

Finance and Corporate Services
Information Management

5 February 2014
FOIA reference: F0001780

Dear XXXX

I am writing in respect of your recent application of 9 January 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“In January last year you provided me with a response in relation to incidents involving disruptive passengers [Ref: F0001463]. Could you provide me with a similar response this year detailing all reports of disruptive passengers received through the Mandatory Occurrence Reporting Scheme where reference is made to air rage, disruptive passenger/s or similar incidents, which took place in the 2013 calendar year?”

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation carried out and action taken.

We have searched the CAA database for any reportable occurrences of disruptive passengers including reference to air rage between 1 January 2013 to 31 December 2013, regardless of aircraft nationality, and provided an excel summary spreadsheet. We have however, removed identifying information from these reports as this information is exempt from disclosure under section 44 (1) (a) of the FOIA.

Section 44 (1) (a) of the FOIA provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation) and has been supplied to the CAA pursuant to an ANO is prohibited from disclosure (a copy of this exemption can be found enclosed).

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Freedom of Information Act: Section 44

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any Community obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

Section 23 of the Civil Aviation Act is such a statutory prohibition. Accordingly, the obligations of the CAA to comply with Section 23 are unaffected by the Freedom of Information Act.

Under Section 23, information supplied to the CAA in connection with its regulatory functions and which relates to a particular individual or organisation must not be disclosed by the CAA unless such disclosure is authorised by one of the exceptions contained in Section 23 itself.

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File Number	Date	Aircraft category	Location	Headline	Narrative
201300034	03/01/2013	Airplane	EGLL (LHR): London/Heathrow	Aggressive passenger, insulting	
201300116	04/01/2013	Airplane	En route	Passenger smoking in toilet activated ECAM 'Smoke/Lav	
201300267	12/01/2013	Airplane	En route	Disruptive pax, multiple offences, allegedly consuming own alcohol.	
201300344	13/01/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Passenger misbehaviour as a result of a hand baggage issue.	
201300405	13/01/2013	Airplane	En route	Passenger not complying with	
201300563	11/01/2013	Airplane	EGKK (LGW): London/Gatwick	Cabin crew member assaulted by deportee boarding a/c. Police attended and arrested culprit.	airport authority staff. Once on board a/c one deportee attacked cabin crew member causing injuries. Reporter concerned that deportees not subject to restraint when
201300821	26/01/2013	Airplane	En route	Disruptive and intoxicated passengers displaying verbally abusive and threatening behaviour.	passengers own alcohol after they continued to drink it after two warnings were ignored. Two passengers were issued violation notices as their behaviour
201301097	01/02/2013	Airplane	En route	Disruptive passenger assaulted cabin manager. Police offloaded passenger on arrival.	grabbed the cabin manager by the wrist and pulled her into the galley. Two off duty police officers intervened and defused the
201301409	10/02/2013	Airplane	En route	Passenger apprehended smoking	
201301743	19/02/2013	Airplane	En route	Disruptive passengers fighting on	
201302062	27/02/2013	Unknown	EGKK (LGW): London/Gatwick	Passenger refused boarding due to suspected alcohol abuse.	
201302226	02/03/2013	Airplane	En route	Disruptive, verbally abusive	
201302505	07/03/2013	Airplane	En route	Disruptive passenger. Alcohol	
201302520	08/03/2013	Airplane	En route	Disruptive passenger displaying threatening, abusive and	
201302611	13/03/2013	Airplane	LIRF (FCO): Roma/Fiumicino	Physically aggressive passenger assaulted cabin staff and ground	Suspicion that alcohol or drugs involved.
201302633	13/03/2013	Airplane	LEMD (MAD): Madrid/Barajas	Disruptive passenger boarding a/c. Became physically abusive when	
201303151	21/03/2013	Airplane	En route	During descent disruptive passenger making threats of	
201303162	05/03/2013	Airplane	En route	Disruptive passenger. Allegedly	

