



THE FEDERATION OF UNIONS OF SOUTH AFRICA
DIE FEDERASIE VAN UNIES VAN SUID-AFRIKA

PARLIAMENTARY OFFICE

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FEDUSA / ALPA - SA SUBMISSION
ON UNRULY PASSENGERS MIDWAY
IN AIR

FEDUSA / ALPA - SA Submission to
The Portfolio Committee on Transport
Cape Town

Presented by: Gretchen Humphries & Chris Kinghorn
FEDUSA & ALPA - SA
16 August 2006



CONCERNS REGARDING UNRULY AIRCRAFT PASSENGERS

The Federation of Unions of South Africa (FEDUSA), representing 530 000 members within 26 affiliated trade unions, and our affiliate member the Airline Pilots Association of South Africa (ALPA - SA), which represents approximately 1,300 airline and professional pilots in South Africa, would like to request the Portfolio Committee's urgent consideration of an amendment to sub-section 2(3) of the Civil Aviation Offences Act 10 of 1972.

At present sub-sections 2(1) and (2) of this Act deal very effectively with actual hijackings and other direct and intentional acts against aircraft and their safety. These two sub-sections prescribe prison terms of between 5 and 30 years on conviction.

Aside from these acts directly aimed at threatening the safety of aircraft, a common problem recently is however that of passengers who are "simply" unruly on board and thereby indirectly and in most cases unintentionally threaten the safety of the aircraft and all on board. .. Our members are regularly faced with such incidents, ranging from threatened hijackings, drunken and disorderly passengers, assaults on crew members to smoking on board. Our members' position is that such acts do indeed threaten the safety of aircraft in flight however and therefore that these acts are in fact just as serious as those covered by sub-sections 2(1) and 2(2).

Notwithstanding this however, whenever such passengers are in fact restrained on board and arrested on arrival, the fines which are eventually handed down are always insignificant and no effective deterrent. As a result the behaviour continues. It would appear to FEDUSA and ALPA-SA that the reason for these low fines is that such offenders' behaviour falls short of the provisions of sub-sections 2(1) and 2(2) referred to above, leaving only sub-section 2(3) for these offenders to be charged under. This sub-section, which was last amended in 1978, currently provides as follows:

"(3) Any person who on board any aircraft in service commits any nuisance or any disorderly or indecent act or is in a state of intoxication or behaves in a violent or offensive manner to the annoyance of any other person on the aircraft or uses abusive, indecent or offensive language, shall be guilty of an offence and on conviction be liable to a fine not exceeding one hundred rand." (our underlining)

In our members' experience offenders who are found guilty of this offence and charged with a fine of R100.00 are not sufficiently deterred from repeating their behavior. In fact in many cases these low fines are such that the administrative and time-consuming burden to our members of actually reporting such offenders, making statements at the SAPS and attending at Court to testify in some cases would actually deter a crewmember from doing so. Both of these facts constitute a threat to air safety, which our country cannot afford.

We are therefore hereby requesting the introduction of an amendment to the Civil Aviation Offences Act to update section 2(3) to make its maximum fine more

appropriate as a deterrent for offenders who endanger the safety of not only our members' lives, but also the lives of their passengers and property both in the air and on the ground.

At present, for so long as sub-section 2(3) continues to exist unamended, the only provision under which unruly passengers (i.e. passengers whose behavior falls short of sub-sections 2(1) and 2(2) of the Civil Aviation Offences Act) can be charged which does prescribe a meaningful punishment is Regulation 185.00.1 (1)(j) of the Civil Aviation Regulations of 1997, read with section 19 of the Aviation Act 74 of 1962, which together provide as follows:

Part 185.00.1 (1)(j) of the Civil Aviation Regulations reads:

" (1) Any person who-

- (j) commits any act, whether by interference with any flight crew member, air traffic service personnel member or aircraft maintenance engineer, by tampering with any aircraft, or any part thereof, or by disorderly conduct or otherwise, which is likely to endanger the safety of any aircraft or its occupants;*

shall be guilty of an offence.

