

24 February 2015
Reference: F0002207

Dear XXXX

I am writing in respect of your recent request of 27 January 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Under the Freedom of Information Act 2000 I would like to request the following information.

- 1. I am seeking detail on the number of 'Air Rage incidents' in the past 12 months in and out of UK airspace.*
- 2. I am seeking detail on the number of 'Air Rage incidents' in the past 24 months in and out of UK airspace.*
- 3. I am seeking detail on the number of 'Air Rage incidents' in 2013 in and out of UK airspace.*
- 4. I am seeking detail on the number of 'Air Rage incidents' in 2014 in and out of UK airspace.*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are 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 incident report is reviewed and, where appropriate, further investigation is carried out and action taken.

The collection of MORs relating to passenger rage are collected and categorised generally as passenger disruption. Determining what constitutes rage encompasses a wide range of behaviours; therefore we have provided two excel summary reports where the error factor is identified as the passenger for the dates 1 January 2013 to 31 December 2014. The first spreadsheet includes all reports categorised as passenger errors. In September 2014, internal processes were amended and those occurrences which were assessed as less

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR www.caa.co.uk

Telephone 01293 768512 foi.requests@caa.co.uk

significant were captured with minimal information. This explains the second attachment that we have provided to you.

We have not included any identifying information in these summary 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 Air Navigation Order is prohibited from disclosure (a copy of this exemption can be found below).

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at: www.caa.co.uk/cap382 .

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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

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

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely



William Pounder
Information Rights 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).

File number	UTC date	Headline
201412792	09/09/2014	Disruptive passenger: Passenger caught urinating in forward galley.
201412831	11/09/2014	Disruptive passenger assaulted another passenger. Passenger was also witnessed by crew to be smoking on exit from toilet
201412833	11/09/2014	Disruptive passenger: Disruptive passenger threatening other passenger and ignoring crew instruction. Aircraft returned.
201413626	26/09/2014	Disruptive passenger assaulted another passenger.
201413677	27/09/2014	Disruptive passengers: Lavatory smoke alarm activated due to passengers smoking. Passengers then used severe verbal abuse towards cabin crew.
201413856	01/10/2014	Disruptive passenger: Disruptive passenger made sexual remarks and insults to a group of passengers during flight.
201413895	02/10/2014	Disruptive passenger: Lavatory smoke alarm activated. Passenger admitted to smoking an electronic cigarette.
201413940	03/10/2014	Disruptive passenger: Lavatory smoke warning activated due to passenger smoking.
201414000	04/10/2014	Lavatory smoke warning briefly activated due to passenger using an electronic cigarette.
201414007	04/10/2014	Disruptive passenger: Assaulted fellow passenger before departure. Police were called to assist and passenger was offloaded.
201414053	04/10/2014	Disruptive passenger: Aircraft had diverted. Passenger became very abusive and left the aircraft via the steps, threatening cabin crew and dispatchers. He smoked two cigarettes under the aircraft steps. Police were called and passenger offloaded.
201414235	08/10/2014	Disruptive Passenger: Passenger abuse and assault to another passenger.
201414272	08/10/2014	Disruptive passenger: Physical abuse between family travelling together.
201414554	15/10/2014	Disruptive Passenger: Behaving in an odd and inappropriate manner and indecently harrassing other passengers. Suspect mentally unstable.
201414568	15/10/2014	While disembarking, a female passenger reported inappropriate behaviour/harassment by a fellow passenger but declined to take it further and left before any action could be taken.
201404012	04/04/2014	Passenger smoking. Police met aircraft on arrival.
201404070	05/04/2014	Disruptive passengers: Passengers arguing whilst aircraft parked. Passengers offloaded.
201404175	07/04/2014	Disruptive passenger: Passenger arrived at boarding gate late. Subsequently offloaded after being refused boarding.
201404366	07/04/2014	Disruptive passenger: Passenger upgraded himself and refused to move back to allocated seat. Passenger met by authorities on arrival.
201404892	19/04/2014	Disruptive passenger: Passenger verbally abusive. Aircraft returned to stand and passenger offloaded.
201405072	25/04/2014	Disruptive passenger: Passenger smoking in toilet.
201405156	24/04/2014	Disruptive passenger: Intoxicated passenger became disruptive. Cabin crew able to control sufficiently.
201405682	08/05/2014	Disruptive passengers: General disruption controlled by Captain and Cabin Crew.
201405805	10/05/2014	Disruptive passengers: Insulting passengers offloaded.
201405821	09/05/2014	Disruptive passenger: Refused to show ID during boarding.

201405832	09/05/2014	Disruptive passenger: Verbally abusive passenger offloaded.
201405855	12/05/2014	Disruptive passenger. Passenger offloaded.
201405872	11/05/2014	Disruptive passenger: Intoxicated passenger met by police on arrival.
201405919	12/05/2014	Disruptive passengers: Late passengers opened the gate and ran to the aircraft. Passengers offloaded.
201405966	13/05/2014	Lavatory smoke alarm: Passenger smoking in toilet.
201406662	21/04/2014	Disruptive passengers: Dispute with baggage during boarding.
201406747	27/05/2014	Disruptive passenger: Discussions regarding cabin baggage resolved. Aircraft delayed.
201406863	29/05/2014	Disruptive passenger: Passenger displaying aggressive and intimidating behaviour. Aircraft diverted.
201407242	05/06/2014	Passenger touched CCM inappropriately.
201407322	06/06/2014	Disruptive passenger: Interference with safety demonstration and harassing the cabin crew. Police met the aircraft on arrival.
201407391	08/06/2014	Disruptive Passenger: Inappropriate verbal abuse to CCM. Police met passenger on arrival.
201407718	13/06/2014	Disruptive passengers: Intoxicated passengers causing verbal disturbances. One passenger offloaded.
201407846	16/06/2014	Disruptive passenger: Aggressive and animated behaviour displayed.
201408032	18/06/2014	Disruptive passenger: Passenger smoking in toilet.
201408197	22/06/2014	Disruptive passenger: Lavatory smoke alarm activated by passenger smoking in toilet.
201408198	22/06/2014	Disruptive passenger: Passenger smoking in toilet.
201408576	28/06/2014	Disruptive passenger: Passenger abuse and assault to another passenger.
201414844	20/10/2014	Disruptive Passenger: Passenger discovered to have been smoking in the lavatory.
201415265	28/10/2014	Passenger smoking on board during cruise. Violation notice issued to passenger.
201415462	02/11/2014	Disruptive Passenger: Passenger assaulted another passenger.
201415464	01/11/2014	Disruptive Passenger: Passenger consuming own alcohol became aggressive towards cabin crew. Aircraft diverted.
201415757	08/11/2014	Lavatory smoke alarm: Warning was due to a passenger smoking an electronic cigarette.
201416056	16/11/2014	Disruptive passenger: Passenger moved seats and refused to comply with cabin crew requests to move back.
201416112	16/11/2014	Disruptive passenger: Passenger displaying intoxicated and unco-ordinated behaviour. Warning was issued and the passenger promptly fell asleep for the remainder of the flight.
201416169	18/11/2014	Disruptive Passenger: Passenger smoking in the toilet.
201416381	21/11/2014	Lavatory smoke detector alarm activated: Passenger using e-cigarette.
201406112	15/05/2014	Disruptive passenger: Passenger smoking in toilet.
201406349	19/05/2014	Disruptive passenger: Intoxicated passenger offloaded.
201408985	06/07/2014	Disruptive passenger: Passenger exposed himself to cabin crew.
201409589	17/07/2014	Disruptive passenger: Smoke alarm activated due to passenger using an electronic cigarette.
201409734	20/07/2014	Disruptive passenger: Drunk passenger offloaded on the ground at Captain's request.
201410237	28/07/2014	Disruptive passenger: Passenger verbally abusive to cabin crew members.

201410280	29/07/2014	Disruptive passenger: Abuse and assault between passengers.
201410431	29/07/2014	Disruptive Passenger: Passenger with suspected mental health issues displaying unacceptable behaviour. Cabin crew removed him from the situation and he was monitored for the rest of the flight, no further disruption.
201410679	03/08/2014	Passenger found smoking on board the aircraft.
201410897	09/08/2014	Disruptive passenger.
201411173	14/08/2014	Disruptive passenger assaulted another passenger.
201411699	22/08/2014	Disruptive Passengers: Abuse and assault amongst a group of passengers.
201411719	25/08/2014	Disruptive Passenger: Abusive passenger due to excessive alcohol consumption.
201411897	23/08/2014	Disruptive Passenger: Passenger pushed another passenger and disobeyed instructions from cabin crew on arrival on stand.
201412067	30/08/2014	Disruptive passengers. Police were requested to meet the aircraft on arrival.
201412343	03/09/2014	Disruptive passenger: Passenger refused to show boarding card to the cabin crew member at the boarding door. When asked a second time the passenger was verbally abusive. Boarding refused.
201412535	05/09/2014	Disruptive Passenger: Passenger using inappropriate and offensive behaviour. Refused to sit down when seat belt signs were on during flight.
201412567	22/07/2014	Disruptive Passenger: Passenger threatened cabin crew member with violence
201416569	25/11/2014	Passenger smoking: Smell of cigarette smoke from forward lavatory and evidence of cigarette ash in the sink. PA made by CC and Captain. No further incident.
201417464	13/12/2014	Disruptive Passenger: Disruptive Passenger following call for landing preparation. Police requested to attend arrival.
201417563	16/12/2014	Disruptive Passengers: Inappropriate harassment to cabin crew and consuming own alcohol.
201417643	17/12/2014	Disruptive Passenger: Disruptive passenger refusing to comply with cabin crew instructions.
201417782	21/12/2014	Lavatory smoke detector activated: Passenger smoking in the toilet. Verbal warning issued.
201417790	19/12/2014	Disruptive passenger: Disruptive behaviour displayed by passenger who had been consuming own alcohol.
201417802	21/12/2014	Disruptive passenger: Passenger became disruptive after consuming own alcohol.
201417980	27/12/2014	Disruptive Passenger: Passenger assaulted another passenger.