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201303213	27/03/2013	Airplane	En route	Passenger assaulted by another	
201303350	31/03/2013	Airplane	En route	Verbally abusive disruptive	
201303663	06/04/2013	Airplane	EGGD (BRS): Bristol/Lulsgate	Violent passenger. Assaulted	
201303704	09/04/2013	Airplane	En route	Disruptive passenger. Assaulted	
201303894	11/04/2013	Airplane	En route	stealing money from cabin crew dealing with medical emergency. Alcohol allegedly involved.	challenged. Not obeying crew instructions to return to seat and remain there. Also became physically abusive towards crew.
201303939	13/04/2013	Airplane	LIRF (FCO): Roma/Fiumicino	Disruptive passenger refusing to comply with cabin crew requests for securing the cabin for landing.	
201304057	17/04/2013	Airplane	En route	Disruptive passenger assaulted cabin crew member. Assailant part	On landing evidence discovered that suggests entire group consuming own
201304149	18/04/2013	Airplane	En route	Disruptive passenger refused to comply with safety instructions and	
201304219	13/04/2013	Airplane	En route	Passenger smoking in lavatory and, together with two	
201304307	22/04/2013	Airplane	LEMG (AGP): Malaga	Disruptive passenger would not obey cabin crew instructions.	
201304524	27/04/2013	Airplane	EGSS (STN): London/Stansted	Authorities alerted and disruptive passenger offloaded after	
201304530	27/04/2013	Airplane	En route	Passenger fight in cabin. Alcohol	
201304962	04/05/2013	Airplane	En-route	Disruptive passengers assaulted cabin crew member. Police	
201305267	03/04/2013	Airplane	MKJS (MBJ): Montego Bay/Sangster Intl	Disruptive passenger prior to take-off.	
201305272	14/04/2013	Airplane	En route	Disruptive passenger. Use of	
201305279	16/04/2013	Airplane	EGLL (LHR): London/Heathrow	Disruptive passenger whilst boarding a/c and continued to be	
201305630	18/05/2013	Airplane	En-route	Disruptive passenger. Passenger	
201305703	20/05/2013	Airplane	EPWA (WAW): Warszawa/Okecie	Disruptive passenger failed to comply with cabin crew	
201306015	24/05/2013	Airplane	LEPA (PMI): Palma de mallorca	Disruptive passenger. Passenger refused to remain seated on	
201306595	07/06/2013	Airplane	LPMA (FNC) : Madeira	Cabin crew member assaulted by disruptive (and suspected	Crew member suffered bruising to both arms.

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201306938	12/06/2013	Airplane	En-route	Aircraft diverted due to disruptive and abusive passenger who was also making security threats.	physically abusive to passengers and crew after take-off. Alcohol involved. Aircraft diverted and met by authorities. Passenger
201307036	17/06/2013	Airplane	En route	Passenger showed signs of excessive drinking and became	Medlink, security and flight ops duty manager contacted. Medical emergency
201307050	15/06/2013	Airplane	En-route	Disruptive/abusive passengers.	
201307065	17/06/2013	Airplane	EGPH (EDI): Edinburgh	PAN declared due to disruptive passenger.	Passenger was standing up and shouting during the final approach. Police and
201307308	20/06/2013	Airplane	En-route	Passenger misbehaviour and passenger illness. Police and	
201307366	21/06/2013	Airplane	LICJ (PMO): Palermo/Punta Raisi	Disruptive passenger offloaded during boarding.	card and leave his tagged bag outside the aircraft. He pushed cabin crew member several times trying to get to his seat. Passenger would not comply with instructions from the Captain or cabin crew
201307719	29/06/2013	Airplane	LICJ (PMO): Palermo/Punta Raisi	Disruptive passenger verbally and physically abused cabin crew.	
201307842	01/07/2013	Airplane	En-route	aggressive towards cabin staff and Captain and caused another passenger to faint. Police	
201307889	29/06/2013	Airplane	EGLL: Heathrow Hold	Disruptive passenger. Police met	
201307917	13/03/2013	Airplane	MKJS (MBJ): Montego Bay/Sangster Intl	Prior to departure, groups of passengers travelling after festival	Flight cancelled.
201307939	03/07/2013	Airplane	En-route	Disruptive passengers. Police met	
201307984	04/07/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Disruptive passenger was arguing with cabin crew over seating.	
201308295	10/07/2013	Airplane	En-route	Passenger assaulted a fellow passenger during the flight.	Cabin crew staff asked if the victim wanted to press charges and get the police involve.
201308383	11/07/2013	Airplane	LTBJ (ADB): Izmir/Adnan	Disruptive passengers fighting on	Police met aircraft on arrival.
201308390	11/07/2013	Airplane	EGGP (LPL): Liverpool	Disruptive passengers.	Passengers were abusive to a member of cabin crew after boarding and were
201308525	11/07/2013	Airplane	En-route	Disruptive passengers.	disrupted throughout the flight. One of them was caught smoking in one of the toilets. The police were in attendance upon