- (1) Any person who is convicted of an offence in terms of subregulation (1) shall be liable to the penalties prescribed in section 19 of the Aviation Act 74 of 1962"*

(our underlining)

Section 19(1) of the Aviation Act reads:

"Any person who contravenes the provisions of, or commits an offence under this Act or the Convention or the Transit Agreement, or who fails to comply with any such provisions with which it is his duty to comply, shall, except where another penalty is specially provided, be liable on conviction to a fine or to imprisonment for a period not exceeding 10 years or to both a fine and such imprisonment."

The problem with this alternative to sub-section 2(3) of the Civil Aviation Offences Act at present is the underlined section above: the State has to prove that the action concerned is in fact a danger to flight safety, a burden of proof which is cumbersome to overcome for the Prosecutors concerned and the reality is therefore that the alternative concerned is often not implemented and sub-section 2(3) of the Civil Aviation Offences Act continues to be the most common offence these passengers are charged with, with its resulting low and meaningless fines.

FEDUSA and ALPA-SA would therefore hereby like to suggest that if sub-section 2(3) of the Civil Aviation Offences Act were simply amended to include the

possibility of more meaningful fines than the present R100.00, and maybe even the possibility of prison sentences, the way would be open for our Courts to hand down stricter fines without having to go through the extra burden of proof required by Regulation 185 of the Civil Aviation Regulations, which would act as a more of a deterrent to unruly passengers and thereby contribute to the greater safety of aviation in our country.

FEDUSA and our affiliate, ALPA-SA have also sourced cases of unruly passengers and statistics, included as Addendum A.

WinBASIS : ASR Titles & Summaries**Title or Summary contains "DISRUPTIVE".**

75/05/M82 ZSOBL 19/09/2005 MN 105 - JNB REPORT MONITRD
DISRUPTIVE PAX

A yellow card was given to pax C. Labuschagne. The problem started with her refusing to comply with crew instruction to place hand baggage on the floor and not on the seat. She only complied after second CA intervened. She also complained about service procedures. The CC went to sort the problem out. The pax demanded crew names and to be allowed into the cockpit to talk to the Captain. Her comments annoyed other pax around her and she vocally questioned the competence of the crew. The pax took the yellow card but refused to give it back until I threatened to have her arrested. She then tried to threaten me using a property deal she was engaged in with the MD. A copy of the yellow card was given to her husband by ground staff.

71/05/M82 ZSOBF 09/09/2005 MN 125 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

Pax Deena Govender became unruly during the first service when he requested to be served first. He would not sit down and kept on switching his cell phone on. I spoke to him and reported the matter to the Captain. He asked me to monitor the situation and give the pax a yellow card if he continued. Some time later the CA reported to me that the pax had smoked in the aft toilet. We went to look for the cigarette butt but couldn't find it. The pax was given the yellow card, which he threw back at the CA. We asked him where the butt was as we wanted to prevent a toilet fire and he denied smoking. Many other pax at the back confirmed that he had smoked and offered to testify. The CA started reading the yellow card to him and he then said that we did not inform him that it was a non-smoking flight. He continued to threaten the CA and repeated three times that he would f... him up. We informed the Captain who decided to have the pax arrested on landing. Before landing he wanted to go to the toilet to smoke again. The crew prevented him from doing so.

13-Sep-2005 08:33 Derek Kirkland: ACTION OPENED FOR STATION MANAGER CPT

Kindly determine whether this pax was charged at the airport police station and what transpired thereafter.

16-Sep-2005 09:47 Derek Kirkland: ACTION RESPONSE

I have spoken to Roger who was at the radio that night. The passenger was arrested and taken to the police station. The Captain, however, did not report to the police station to lay a charge. Roger did contact the Captain on his cell phone on the way to the hotel and he informed us that the cabin crew would fill in a report. I have been to the police station and asked if any charges were made. The police did arrest the passenger, but had to let him go because no charges were laid against him. The crew was supposed to go to the Police Station and lay a charge. Donovan.
Note by ASM: I have discussed the event with the Captain and explained the SOP he should follow in future.