File number	UTC date	Headline	Narrative text
201300094	06/01/2013	Passenger boarded A319 after making a verbal bomb threat at security. Police alerted and passenger was offloaded.	
201300367	14/01/2013	Lithium batteries belonging to an electric mobility aid carried in passenger hold baggage. Error became apparent on arrival whilst the subject passenger was in transit for an onward flight.	
201300563	11/01/2013	Cabin crew member assaulted by deportee boarding a/c. Police attended and arrested culprit.	Two deportees boarded a/c escorted by 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 boarding a/c.
201300821	26/01/2013	Disruptive and intoxicated passengers displaying verbally abusive and threatening behaviour.	Cabin crew member confiscated the passengers own alcohol after they continued to drink it after two warnings were ignored. Two passengers were issued violation notices as their behaviour worsened. Police requested to attend a/c on arrival.
201301097	01/02/2013	Disruptive passenger assaulted cabin manager. Police offloaded passenger on arrival.	Passenger refused to obey instructions and grabbed the cabin manager by the wrist and pulled her into the galley. Two off duty police officers intervened and defused the situation.
201301122	02/02/2013	Passenger made a verbal bomb threat during boarding. Subject passenger and associated baggage offloaded.	
201301720	18/02/2013	On arrival passenger cabin bag found in overhead locker above row 4ABC by cleaning operatives. Security alerted and bag removed by lost property.	
201301743	19/02/2013	Disruptive passengers fighting on board. Police attended the a/c on arrival.	
201301908	23/02/2013	Emergency exit partial jettison on deck.	During disembarkation of passengers, the crew were notified that one passenger had partially opened a cabin emergency exit (window) on the RH sliding door. Engineering authority were consulted and the a/c had to be configured for open door flying back to base without passengers. A/c flown back at 80kts VFR.
201302520	08/03/2013	Disruptive passenger displaying threatening, abusive and disturbing behaviour. Police requested to meet a/c on arrival.	
201302607	12/03/2013	Passenger using mobile phone on final approach refused to comply with cabin crew requests and became physically and verbally abusive. Police called and attended a/c on arrival.	
201302611	13/03/2013	Physically aggressive passenger assaulted cabin staff and ground staff before being arrested and taken into custody.	Suspicion that alcohol or drugs involved.
201303222	27/03/2013	Cabin crew advised by passenger during flight of a written bomb threat found inside seat pocket. Cabin check carried out. Flight crew notified, who in turn notified Company Ops via ACARS. Police informed on arrival.	
201303364	30/03/2013	Passenger opened over-wing emergency exit during flight. Cabin crew intervened and re-sealed exit.	During approach a passenger partially opened the LH over-wing exit. A/c depressurised, EICAS message 'Emerg Exit Open' annotated. Cabin crew member moved passenger away from the door and pushed the exit shut. The a/c then re-pressurised, normal approach and landing were made.
201303390	01/04/2013	Baggage found in cabin on arrival. Not offloaded from the previous sector.	
201303894	11/04/2013	Disruptive passenger allegedly stealing money from cabin crew dealing with medical emergency. Alcohol allegedly involved.	Passenger became aggressive when challenged. Not obeying crew instructions to return to seat and remain there. Also became physically abusive towards crew.
201304057	17/04/2013	Disruptive passenger assaulted cabin crew member. Assailant part of a group travelling together. Alcohol allegedly involved.	On landing evidence discovered that suggests entire group consuming own alcohol.
201304211	20/04/2013	Passenger boarded and travelled on wrong flight. Error became apparent during flight. Captain informed who in turn notified company ops. Passenger flown back on return sector.	Passenger's checked in baggage had been offloaded when he did not arrive at the gate for the correct flight.
201304307	22/04/2013	Disruptive passenger would not obey cabin crew instructions. Passenger pushed SCCM and was verbally warned.	
201304530	27/04/2013	Passenger fight in cabin. Alcohol allegedly involved.	
201304962	04/05/2013	Disruptive passengers assaulted cabin crew member. Police offloaded passengers on arrival.	

201305087	05/05/2013	UK Reportable Accident: Passenger vacated aircraft and collided with moving propeller. Two POB, one minor injuries one no injuries. AAIB AARF investigation.	CAA Closure: After refuelling the aircraft and completing the checks, the pilot started the engine and ran it at idle to allow it to warm up. His passenger was strapped in and the doors were closed but the passenger complained that she could not find her mobile telephone and suddenly, against the advice of the pilot, opened the door, stepped out of the aircraft and into the path of the rotating propeller. She suffered a suspected dislocated shoulder and two of the three composite propeller blades were damaged. AAIB Bulletin 08/2013, Ref: EW/G2013/05/01.
201305272	14/04/2013	Disruptive passenger. Use of restraint kit eventually required.	
201305539	15/05/2013	Passenger opened door on stand and disembarked.	A/c doors disarmed and air bridge in position. Ground staff knocked on door and passenger opened door before cabin staff could stop him. Once the door was opened cabin staff were also unable to prevent him from leaving the a/c via the air bridge.
201305846	21/05/2013	Passenger boarded and travelled on wrong flight.	
201306441	31/05/2013	Following a diversion due weather and whilst passengers were being kept on board the aircraft, a passenger went down the aircraft steps to have a cigarette at the bottom of the steps.	
201306706	08/06/2013	Master caution 'Lavatory smoke' was illuminated for a short period due to passenger spraying a large amount of deodorant in the toilet.	System was reset with no further warnings.
201306763	09/06/2013	Toilet smoke detector found to be blocked.	There was also a faint smell of cigarette smoke.
201306938	12/06/2013	Aircraft diverted due to disruptive and abusive passenger who was also making security threats.	Disruptive passenger became verbally and physically abusive to passengers and crew after take-off. Alcohol involved. Aircraft diverted and met by authorities. Passenger offloaded.
201306982	16/06/2013	PAN declared due to smoke in passenger cabin caused by a PED.	Fire services met the aircraft on arrival. The smoke was found to have been caused by a PED being wedged in a passenger seat. Fire extinguishers were used by cabin crew on the descent.
201307036	17/06/2013	Passenger showed signs of excessive drinking and became verbally and physically abusive to several cabin crew. Restraint kit used.	Medlink, security and flight ops duty manager contacted. Medical emergency declared.
201307065	17/06/2013	PAN declared due to disruptive passenger.	Passenger was standing up and shouting during the final approach. Police and paramedics met the aircraft on arrival.
201307366	21/06/2013	Disruptive passenger offloaded during boarding.	Passenger refused to show his 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 so the police were called and passenger was offloaded.
201307907	02/07/2013	Live ammunition round discovered on aircraft. Appropriate action taken.	Passenger allegedly found a bullet on the floor in front of their seat and informed cabin crew on arrival. Reporter and security staff concluded that the bullet had been inadvertently brought on board by the passenger. Reporter expressed concern that passenger may have possibly passed through security at the previous sector with the bullet undetected on their person.
201307917	13/03/2013	Prior to departure, groups of passengers travelling after festival were very loud and aggressive. Alcohol confiscated as situation escalated. Police called.	Flight cancelled.
201308123	05/07/2013	Passenger boarded wrong aircraft and flew to wrong destination.	Ops organised onward travel for the passenger upon arrival. The passenger informed the CM that when the gate staff scanned his boarding card he was called back and the gate staff typed something into a computer and told the passenger to carry on to the bus. There were two buses. The passenger got on the wrong bus. The passenger also missed numerous PAs on the aircraft stating its destination.
201308134	05/07/2013	Passenger arrived with an item of Class 9 dangerous goods in their hand baggage. Item was intercepted by Airport Authorities prior to passenger boarding connecting flight.	
201308564	14/07/2013	Audible fire warning and ECAM 'Smoke-Lavatory Smoke' on approach. PAN declared.	Cabin crew report that a passenger had left 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 arrival.
201308649	16/07/2013	Disruptive passenger.	Passenger assaulted travel companion. During restraint, two cabin crew members received minor injuries.
201309014	19/07/2013	During a delay on stand, cabin crew discovered a passenger with illegal drugs on their person. Captain informed. Police attended and arrested the passenger. Flight was delayed whilst the passenger and their baggage were offloaded.	Cabin crew had become suspicious of the passenger, who upon being questioned, admitted to having illegal drugs on their person.
201309237	24/07/2013	ATC noticed a pedestrian crossing Taxiway C.	The red pedestrian light was on signifying pedestrians should not cross. Another aircraft was taxiing on Taxiway C, but no immediate conflict had occurred. The pedestrian was traced to an R44, which was refuelling. The controller contacted the aircraft commander who apologised for his passenger.

201309474	30/07/2013	Disruptive passengers had been physical with cabin crew member. Alcohol involved.	Final warning issued to three passengers. Police met the aircraft on arrival and passengers were arrested.
201309875	25/07/2013	Disruptive passenger attempted to open the door during flight. Alcohol involved. Aircraft diverted.	Passenger became increasingly more disruptive during the flight. He was observed drinking his own alcohol by passengers and cabin crew. He assaulted another passenger. Decision made to divert and have passenger offloaded.
201309972	07/08/2013	Bomb threat made by two passengers boarding the aircraft. Captain was informed. Police were called to remove the passengers.	Appropriate security action taken.
201310252	12/08/2013	Disruptive passenger physically assaulted cabin crew member.	Passenger ignored the fasten seat belts 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 unable to understand due to language difficulties so his wife apologised on his behalf.
201310342	14/08/2013	Disruptive and threatening passengers disobeyed cabin crew instructions. Suspected drugs or alcohol involved.	Police met the aircraft on arrival and both passengers were arrested.
201310344	14/08/2013	Disruptive passenger refusing to comply with cabin crew instructions. Suspected alcohol involved.	Cabin not secure for landing. Passenger stood up as soon as aircraft touched down and began shouting and being disruptive. Police boarded the aircraft and escorted the passenger off.
201310364	15/08/2013	Disruptive passengers.	Group of 10 male passengers were 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 on arrival and met the aircraft on the stand.
201310582	20/08/2013	Aircraft diverted due to disruptive and extremely abusive passenger.	Police met aircraft on arrival to take statements and passenger was removed.
201310615	21/08/2013	Prohibited items (live ammunition) were discovered within passenger's hand baggage during security screening on departure. Passenger was informed and then removed from the flight. Airport police attended.	
201310622	21/08/2013	Cabin crew member assaulted by passenger.	Passenger refused to return to seat and pushed crew member. Suspected passenger was drinking own alcohol. Police escorted passenger from the aircraft.
201311065	31/08/2013	Threatening note found on passenger seat during cabin check on turnaround. Further checks made and Ops notified. Aircraft released for flight.	
201311072	20/08/2013	Fumes in cabin. Passenger baggage contaminated with aviation fuel.	The smell appeared to be coming from passengers' baggage in the overhead compartment. When questioned, the passengers stated their luggage got sprayed with fuel from the helicopter on their previous flight. The bags were placed in a fire retardant bag and placed in the aft toilet for the remainder of the flight. The smell of fuel then dissipated.
201311273	04/09/2013	Disruptive passenger during descent.	The passenger failed to comply with cabin 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 influence of drugs or alcohol.
201311277	04/09/2013	Passengers observed at the threshold of airbridge on Stand 42. Passengers exposed to a 3-4m drop onto the ramp. The airbridge was not docked onto the aircraft positioned on Stand 42, which was being serviced by two sets of passenger steps.	Investigation established that passengers were being boarded via two sets of steps from apron level but that, approximately two thirds of the way through boarding, a group of passengers broke away from the others, removed a barrier and used the airbridge at level 1 to try to board the aircraft. Realising they were in the wrong area when they saw other passengers at ground level, they retraced their steps and went to ground level but failed to replace the barrier. The last, late arriving passengers behind these passengers, then went down the airbridge by mistake, reached the doors at the end of the airbridge and opened them. They almost stepped off the airbridge, being prevented from doing so by the shouting of the ramp team and cabin crew. The airbridge door lock was serviceable, but had not been left in the locked position. □ CAA Closure: □ All relevant staff reminded to ensure that airbridge doors remain locked when not in use. Additionally, the airport intend to replace the barrier strap (currently a dark colour) with a more visual red and white strap which includes the words "no entry".
201311315	08/09/2013	Three passengers were observed smoking on the ramp during refuelling.	
201311369	01/09/2013	Disruptive and abusive passenger was restrained after repeated warnings were ignored.	
201311425	07/09/2013	Go-around flown due to unsecure cabin.	Passenger suddenly got up and ran into toilet despite being instructed by cabin crew to sit down for landing.