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201308564	14/07/2013	Airplane	EDDF (FRA): FRANKFURT / MAIN	Audible fire warning and ECAM 'Smoke-Lavatory Smoke' on approach. PAN declared.	the toilet that had generated the alarm. Evidence of smoking was discovered in the toilet. ECAM warning subsequently ceased. PAN cancelled. Police attended aircraft on
201308568	23/06/2013	Airplane	En-route	Passenger misbehaviour.	Passenger refused to leave the toilet for
201308616	15/07/2013	Airplane	En-route	Disruptive passenger.	Verbally abusive passenger. Aircraft diverted and passenger offloaded by the
201308648	13/07/2013	Airplane	EGPH (EDI): Edinburgh	Passenger was offloaded prior to departure.	dispatchers on the air bridge without noticing. Cabin crew staff noticed the passenger appeared drunk so the passenger and his wife were offloaded from
201308649	16/07/2013	Airplane	LEMD (MAD): Madrid/Barajas	Disruptive passenger.	Passenger assaulted travel companion. During restraint, two cabin crew members
201309311	27/07/2013	Airplane	EGAA (BFS): Belfast/Aldergrove	Disruptive passenger. The passenger became aggressive	Passenger was offloaded prior to flight taking off.
201309474	30/07/2013	Airplane	En route	Disruptive passengers had been physical with cabin crew member.	Final warning issued to three passengers. Police met the aircraft on arrival and
201309725	05/08/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Passenger confusion over luggage.	hand luggage, which was to be put in the hold. The passenger at first refused to leave the bag by the aircraft for loading. After the cabin crew explained, the passenger agreed
201309875	25/07/2013	Airplane	En route	Disruptive passenger attempted to open the door during flight. Alcohol involved. Aircraft diverted.	disruptive during the flight. He was observed drinking his own alcohol by passengers and cabin crew. He assaulted another passenger. Decision made to divert
201310019	06/08/2013	Airplane	En-route	Disruptive passengers.	to remove their baby from the tray table. The passengers became aggressive towards the CM.
201310024	08/08/2013	Airplane	En-route	Disruptive Passengers.	Passengers were being abused by a group of people sitting behind them during the
201310252	12/08/2013	Airplane	EGGD (BRS): Bristol/Lulsgate	Disruptive passenger physically assaulted cabin crew member.	signs and proceeded to the back of the aircraft and collected his bag from overhead locker. After being asked to return to his seat he back slapped a cabin crew member on the arm. Passenger was asked to apologise to the crew member. He was

