



PASSENGER HANDLING

21. UNRULY/DISRUPTIVE PASSENGERS

21.1. COMPANY POLICY

21.1.1. General Policy

THAI aims to be a safe and secure airline. The Company would like to ensure the safe and secure environment for its customers and employees at check-in, lounge, gate and on board the aircraft. Needless to say, the Company has a zero tolerance for unruly/disruptive behavior and will support its personnel in fulfilling these policies:

- The Company will empower crew and ground staff members to take responsible steps to prevent, handle and deal with passengers who have potential for creating disturbances at check-in, lounge, gate or on board the aircraft.
- The Company will support crew and ground staff members on taking such actions.
- The Company will encourage the police or authorities to prosecute unruly/disruptive passengers in appropriate cases, especially when any verbal/physical assault is committed on THAI staff.
- The Company will assist and support crew and ground staff members who are required to give witness statements to police or to appear in court after the case. Such assistance are, for example:
 - Time spent on giving statements to police is deemed to be duty-time.
 - Legal advice is available to crew and ground staff members called to testify in any court.
 - Applicable expenses incurred in court attendance will be absorbed by the Company.
- The Company will provide appropriate training to crew and ground staff members in dealing with the problems.
- The Company's authorized personnel may deny boarding of any passengers who have potential for creating disturbance on board or jeopardizing the safety of the aircraft, other passengers or crew members.



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- The Company's authorized personnel may deny future carriage to unruly/disruptive passengers who remain a threat to employees or to the Company.
- Any crew member may take reasonable preventive measures without authorization when he has reasonable grounds to believe that such action is necessary to protect the safety of the aircraft, or of persons or property therein.

21.1.2. Special Policy for Alcohol**General**

Drunken passengers are dangerous to themselves and to others when on board the aircraft, especially in the event of an emergency situation. It is the responsibilities of passengers not to be drunk on the aircraft. THAI has therefore established a policy in regard to drunken passengers.

Boarding

A passenger who boards a THAI aircraft when drunk conflicts with our goal to be a safe and secure airline and lowers the level of customer satisfaction felt by other passengers. General Conditions of Carriage allows for refusal of such passengers. THAI will therefore support all crew and ground staff members who deny boarding to drunken passengers.

Passengers under the age of 18

Alcohol must never be served to any passenger under 18. This rule applies even when the child or young adult is traveling with his/her parents or an adult who requested that alcohol should be served.



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Excessive drinking often causes disruptive incidents and assaults on board. It is therefore important that crew members should exercise discretion in serving

Alcohol to passengers who appear to be near the limits of drunkenness. If there is any doubt, they should act on the side of caution and tactfully refuse to serve the passengers with more drinks.

When in doubt, cabin crew should refer to the P-i-C for guidance and the P-i-C must be informed immediately if a passenger's behavior threatens flight safety or the safety of other passengers or crew members.

Removal of drink

Crew members may, at the absolute discretion of the P-i-C, remove alcohol (including the passengers' duty-free items) for safe custody. These items must be returned when the passengers leave the aircraft.

Drugs

Crew members must not serve alcohol to passengers who they think are under the influence of drugs.

No alcohol in the flight deck

Consuming alcoholic beverages in the flight deck is prohibited.



PASSENGER HANDLING**21.2. CLASSIFICATION**

Unruly/disruptive passengers can be classified into the following categories:

21.2.1. Assault and Other Acts of Interference Against a Crew Member on Board THAI Aircraft

Any person who commits on board THAI aircraft any of the following acts thereby commits an offence:

- Assault, intimidation or threat, whether physical or verbal, against a crew member, if such act interferes with the performance of the duties of the crew member or lessens the ability of the crew member to perform those duties.
- Refusal to follow a lawful instruction given by the aircraft P-i-C, or on behalf of the aircraft P-i-C by a crew member for the purpose of ensuring the safety of the aircraft or of any person or property on board or for the purpose of maintaining good order and discipline on board.

