



Royal Aeronautical Society
Human Factors Group

Disruptive Passengers

British Airways Conference Centre, Cranebank
12 October 1999

Morning Programme

Presentation topics are working titles and may change

09:45	Registration and Coffee
09:55	Welcome and Chair, Capt. Jeremy Butler, Chairman, RAeS HFG Committee
10:00	Keynote Address: Renee Sheffer, <i>A Victim's Perspective - What Went Right, What went Wrong</i>
	Michael Sheffer: <i>Changing Attitudes and Response to Passenger Disruption</i>
10:50	Capt. Russell Kane, Barrister/Aviation Consultant, Parc Aviation
	<i>Legal Aspects</i>
11:30	Coffee Break
11:45	P.C. C. Tracey, Heathrow Police Training Unit
	<i>Heathrow Police Response to Disruptive Passenger Element</i>
12:15	Mr. Pat Donovan, MD React Ltd.
	<i>Violence in the Skies</i>
12:45	Lunch to 13:45
13:00	During lunch - ACA Ltd. Video Resources for Disruptive PAX training

Afternoon Programme

13:45	Capt. Jason Holt, Virgin Atlantic Airways	
	<i>Passenger Incident Analysis and Trends</i>	
14:00	Introduction to Workshop Sessions, Capt. Jeremy Butler	
	Leaders <ul style="list-style-type: none"> • Capt. Jason Holt, Virgin Atlantic Airways HF • Debbie Sansome, Britannia Airlines Flight Safety • Carey Edwards, LMQuality Ltd. • Diane Disley, Air2000 Ltd. • Martin Evans, British Airways Flight Crew Training 	Reporters <ul style="list-style-type: none"> • Capt. Roger Benison (FDM UK) • Andy Bodiam (Monarch) • Sheila Johnston (Virgin HF)
	Topics <ol style="list-style-type: none"> 1. <i>What can you do and when can you do it? What, for example, does "In flight" mean; what degree of force is reasonable in what jurisdiction?; what are the legal consequences if something goes wrong?</i> 2. <i>Does training for disruptive passenger incidents need to be integrated? How should SOPs reflect the need for flight crew involvement, if any?</i> 3. <i>What is an acceptable minimum of post-incident support for staff? (e.g. PTS counselling, legal assistance, disability compensation, leave etc.)</i> 4. <i>What are the key steps in setting up a company programme to deal with problem passengers? e.g. outsourcing vs. in-house, availability of external resources such as police, scoping the programme for budgetary purposes etc.</i> 5. <i>What steps could be taken to prevent the problem reaching the aircraft? e.g. changes in ground agent procedures, early warning training, company policy issues, discretionary delays by flight dispatchers, industry code of conduct for PAX etc.</i> 6. <i>Onboard contributory factors: How important are other passenger comfort aspects incl. air refresh rate, seat pitch, etc.?</i> 7. <i>Social psychology: are we missing strategies from other fields?</i> 	
15:15	Tea	
15:30	Report Back	
16:00	Discussion of workshop reports with industry leaders	
16:30	Close of proceedings	

Note: Attendance is by pre-registration only. To register please return the attached form, with your cheque for £30, payable to the **CRM Working Group**, to:
Tricia Forrest-Holden, Human Factors Technology Group
College of Aeronautics, Cranfield Univ. Cranfield Beds. MK43 0AL

Registration Form

Name: _____

Phone: _____ Fax: _____

Address: _____

Email: _____ Car Registration: _____

Professional background (tick whichever apply):

T/IRE	<input type="checkbox"/>	CRM Developer	<input type="checkbox"/>	Operational Mgmt	<input type="checkbox"/>
CRM Trainer	<input type="checkbox"/>	ATCO	<input type="checkbox"/>	Regulator	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	Cabin staff	<input type="checkbox"/>	Human Factors	<input type="checkbox"/>
A/C Design	<input type="checkbox"/>	Facilitator	<input type="checkbox"/>	Flight Deck crew	<input type="checkbox"/>

Please return this form with your cheque for £30 to:

*Mrs. Tricia Forrest-Holden, Human Factors Technology Group
College of Aeronautics, Cranfield Univ. Cranfield
Beds. MK43 0AL Fax: 01234-750192*

Your registration is confirmed when we receive it. If you have an email address, please include it to help us reduce costs. Priority is given to operational and training staff. If the event is oversubscribed we will advise you as soon as possible if we cannot offer a place - N.B. *The deadline for registrations is 7 days before the conference.* Receipts are available at the door on request - they are not available before the conference. Please make cheques for £30.00 payable to the **CRM Working Group**.



Disruptive Passenger Incidents - A Life-cycle Review

Aim

To share industry-wide experience and knowledge of the causes, management, consequences and prevention/mitigation of disruptive passenger incidents based on current best practice.

Objectives

- review the present industry position on PAX incidents
- advise on practical tactics, strategies and programme development
- consider causal factors, trends and strategies from other fields
- report back on significant issues of concern to the industry

For further information

see the HFG web site: http://www.raes.org.uk/human_factors/menu.htm,
or contact the RAeS Conference Office: ph: +44-171-499-3515, email
jedda.caldwell@raes.org.uk

Forthcoming Conferences:

February 23, 2000 EFIS Mode Awareness - Gatwick miniconference on mode awareness and Crew Co-ordination issues in EFIS design and operation

October 18, 2000 Disruptive Passengers - **Main Conference** at RAeS in London in conjunction with the Air Law and Aviation Medicine Groups.