201311431	09/09/2013	Passenger physically and verbally abusive towards cabin crew.	Passenger allegedly physically assaulted another cabin crew member during disembarkation, police called to attend.
201311817	13/09/2013	A319 departed with an unaccompanied piece of baggage. Passenger was denied boarding due to disruptive behaviour but bag was not offloaded.	
201311857	09/09/2013	Dangerous goods. Lithium ion batteries discovered in passengers hold baggage.	
201311942	18/09/2013	Passenger physically pushed cabin crew member.	Passenger was offloaded after pushing cabin crew member twice.
201312041	20/09/2013	Passenger disobeying cabin crew instructions.	Passenger decided to move seats but was 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	Passenger was asked for his boarding card but said he had lost it and became physically aggressive with cabin crew and Captain.	Passenger was offloaded.
201312063	20/09/2013	Passenger made a bomb threat during flight. The required authorities were notified and the aircraft was diverted.	
201312121	19/09/2013	Disruptive passenger requiring use of restraint kit.	Passenger disobeying crew instructions to return to seat. Physically attacked cabin staff. Passenger eventually required restraining in seat.
201312258	25/09/2013	Two disruptive passengers, one repeatedly rested his feet on slide container of door 1L despite cabin crew instructions.	The passenger taunted cabin crew about 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 attended the aircraft on arrival.
201312349	26/09/2013	Passenger on medication was refused alcohol and became aggressive.	Passenger became aggressive and assaulted another passenger (his brother). Decision taken to divert to have disruptive passenger removed. Overweight landing carried out. Subsequent engineering inspection accomplished with no findings.
201312431	28/09/2013	Disruptive passengers displaying verbal and physical abusive behaviour towards cabin crew.	Cabin crew felt that their safety was threatened by their behaviour. Police attended aircraft on arrival.
201312523	22/09/2013	Disruptive passenger assaulted another passenger and failed to comply with instructions.	Disruptive passenger appeared drowsy and confused.
201312532	30/09/2013	Passenger observed by flight crew smoking on the apron en route to the aircraft. Flight crew instructed the passenger to extinguish the cigarette and to bring it on board to ensure of its proper disposal. Passenger apologised.	
201312670	04/10/2013	Disruptive and verbally abusive passenger.	Captain had to shut the flight deck door to keep the area safe. Airport security officer were unable to remove the passenger and called upon extra police officers to escort passenger off aircraft.
201312745	06/10/2013	Disruptive passenger observed drinking own alcohol and refused to sit down during descent.	Passenger displayed threatening behaviour towards cabin crew. Alcohol was confiscated. Passenger was constantly staring at the flight deck door and made rude and aggressive comments. All cabin crew felt unsafe and threatened.
201312810	06/10/2013	Passenger smoking and drinking own alcohol became abusive and threatening.	Police attended aircraft on arrival.
201313073	11/10/2013	Passenger not complying with instructions became aggressive.	Passenger repeatedly blocked the aircraft 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	Cabin not secure for landing.	Two passengers were asked repeatedly by cabin staff to ensure their toddler had the seatbelt on for landing. Due to non-compliance, the police escorted the passengers off the aircraft upon landing.
201313161	14/10/2013	Cabin crew informed flight crew on arrival that a passenger had made a bomb threat on departure. Appropriate security action taken.	
201313526	15/10/2013	UK Reportable Accident: Control restriction caused by passenger after landing. Impacted with fence. Two POB, one minor injuries. AAIB AARF investigation.	CAA Closure: □ Prior to the flight the pilot had briefed his passenger not to put his feet on the steering bar. At the time the weather was good with the wind from 360° at 6 to 8 kt. After a normal approach and landing on Runway 07 the left main wheel lifted momentarily. The aircraft then started turning right but when the pilot tried to correct this using the steering bar he found he was unable to do so as the passenger had braced his feet on it. The aircraft subsequently left the runway and rolled onto its left wing after hitting a fence. The aircraft was extensively damaged and the pilot suffered minor injuries to his chest. The passenger was uninjured. The pilot believed the left main wheel lifted due to a combination of the crosswind and hitting a bump on the runway. AAIB Bulletin 01/2014, Ref: EW/G2013/10/10.

201314068	31/10/2013	PAN declared due to disruptive passenger. Aircraft returned after jettisoning approx 16500kg of fuel.	Passenger was physically abusive towards two cabin crew members and one passenger. Passenger restraint kit used and police met the aircraft on arrival.
201314109	02/11/2013	Passenger was being verbally and physically abusive. Verbal warning given, then a warning letter but was still abusive. Restraint kit used.	Police met the aircraft on arrival.
201314110	03/11/2013	Disruptive passengers offloaded by police prior to departure.	One cabin crew member became ill and 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 passengers.
201314120	03/11/2013	Aircraft diverted due to group of disruptive passengers. Alcohol involved.	One passenger in a group failed to comply 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 started to ignore crew instructions. Further six passengers were offloaded.
201314290	06/11/2013	ECAM 'Lavatory Smoke' alert. Aural warning not heard in the rear galley.	In cockpit scam Smoke: Lav smoke. Alert remained on screen for about 5 seconds. Cabin crew contacted, CM in forward galley answered and confirmed smoke alert on FAP. Forward galley checked and CM proceeded to rear galley where remaining 3 crew were not aware of the alert, having heard no aural warning. Female pax in rear toilet was opposite to cabin crew member who also heard no warning. Apparently female pax in toilet had been using "spray foundation", something of which I have no knowledge.
201314785	16/11/2013	Passenger displayed irregular behaviour after boarding. Police called to aircraft and passenger offloaded.	
201315202	22/11/2013	Disruptive passenger had been threatening other passengers. Would not return to seat. Restraint kit had to be used.	Police attended the aircraft in arrival.
201315467	03/11/2013	Crew member sustained green laser attack from a/c from the parked adjacent a/c. Other crew alerted but pax not identified.	
201315573	29/11/2013	Disruptive passenger, using mobile phone.	Passenger refused to turn off mobile phone (PED) on landing and CM made several requests which passenger ignored. Was so intent on using phone was not listening to commands in the cabin. CM asked Captain to chat to passenger, not interested in Captain either.
201315637	26/11/2013	Passenger made a verbal bomb threat during flight. Police in attendance on arrival.	
201315714	03/12/2013	Disruptive passenger was loud and unruly and became physically aggressive and had to be restrained and strapped into a seat.	Two cabin crew members sustained injuries as a result of the passengers behaviour. Police met the aircraft on arrival.
201315719	02/12/2013	Passenger assaulted cabin crew member.	Passenger refused to leave jump seat and threw a cup of water over cabin crew member. Police met aircraft on arrival.
201315813	05/12/2013	Disruptive passenger refused to obey crew instructions during turbulence.	Passenger made racist comments and prodded a crew member and would not return to her seat.
201316062	11/12/2013	Passenger became increasingly disruptive, shouting with erratic movements and disrobing, causing alarm to other passengers. Restraint kit used.	
201316205	14/12/2013	Cabin not secure for take-off. Passenger got out off her seat and ran to the front of the aircraft shouting for the aircraft to stop.	Lady sitting with her son in row 2A and B stood up right after we turned on the runway and accelerated and shouted : "You need to stop! Stop!" She was a nervous flyer, she let me know during boarding and me and CC4 reassured her during boarding. CC4 and me seeing her standing up, started to shout : Sit down, sit down! loudly. She was panicking and made her way to the front and screamed : Stop again. CC4 and me didn't move from our jump seats and kept shouting : sit down. Eventually she sat down on the floor just before row1, we firmly asked her to sit a passenger seat row 1 C (was empty). She sat down in the seat, her child was crying, she wanted to go back to her child but we kept her sitting in 1C until the crew had been released. She apologised and was calm the rest of the flight. Communication was established between CM and the captain right after the crew had been released as the pilots have heard us shouting and were concerned about the situation in the cabin. We kept monitoring the lady. There was no sufficient time to advise the captain about the cabin being not secured as we were in the critical phase of the flight being on the runway, accelerating.
201316253	16/12/2013	Disruptive passenger. Cabin crew member assaulted by passenger being offloaded.	

201316490	19/12/2013	Cabin not secure for landing.	<p>5 mins approx to landing the pax in row 20b told us her child had soiled himself. She was trying to get him into his seat and seat belt for landing but it was proving extremely difficult. CM phoned Capt and was advised only 3 mins to landing so no time to change child. He refused to sit on his own seat which was covered in urine. CC3 was struggling to get the mother to secure the child and the landing gear went down. An infant seatbelt had to be used to secure the child to the mother's lap for landing as he still refused to sit in his own seat despite several requests to do so from the crew. his was the safest course of action given the circumstances. Crew then had to quickly secure themselves to seats then give secure to Capt through chain of command.□</p> <p>Supplementary 19/12/13:□</p> <p>Cabin crew called flight deck to advise that a child had soiled itself and was running away from parent. Crew advised they would call back within the next 20 seconds to confirm if cabin was secured for landing. Captain modified landing config (3 to full) and selected speed as ground speed mini was approx 170 kts due high winds. FO was re briefed on go around procedure and advised we would go around if no call from cabin was received by 500 RA. Cabin called flight deck at 600 RA with cabin secure at approx 450 RA.</p>
201316694	23/12/2013	Passenger not secured in seat for take-off.	<p>Cabin was secured for take-off, aircraft began take off roll, approx 10secs later a locker opened itself around row 18DEF, A female passenger on seeing this stood up and attempted to close the locker. the aircraft had begun to rotate but had not yet left the ground. As soon as AC left ground CC3 made a PA instructing her to sit down, which the passenger did. When spoken to later the passenger told CC3 she knew it was a risk but was worried a bag might fall.</p>
201316761	22/12/2013	Disruptive passenger assaulted cabin crew member and would not sit in allocated seat.	<p>Police attended the aircraft but were not able to offload the passenger as she was a PRM. Passenger apologised for pushing cabin crew member.</p>
201316767	25/12/2013	Disruptive passenger assaulted cabin crew member.	<p>Passenger pushed to the front of the aircraft in an attempt to get off the due to two go-arounds and diversion. Passenger pushed cabin crew member. Passenger refused to state whether she had any luggage in the hold.</p>
201316946	31/12/2013	Overwing exit door warning on departure.	<p>Prior to departure, the Cabin Crew were briefing the passengers in the emergency exit rows on how to open the door in an emergency. Passenger enthusiastically grabbed the handle and opened the exit door before the No 3 could stop him. The Captain was asked to re-secure the exit door. He in turn requested the engineers to attend for confirmation that this was secure. The engineer secured the exit and signed for it in the tech log. The crew then departed. On take-off and passing altitude 1000 feet, the EICAS warning was received, indicating that the overwing exit was not closed. The crew levelled the aircraft, and having followed the QRH, elected to return. The aircraft landed normally and taxied back onto stand. Different engineers attended the aeroplane and reported that the overwing exit door had not been properly secured. They then secured the door and cleared the aircraft to depart again. In the meantime, the police had been called (not by the flight crew) and spoke with the Captain. The action by the passenger was not considered malicious - just over enthusiasm - and not considered a security threat. The flight then departed and was uneventful.</p>
201400194	05/01/2014	Passenger attempted to open cabin door.	<p>Whilst in the cruise, about 15mins before descent, master caution 'doors' illuminated and the first officer noticed momentary illumination of 'FWD SERVICE' light. This lasted about 1-2 seconds. I called the ICM to the flight deck and she told us that a passenger had tried to open the R1 door, lifting the handle about 1/2 foot. She went back to speak to the passenger who was an eighteen year old boy with claustrophobia travelling with some friends and the friends' parents. She warned him about his behaviour and his travelling companions were asked to keep an eye on him. I asked the ICM to ensure that no door area (fwd or aft) was left unattended for the remainder of the flight. We then started the approach and made a normal landing. On the ground I went to speak to the passenger and travelling companions to ascertain his suitability (or not) for return travel. It was then mentioned by the crew that he had once again tried to gain access to the fwd door area but had been prevented by one of the cabin crew. This time she said he had pushed past people to get to the area. On speaking to the passenger, he appeared confused and certainly not in a fit state for return flight. I said I would pass on his details to the company and that he would need medical assessment before further travel. The friends' parents were helpful, upset and apologetic.</p>