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201310253	09/08/2013	Airplane	En-route	aggressive towards cabin crew after refusal to serve him more drinks.	of the passenger not sitting down for landing were explained, the passenger regained his seat.
201310292	12/08/2013	Airplane	LEPA (PMI): Palma de mallorca	Disruptive passenger during boarding.	A passenger was aggressive to her partner. Both passengers were offloaded by police.
201310342	14/08/2013	Airplane	En route	Disruptive and threatening passengers disobeyed cabin crew	Police met the aircraft on arrival and both passengers were arrested.
201310344	14/08/2013	Airplane	LEIB (IBZ): Ibiza	comply with cabin crew instructions. Suspected alcohol involved.	stood up as soon as aircraft touched down and began shouting and being disruptive. Police boarded the aircraft and escorted the
201310364	15/08/2013	Airplane	En-route	Disruptive passengers.	disruptive during the flight and on the ground after landing. Cabin crew member physically pushed off the aircraft into another crew member. Police were called
201310429	18/08/2013	Airplane	EDDB (SXF): Berlin-Schonefeld	Disruptive passenger.	pass to cabin crew on boarding the aircraft. Police were called to the aircraft and offloaded the passenger.
201310471	18/08/2013	Airplane	LIMC (MXP): Milano/Malpensa	to the boarding gate and forced the gate door open. Police were in attendance.	and agreed to allow the passenger on board. This subsequently caused a delay to the flight.
201310582	20/08/2013	Airplane	En route	Aircraft diverted due to disruptive and extremely abusive passenger.	Police met aircraft on arrival to take statements and passenger was removed.
201310622	21/08/2013	Airplane	EGSS (STN): London/Stansted	Cabin crew member assaulted by passenger.	pushed crew member. Suspected passenger was drinking own alcohol. Police escorted passenger from the aircraft.
201310700	23/08/2013	Airplane	En-route	Disruptive passengers. Behaviour caused cabin crew members to	Suspect alcohol involved.
201310771	26/08/2013	Airplane	LEMG (AGP): Malaga	Disruptive passenger.	displayed aggressive and threatening behaviour towards cabin crew and Captain. Alleged alcohol involved. Passenger
201310797	26/08/2013	Airplane	En-route	Disruptive passengers being	Suspect alcohol involved.
201310904	28/08/2013	Airplane	LFPO (ORY): Paris Orly	Aggressive passenger. Passengers did not comply with	The police were called to the aircraft to assist with the situation.
201310926	28/08/2013	Airplane	En-route	Disruptive passenger disobeyed crew and was verbally abusive.	The police were called, but in the meantime the passenger had disembarked the aircraft
201311024	30/08/2013	Airplane	EGPF (GLA): Glasgow	Disruptive passengers. Police	

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201311048	01/09/2013	Airplane	LEAL (ALC): Alicante	Disruptive passengers offloaded before departure.	Alleged alcohol and medication involved. Police called before passengers offloaded.
201311081	30/08/2013	Airplane	LEIB (IBZ): Ibiza	Go-around flown due to disruptive passengers on approach.	together refused to sit down for landing. Once the aircraft landed the passengers were escorted off by the police. The remaining members of the party were
201311092	01/09/2013	Airplane	En-route	Disruptive passenger.	threats to two cabin crew members and other passengers. Police were contacted to meet the aircraft on arrival.
201311273	04/09/2013	Airplane	En-route	Disruptive passenger during descent.	crew requests to remain seated during the final stages of descent. The passenger entered the rear toilet and upon emerging it was event that the passenger was under the
201311351	02/09/2013	Airplane	LFL (LYS): Lyon Saint Exupéry	Disruptive passenger.	Police were called to the aircraft to offload the passenger and his wife.
201311369	01/09/2013	Airplane	En route	Disruptive and abusive passenger	
201311401	08/09/2013	Airplane	LIMC (MXP): Milano/Malpensa	Disruptive and aggressive passenger.	Passenger was verbally and physically aggressive towards cabin crew. Police
201311431	09/09/2013	Airplane	En route	Passenger physically and verbally abusive towards cabin crew.	Passenger allegedly physically assaulted another cabin crew member during
201311659	12/09/2013	Airplane	EGCC (MAN): Manchester/Intl	Disruptive passenger.	Police escorted the passenger from the aircraft and was arrested for being drunk
201311760	14/09/2013	Airplane	En-route	Disruptive passengers. During descent a couple of passengers	Once the passengers were warning by cabin staff they apologised and
201311942	18/09/2013	Airplane	EGMC (SEN): Southend	Passenger physically pushed	Passenger was offloaded after pushing
201312041	20/09/2013	Airplane	LSGG (GVA): Geneve/Cointrin	Passenger disobeying cabin crew instructions.	not able to pay for the upgraded seat and refused to move back. Captain requested police attend the aircraft on arrival.
201312054	21/09/2013	Airplane	LPPR (OPO): Porto	Passenger was asked for his boarding card but said he had lost	Passenger was offloaded.
201312108	21/09/2013	Airplane	En-route	Passenger caught smoking in rear toilet.	Passport taken to record details, Final Violation Warning letter signed and issued
201312121	19/09/2013	Airplane	En route	Disruptive passenger requiring use of restraint kit.	return to seat. Physically attacked cabin staff. Passenger eventually required restraining in seat.