83/05/732 ZSOLA 31/08/2005 MN 6224 DUR - JNB REPORT MONITRD
DISRUPTIVE PAX - MOBILE PHONE

Mr Muhammad Fahimsadiq seated in 7E was told at least three times starting before take off, to switch off his mobile phone. This was reported to the flight deck who made a PA announcement instructing him to switch it off. The CC was also instructed to confiscate the phone until after landing. We were concerned about a mobile phone activated device. Crew should be made aware of the possibility and follow our SOP's of zero tolerance in similar situations.

48/05/M82 ZSOBL 10/06/2005 MN 610 DUR - JNB REPORT MONITRD
DISRUPTIVE PAX

In DUR a Mr. D. Mjolo, on an Australian passport, came on board. He burst into the cockpit and said that he works at 43 Air School and is a member of the Durban Wings Club. It appeared as if he had been drinking but he was friendly and went back to be seated. Just after take off he became disruptive and was touching all the rear door handles thus scaring the other pax (seat belt sign still on). He ignored instructions from the crew so I agreed that the CC gives him a final warning yellow card. He then tried to contact the cockpit via the intercom system. I informed ATC and Ops of the problem. The CC saw the person take a lot of pills (six). One of the cabin crew managed to get hold of one tablet and gave this to the Police. He continued harassing the other pax. The Police met the a/c after landing and arrested him. He could not even walk properly but the CC thinks that he was not drunk but maybe under the influence of substance abuse. In the charge office, a friend that had come to fetch him, said that he takes the pills for his mental illness. He was remanded in custody - Case number 125/6/2005. Due to the person's medical history, charges were not pressed.

47/05/M82 ZSOBL 29/04/2005 MN 701 CPT - JNB REPORT MONITRD
DISRUPTIVE PAX OFF LOADED

Pax S. Ndlovu boarded with a boarding pass with seat duplication. Counters could not confirm which flight she was meant to be on. Pax Justin Orsmond overheard this and took exception. He aggressively confronted the cockpit crew and stated that if Ms Ndlovu's baggage was found on board then he wanted to disembark. Her baggage was not on board and she was disembarked. We pushed back 25 mins late and during the taxi Mr. Orsmond refused to be seated and demanded to get off. Cabin crew noted that his breath smelt of alcohol. By this stage the other pax were becoming irate with Mr. Orsmond. We decided to park and offload him as per his request, as he was becoming increasingly abusive to the cabin crew. The Police were arranged to assist. On disembarking, Mr. Orsmond had a change of heart and asked to continue with us, a request I denied due to perceived pax annoyance with him.

13-Jun-2005 10:50 Derek Kirkland: ACTION OPENED FOR STATION MANAGER CPT

How did it happen that there was so much uncertainty about the flight that pax Ndlovu was supposed to be on? What happened to pax Orsmond?

20-Jun-2005 08:44 Derek Kirkland: ACTION RESPONSE

Ms Ndlovu was booked on BA 6311 but Shafiek Basier mistakenly checked her in on MN 701, with a bag. Shafiek realised this when she was already on board MN 701. She was offloaded and CHS was advised to look for her bag, and offload it. Mr. Orsmond was on board MN 701. I am not sure how exactly he came to hear about Ms Ndlovu's situation. He must have overheard people speaking. At first the bag could not be found on the flight and he overheard this part, while sitting in his seat. Ms. Ndlovu (and her retrieved bag) had already been offloaded, and the aircraft was busy taxiing when Mr. Orsmond demanded to be offloaded, as he felt this aircraft was at a security risk. He said there could be a bomb in that bag that was not offloaded. The Captain also said that Mr. Orsmond was getting aggressive and was intoxicated. When the aircraft then returned to the bay, Mr. Orsmond apparently decided that he wanted to stay on board. By this time the captain did not want to keep him on board and asked departure control to call the police, for him to be escorted off. The captain told me he would not like to lay a charge. I met Mr. Orsmond in the arrivals hall. He had calmed down but was not happy with the whole situation and wanted an explanation. I explained everything to him and tried to convince him there was no security risk, as the bag had been removed. He then wanted a refund on his ticket, which we gave him, and he then made a booking with Nationwide.

Note by ASM: This event could have been avoided - incorrect check-in by the agent.

