

# EMERGENCY PROCEDURE AGAINST INCIDENTS WITH UNRULY PASSENGERS

The example of Bologna Airport  
agreement with trade unions, local  
institutions and authorities.

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## AVVISO AI PASSEGGERI

Notice to passengers



**La violenza contro i lavoratori del trasporto aereo è un reato che può comportare anche l'arresto e la reclusione.**

**Se perdi il volo, non perdere la testa!**

Violence against air transport workers is a crime punishable even with arrest and detention. If you miss a flight, don't lose your temper!



Since the very first incidents of violence against airport workers in 2019, Trade Unions asked for the commitment of all parties. Bologna Airport started a campaign on unruly passengers and took also part in the EASA campaign.



**Are you  
Ready to Fly?**

**WE ARE WORKING HARD TO GET YOU AWAY  
PLEASE BE KIND.**



Billboards and videos have been published and broadcasted in terminal screens.

During summer 2021, there has been an escalation of physical violence of passengers against workers, also due to Covid-19 restrictions.

This led Trade Unions to organize a strike in October 2021, in order to highlight this issue and ensure that workers' safety would be addressed also to local Institutions.



**LUNEDÌ 11 OTTOBRE 2021**  
**SCIOPERO**

**DALLE ORE 12 ALLE ORE 16**  
**Di tutte le lavoratrici e i lavoratori**  
**delle aziende Adb, Gh Bologna,**  
**Aviation Services, Aviapartner**  
**dell'Aeroporto di Bologna**

Nell'ambito delle procedure di raffreddamento aperte il 2/9/2021 ai sensi delle leggi 146/90, 83/2000 e s.m.

Abbiamo denunciato troppe volte e a tutti i livelli il verificarsi sempre più frequente di episodi di violenza fisica ai danni di lavoratori impegnati nell'operativo.

È stato chiesto anche l'intervento della Prefettura.  
Tutto questo senza ottenere mai alcun riscontro

NULLA è stato fatto per garantire la sicurezza dei dipendenti di tutte le aree, sui quali vengono scaricate le criticità della struttura e di tutte quelle procedure legate al presente momento storico.

NESSUNO mostra la minima intenzione di investire sulla tutela di tutte le persone che ogni giorno garantiscono l'operatività dello scalo.