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201312258	25/09/2013	Airplane	LEIB (IBZ): Ibiza	Two disruptive passengers, one repeatedly rested his feet on slide container of door 1L despite cabin crew instructions.	what would happen if he lifted the door handle. Refused to fasten seatbelt and switch off mobile phone and both were verbally abusive towards the crew. Police
201312349	26/09/2013	Airplane	LGAV (ATH): LGAV : ATHINAI/ELEFThERIOS VENIZELOS	Passenger on medication was refused alcohol and became aggressive.	assaulted another passenger (his brother). Decision taken to divert to have disruptive passenger removed. Overweight landing carried out. Subsequent engineering
201312387	28/09/2013	Airplane	LFBD (BOD): Bordeaux	Disruptive passenger. Passenger	Police were called and the passenger was
201312431	28/09/2013	Airplane	En route	Disruptive passengers displaying verbal and physical abusive	Cabin crew felt that their safety was threatened by their behaviour. Police
201312523	22/09/2013	Airplane	En route	Disruptive passenger assaulted	Disruptive passenger appeared drowsy and
201312670	04/10/2013	Airplane	LIRF (FCO): Roma/Fiumicino	Disruptive and verbally abusive passenger.	keep the area safe. Airport security officer were unable to remove the passenger and called upon extra police officers to escort
201312693	04/10/2013	Airplane	En-route	Passenger misbehaviour.	Police were called to the aircraft on arrival.
201312697	04/10/2013	Airplane	En-route	Passenger misbehaviour. A passenger rang the call bell	Cabin crew defused the situation and the remainder of the flight continued without
201312707	04/10/2013	Airplane	En route	Lavatory smoke warning due to	Police met aircraft on arrival.
201312745	06/10/2013	Airplane	En route	Disruptive passenger observed drinking own alcohol and refused to sit down during descent.	towards cabin crew. Alcohol was confiscated. Passenger was constantly staring at the flight deck door and made rude and aggressive comments. All cabin
201312765	07/10/2013	Airplane	LIPZ (VCE): Venezia/Tessera	Disruptive passenger displaying	Passenger offloaded.
201312810	06/10/2013	Airplane	En route	Passenger smoking and drinking	Police attended aircraft on arrival.
201313073	11/10/2013	Airplane	EGGP (LPL): Liverpool	Passenger not complying with instructions became aggressive.	entrance, delaying boarding and causing an issue around the door. He refused to move his legs when asked causing passengers and cabin crew to trip over.
201313076	11/10/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Cabin not secure for landing.	cabin staff to ensure their toddler had the seatbelt on for landing. Due to non-compliance, the police escorted the
201313083	12/10/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Disruptive and violent passenger offloaded before flight.	adjacent passenger and to cabin crew members. Aircraft returned to stand and passenger was offloaded. Police at gate.
201313091	11/10/2013	Airplane	En route	Smoke detector activated and	Warning issued to passenger.

