

Joint declaration on preventing unruly behaviour at airports and on flights

There has been a significant increase in aviation incidents involving unruly passenger behaviour in recent years around the world, and the trend is also evident in Finland and our neighbouring countries. Therefore, we in the aviation community wish to enhance cooperation and actively seek solutions and measures to reduce and manage incidents related to unruly passengers.

As individuals, we are all personally responsible for following the rules at airports and on board aircraft. While the majority of passengers comply with rules and instructions, and show respect for fellow passengers, airport staff and aircrew members, there are unfortunately some who fail to observe common rules.

Unruly, or disruptive, behaviour jeopardizes aviation safety, creates an unsafe and unpleasant environment for other passengers and has a negative impact on the working environment of airport and airline staff.

The aviation community is already addressing this issue, but through this declaration we wish to draw further attention to the growing and alarming trend. Our objective is to prevent incidents of unruly behaviour through communication, training, cooperation and coordination.

We in the aviation community are committed to continuously improving our practices and guidance to prevent and manage unruly behaviour.

Starting points for our action:

Every passenger, and each aircrew or airport staff member, has the right to travel and work in a safe environment, free from violent or other disruptive behaviour. We, as members of the aviation community, want to ensure a safe and pleasant travel experience for all passengers and a safe working environment for airport staff and aircrew members.

The responsibility for reducing and preventing inappropriate behaviour on the ground and on board aircraft is shared between airport and ground service staff, security guards, the police, border authorities and aircrew members. We support all employees in this work and monitor all incidents.

The signatories of this declaration take responsibility for promoting good conduct and reducing the number of unruly passenger incidents. We ensure aviation and occupational safety through the following measures:

Communication: Communication with passengers is crucial to preventing incidents involving unruly behaviour. It is important to ensure that everyone understands what is acceptable and what is not acceptable behaviour on board aircraft and at airports. We will work together to create campaigns and information materials to address this issue.

Training: Staff training is essential for handling unruly passengers efficiently and safely. This includes training in conflict management, de-escalation techniques and the enforcement of a zero-tolerance policy.

Cooperation and coordination: Cooperation and coordination within the aviation community are key to preventing and managing unruly passenger behaviour at airports and on board aircraft. Therefore, we will establish forms of collaboration among all players in the industry, including the development and implementation of best practices and guidelines to prevent and manage such behaviour.

With this declaration, we set a common goal: the aviation community works together to prevent unruly passenger behaviour and to make flying safe and enjoyable for all.

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