15/05/M82 ZSOBH 06/03/2005 MN 108 CPT - JNB REPORT MONITRD
DISRUPTIVE PAX

Mr. Sfisow Ngobese seated in 18F took the life jacket from under his seat, put it on and inflated it in flight. I asked him what he was doing and he just stared at me. I took the life jacket from him and explained that he should not have done that, as it is a violation of safety and asked him to remain on board after landing in JNB. I informed the Captain who reiterated that the pax must remain on board, as he wanted to speak to him. He explained the seriousness of the event and showed him the safety features card explaining why and when the life jacket is used. The Captain allowed him to disembark after a reprimand and got me to take down the pax's personal and company details. He works for and was part of a group representing DSMAX, Tele # (031) 3062848. His supervisor is a Mr. Elias Khuzwayo.

Note by ASM: I tried to contact his supervisor on the contact details given. The company at the number was a transport company and had no knowledge of either names mentioned. Obviously false info was given.

5/05/733 ZSOKG 22/02/2005 MN 6407 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX OFF LOADED

During boarding we heard a commotion from behind the locked cockpit door. A visibly upset CC then came to the flight deck - the pax were demanding to be seated in Club class. As the door was opened, one could smell the alcohol fumes. The pax were abusive, very inebriated and refused to listen to the crew. We asked them to take their seats so that we could depart and they refused. They were then told to behave or they could choose not to go. They refused and we decided to off load - they then used very bad language. So much so that the pax in 2A stated that if they stayed on board he would not only get off himself, but that he would consider taking legal action against them for endangering his life. The pax were off loaded and the police were called but when we pushed back 25 mins later, they had still not arrived to arrest the pax.

28-Feb-2005 13:47 Derek Kirkland: ACTION OPENED FOR STATION MANAGER JNB

These pax came over from a kulula flight that was weight restricted. Why did the ground staff not prevent obviously drunken pax from boarding? Apparently they did not have correct boarding passes for this flight - why? Kindly supply feedback.

29-Aug-2005 09:27 Derek Kirkland: ACTION RESPONSE

Because MN 109 was weight restricted, we had to ask for volunteers to fly on BA 6407. These pax were rushed to the gate and went down the chute before we could give them their boarding passes. When I had sorted these out I followed them and then saw that the crew was denying them boarding because they did not have passes. According to me they were not intoxicated but loud and upset because they had come off one flight only to be told they couldn't go on this one either. I then took them back to the ticketing office and put them on a later flight. Vashni Deoduth.

50/04/M82 ZSOBH 10/09/2004 MN 109 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

The pax in 23D was given a yellow card due to disruptive and potentially violent behaviour. Pax behaved well after the card was given. The SAPS met the flight and escorted the pax to the terminal. This was done to demonstrate to the pax the seriousness of his actions. No formal charge was laid. My apologies for the late submission of the ASR.

56/04/732 ZSOKE 07/08/2004 MN 6241 JNB - PLZ REPORT MONITRD
DISRUPTIVE PAX - HOAX BOMB THREAT

After doors were closed, a CA placed the hand baggage of Mr. Bryan Ormandy in the overhead locker. He stated "Be careful of that bomb in there". This was reported to the CC and myself. The pax was off loaded with his baggage and escorted to the charge office where a charge was laid. Case number is 74/08/04 and Insp. Baloyi is in charge of the docket. The SAPS took a long time to respond. We departed 40 minutes late and without any further incident.

20-Aug-2004 13:31 Derek Kirkland: ACTION OPENED FOR ACSA

Kindly determine why it took the SAPS so long to respond. Was there a permit problem with access to the RZ?

31/04/M82 ZSOBL 11/07/2004 MN 124 CPT - JNB REPORT MONITRD
DISRUPTIVE PAX - RUGBY TEAM

About 30 members of the Griffins rugby team were on the flight. When they boarded they were in a "happy" mood and the crew recognised that they had been drinking. During the flight they became disruptive and ignored safety regulations by not sitting when the seat belt signs were on. One of the team members grabbed a female CA. He was warned and did apologise to her. However, the coach (Mr. Eugene van Wyk) was very rude and used foul language saying that the CC was a bitch. This was said in her direction but without looking directly at her. I asked him to mind his language. I also felt at that stage that we were too close to landing to inform the Captain. On disembarkation, Eugene van Wyk came right up to me and called me a bitch to my face. I only found out afterwards that a male crewmember had also been sworn at. CPT ground staff surely knew about these drunken passengers and should not have boarded them. Comment: The CC was counseled and made aware that she must in future inform the Captain immediately when pax become disruptive.