201400243	06/01/2014	Strong, acrid burning smell in passenger cabin. Traced to passenger's iPad (PED) battery charger.	Passenger entered into aft galley and told crew his seat was "on fire". (27ABC). The crew responded and found that the cabin area around door 3 left had a strong acrid smell like hot electrical/electronics. The crew responded excellently isolating all electrics in cabin including seat power and IFE. Communicating with the flight crew. Cabin lights put on full, BCF extinguishers gathered and immediately started to search for cause/source of smell. Crew quickly found that a POWER BANK a passenger was using to recharge an iPad (PED) malfunctioned and overheated giving off the hot smell of electrics overheating. The crew ensured the item was safe. The item was very hot to touch and was clearly a potential hazard. I have a huge concern that the power source of the Power Bank is possibly a lithium ion battery cell. If so, if it wasn't for the prompt action of the crew then we could have been fighting a fire rather than a malfunctioning item. If this is the case please could SEP inform crew on appropriate fire fighting of lithium ion batteries as our new policy regarding PEDs will In courage the use of such items and a lithium ion battery fire is extremely dangerous as Dell, Nokia and the 787 power cells have shown. The customer informed the crew that the item was purchased in a market in China and did not want the item returned to him. □
201400299	09/01/2014	Disruptive passengers complaining about luggage.	Verbally abusive to cabin crew.
201400417	13/01/2014	Disruptive passenger verbally abusive to cabin crew and other passengers.	Police attended the aircraft and passenger was offloaded prior to departure.
201400482	13/01/2014	Passenger admitted to smoking in toilet.	Passenger went to toilet and emerged. Afterwards, fellow passengers smelt tobacco smoke and informed Cabin Crew. The last person known to have used the facility was known to the crew, who approached him; he admitted smoking in the toilet. Passenger needed the help of an off-duty travelling crew member to translate. Passenger issued with a Final Warning letter from Captain, and the ramifications of continued or repeated smoking made clear with the help of an off duty crew member. Passenger was destined for onward flight from destination the same evening and crew of that aeroplane were advised of his flouting of the rules.
201400506	13/01/2014	Disruptive passengers refusing to obey instructions. Use of alcohol and drugs involved.	Passengers were insisting on being served more alcohol after admitting to taking drugs. They refused to take their seats and pushed past cabin crew members. Police attended the aircraft on arrival.
201400529	16/01/2014	Disruptive passengers.	Three passengers failed to follow cabin crew instructions regarding seating allocation during boarding. One of the passengers became verbally abusive towards crew members. Police attended the aircraft and all three passengers were offloaded.
201400578	17/01/2014	Passenger was found smoking in a toilet during flight.	Passenger found smoking in toilet at LM4. Cigarette disposed of safely and pax debriefed.
201400590	19/01/2014	Captain of an inbound flight requested the presence of authorities on arrival due the discovery of a passenger smoking in a toilet.	
201400603	19/01/2014	Disruptive passenger assaulted cabin crew member.	Disruptive passenger allegedly assaulted a member of the cabin crew during safety demonstration. Passenger continued to misbehave during flight disobeying cabin crew instructions to remain seated. Police called to deal with situation on arrival.
201400617	17/01/2014	Disruptive passenger displaying verbal/physical abusive behaviour. Restraint kit used.	Passenger in the main cabin displaying threatening and violent behaviour. CSM instructed the cabin crew to get ready to use the restraint kit. □ Supplementary 20/01/14: □ Cabin crew member was alerted to a male passenger that was intoxicated and shouting and using offensive language. His behaviour did not improve even though restrained.
201400663	21/01/2014	Disruptive passengers. Two passengers threw hot coffee at each other after engaging in an argument over seating space. The two passengers were immediately separated from each other and were both treated for burns. Police attended aircraft on arrival.	
201400810	24/01/2014	A passenger refused to show cabin crew their boarding pass when requested, made statements which caused cabin crew concern and became very agitated. Captain informed. Passenger was offloaded prior to departure and subsequently met by authorities.	
201400841	25/01/2014	Passenger arrived at the gate allegedly under the influence of alcohol and became unwell after boarding the aircraft. Crew elected to offload the passenger, who then became aggressive. Police were called. Passenger and their baggage were offloaded.	

201400858	26/01/2014	Disruptive passengers.	Several passengers boarded aircraft behaving in a generally disruptive manner towards cabin crew, disobeying instructions and pushing the crew members. Warning issued. □ Supplementary 26/01/14: □ Cabin crew member highlighted concerns over the passenger's use of mobile phones filming the episode whilst the crew were trying to deal with the situation.
201400937	27/01/2014	Personal Electronic Device (PED), mobile phone trapped and crushed in passenger seat.	After passengers had disembarked the upper deck cabin crew and 3 flight crew were helping a customer to retrieve his mobile phone which had fallen down the side of his seat 61J. During retrieval the phone was crushed in the mechanism. This caused an electrical burning smell & smoke to be emitted from the seat area. They could see the battery of the phone and it was smoking. The flight crew used the jemmy from the flight deck to remove the phone from the seat which had stopped smoking and was a twisted mass and in several different pieces. It was not hot and the captain gave the phone parts to the customer to take with him. Engineers had arrived and the situation handed over to them. □ Supplementary 27/01/2014: □ At 1138 I was by the first class door when the CSD asked me to call the Engineers as smoke was coming out of an upper deck seat. At 1139 I called the Engineers as there was smoke from a seat and the reply was, " If it is that important call the fire brigade". I went upstairs to advise the Captain who was at the seat in question 61J and had removed the cushioning from the seat and with other flight deck and cabin crew where delving into the
201401078	29/01/2014	Carriage of prohibited item discovered during flight.	
201401089	31/01/2014	Disruptive passengers complaining about baggage.	
201401101	29/01/2014	Passenger became verbally and physically aggressive. All passengers offloaded after cabin became unruly and uncontrollable.	Flight ready to pushback. On start-up request we are informed about an, until now, unknown ATC slot, starting in almost 3 hours: 13:57z. Cabin crew and passengers informed. Some passengers reacted showing verbal aggression. While waiting complementary service started and updates going on. On ramp request the aircraft was towed to a remote holding : E12. 20 minutes short of engine start a man was physically and verbally aggressive towards one female cabin crew. I found the affected cabin crew very shaken by the event. I talked to this man, and the decision to offload this man was taken in consultation with the CM. During offloading many other passengers standing in the aisle started shouting in a language we did not understand (probably Arabic). Rear cabin crew reported of somebody smoking in the rear toilet. The cabin became more unruly. The situation was no longer under control. Decision taken to request the intervention of local law enforcement. While local policemen were on board the situation escalated. Cabin crews were scared. Decision taken with CM to offload all the passengers. Local authorities secured the area around the aircraft and organised the offloading. Offloading
201401120	31/01/2014	Passenger's mobile phone (PED) not switched off for take-off and landing.	Passenger sitting in 3a seat was not able to switch off his electronic device (iphone) for take-off and landing (due to technical issue with the device as per passenger information). At least the "in-flight mode" was enabled for all take-off/flight/approach phases of the flight. Captain informed about the issue and due to fact that the device is at least on the flight mode the cabin was considered as secured for take-off and landing. Passenger was not very co-operative, did not want to really understand the policy regarding the use of electronic devices and restrictions during take-off and landing.
201401226	03/02/2014	Toilet smoke master caution activated during cruise. Passenger was discovered with a cigarette. Police met aircraft on arrival.	
201401302	04/02/2014	Disruptive passenger assaulted cabin crew member.	Passenger was being verbally abusive to passengers walking past and pushed cabin manager out of the way. He had been observed drinking his own alcohol. Police met the passenger after disembarking.
201401307	04/02/2014	Passenger physically assaulted their travelling companion. Disruptive passenger was moved for the remainder of the flight and issued with a verbal warning. Captain informed. No further problems experienced. No further action taken by assaulted passenger.	
201401553	01/02/2014	Cabin crew smelt smoke when checking a toilet. Cabin crew spoke with two passengers, who also smelt of smoke after having both visited the same toilet one after the other. No further action was taken as passengers had not been witnessed with cigarettes.	
201401568	10/02/2014	Disruptive passenger offloaded.	Passenger behaving in abnormal manner in cabin, alcohol and possible substance abuse allegedly involved. Was rude, vulgar and aggressive towards fellow passengers and cabin crew, who was trying to pacify situation. Had to halt safety demo as passenger was screaming 'get me off', and when No3 asked to calm down he struck her on arm. After demo, No 3 contacted Cm to say his behaviour was upsetting and aggressive, Cm contacted Flight deck who returned aircraft to stand and passenger offloaded to police.

