and Load Control.
- Guarantee accurate reporting and documentation of all incidents.

APPLICATION

Passenger Services Department:

Customer Service Agents, Customer Service Supervisors

Operations Department:

Turnaround Coordinators, Load Control Agents

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

TRC – Turnaround Coordinator

PIC – Pilot-in-Command

Unruly Passenger – A person who fails to comply with crew or ground staff instructions, displays abusive or disruptive behaviour, or jeopardises the safety and comfort of others.

Intoxicated Passenger – A person under the influence of alcohol or drugs to the extent that their behaviour, coordination or consciousness is impaired.



PROCEDURE STEPS

Initial Action and Assessment

Step	Action
1.	Identify early signs of unruly or intoxicated behaviour during check-in, in the lounge or at the gate (GOM 1.4.10.2).
2.	Report immediately to the Supervisor on duty. Place baggage of such passengers on standby until acceptance is confirmed.
3.	Inform the passenger of the expected behaviour and consequences of non-compliance.
4.	If behaviour continues, take reasonable steps to prevent boarding, including refusal of carriage if flight safety or passenger security could be compromised.
5.	Involve airport police or local security if the situation escalates or physical aggression occurs.

Denied Carriage – Unruly or Intoxicated Passenger

Step	Action
1.	Offload the passenger in the DCS and clearly state the reason (e.g. "Denied boarding – Unruly behaviour").
2.	Offload the passenger's baggage immediately and confirm with the TRC and Load Control.
3.	Document the case with full details (behaviour, statements, witnesses) in the airline or airport reporting form.
4.	Forward the incident to Safety / Security and the respective airline representative.

If Passenger Is Accepted for Travel

Step	Action
1.	Inform the PIC and Senior Cabin Crew Member prior to boarding.
2.	Record the details in the DCS and Avbis/Flight Comms
3.	Notify the onward station if the passenger continues to a connecting flight.

Post-Flight Actions

Step	Action
1.	Complete and send the Unruly / Disruptive Passenger Report to the respective airline or local station manager.
2.	Submit a report in Safety Culture and in the airline's reporting tool, if applicable.
3.	Retain all documentation (reports, witness statements) for follow-up or legal purposes.

SAFETY NOTES

- Always maintain professional behaviour and avoid confrontation.
- Do not allow any passenger showing clear signs of intoxication to board.
- The decision to deny boarding must be documented and reported to the Supervisor and Load Control.
- Ensure the safety of staff and other passengers at all times.



REFERENCE

- DHS GOM, Chapter 1.4.10.1 – General Conditions of Passenger Carriage
- DHS GOM, Chapter 1.4.10.2 – Handling Unruly Passenger During Check-in or Boarding
- DHS GOM, Chapter 1.4.10.3 – Unruly Passenger Denied Carriage
- DHS GOM, Chapter 1.4.10.4 – Unruly Passenger Accepted for Travel