13-Jul-2004 13:56 Derek Kirkland: ACTION OPENED FOR STATION MANAGER CPT

Kindly comment on this event. Did your ground staff see that the team members were drunk at boarding? A special effort must be made to keep potentially disruptive passengers off the a/c by denying them boarding.

14-Jul-2004 14:18 Derek Kirkland: ACTION RESPONSE

I am taking this matter up directly with SARFU and I have already spoken to the president of the Griffins rugby team. The team checked in at 20h00 and they were loud and boisterous but not drunk, they were typical guys on a tour, showing off and with lots of attitude. In the hour and 40 minutes that they had before boarding they could have had a few drinks but according to the supervisor's report at boarding, although they were rather loud and acting a bit childish, they were not drunk. The supervisor called the team manager aside and warned that they must behave or else we would offload the team. The manager apologised and said he would speak to the team. I have reprimanded the supervisor for boarding the team and have a disciplinary hearing in my office tomorrow morning at 08h30. I have sent a report to SARFU head office and also to the president of the team and they have assured me feedback on the action they will be taking on the team players. Rgds, Lexi

18/04/734 ZSOTG 04/06/2004 MN 6429 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

The cabin crew reported that the pax in 8 E (Mr. Patrick Reevesmoore) was abusive, insulting and non co-operative. The pax was 'disciplined' on the PA. Most other pax voiced their agreement and support for the way the situation was handled. This includes pax Rene Sim in seat 10 F. After landing, she offered supporting evidence to the crew if they required it. Keep this for reference in case Mr. Reevesmoore wants to embarrass himself even more.

37/04/732 ZSOKE 03/05/2004 MN 6209 JNB - DUR REPORT MONITRD
DISRUPTIVE PAX - CELL PHONE

After the doors were closed for push back, the CC advised that a pax seated in 10 F was still using his cell phone. He refused to switch it off after being requested to do so. At this stage we were starting engines. I made a PA call asking the pax to terminate his call. The pax (Mr. F.A. Puluto) eventually ended the call. I asked that his cell phone be given to the CC. He surrendered the phone without any argument. During the flight he wrote a letter of apology. His cell phone was given back to him on arrival. The SAPS met the a/c and informed me that they have not had success with prosecutions in the past. However, the pax was still taken to the charge office and a written warning was issued - Ref OB 104.

21/04/732 ZSSIP 05/03/2004 MN 620 DUR - JNB REPORT MONITRD
DISRUPTIVE PAX OFF LOADED

After all pax had boarded the traffic office advised us that there might be a pax with a firearm in his sock. I immediately called for the police and security to come and offload the pax. When the pax checked in he said that he had a firearm and wanted to check it in. He was advised that Kulula does not take firearms. He then said that he would smuggle it on board in his sock. He then passed through security and continued to jokingly brag to other pax, Kulula ground staff Heather Smith and Charize du Plessis that he had successfully passed through security with a firearm. Security was called and he was approached and then said that he had given the firearm to his brother-in-law and that his bragging was just a joke. After all this he was still allowed to board and I was presented with the problem. He was arrested and spent the night in jail. DUR ground staff & security should not have allowed the pax (Mohaniel) to board.

08-Mar-2004 13:39 Derek Kirkland: ACTION OPENED FOR STATION MANAGER DUR

Kindly determine why this pax was allowed to board. He should have been arrested when he made the allegations in

the departure hall. Did your ground staff lay a formal charge?

06-May-2004 14:37 Derek Kirkland: ACTION RESPONSE

Then said that we must just let the pax travel. I then came back to the gates with security. I did not see them search the pax at all. The Captain advised that he would like to see the security officer and me. We went back to the aircraft to tell the Captain what had happened. He made the decision to offload Mr. Mohanial.