201401609	08/02/2014	Disruptive passengers aggressive and abusive to cabin crew members.	Suspected alcohol and drug use.
201401638	10/02/2014	ECAM toilet smoke warning received during cruise. A passenger admitted to smoking an electronic cigarette. Passenger was informed electronic cigarettes were prohibited and was issued with a written warning. Passenger apologised. No further action taken.	
201401808	15/02/2014	Passenger argued with crew concerning carriage of their tagged bag in the aircraft cabin. Captain intervened and resolved the argument.	
201401839	16/02/2014	Two disgruntled passengers became disruptive and aggressive during boarding. The two passengers shouted at cabin crew, attempted to board the aircraft past the crew and were non-compliant with crew requests. Police attended and offloaded the passengers.	
201401868	14/02/2014	Passenger physically assaulted a cabin crew member when asked to stop consuming alcohol and trying to light a pipe during cabin secure descent. Passenger restrained by crew and two passengers. Authorities met aircraft on arrival. No further action taken.	
201402489	02/03/2014	Disruptive passenger offloaded due to excessive alcohol consumption and unacceptable behaviour.	
201402512	01/03/2014	Two passengers travelling together had consumed own alcohol and were verbally and physically aggressive to passengers and cabin crew.	Police attended the aircraft on arrival.
201402534	25/02/2014	Disruptive passenger shouting and being abusive to cabin crew.	Passenger was also filming the crew and threatening to put footage on the internet.
201402622	01/03/2014	Disruptive passenger's unacceptable behaviour.	Suspected alcohol involved. The authorities were called to meet the aircraft on arrival at stand and passenger was handed over to police.
201402709	06/03/2014	Disruptive passenger offloaded prior to departure.	CC1 brought to Captain's attention pax 1 was travelling back having been met by the authorities on arrival the previous week due to disobeying all cabin crew instructions and becoming drunk, abusive and aggressive. Captain kept in contact with ALO and all crew on board. A discreet conversation with pax 1 revealed he wanted to do what he wanted then he was joined by his companion pax 2 who was confrontational and aggressive in her approach. Both pax were offloaded as a crew decision collected their belongings and left with the TCOs.
201402784	09/03/2014	Smoke warning activated due to passengers use of aerosol in lavatory.	AFT LAV SMOKE ECAM WARNING for approx 3 seconds before clearing without any action. Follow up with Cabin Manager confirmed cause as passenger using aerosol spray in toilet. □ Supplementary 09/03/14: □ During cruise, the rear toilet alarm rang. After investigation, we realised it was due to the aerosol being used by a passenger inside the toilet. It came back to normal after just few seconds.
201402794	10/03/2014	Two disruptive passengers offloaded due to excessive alcohol consumption.	At the boarding room, the majority of passengers were claiming to staff about the two passengers strange behaviour. Both passengers had drunk too much alcohol. At the arrival of A/C the senior cabin manager was informed about the situation who decided not to take any decision before saying them - passengers were boarded as the last ones, senior cabin had spoken to them and decided not to accept them. Three bags were offloaded.
201402826	07/03/2014	Disruptive passengers drunk in charge of young children, refusing to comply with cabin crew safety instructions. Suspected of consuming large amounts of own alcohol.	Police met the aircraft on arrival.
201402889	10/03/2014	Strong solvent like odour from forward wardrobe noticed during cruise. The odour was discovered emanating from a bottle of acrylic liquid, approx 10ml, found in a passenger's guitar case stored within the wardrobe.	Strong solvent odour from forward wardrobe. During flight cabin crew informed flight crew that a strong solvent odour was coming from the forward wardrobe. A passenger's guitar within its case was stowed in the wardrobe. Cabin crew removed the guitar from the wardrobe and found a small bottle (approx 10ml) of acrylic liquid inside the case. It was not found to be leaking but emanating a very strong solvent like odour. The bottle was placed in an airtight container and the smell dissipated. The flight continued uneventfully.

201402949	09/02/2014	Passenger caught smoking in toilet after 'Smoke Lav' warning activated.	About an hour after takeoff crew suspected someone had been smoking in the fwd toilet but were not 100 % sure which pax so pa was made. Approx 3 hours later the Smoke Lav was activated in the fwd toilet. I was in the fwd galley & could immediately smell the cigarette smoke. On knocking on the door & opening the door I found pax spraying an aerosol. I asked her had she been smoking & she said she had 2 puffs & put it out. I explained the dangers etc & told her that this was unacceptable. She was very apologetic & toilet was checked thoroughly and incident reported to the Capt. Whilst I was reporting to the Capt a crew member spoke again to passenger as she was returning to her seat & her details were taken for her return. She had been acting unusually all flight & the crew had been aware of her behaviour as she was very anxious she apologised again as she left the a/c & again I explained how serious this matter was.
201403032	13/03/2014	Disruptive passenger disobeying crew was offloaded before flight.	
201403069	14/03/2014	Disruptive passenger complaining about the previous flight began to get very agitated.	Passenger disembarked when police were mentioned.
201403092	14/03/2014	Disruptive passenger physically assaulted cabin crew member.	Passenger was also extremely insulting to cabin crew and banging on flight deck door. Police were called and met the aircraft on arrival.
201403159	17/03/2014	Smoke detector activated by passenger smoking in the lavatory.	Passenger denied smoking but smell of smoke was evident and other passengers witnessed him handling a lighter and cigarettes. Details taken.
201403197	17/03/2014	Smoke detector activated due to passenger's use of spray perfume in the lavatory.	
201403255	19/03/2014	Passenger smoking in the rear lavatory.	Passenger admitted smoking, apologised and confirmed the cigarette was fully extinguished.
201403304	18/03/2014	Disruptive passenger.	Passenger under the influence of his own alcohol was aggressive, becoming agitated, verbally abusive and showing signs of threatening behaviour. Restraint kit used.
201403322	19/03/2014	Cabin crew member suffered a minor injury resulting from the behaviour of disruptive passengers.	Passenger slammed toilet door and it caught the wrist of the crew member causing momentary intense pain. Crew member was able to continue with the service.
201403485	23/03/2014	Disruptive passengers, abusive to other passengers and cabin crew.	Cabin crew were informed by other passengers that the disruptive behaviour had begun at the airport. This has raised the question why they were allowed to board the aircraft and why were crew not informed by the dispatcher?
201403577	25/03/2014	Disruptive passenger disobeying crew during boarding, began having hysterics and could not be calmed down.	Captain ordered the removal of the passenger who refused to cooperate. Police attended to offload passenger before departure.

201403639	25/03/2014	Insecure cabin on landing.	The Crew secured the Cabin for Landing and passed on all checks via CM then onto FD. At approx 700ft the call bell for row 22 A/C right was pressed then turned off immediately. Seconds later PAX from 22D (Within 90 secs of touch down) ran towards FWD galley showing erratic behaviour. CM & CC4 shouted 'Please be seated immediately' and used arm signals at the same time. The pax stood at row 12 refusing to be seated waving a sick bag. CM assessed the situation and felt it necessary to send CC4 to find out the problem, as it could have been a medical or something else, and to ensure the pax was seated. At the same time CM called FD and inform them pax and crew were not secure and to suggest a go around. CC4 struggled to get the pax seated by using verbal and arm signal communication only. The PAX then started shouting that she needed a sick bag for her child (Still having one in her hand) CC4 said let him be sick in his seat as long as everyone was secure otherwise he could choke. FD still had not answered the call. CC4 finally got the pax seated and belted and ran back to her crew seat. CM was still waiting for FD to answer as CC4 was sitting down. The tyres touched the tarmac before CC4 was secure. The A/C turned off the runway and now the phone line went dead. CM & CC4 was in a state of shock then began to wonder if the FD were OK as they hadn't answered the phone for a good 90 secs. CM then called the FD and the FO answered: "Hello it's CC, I called you because we had PAX refusing to be seated on landing as her son was feeling sick as a result CC4 was not secure for landing" The FO replied: " OK Thanks". CM & CC4 were feeling shaken and surprised by this response. CP then called CM whilst still taxi-ing ask said he hadn't heard the last interphone conversation and what was the problem. A brief description was told to the CP. After door 1 Left was opened and PAX started to disembark CM entered the FD to discuss. CM asked FO if he heard the call he replied by stating yes but A/C was too low. Again the CP asked when did I call as he did not actually hear it. CM said around 90 secs before landing and the CP again asked the FO he had heard the call. The FO replied Yes but too low to answer. After PAX were off the A/C and TIDY was complete the whole crew had a debrief / discussion the A/C before other crew arrived as we were night stopping. The above was discussed and CM asked CC3 was he could see as the PAX did leave 22D, it said the bulkhead was in the way. It was also established there was a language barrier with the Italian FO. He had not heard the call as he was trying to tell us that the interphone doesn't sound in the FD from 700ft to touch down, however a light does appear but out of Flight Crew sight.
201403641	13/03/2014	Smoke warning activated due to passenger smoking in the lavatory.	Smoking violation warning letter issued.
201403654	26/03/2014	Disruptive passengers. Refusing to comply with cabin crew instructions and consuming own alcohol.	Police requested to meet the aircraft on arrival.
201403656	27/03/2014	Disruptive passengers behaving aggressively towards cabin crew and other passengers. Consuming own alcohol.	Police met the aircraft on arrival.
201403689	28/03/2014	Lavatory smoke warning caused by passenger using aerosol.	No smoke or fire. □ Supplementary 28/3/2014: □ 3 double low chimes with flashing amber light noted. CC3 knocked on the Lav A door and the female pax opened it. The chimes stopped. CM arrived next. Pax questioned by CC3. Toilet checked for any signs of smoke or burning/burnt material. Satisfied that pax deodorant spray had set off the smoke detector. Captain informed.
201403729	29/03/2014	Lavatory smoke warning. Passenger excessively using deodorant in the lavatory.	On descent, the Smoke: Lavatory Smoke ECAM indicated in flight deck. Ecam drills started and FO(pnf) immediately contacted forward galley to alert them to our indications. Cabin crew also alert to problem and entered rear toilet to find a lady spraying 'Dove' deodorant. Cabin crew carefully inspected and ventilated toilet compartment and smoke alarm extinguished and warnings in cockpit ceased. No signs fire seen or detected. Lady spoken to about excessive use of deodorant and no further action taken. Warnings in cockpit ceased within 1min and ATC not alerted. Aircraft continued without further incident.
201403742	29/03/2014	Aircraft landed without cabin fully secured due to passenger refusing to secure her child for landing.	The child was in a lot of pain with earache and the mother point blank refused to comply with cabin crew instructions. The passenger was made fully aware that the responsibility lay with her for the child not being secured for landing, she had stated that even if a go-around was carried out she would still not co-operate. The passenger agreed to accept full responsibility. Cabin crew very vigilant during the landing phase and a verbal warning was issued by the Captain during disembarkation.
201403749	30/03/2014	Disruptive and aggressive passenger. Alcohol suspected.	Passenger was causing a security threat and intervening in the treatment of another passenger who was unwell before threatening FO with physical violence. Police officers met the aircraft on arrival.
201403778	28/03/2014	Disruptive passengers arguing with cabin crew in an aggressive manner and complaining loudly.	