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201313459	21/10/2013	Airplane	En-route	Misbehaving passenger.	cigarette during the flight. Both the cigarette and the lighter were confiscated and the passenger was watched throughout the
201313489	22/10/2013	Airplane	LIMC (MXP): Milano/Malpensa	Disruptive passengers. Aircraft returned to stand where two	Police were in attendance and the passenger's luggage was also offloaded.
201313674	24/10/2013	Airplane	En-route	Disruptive and abusive passenger.	The police attended the aircraft upon arrival and offloaded the passenger.
201313742	24/10/2013	Airplane	En-route	Disruptive passenger.	staff including the use of physical violence. Passenger was restrained. Police met the aircraft on arrival.
201313772	26/10/2013	Airplane	En-route	Disruptive passengers.	Warning cards were issued to the passengers and the police met the aircraft
201314068	31/10/2013	Airplane	EGLL (LHR): London/Heathrow	PAN declared due to disruptive passenger. Aircraft returned after jettisoning approx 16500kg of fuel.	two cabin crew members and one passenger. Passenger restraint kit used and police met the aircraft on arrival.
201314073	31/10/2013	Airplane	EGNT (NCL): Newcastle	Abusive passenger behaviour resulted in cabin crew member's voluntary removal from service.	cautioned and allowed to remain on the aircraft. Crew member felt unsupported by the company and stood down from the
201314109	02/11/2013	Airplane	En route	Passenger was being verbally and physically abusive. Verbal warning	Police met the aircraft on arrival.
201314110	03/11/2013	Airplane	LFLL (LYS): Lyon Saint Exupéry	Disruptive passengers offloaded by police prior to departure.	passed out with the stress of the extreme situation and paramedics attended. Eventually all cabin crew had to be replaced due to the hostile nature of some remaining
201314120	03/11/2013	Airplane	EKCH (CPH): Kobenhavn/Kastrup	Aircraft diverted due to group of disruptive passengers. Alcohol involved.	with cabin crew instructions and was verbally and physically abusive towards a crew member. A diversion was made to offload this passenger. The rest of the group were behaving at this point however once the aircraft pushed back the other group members became argumentative and
201314674	06/11/2013	Airplane	En-route	Master caution sounded due to smoke in cabin lavatory.	passenger smoking. A warning was issued as the passenger was calm and apologetic throughout.
201314785	16/11/2013	Airplane	LFPG (CDG): Paris Charles-De-Gaulle	Passenger displayed irregular behaviour after boarding. Police	

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201315202	22/11/2013	Airplane	En route	Disruptive passenger had been threatening other passengers.	Police attended the aircraft in arrival.
201315467	03/11/2013	Airplane	EHAM (AMS): Amsterdam/Schiphol	Crew member sustained green laser attack from a/c from the	
201315467	03/11/2013	Airplane	EHAM (AMS): Amsterdam/Schiphol	Crew member sustained green laser attack from a/c from the	
201315569	29/11/2013	Airplane	En-route	Passenger was found smoking in rear toilet.	The passenger was issued with a warning and the area where the evidence was
201315617	01/12/2013	Airplane	EGPH (EDI): Edinburgh	Passenger was assaulted by a fellow passenger during taxi-out.	The aircraft returned to stand where the guilty passenger was offloaded by the
201315637	26/11/2013	Airplane	Bermuda FIR	Passenger made a verbal bomb	
201315698	03/12/2013	Airplane	LEMD (MAD): Madrid/Barajas	Disruptive passenger during	The passenger was offloaded by the police
201315714	03/12/2013	Airplane	En route	Disruptive passenger was loud and unruly and became physically	Two cabin crew members sustained injuries as a result of the passengers behaviour.
201315719	02/12/2013	Airplane	En route	Passenger assaulted cabin crew member.	Passenger refused to leave jump seat and threw a cup of water over cabin crew
201315813	05/12/2013	Airplane	En route	Disruptive passenger refused to obey crew instructions during	Passenger made racist comments and prodded a crew member and would not
201315841	18/09/2013	Airplane	EGGP (LPL): Liverpool	Passenger's alleged physical assault on another passenger.	crew members and although the passenger claiming she had been hit, was very upset and frustrated, both passengers disembarked at destination without any
201315925	08/12/2013	Airplane	En route	Passenger found smoking in the toilet.	least two occasions during the flight and produced the cigarette ends from his pockets. Security at destination were advised and police met the aircraft to deliver
201316055	12/12/2013	Airplane	LFLY (LYS): Lyon Saint Exupéry	Passenger's physical assault on another passenger.	Police were called to the aircraft and the disruptive passenger was offloaded at
201316062	11/12/2013	Airplane	En route	Passenger became increasingly disruptive, shouting with erratic	
201316253	16/12/2013	Airplane	EGCC (MAN): Manchester/Intl	Disruptive passenger. Cabin crew	