21.2.2. Assault and Other Acts Endangering Safety or Jeopardizing Good Order and Discipline on Board THAI Aircraft

- Any person who commits on board THAI aircraft an act of physical violence against a person or of sexual assault or child molestation, thereby commits an offence.
- Any person who commits on board THAI aircraft any of the following acts. If such act is likely to endanger the safety of the aircraft or of any person on board or if such act jeopardizes the good order and discipline on board the aircraft commits an offence:
 - Assault, intimidation or threat, whether physical or verbal against another person.
 - Intentionally causing damage to, or destruction of property.
 - Consuming alcoholic beverages or drugs resulting in intoxication.

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21.2.3. Other Offences Committed on Board THAI Aircraft

Any person who commits on board THAI aircraft any of the following acts thereby commits an offence:

- Smoking in a lavatory, or smoking elsewhere in a manner likely to endanger the safety of the aircraft.
- Tampering with a smoke detector or any other safety related devices installed on board the aircraft.
- Operating a portable electronic device when such act is prohibited.

21.3. HANDLING PROCEDURES
21.3.1. General

Each unruly/disruptive case that presents itself is different and requires a unique response. Therefore, careful judgment in handling the situation is essential to a solution to the case.

Remember that we are in a customer service industry, no matter how rude or verbally abusive a passenger may become, you never react with equally rude or abusive behavior.

21.3.2. Preflight
Ground phase (check-in, in lounge, at boarding gate)

Several possibilities exist for staff to recognize the potential troublemaker. These include at *check-in*, in *lounges* and at *boarding gates*. Given the emphasis during this phase on "prevention", training is being provided to ground staff members in order to *avoid* or *prevent a violent situation* so that it will not be transferred to in flight.

Initial action to refuse carriage will normally be taken by the Duty Manager, or the senior staff member present, who must exercise discretion whether to:

- Exclude the unruly passenger from the flight and make a record in the daily log and advise Security officer/Station Duty Manager immediately.
- Confer with the P-i-C and Inflight Manager or Purser on the appropriate course of action if allowing the passenger to travel is being considered and inform Security officer/Station Duty Manager accordingly.

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Station Manager has clear guidelines on the correct procedure to be followed when this course of action is considered appropriate.

Once a passenger has been identified as a potential troublemaker, the Inflight Manager or Purser must be informed so that special attention can be given.

If the passenger is to be offloaded after boarding, the following procedures must be observed:

- The P-i-C or Inflight Manager or Purser will inform the ground staff or Duty Manager.
- The Duty Manager is to notify the local authority to stand by at the gate, if necessary, to offload the passenger.
- Offloading passenger's baggage and amendment is to be written in the check-in records and the relevant onboard documents.
- Return uplifted tickets and airport tax (if applicable) to the passenger.
- If necessary, assist passenger to clear airport formalities.
- If necessary, assist passenger with regard to hotel accommodation or transportation.

Expenses are on passenger's own account

- Send a potential complaining report to Security officer/Station Duty Manager by telex for follow-up action and the case should be recorded in the station log with specific details of passenger's state, i.e. intoxicated, general unruly/disruptive, etc.
- Inflight Manager/Air Purser must fill in the Flight Disturbance Incident Report (FDIR).



PASSENGER HANDLING**21.3.3. In Flight**

(Under the powers of the Aircraft Commander/Tokyo convention Article 5)

The term "in flight" means at any time from the moment when all its external doors are closed following embarkation until the moment when any such door is opened for disembarkation.

Flight crew

Aircraft P-i-C should be thoroughly familiar with the powers bestowed on them by the Tokyo Convention and these powers should be exercised whenever warranted. The Company will give the P-i-C full backing anytime these powers is legally used.

Anytime the P-i-C considers that a passenger's behavior jeopardizes the safety of the aircraft or persons on board, he should decide on necessary actions.

Flight crew should not leave the flight deck to assist in the handling of inflight disturbances unless the P-i-C deems it necessary (FOM 3.2.1, page 1).

The P-i-C should as early as possible after incident, communicate with Operations Control Center (BKKOP) BKK regarding his decision and action taken. Operations Control will inform the security officer/Station Duty Manager and the Station Manager at station of arrival.

Early communication of the P-i-C's decision is essential to allow Head Office staff to liaise, if necessary, with Station Manager to determine the best course of action when aircraft lands.