201403879	10/03/2014	Lavatory smoke detector ECAM alert.	Triggered by passenger's use of deodorant in lavatory.
201403926	02/04/2014	PAN declared and aircraft diverted due to smoke indication in the baggage area. Warning thought to have been triggered by mobile phone (PED) signals in hand luggage.	Aircraft declared a PAN condition with a smoke indication in the ventral baggage area. The pilot stressed that there was no smoke in the cockpit and that it was an indication only - but as a precaution requested a diversion. Following coordination the aircraft was descended to FL130 and transferred to North Sector. The aircraft landed safely at 1906 hours. □ Supplementary 02/04/14: □ Inflight 'pod smoke' and subsequent divert During cruise, alerted by amber 'PODSMOKE' on cap, warning remained illuminated. Initially confirmed with C/A that no mobile phones were switched on in cabin and no signs of smoke/heat were present. Our position was checked and found to be 10nm ne of a suitable diversion with suitable weather & QRH was consulted and as pod smoke remained illuminated a 'PAN' was declared with a subsequent precautionary divert to our nearest suitable airport in accordance with the QRH. C/A was given a QNITS brief and passengers kept fully informed. A normal approach & landing was carried out. Passengers were kept seated after liaising with airport fire service on 121.6 holds were checked - no signs of smoke or heat was found. Passengers were bussed to destination, warning was spurious. This incident occurred on the 4th sector of the day, no previous pod smoke had been seen. The weather at Destination was workable but forecast to go below CAT II minima so the decision was made to divert to where the weather was much better. After landing and speaking to the passengers it was discovered that a passenger had left her mobile phone in her hand luggage which was stowed in the Pod. It is quite common to get the occasional pod smoke warnings. Normally they go out quickly, normally caused by mobile phone signals. On this occasion the warning remained on for approx 8 mins before going out by which time we were into the precautionary divert.
201403950	28/03/2014	Disruptive passengers consuming own alcohol and using threatening behaviour. One passenger admitted theft from the bar.	Police met the aircraft on arrival and escorted three of the passengers away.
201404131	05/04/2014	Strong smell of electrical burning after passenger pulled IFE remote control from cable.	Approx 2hrs from destination, passenger in seat 12A managed to detach IFE remote from its cable. Strong smell of electrical burning ensued from exposed wires. Constant chiming of overhead call bell/light at affected seat. Seat and IFE power removed. Bare wires separated and made as safe as possible with insulation tape to prevent any possible shorting. No sign of smoke or fumes. Electrical burning smell dissipated. Seat power restored briefly before landing to assist with seats returning to upright position. □ Supplementary 01/05/14: □ Broken Remote/airplane seat 12A. Detached from cable. Slight smell electrical burning. In cruise, 2 hours from destination. Pax in seat 12A managed to 'detach' IFE/airphone remote from cable. Strong smell electrical burning from bare wires. No signs of smoke/fumes. Continued chiming of call button/light from effected seat. Seat power & IFE power removed. Bare cable separated and made safe as possible with insulation tape - to help prevent any further shorting. Power briefly re-installed to allow all electronically operated seats to be returned to landing pos'n. IFE handset cable isolated electrically. Power restored to IFE system. Visual checks carried out on seat
201404637	16/04/2014	Disruptive passenger. Caused damage to aircraft and was abusive to passengers.	Passenger boarded A/C intoxicated carrying glass of beer, bought from terminal. Crew removed drink and Pax's companion advised crew that Pax would not cause any problems and go to sleep. FSM informed Capt, and I authorised Pax to stay only on FSM's judgement. FSM called 15 mins later to advise Pax and companion swearing and being abusive to neighbouring passengers and a child. I (Capt) immediately authorised Pax and companion to be offloaded. Pax refused and Ground Crew called to assist in offload. Subsequently found out after, that passenger had ripped off tray table in front of him from seat. Suggest Station Manager, train staff to be more vigilant and not allow passengers to board carrying drinks (alcoholic) on A/C. Suggest both Pax barred from airline, due damage to A/C.
201404917	22/04/2014	Disruptive passenger: Passenger removed during boarding.	Passenger verbally and physically abusive to crew and tried to hit the F/O with his head. Police called and passenger offloaded. Ramp agent commented that this passenger had opened the bridge door without authorisation and attempting to proceed to the aircraft. When stopped by ground staff, he wanted to punch him.

201405113	25/04/2014	Distressed passenger attempted to open door.	Pax had to be helped onto a/c by friends as she was scared of flying. This was her 3rd attempt at flying and this was the first time she actually made it onboard. We could see she was getting more distressed as we were boarding remaining pax but her friends were comforting her. Capt came out to comfort her with a few reassuring words, we closed the door but said to dispatcher to be ready in case we need to come back to stand. I closed door 1 left and once the pax who was sitting in row 2b heard the thump of the door being closed was up at the door wrestling me to open it again. I had to fight her off while shouting at her that it would be me who opened the door she wrestled me to get to open that door my first thought was is the door armed? my second was no its not and there is no steps if she overpowers me we are both going out that door and a fall onto the tarmac ccm responded straight away and we pushed her down onto seat 1b where I had to shout at her that I would be opening the door ccm put a block between her and the door and started to calm her down by telling her the door would soon be open and that we needed steps she was hyperventilating and she fainted. The Capt. called for steps and paramedics the pax came round and was calmer and more responsive to our commands, steps were brought and she disembarked with her friends.
201405328	30/04/2014	Aircraft diverted due to disruptive passenger displaying threatening behaviour.	At 1627 aircraft requested to divert due to an unruly passenger. Flight was cleared left hand turn back to LIMRI and told to maintain FL320. Route was reassessed after the turn and routed via TOBOR as a more direct route. Flight confirmed Threat Level 2 and cockpit secure. Coordinated and flight checked TOBOR at 1658.
201405333	30/04/2014	Disruptive passenger pushed cabin crew member.	Passenger had been drinking own alcohol and drinks from the bar.
201405352	27/04/2014	Burning Smell In Cabin. Possibly a passengers match.	About 4 hours into the flight a strong smell of burning could be smelt around the 3 doors area. The smell disappeared about 10 mins later. We checked both the door WC's and the overhead locker around that area. Nothing was found. One of the Pilots came down and we all agreed it smelt like a burny match. A pax sat in 54K was seen rolling a cigarette, he was asked if he had tried to light it, which he said he hadn't. A crew member was left in that area to monitor for more smoke. A few customers were also slightly concerned, but we spoke to all of them and reassured them.
201405418	02/05/2014	Disruptive passenger.	Passenger drunk and verbally abusive.
201405482	03/05/2014	Rear lavatory smoke detector activated. Suspect passenger smoking in toilet although no evidence found.	In the cruise we got red master warning and ECAM AFT LAV SMOKE which lasted for approx.2 seconds. PU was contacted to check AFT toilet and confirmed none of the crew had noticed anything un-usual. Toilet was checked immediately including the waste bin and nothing was found. Flight continued to destination with no further events. □ Supplementary 03/05/14: □ Rear toilet smoke alarm activated. No crew in the immediate area. Alarm sounded, looked towards the rear toilet I saw someone leave but couldn't identify. I was in the forward galley additional crew were in the front end of the cabin, Full toilet check was completed nothing untoward was found. Captain kept fully informed an additional PA was made about smoking and the use of electronic cigarettes.
201405510	05/05/2014	Smoke detector and warning activated due to passengers use of spray deodorant.	Cruising at FL390, we had SMOKE-LAVATORY SMOKE. CPT was PF, handed control to First Officer and established communication with CM. Cabin Manager told that was a woman with an spray deodorant. SMOKE-LAVATORY SMOKE disappears from ECAM and a search in the toilet was conducted, to check for signs of smoke, fire or possible cigarettes. Nothing was found. Flight continued with no further issues.
201405539	05/05/2014	Rear toilet smoke detector activated due to hairspray.	Crew Immediately Checked Toilet And Confirmed No Threat. Warning Cleared Almost Immediately.
201405656	06/05/2014	Passengers mobile device (PED) became trapped in seat mechanism and began to smoke as it was crushed during attempts to retrieve it.	Customer's mobile device fell down seat at 64B, when he reclined seat it crushed in half. Customer managed to get half back. I could not retrieve the rest of it, so First officer had a go but without success. Customer very unhappy, took details and passed to CR. After landing Flight crew & after all passengers disembarked, tried again to retrieve phone from seat. I was on main deck to ask for engineer to help us. I was informed on the main deck that their action of reclining seat back and forth made the battery of phone smoke, cabin crew had BCF to hand in case smoke worsened. At that point I was talking to ground engineer who then rushed upstairs to take over. All ended ok, we left engineer to deal with phone and crew disembarked.

201405702	08/05/2014	Disruptive passenger assaulted crew member and attempted assault on two passengers.	During turnaround I was consulted by CM regarding a Passenger who appeared to be very under the influence of alcohol. CM was not satisfied the pax was fit to fly and we agreed to offload him. Whilst the passenger was waiting to be offloaded my attention was drawn to a disturbance in the forward galley, it became apparent that the pax had become violent and that there was an incident occurring. I left the flight deck to liaise with the dispatcher in time to witness the pax try to head butt a crew member. I stood at door 1L and asked the dispatcher who was visibly frightened to call the police, whilst trying to talk with the dispatcher the passenger tried to barge past me at door 1L onto the steps. I managed to convince him to stay on the aircraft, he was very aggressive and nearby passengers helped to restrain him from attacking anybody else. I also asked The FO to ask for assistance via ATC. the police were in attendance fairly quickly and the pax was arrested. I learned afterwards that the CM had been physically assaulted and another crew member had been the victim of attempted assault. We all gave statements to the police and to the credit of the crew the flight was continued without event.
201405708	08/05/2014	Passenger assaulted cabin crew member.	Cc was in the rear galley standing eating breakfast on the rear tray table, a pax was waiting to use lav a started a conversation with cm. The pax appeared incoherent, cm struggled to understand what he was saying, cc4 and cc3 engaged in conversation with him, without warning he smacked cc on the backside who was standing with her back to him and had no interaction with him, the strength of the blow knocked her forward. Cc went to the forward galley and cm spoke to the pax about his behaviour and told him the captain would be informed. On arrival captain dealt with the pax.
201405934	12/05/2014	Fire hazard. Area between passenger seat and sidewall panel found congested with discarded items and rubbish.	During routine seat inspection in the cabin, there was discovered at seat 4K and 4A, a large amount of rubbish in the form of old newspapers, waste food and a selection of clothing (scarves, gloves etc). This occurred due to the fact there is a gap between the rear of the last seat in that area and the sidewall panel. This constitutes a potential fire hazard.
201405986	13/05/2014	Go-around flown due to disruptive passenger.	Passenger was restrained. Police attended aircraft on arrival.
201406184	17/05/2014	Aircraft diverted due to disruptive passenger.	Aircraft via DIKRO advised sector 19 on first call that he had a passenger who was diabetic and had not taken his insulin. He had become disruptive and violent and was being controlled by cabin crew. Although no PAN was declared the 'situation' required the captain to divert, the nearest appropriate airfield. Paramedic and police were requested on arrival.
201406328	19/05/2014	Disruptive passenger assaulted passenger and cabin crew member.	Suspected alcohol/drug use. Police were requested to meet the aircraft on arrival.
201406527	22/05/2014	Cabin not secure due to child who stood up on landing.	Family of two adults, one child and one infant were sat in row 1. Mother with infant in 1F, child in 1E and father in 1D. Preparing cabin for landing had been very difficult due to language issues, and child in 1E had tried to get out of seat many times during approach, and was screaming inconsolably. Just before touchdown, child stood up so seat belt was loose around his ankles. CM and CC4 shouted to seat him but was during critical phase of flight so no attempt made to contact F/D. On touchdown, the child was standing on his seat with his father's arm across him holding him back against his seat. Parents were Polish, speaking very little English. CC4 and CM had difficulties getting child back into seat during taxi in due to language issues.
201407006	31/05/2014	Disruptive passenger displaying aggressive behaviour and threatening to open the aircraft door.	
201407218	26/05/2014	Passenger had been smoking in toilet and tampered with smoke detector.	Toilet 4F-RC smelt of smoke as a crew member walked by. Upon entering the toilet crew member could smell cigarette smoke. Crew member saw smoke detector had been tampered with - wet toilet tissue had been used to cover the smoke detector. Upon searching the toilet bin a cigarette stub was found wrapped in toilet tissue. Unable to identify who had been smoking in the toilet. Captain informed.
201407260	12/05/2014	Disruptive passengers fighting on board the aircraft during disembarkation. Crew member injured while attempting to stop the fight.	Other passengers and children distressed by the events. Police attended the aircraft to remove the offenders.
201407263	04/06/2014	Party poppers used onboard aircraft.	A hen party had brought party poppers onboard the flight and set them off during the flight.
201407365	08/06/2014	PAN declared due to disruptive passengers causing a disturbance.	Aircraft checked onto the frequency. This was followed with a call informing me a situation with unruly passengers had escalated dramatically. I ask if the pilot was declaring an emergency. The pilot then declared a pan which I acknowledged. The aircraft was descended and coordinated with the receiving sector for a straight in approach. □ Supplementary 09/06/14: □ During the flight (circa 5 hours), situation with two Pax occurred. This spread to other Pax during the descent. Call from the cabin to say that further new Pax causing and behaving in a threatening manner (level 2). PAN call to ATC as safety of Crew and Pax could not be assured.