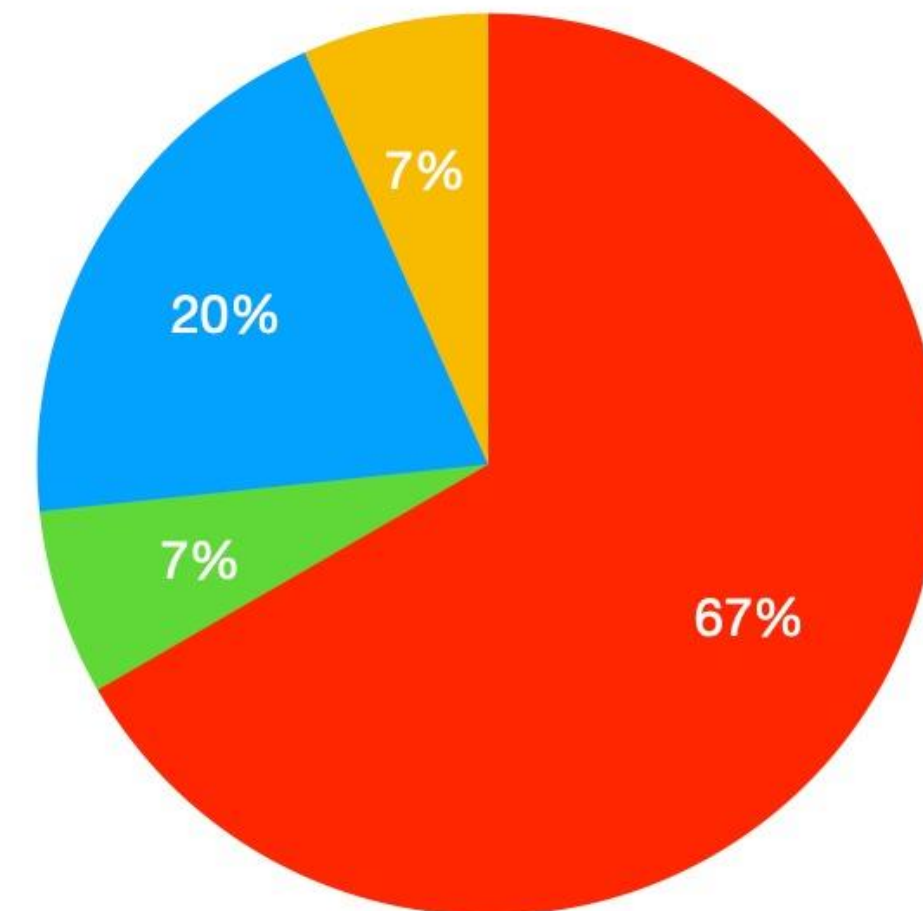
**NON SI PUÒ PIÙ FARE FINTA DI NULLA E**  
**SPERARE CHE NON SUCCEDA PIÙ**

Trade Unions started to collect data from workers (November 2021 - January 2022).

The chart shows that 67% out of 15 incidents were related to COVID-19 documentation, 20% to ancillary payments at check-in or gates, 7% due to flight loss, 7% to queuing.

Women workers were the most exposed.

● Documentazione COVID-19      ● Volo perso  
● Pagamenti                              ● Fila

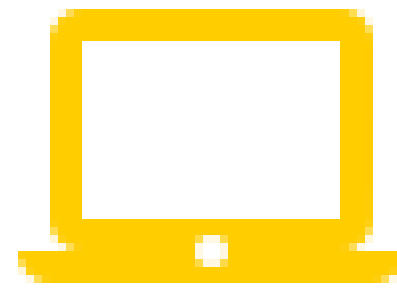


At the beginning of 2022 ENAC promoted a meeting with the participation of Bologna airport, handlers, law enforcement officials and trade unions, in order to define together a better system to manage dangerous situations that could lead to an aggression at the airport.



This meeting brought to a **structured and coordinated system**, supported by all parties, for reporting and responding to episodes of violence.

# In April 2022 AdB activated the emergency procedure and spread the information to all airport workers with an Airport Regulation review.



IN CASE OF AGGRESSION AIRPORT WORKERS CAN CALL AN EMERGENCY NUMBER (24H/24, 7DAYS/7)

SECURITY AGENTS RECORD THE CALL AND ASK THE MAIN INFORMATION ABOUT THE EVENT

THEY ACTIVATE A DEDICATED SOFTWARE ALERTING SECURITY AND LAW ENFORCEMENT OFFICERS IN ORDER TO SEND IMMEDIATE SUPPORT

Two army soldiers are also present in the airport and their office is located close to the check-in area in order to guarantee immediate assistance in case of aggression.

# Some data (April 2022 - May 2023)

97

Emergency calls received

Main object of the aggressions:

- ✈️ Check-in / boarding regulation issues
- ✈️ Flight delay / cancellation
- ✈️ Vandalism against terminal facilities

Main Areas:

Boarding Gates (54%)

Check-in Desks (42%)

Info Point (2%)

Ticket Office (1%)

Shops (1%)



In September 2018 the Municipality of Bologna, the Metropolitan City of Bologna, Bologna Airport and Trade Unions signed a protocol in which they acknowledge the importance of safety at work and the protection of workers' health.

In July 2022 the same parties signed an addendum to the protocol, that includes the commitment of the parties in countering violence and physical aggression against airport operators.



**TRAINING:**

**FRONT LINE AND RELATIONSHIP WITH THE UNRULE  
PASSENGER**

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Starting from January 2022, the Training Center organized in collaboration with a labor psychologist, the Front Line and Relationship with the Disruptive Passenger course.

The course was aimed at the front-line personnel, in particular security officers, information officers and parking staff, to provide behavioral methods and tools and to better manage communication with the passenger.

Recognizing and anticipating aggressive attitudes can help resolve critical situations, which increasingly occur and lead to aggressive attitudes on the part of passengers.



## Among the course contents:

- welcome passenger with kindness
- govern emotions
- listen and understand, in a limited time, the real needs of the passenger to try to satisfy their requests
- recognize and anticipate aggressive attitudes

During the course, "psychological" tools were given to deal with aggressive people by adopting strategies and tools with the unruly pax, in particular 4 basic steps were appointed:

- to realize you are under attack
- to understand the reasons
- to understand what the passenger is defending
- response management techniques



The course suspended in the summer will be resumed shortly to train as many people as possible.

In March 2022, the course was aimed at trainers of handlers to provide them with educational tools useful for integrating their courses with the above topics.

Our health & safety risk-assessment document is being updated: it will also consider risk of aggression for roles that involve contact with passengers.



# THANK YOU FOR YOUR ATTENTION

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