Cabin crew

If at any time, a cabin crew member notices unusual behavior of a passenger, the Inflight Manager or Purser must be informed.

If a passenger's behavior results from the non-observance of a legal requirement, then the Inflight Manager or Purser must clearly inform the passenger of the regulation. The passenger is to be left in no doubt as to legal requirements if this exists. For this purpose the Passenger Disturbance Report Form (PDR) has been created and must be completed by the Inflight Manager or Purser.



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Act according to the followings, after discussion with the P-i-C:

- Inform the P-i-C whenever possible before any action is taken with unruly/disruptive passengers in the cabin and keep him informed of all developments.
- Give verbal warning to passenger (same wording as on written notice to passenger).
- Complete the Passenger Disturbance Report Form (PDR) Level 2. Inform P-i-C before presenting Passenger Notice to the unruly/disruptive passenger. P-i-C's signature shall be included in this part.
- If passenger continues illegal behavior, complete PDR Level 3 and inform P-i-C. The authorities will be called to meet the passenger at the arrival station for positive identification of the passenger.
- IM/AP shall complete the Flight Disturbance Incident Report Form (FDIR) upon completion of the flight.

21.3.4. Post Flight—Ground Services/Security

The support that can be expected from ground services and security staff at the arrival station depends on local arrangement. Advice on what assistance to expect at each station must be made available to P-i-C immediately.

Some situations may be judged by the P-i-C to be serious but may not warrant a formal complaint to local authorities. However, the matter shall be reported to security officers/Station Duty Manager and Customer Relation Department (GR) to follow up the action, either verbally or in the form of a letter.

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21.3.5. Assault by Passenger on Crew Member

In the event that a passenger physically or verbally assaults a crew member, IM/AP shall:

- Complete the Flight Disturbance Incident Report (FDIR).
- Report the assault to the P-i-C who will request for Police/Security officers to meet the aircraft on arrival.
- Refer the matter to Police/Security officer who meet the aircraft.
- Initiate legal procedures.

In the case where the police/security officers/authorities do not take legal action against the offender, crew members desiring to institute legal proceedings should initiate the following course of action:

- Report to a police immediately after incident and, if possible, obtain copy of the report. In Thailand the report will have to be made at the airport police station. The P-i-C should act as the Company's representative and accompany the crew member to assist in filing the report.

The Inflight Manager or Purser should be present if any cabin crew member is involved.

- At stations abroad, the Station Manager or a senior member of his staff will assist the P-i-C and the crew member involved in negotiating with the police and/or local authorities.
- If necessary, inform security officer/Station Duty Manager via Operations Control Center (BKKOP) immediately, by ACARS, Telex, Fax, or Phone etc.

Security officers/Station Duty Manager will inform the Chief Pilot and/or Inflight Manager/Air Purser and contact THAI's Legal Department who will then assist the crew members in the proceedings.

Besides criminal proceedings, it is open to the crew members whether to pursue a civil action for the assault.

THAI will provide all legal assistance including time and money to a crew member who wants to institute civil proceedings for an assault arising.



PASSENGER HANDLING**21.3.6. Assault by Passenger on Ground Staff**

In the event that a passenger physically or verbally assaults a ground staff, the following procedure shall apply:

- The staff who was assaulted, shall as soon as possible report to the Duty Manager or station senior staff.
- The Duty Manager or station senior staff shall immediately report to the airport security office. The airport police and airport security officers as well as the Duty Manager or station senior staff shall be present at the scene as soon as possible to calm the situation.
- If the situation is calmed, the Duty Manager or station senior staff shall consider whether or not to accept such passenger for travel.
- If the passenger in question is allowed to travel further, P-i-C and Chief Cabin Crew in charge (Inflight Manager or Air Purser) shall be conferred for final decision on appropriate course of action. The following information shall be given:
 - The passenger name.
 - Nationality.
 - Seat number.
 - Destination.
 - The description of the incident.
- If it is considered to refuse acceptance, the ticket, passport and all relevant travel documents shall be returned to the passenger in question, and the baggage shall be offloaded and delivered to the passenger.
- In case of strong violation or the situation is out of control, the situation shall be handled by the police and security forces.
- The staff who was assaulted, as a victim, and the Duty Manager or station senior staff shall report the case to the police for further legal action.
- Inform the embassy that represents the country of the passenger's nationality.
- All detailed report shall be submitted to BKKDK and the Legal Department (BKKWL) within 24 hours.