06-May-2004 14:38 Derek Kirkland: ACTION CLOSED

The RC (Michael) was reprimanded at the time for suggesting that the pax simply be allowed to travel. This was not acceptable.

2/04/733 ZSOKB 01/02/2004 MN 6438 CPT - JNB REPORT MONITRD

DISRUPTIVE PAX OFF LOADED

During boarding the CA noticed that a passenger was disruptive.

After boarding was complete the CA noticed that a passenger was disruptive with the crew members and it became clear that the pax had a lot to drink. He made this statement to three crewmembers on more than one occasion. I informed One of a Cat Equestrian (Robert Mercury), was removed without offering any resistance and taken to the charge office. I laid a charge.

Four of the six crewmembers, and one of the cabin attendants, were advised that the pax had been off-loaded. REPORT MONITRD

DISRUPTIVE PAX OFF-LOADED

During boarding the CA noticed that a passenger was disruptive with the crew members and it became clear that the pax had a lot to drink.

16-Sep-2003 08:43 Derek Kirkland: ACTION RESPONSE

The Captain spoke to me prior to the pax being off-loaded. He advised me that the cabin crew had tried to accommodate a family travelling with children and had approached Mrs. Aboo and her daughter to ask whether they would be prepared to help out and move to other seats. They agreed. However, they did not like the new seats and

started to become abusive and refused to sit down. The cabin crew tried to calm them down, but they apparently became even more disruptive. At this stage the SAP arrived at the aircraft. The Captain spoke to the two women who started to argue in return. He advised them that he was not going to argue with them and that the flight was being delayed further. I got the baggage receipts from the pax to get their baggage back. After we had reconciled the baggage, the SAP and I escorted the women back into the terminal building and through to the police station. On the way I explained to them why they had been off-loaded. They were not abusive towards me at all, only upset about the whole incident. The SAP were not able to make any arrest as the report had to be submitted by the Captain and he was onboard at the time, and neither I nor my staff were able to be witnesses. The pax were then accommodated on MN 614 departing at 20h05. They were calm at this time and we had no further problems from them. Tracy-lee White.

16-Sep-2003 08:45 Derek Kirkland: ACTION CLOSED

After a discussion with the Captain, it was decided not to press charges, as no staff member had been harmed in any way.

21/03/734 ZSOTF 24/06/2003 MN 111 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

Pax Lynette Lutgens September refused to apply safety regulations and verbally abused the crew. She was asked to put her seatback upright for take off and ignored this. She was asked a second time by the CA and refused. The CC then also asked her and she reacted violently shouting that she does not want to and will not. I told her that her behaviour was unacceptable, that I would report it to the Captain and that she could be off loaded. She ignored me. I informed the Captain and issued a yellow card. She refused to read it, throwing it down a number of times. She then got up and took something out of her cabin bag that looked like medicine. She then put her seat back upright but the next problem was the seatbelt. I told her that action would be taken against her in CPT. During the flight I told the crew to treat her the same as any other pax. When she was politely asked if she wanted anything she aggressively shouted at him to get away. The CA warned her that this behaviour was unacceptable. She ignored him saying, "I am soooo scared of you". After landing in CPT the Captain and I escorted her down the stairs where the police were waiting to assist us. Not wanting to have her arrested but rather make her realise the importance of the situation, the Captain asked her to step aside so that he could talk to her. She ignored him and when he asked her a second time and she refused, the police intervened. She denied everything that had happened. I went into the terminal to get the details of two other pax that were very concerned about the situation and were willing to back the crew. The pax and the police joined me and they told her she must leave which she did. However, two minutes later she returned and pulled me around by my arm and continued with verbal abuse. The police said that we should consider prosecution.

NOTE BY AVIATION SAFETY MANAGER

Incorrectly, nobody pressed charges. It is up to the individual crewmembers to do this. After discussion with our legal department, CPT was advised to contact the pax and inform her that she would not be accepted for carriage for her return flight on 27 June 2003. She was financially recompensed for that sector. The other domestic airlines were also notified of her name and condition.