201407378	06/06/2014	Disruptive passengers: Intoxicated and abusive during critical stages of flight.	
201407463	09/06/2014	Passenger complaint.	Family boarded with very frail and elderly grandmother. CM was concerned about her welfare so asked a bit more about her medical background and situation. The family also provided a fit to fly certificate. The middle aged daughter was a bit stressed and worried about the flight so the CM invited her to the flight deck (whilst on the ground) so that we could both answer her questions and reassure her. During the second half of the flight I left the flight deck to use the bathroom and was beckoned over by the family, who were sitting in row 3 or 4, who thanked me for the reassurances given earlier and I checked up on how their flight was going and how the grandmother was feeling. A few minutes later I re-entered the flight deck. A couple seated nearby then complained to the No4 that they were concerned about (a) the elderly lady being a safety risk in the event of an evacuation and (b) the safety risk of the Captain being out of the flight deck and were going to write to the company to complain. I hadn't intended to speak to the elderly family in flight as I know the rules surrounding physiological breaks, but this was only a few minutes, was excellent customer relations and we got such amazing feedback and thanks from them on disembarkation. The CM was there and can attest to this also. It's a shame I feel compelled to ASR this but that's the world we live in nowadays. We should be talking about a very successful customer experience, but instead I'm trying to mitigate complaints from misjudged passengers.
201407631	09/06/2014	Passenger refused to seat accompanying child for approach and landing as requested.	Passenger refused to seat child as requested. Passenger with 2yr 2 month old child asked to seat child for approach and landing when seat belt sign illuminated. Passenger refused. SCCM contacted me to inform and I reiterated that passenger and child were to comply with company rules. Passenger re informed yet refused again. This was during critical phase of flight. Child ended up sitting on mother's lap for landing with infant seat strap attached. Captain spoke with parents on stand to explain the importance of the regulations and complying with them. SCCM will be submitting report separately.
201407665	12/06/2014	Disruptive passengers during taxi. Two sets of passenger behaviour issues at the same time.	On shutdown the SCCM informed us of 2 incidents that were occurring in the cabin. 1. A fight had broken out between two male passengers seated at 25C and 25D. □ 2. Two male passengers seated at 3C and 3D were being disruptive. From this information it was decided to call police to the aircraft. All four passengers were arrested. It should be noted that several other passengers were upset. As I returned to the rear galley I heard the shouting and all again and it was the same passenger I asked him again to stop it at the same time his friend on 25c had been shouting at him to shut up and 25d had then punched his friend in the face. I informed the SCCM and got 25d passport.
201407856	16/06/2014	Disruptive passengers: Fight on board. Crew assaulted. Police met aircraft on arrival.	
201407986	18/06/2014	Dangerous goods.	Bag contained 13 boxes, each with 24 Gas Canisters in, passenger called to return to check-in, but failed to return, DM opened bag and removed items so bag could travel, passenger notified at boarding gate
201408004	17/06/2014	Disruptive passengers. Removed from the aircraft during boarding due to aggressive behaviour. Item thrown into flight deck during dispute. Police removed the passengers.	
201408190	20/06/2014	Disruptive passenger pushed cabin crew member and refused to obey instructions.	Passenger was asked not to use the toilet in another cabin by cabin crew member. He refused to obey this request and pushed passed the member of cabin crew causing her to fall onto the lap of a seated passenger. He was approached by the CSL in that cabin but refused to speak with the cabin crew but was eventually spoken to by both the CSL and the CSD. Seated passenger has submitted a witness report which supports this. Passenger was given several opportunities to apologise or at least acknowledge his actions were not acceptable and chose not to do this so a violation letter signed by the captain was issued to him and the aircraft met by the police on arrival.
201408261	23/06/2014	Disruptive passenger forced gate exit and pushed cabin crew member.	Boarding was complete when we saw from the f/d a pax running to the aircraft. Dispatcher immediately went to stop him as he forced the exit to the apron but he managed to reach to top of the fwd stair. He was upset and swearing and dispatcher tried to convince him to go back to the gate but □ he refused. Cpt exit the door trying to talk with him and make him understand that it would have been better to go back to the airport and avoid further inconvenience. He refused and he took seat on the door edge. We convinced him to stand up again. Cpt went back to the f/d to finish the paperwork and I was at the door, as soon as Cpt left he saw me alone and he tried to enter the cabin by pushing me, he grabbed my arm and scratched me. Cpt arrived with cc4 and encouraged him to leave. Pax handed to dispatcher and ground staff, door closed.

201408364	23/06/2014	MAYDAY declared and aircraft diverted due to disruptive passengers fighting.	During the cruise at approximately 2 hours into the flight, the captain was informed, via the interphone, of a violent physical brawl in the cabin involving multiple people. Moments later an update was given with a request to the Captain to make a PA to calm the situation. A PA was then made, when the captain asked for any fighting to cease or a diversion would become necessary with police to be present on arrival. An update again from the cabin stated no improvement (information of a female being punched in the face by a male passenger received). With multiple people involved it seemed implausible to use a restraint kit. The only safe course of action seemed to be a diversion. The closest suitable alternate and a diversion was planned and executed. Unsure of the situation in the cabin, a mayday was declared. The first officer flew the approach initially but finally handed control to the captain, as the landing was to be overweight (67.2T). On arrival on stand the police apprehended and off-loaded the two couples at the centre of the incident. Later, a copy of the cabin crew disruptive passenger report was given to the police, who also requested that an exact copy be sent by the UK police via email. An engineer was sourced for an overweight landing inspection. The crew were all spoken to by the captain, and thanked, and seemed fit and willing to operate. A more comprehensive insight to the severity of the incident is described in the cabin safety report, as they were on hand to witness the incident first hand. The main physical assaults seemed to occur between two couples. Several ABP's, thankfully, involved themselves in restraining the guilty parties. The violence was described as intense and vicious.
201408536	27/06/2014	Disruptive passenger stood up during landing flare, physically assaulted another passenger, failed to obey crew requests and displayed threatening behaviour towards cabin crew. Captain informed during taxi-in. Alcohol involved. Police met aircraft.	
201408634	25/06/2014	Disruptive passenger kicked cabin crew member during push back.	
201408950	04/07/2014	Infant incorrectly seated for take-off.	A family of 6 boarded aircraft with 4 children (all shown as child on boarding pass). Cabin was secured for takeoff in assumption that child was over 2 years old, based on his size, and that the parents hadn't advised otherwise. On descent, mother asked for an extension belt saying "he's got an ear infection, he'll sit wherever I want him to". The crew initially refused, assuming the mother just wanted him on her lap as he was unwell. Mother became insistent and when it was explained to her about the age restriction she only then said that the child was under two years old. Given extension belt for landing, actual age of child was confirmed as 19months. Actually head count on flight was 150 + 3 infants as this was an infant with a booked seat.
201409178	02/07/2014	Disruptive passenger caused damage to seats and deployed overwing exit slide.	Passenger became aggressive after a delay in waiting for the air bridge and passenger bus to arrive. At review meeting operations manager and service delivery manager this issue was discussed. They are aware there is a chronic lack of resource due to expansion, in this case lack of staff and coaches prevented the agent from offloading the passengers quickly. Both parties are reviewing procedures in the short term to see where resource can be freed.
201409249	10/07/2014	Disruptive passenger physically assaulted cabin crew member.	Passenger pinched cabin crew on the backside. Alcohol was confiscated. Passenger apologised to crew member and no further action was taken.

201409383	14/07/2014	Corrosive fluid on the floor of the fwd cargo bay.	<p>On inspection a very small amount of residue was found. No greater than 5ml spread over an area the size of an A3 sheet of paper. Water was initially applied and cleaned. This revealed no damage to the lining. A degreasing solvent was then used to clean the affected area. Tap test of area performed with no faults noted. Aircraft released to service.□</p> <p>Supplementary 15/07/14: □</p> <p>A passenger due to travel on above flight has been offloaded. Her bag was found in the aircraft hold leaking a substance, tested by the fire service known to be drain unblocker. Engineers were requested to attend and clean the hold and aircraft has now departed. Police are present and taking reports.□</p> <p>Supplementary 16/07/14: □</p> <p>AOSU received a call that a bag in the hold of an aircraft on Stand 23 appeared to be melting and had been taken out of the aircraft and positioned at the rear of Stand 23. The Airfield Duty Manager attended the stand and requested the attendance of the RFFS. It was suspected that the substance in her bag was drain cleaning fluid, which is prohibited for carriage. Security & Met Police were also called. The passenger was questioned and checked by Met Police and Special Branch Officers. It was established that she was no security risk, she stated she was carrying 'Drain Cleaner' which was not□</p> <p>available in Florence. Officers from the Met Police CBRN (Chemical, Biological, Radiological and Nuclear) unit attended and confirmed that the substance was highly concentrated Sulphuric Acid drain cleaner and had been placed in a Volvic water bottle inside a black bin bag. The substance had melted through its containers and through the passengers belongings and the case destroying 50% of the contents. The passenger was strongly advised regarding the attempt to carry this item. Her luggage was made safe by the RFFS working with the CBRN unit, the luggage and belongings were washed down with copious amounts of water and then wrapped and returned to the passenger. Airline confirmed the passenger would be allowed to fly out on the 15th July 2014.</p>
201409421	14/07/2014	Disruptive passenger, restraint kit used. Bomb threat made.	Violent, abusive and disruptive passenger Seat 81a. Passengers in vicinity spat upon and punched, crew abused and threatened with violence. Passenger monitored and warned and issued final written warning. Captain authorised restraint kit to be used if situation deteriorated further. Passenger subsequently attempted to open door upper 3L at which point restraint kit used. Passenger restrained in seat, abusive behaviour continued for rest of flight @ 7-8 hours. A/c met by authorities on arrival. Passenger removed, crew and passengers in vicinity provided witness statements to authorities. Witness statements and incident report filed.
201409616	17/07/2014	Passenger attempted to open door 2L.	Male passenger from seat 13D removed all his own clothes and tried to open door 2 left. The cabin crew instructed him to put his clothing back on and sit down which he refused to do. A blanket was put around him and he was coaxed into a seat away from other passengers. He subsequently put his clothes back on only to repeat the removal of his clothes. He then was coaxed back into a seat and covered with a blanket. Security contacted and police organised to meet the aircraft on arrival.
201409737	20/07/2014	Disruptive passenger assaulted cabin crew member.	
201409738	20/07/2014	Passenger forced his way onboard with release tagged luggage and assaulted cabin crew.	Passenger escorted by the police back to the terminal.
201409840	21/07/2014	Passenger lit cigarette whilst boarding aircraft.	Passenger lit cigarette on Stand 8 whilst boarding aircraft. Apprehended by ramp staff and police. Returned to gate area, and spoken to by police and duty manager. Advised travel would be refused. Passenger and bag offloaded
201410329	30/07/2014	Aircraft diverted due to an increasingly abusive and aggressive passenger who attempted to assault cabin crew and passengers. Restraint kit used. Request made for police to meet aircraft on arrival.	
201410354	30/07/2014	Disruptive passengers. Multiple passengers offloaded from outbound flight due alcohol consumption, abusive behaviour, and not responding to instructions by staff or air crew.	Passengers in forward cabin alerted CCM4 and SCCM to pax interfering with L1 door, SCCM moved pax away. Extremely intoxicated. Cabin secure was passed then pax got out of seat twice, causing SCCM to phone flight deck with cabin unsecure. Disruptive pax letter issued and passport details taken, police removed pax from aircraft on arrival.