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Besides criminal proceedings, it is open to the ground staff whether to pursue a civil action for the assault.

THAI will provide all legal assistance including time and money to a ground staff who wants to institute civil proceeding for an assault arising.

Note

For BKK station, BKKKI as the Security Officer shall also be informed, and BKKKI shall coordinate with the Duty Manager or station senior staff for any necessary action.

21.3.7. Restraint

Precautions

Restraint is an act to put a person into the condition of having no freedom of action or movement which may violate the right and liberty of that person. Therefore, such an act shall not be imposed unless there are reasonable grounds to believe that the person has committed or is about to commit an offence which:

- Endangers the safety of the aircraft, other persons, or property therein;
- Violates the rights and liberties of other persons,
- Violates people's peace and good morals,
- Is against applicable rules and regulations in the aircraft.

Restraint restrictions

- P-i-C may require or authorize other crew members to restrain an unruly/disruptive passenger by virtue of provisions of the law (Act on Certain Offences Committed to Air Navigation).
- Any crew member may take reasonable preventive measures against the unruly/disruptive passengers by virtue of provisions of the law (Act on Certain Offences Committed to Air Navigation) or other laws but he/she shall not restrain any passenger either with handcuffs or other cables without authorization from the P-i-C.


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- P-i-C must authorize only cabin crew members who has been trained by BKKBT to restrain the unruly/disruptive passengers.
- The act of restraint must be done in accordance with the restraint procedures trained by BKKBT.
- P-i-C may require or authorize a person to restrain anyone only when there is no other act that can be imposed to stop or prevent an unruly/disruptive passenger from committing or going to commit an offence which may jeopardize the safety of the aircraft, persons or property therein.
- The unruly/disruptive passenger who has been restrained shall not be released during flight.

Release

The unruly/disruptive passenger who has been restrained shall be handed over to the authority with a key for release.

Report

- P-i-C shall report to the authorities about the reasons of restraint with his signature on the official documents for prosecution.
- IM/AP shall complete the report in detail by gathering a personal account to include evidence of intoxicants, words spoken, threats, and physical or verbal danger to others. IM/AP shall also present the witness report(s) to the authorities for prosecution.

21.3.8. Warning, Report, and Form

Use the following forms which can be found in Captain's Reports (CRF) Folder in flight deck:

Form 1 Passenger Disturbance Report Form (PDR)

Form 2 Passenger Notice

Form 3 Witness Form

Form 4 Flight Disturbance Incident Report Form (FDIR) (2 pages).


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Guidelines for giving warnings and writing reports

Three levels of warnings will be given to passenger who creates disturbance on board:

Level 1

Give verbal warning to passenger. If the passenger stops making disturbing behavior, no other actions are needed.

Level 2

Passenger behavior is considered illegal.

The IM/AP fills out the Level 2 part of the PDR (Form 1), informs P-i-C and obtains his signature before presenting Passenger Notice (Form 2) to the passenger.

Level 3

Passenger continues illegal behavior. Inform P-i-C.

The IM/AP fills out the Level 3 part of the PDR.

The authorities will be called to meet the passenger at the end of the flight for a positive identification of the passenger.

If the situation develops over several hours, crew members involved or those who witnessed the incident shall fill in the detailed account in the Witness Form (Form 3).

In case a disturbance incident occurs, IM/AP must complete the FDIR (Form 4) on page 1 for quick identification of the incident and on page 2 for gathering information to cover the legal requirements and all statistical details upon completion of the flight.

Thai Airways International Public Company Limited

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PASSENGER HANDLING
Distribution (5 copies)

- Original to passenger.
- 1st copy to authorities.
- 2nd copy to station concerned.
- 3rd copy to Company file via Route Folder.
- 4th copy to P-i-C.

Note

Since many cases brought to court are lost or withdrawn because of insufficient evidence, fill in the report as clearly as possible from the beginning until the end of the incident and as soon as it happened.