STANDARD OPERATING PROCEDURE_PAX12

Unruly/Intoxicated Passenger

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OBJECTIVE

The purpose of this SOP is to ensure that handling of unruly and/or intoxicated Passenger is performed safely.

APPLICATION

Passenger Services Department:
Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System (Altea, I-Port etc.)

Definition:

Unruly passenger	Are passengers who: • Not comply with the rules of behavior on board the aircraft and the cabin crew commands. • Fail to observe relevant instructions of Airlines and its DHS authorized representatives at the airport. • By such abusive/disruptive behavior, cause discomfort and jeopardize the safety and security of passengers, staff or airline.
Intoxicated passengers	Passengers affected by the excessive dose of substances, that cause mood swings or impairment of consciousness including but not limited alcohol or drugs.

PROCEDURE STEPS

Step	Action
1.	Inform those passengers about the adequate measures to be assumed by respective airline in answer to their disruptive behavior.
2.	Take reasonable steps to prevent disruptive and drunken behavior, including refusal of carriage if their behavior could endanger the safety of the flight or any other person.
3.	Involve the local police (or the respective security department of your airport), in case of disruptive and drunken passengers, especially in case of attacks on staff and other passengers.
4.	Inform the Load Controler & TRC about actions.

Actions in case if the Passenger is Denied Carriage:

1.	Offload the passenger in the DCS specifying the reason of denied boarding in the DCS.
2.	Offload the passenger's baggage.
3.	Inform the Load Controler & TRC about the changed figures

Post-flight Actions:

1.	Fill and send „Unruly/disruptive Passenger" form to the respective Airline or Airlines local Manager
2.	Report incident in Safety Culture and in the Airlines Ground Safety reporting tool (if applicable)

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airlines Ground Handling Manuals