19/03/734 ZSOTF 22/06/2003 MN 124 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

An unruly passenger was abusive to the cabin crew calling one of them a whore. He then insisted that he wanted to smoke and was argumentative with the other pax who complained to the cabin crew about his behaviour. The police were contacted to meet the flight and take him off the a/c.

67/03/732 ZSOKD 05/06/2003 MN 6211 JNB - DUR REPORT MONITRD
DISRUPTIVE PAX OFFLOADED

After pushback and #2 engine start, C/A Erasmus reported that pax Moore had been using her cell phone during the safety demo and pushback. When asked to switch it off, she screamed at the crew. I confirmed the incident with the C/C. She said that other pax had found the behaviour of pax Moore disturbing and that it was unlikely that her behaviour would change during the flight. I decided to offload pax Moore as she posed a risk to the safety and good order of the flight.

3/03/734 ZSOTF 14/02/2003 MN 100 CPT - JNB REPORT MONITRD
DISRUPTIVE PAX

The C/C informed me about an abusive passenger. He had apparently sworn at a baggage handler as well as some of the cabin crew. I called counter to have the pax off loaded. Three policemen came to the a/c but by this time we had ascertained that he was part of a group of seven including his employer. His employer convinced the C/C that he would sort the pax out internally and that he was a crucial member of the team. The employer is a frequent flyer on both BA and Comair and I was then happy to continue with the pax on board. He had by then calmed down and was very apologetic.

10/03/732 ZSOKF 31/01/2003 MN 6419 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX OFFLOADED

Mr. P. Arnaud came on board and without warning shouted aggressively at me to "get out of my way". I was standing in the space at seat 1D. The next moment he pushed me to the other seat causing me to fall. He said he had asked me three times to get out of the way. I asked him if he was going to be OK for the flight because I can't take an aggressive

During the night a pax, Mr. A. Bulbulya behaved in an offensive and disruptive manner. He threw the cutlery at the C/A's and shouted at them. He was warned once and given the Captain's letter (Yellow card) when he continued his behaviour. The police met the a/c and he was taken to the charge office where the crew gave statements. The case No at JNB International Police Station is OB 321/09/02. The contact person is Detective Inspector Swanepoel - Telephone 083 779 5162.

8/02/732 ZSNNH 23/01/2002 MN 6305 CPT - DUR REPORT MONITRD
DISRUPTIVE PAX

A passenger was caught smoking in the toilet. He was reprimanded by the C/C and by myself after landing. Also had pax services tag the man's name for future reference.

89/01/732 ZSOKE 27/07/2001 MN 6226 DUR - JNB REPORT MONITRD
DISRUPTIVE PAX

Pax Hassim was off loaded due to him causing a disruption on board - probably as he was intoxicated. He who is not to be arrogant and difficult to have a conversation with. Due to his refusal to move and the possible safety risk, ground staff off boarded him. He appeared to be under the influence of alcohol. He demanded painkillers from the C/C who refused given the state he was in. He also refused to stow his suitcase and insisted that he wants to keep it on the seat next to him. He then became very aggressive when a further request for pain killers was turned down by the C/C. It was then decided to off load the pax as he was threatening the safety of the flight.

67/00/732 ZSSBO 27/06/2000 MN 6237 JNB - PLZ REPORT MONITRD
DISRUPTIVE PAX

The man seated in 5F (smelled of alcohol on boarding and could not find boarding card at first), slept nearly the whole

flight. On descent I asked him to please put his big brief case under the seat for safety reasons. He ignored the request so I put it under the seat. As he disembarked he asked who dared to put his briefcase underneath the seat. When I said that I did, he started to shout at me. "You bl... South African, you know nothing - do you know who I am?" I stayed calm and couldn't believe the sudden outrage. As I tried to explain he shook me physically and threw me against the cockpit door - violence without reason. I called Captain Engelbrecht who listened to the angry, out of control pax. He left with "I will report this". An absolutely terrible experience. Submitted by C/A M. Heijns.

COMMENT BY ASO: This pax should have been arrested - have spoken with the Captain re future occurrences of this nature.

