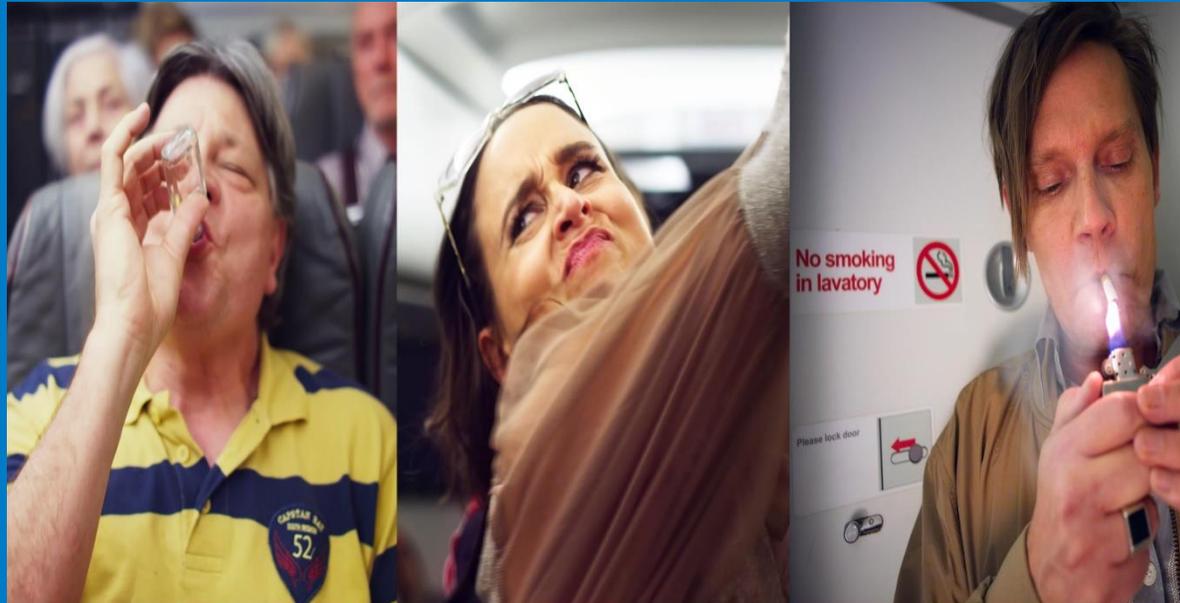




Ministry of Infrastructure  
and Water Management



# Unruly Passengers – the Dutch Approach

*Colombo, 20 March 2024*

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*Policy officer*

**UNRULY PASSENGERS  
THREATEN YOUR SAFETY**



# Aviation policy and framework

Flying is one of the safest way of transport. Continuous improvement safety and security. Being among the best performing member states.

- Netherlands Safety Risk Analysis (July 2022)
- Netherlands Action Plan on Aviation Safety (April 2023)
  - Based on EPAS and RASP
- Safety initiatives for 7 key risk areas; some examples:
  - Unruly passengers;
  - Birdstrikes;
  - Just culture;
  - Etc.
- Increase in unruly pax incidents (2023) / doubled:
  - 75 – 100 unruly pax per month
  - 2 – 3 unruly pax per day





# Background

- Platform Unruly Passengers (PUP): **Steering group** (Schiphol, Dutch airlines: KLM, Transavia, Corendon and TUI, Ministry, Prosecution, Military and Unions) and **Working group** (Ministry is involved only if it is necessary)
- Political focus
- Sharing No fly list (since 2018)
- Cabin crew reporting app (April 2023)
- Event 14 December 2023: Joint Declaration



## Exposure 14 December

- Importance of the event
- Media coverage – started a chain reaction of attention to the topic
  - interview with prosecution service
  - preparing tv programme
- This event resulted in more interest/focus from Parliament Members
  - Message minister and stakeholders: 'We care about cabin crew'





**Thank your for your attention**

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# Global level: Annex 9 - facilitation

- 6.44 Each Contracting State shall, **to deter and prevent** unruly behaviour, **promote passenger awareness** of **the unacceptability** and **possible legal consequences** of unruly or disruptive behaviour in aviation facilities and on board aircraft.
- 6.45 Each Contracting State shall take measures to ensure that relevant personnel are provided **training** to identify and manage unruly passenger situations.