69/99/732 ZSNLN 08/08/1999 MN 6425 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

About 30 intoxicated pax caused a disruption on this flight. One of the group, a Mr. Klopper, behaved inappropriately and was arrested in CPT and charged with sexual harassment of the Cabin Controller. The bar was closed to stop the intake of alcohol. After this 2 bottles of KVV Brandy materialised and were passed among the group. These 2 bottles posed a safety hazard as they could have been used as weapons. They were confiscated but were already empty. If possible intoxicated pax should be stopped at the boarding gate so that the situation does not get out of hand on the aircraft, especially with such a large group.

10-Aug-1999 09:34 Derek Kirkland: ACTION OPENED FOR STA MANAGER CPT :

Kindly confirm the detail with regard to the charge against Mr. Klopper i.e. the case docket number, the date set for the court case and any other pertinent info.

Response from STA MANAGER CPT :

The SAPS docket number is = MAS 228 / 8 / 99.

According to their info a case of Crimen Injuria has been filed with the State Prosecutor. The investigating officer will contact the cabin crew member & the pilot concerned in due course where after a court date will be set. Stephen

41/99/732 ZSSBN 04/05/1999 MN 6221 JNB - DUR REPORT MONITRD
DISRUPTIVE PAX

During taxi, the cabin controller informed me that 2 pax were being abusive and making threats to them. I asked her to please tell them to cease forthwith or I would return to the apron and have them removed. They then refused to fasten their seat belts when requested. I then spoke on the PA informing them again of the consequences, but also that I would have them arrested and charged with illegal interference with the aircraft. After cabin now secured for flight, we departed. On the climb out they again started with abuse, so I left the cockpit to inform them personally of the consequences. On the descent during clearing of the cabin, they asked for further service. When informed that it was now closed as per PA announcement, they threatened to hit the cabin attendant. I then radioed DUR requesting the Police on arrival. A charge was laid against them and they were placed in custody. Pax names were Mr. Alfred Manqele and Siphon Mndaba.

22/99/732 ZSNNH 09/03/1999 MN 6426 CPT - JNB REPORT MONITRD
DISRUPTIVE PAX

Whilst the pax were boarding, a Mr. W von Richthoven - Silver CardHolder - stormed back onto the a/c to collect an item he left behind on 4625. He swore at the C/C repeatedly calling her a "F..... bitch" so loud that the pax in row 17 heard (he was standing at 1L). How did this man get through security & onto the a/c unattended & without a boarding pass. This man was rude and aggressive to the crew & should be blacklisted from all BA flights & a charge of crimen injuria brought against him. He is a disruptive passenger capable of air rage against aircrew. The C/C was very polite until his uncalled for behaviour where upon she instructed him to get off the a/c. The boarding pax were stuck on the steps & had to watch this uncivilised behaviour. The C/C must be commended for her handling of the situation as she carried out the rest of her duties professionally without letting this incident affect her.

25-Mar-1999 15:38 Derek Kirkland:

The Station Manager CPT as well as the Police should have been called immediately if a charge was to be laid. The possibility of having this person blacklisted from all BA/Comair flights has been proposed to Mr. N Vlok.

Reply dated 15 April 1999:

Apologies for taking so long to reply. We have had a look at this on a previous occasion and it is not possible to do this in the reservation system. In this case the passenger is resident in Switzerland which complicates the issue. Nic.

56/98/732 ZSNG 18/10/1998 MN 6425 JNB - CPT REPORT MONITRD
DISRUPTIVE PAX

During descent, two drunken passengers were upsetting a woman pax sitting next to them. The woman was moved to another seat and the passengers warned that, if they continued with their disruptive behaviour, they would be arrested in Cape Town. No further incidence and flight continued normally.

51/98/732 ZSNG 22/09/1998 MN 6274 WDH - JNB REPORT MONITRD
DISRUPTIVE PAX

Pax asked if he could smoke. Request turned down. He then went to toilet and smoked (admitted to it). Arrested and

charged on arrival at JIA.

33/98/732 ZSSBR 26/06/1998 MN 6236 PLZ - JNB REPORT MONITRD