201410383	20/07/2014	Nervous passenger entered flight deck.	On a previous incident passenger boarded the aircraft down route petrified of flying. She wouldn't board the aircraft so crew had to prompt her to take her seat. Once the aircraft was in flight and seatbelt signs were switched off passenger was sat in the forward galley on the R1 crew seat. we had about 10-15 minutes of turbulence as she was sat on the crew seat and the passenger was asked to take her seat. At this time passenger wouldn't not move and was screaming/shouting saying she needed to open the door and get off. She was this bad crew had to stay with her to monitor the situation during the start service. Once reassured by the crew. she then said she had to meet the flight deck as they weren't English. The senior cabin crew member rang the flight deck and asked if she could meet the captain. At this time the crew were on the service and found the passenger had gone from the crew seat. The senior cabin crew member had then informed the crew that she was in the flight deck in flight.
201410401	05/08/2014	Passenger presented crew with a written bomb threat during latter stages of flight. ATC and other agencies alerted. Aircraft given a military escort to planned destination. Aircraft landed safely and was met by police on arrival.	
201410521	03/08/2014	Disruptive passenger assaulted cabin crew. Medlink contacted. Medication administered. Passenger restrained. Restraint kit used. Alcohol involved.	
201410536	29/07/2014	Disruptive passenger consuming their own alcohol failed to comply with cabin crew requests, became verbally abusive and displayed threatening behaviour towards cabin crew and passengers. Police boarded aircraft on arrival.	
201410565	31/07/2014	Disruptive passenger under the influence of drugs. Restraint kit and procedure used.	
201410581	02/08/2014	Disruptive passenger failed to comply with crew requests, became verbally abusive and violent towards crew during flight and displayed intimidating and anti-social behaviour towards other passengers. Alcohol involved. Police removed passenger on arrival.	
201410643	03/08/2014	Suspected written bomb threat discovered in lavatory during flight. Lavatory made 'out of service'. Flight continued to destination. Police with sniffer dogs attended aircraft on arrival and conducted a full security search. Nothing found.	
201410831	09/08/2014	PAN declared due to an aggressive passenger physically assaulting and injuring a travelling companion. Verbal warning given. Crew administered first aid. Direct routing requested. Police, paramedics and RFFS met aircraft on arrival.	
201410867	10/08/2014	Passenger, unhappy with seat allocations, became verbally aggressive and physically assaulted cabin crew during taxi-out. Verbal warning issued by crew. Captain elected to continue to destination and arrange police assistance on arrival.	

201411044	10/08/2014	Fuel jettisoned and aircraft returned due to disruptive passenger.	Pax was verbally threatening other pax and physically assaulted CSS. It was then necessary to have the seatbelt sign turned on as we navigated through some Wx. Pax refused to sit anywhere and cc were endangered as they elected to remain with the pax as he was wandering around the cabin and shouting random nonsense at the other pax. FSM and CSS both agreed that it was impossible to fly for a further 11 hours with the pax, when he raised his arm to the CSS, the other CCM there needed to restrain him. The cabin crew then restrained him into a seat where the PRK was used. CSS suffered some bruising. In liaison with IOCC, it was determined that a return would be best and so a diversion was initiated. It was necessary to jettison 60T of fuel prior to approach which took 40mins, landing uneventful. ATC were generally helpful although there were language barrier issues e.g. "fuel jettison" was not understood, "fuel dump" was by numerous ATC units. All sectors that we flew through read acknowledgement that the flight deck was secure and " disruptive passenger" was also not understood- this was rectified by another flight with a Chinese pilot explaining the situation to ATC via relay.
201411205	14/08/2014	Prohibited item contained within hold baggage.	Passenger, whilst boarding the coach, admitted to having within their checked in luggage a propane Isobutene Butane 4 season mix (Power Gas) canister. The baggage was located on the aircraft and canister removed. The canister was then passed from the Security & Safety Manager to Airport Duty Manager.
201411241	16/08/2014	Disruptive passenger physically assaulted another passenger.	Police attended the aircraft on arrival.
201411313	14/08/2014	Smoke and burning smell from between cabin seats. Water spillage suspected cause.	Whilst the A/C was in the cruise, a passenger in seat 18H noticed smoke coming from between the seats (18H/K). This smoke was associated with a smell of something burning. The cabin crew reacted by moving pax from the immediate area, turning the IFE off and preparing a BCF Fire Extinguisher with a test squirt. The smoke then started to stop coming between the seats as the Captain was informed of what was going on. The Cruise Pilot was woken from his rest and asked by the Captain to go down to the premium economy area to help assess the situation. The FSM, the Cruise Pilot and the FSM's husband (a qualified and experienced Fireman) all assessed the situation as stabilising but now requiring further monitoring. The Captain, as a precaution, started an early descent to FL200 and informed ATC and Ops that a Diversion may be required if the smoke re-appeared and the situation warranted it. The situation did not worsen and the A/C continued on to destination. The Cruise Pilot, on talking to the passenger at seat 18H, discovered that he spilt some water down between the seats some hours before the smoke appeared and this may have been the cause of it.
201411740	22/08/2014	Disruptive passengers were standing during landing. Alcohol involved.	As aircraft was on late final/landing and taxi in, various passengers were ignoring the seat belt signs and on their feet/standing on chairs. From the state of the cabin afterwards, it was clear that far too much alcohol had been consumed on board without the crew knowledge. Police were called to the aircraft, as two passengers ran off.
201411791	24/08/2014	Go-around flown due to disruptive passengers. Passengers fighting with each other and refusing to be seated for landing. Police met the aircraft on arrival.	.
201412091	30/08/2014	Disruptive passenger physically assaulted other passengers.	Police attended the aircraft on arrival.
201412145	28/08/2014	Passenger attempted to vacate aircraft during flight.	A/c tasked to go to platform to assist casualty. On arrival the rear crew attended sick bay whilst the A/C was refuelled on deck. Once casualty was on board and the refuel complete, a/c lifted and routed direct to destination. Approximately 10mins after takeoff, in the cruise at 1000' the casualty regained consciousness and attempted to vacate the A/C via the LH plug door. The rear crew used reasonable force to restrain the casualty on the cabin floor and continued medical care en route. A safe landing was made where the casualty was handed over to awaiting ambulance crew. A/c then routed to base for refuel and medical restock.
201412147	29/08/2014	Seven boxes of nitrous oxide canisters discovered in hold baggage during screening.	Customer's bag after being xrayed was found to contain seven boxes of nitrous oxide cannisters. All but four were confiscated and the customer advised accordingly that they were prohibited to be carried in large amounts on commercial a/c. □

201412661	08/09/2014	Passenger arrived at the aircraft with incorrect name on boarding card.	During boarding a duplicated seat was recognised for x 2 pax claiming the same 31D seat number. Both pax had the Female pax exact name on their boarding cards. The Male pax claimed he highlighted this at check-in but was told to proceed - regardless of this being fabricated or not. It was apparent that a pax called (xxx) had cleared x 3 security/immigration points with a boarding card with the same name printed on it. Once investigated it seemed it was a huge oversight not picked up by specific check-points. Security were called to the aircraft + questioned the pax who was clearly completely innocent in this farce. Luckily we picked this up in time to load his bags as he was flashing up as not checked in. Who knows where the folks on the ground thought these bags came from. We requested some sort of authorities such as immigration/security or even Police to perform a screening process on the pax who had slipped through the system so innocently. There was nothing really to back us up so perhaps for these types of base slip-ups, can we introduce something. Also there was a lot of finger pointing demonstrated by the airport today - Not appropriate.
201412800	10/09/2014	Crew alerted post flight that a cat had travelled in a passenger's hand luggage.	While in crew room finishing duties another crew informed us that a passenger from their flight had carried a cat on board the aircraft. No crew were aware of cat in cabin throughout flight. Pax found to have smuggled a kitten in hand luggage on flight. Pax witnessed bag moving and alerted airline staff in baggage area who alerted Border Force. Pax refused to be separated from kitten and claimed to have appropriate documentation, however this was in their hold luggage which did not make it to the destination and was being traced. Paperwork most likely be invalid as kitten had not entered UK through the correct channels. Arrangement for quarantine with Border Force/Trading Standards and also Environmental health as Airport is only licensed for retention of dogs. Kitten had been missed by security on departure.
201412910	05/09/2014	Passenger arrived at the aircraft with own boarding card but wrong passport.	Transfer passenger managed to clear gate boarding control with own boarding card but wrong passport. Came to light when another transfer passenger in same transfer group could not find own passport and boarding card and was brought to a/c door by groundstaff. This passenger's passport was being used by first passenger. First passenger's own passport found in bottom of her bag after brief search. Both were from the same inbound flight. No apparent relationship known between pax.
201412941	03/09/2014	Medical emergency declared. Disruptive passenger displaying erratic behaviour suspected drug use.	Medical professional onboard assisted with passenger. Paramedics requested to meet the flight on arrival.
201412978	14/09/2014	Disruptive passenger: Verbally abusive and violent. Restraint kit used.	Three passengers were attacked by this person. Police met the aircraft on arrival and the passenger was arrested.
201317162	01/08/2013	Dangerous goods. Hold and baggage contaminated with mercury. Appropriate action taken.	A cardboard box marked fragile was brought to the stand and loaded into front hold of the aircraft. As the ramp agent placed it on top of the other cases they noticed spheres of mercury falling from the box. Fire brigade attended and specialist unit was called to clean up the hold. The passenger stated that was a gift but didn't identify any DG inside during check-in. The police were called and questioned the passenger who checked in the item. As you can see this incident occurred over 12 months ago. Questions have been asked by the airline regarding the reporting to the relevant authority. We are unsure if it was reported to the CAA at the time.
201413118	16/09/2014	Disruptive passenger.	Passenger physically assaulted the cabin crew.
201413426	22/09/2014	Passenger refused permission to travel after claiming they were a terrorist. Police and special branch in attendance.	
201413838	30/09/2014	Passenger mobile phone (PED) lost down air-con floor/sidewall panel.	During boarding, whilst seated a passenger in seat 10A dropped her mobile phone down a gap in the air conditioning sidewall panel at foot height. The panel was removed, but despite best efforts we were unable to see or hear the phone. Risk assessment carried out with regards to Lithium battery and fire safety, Duty pilot and Maintrol called for assistance. Forward cargo hold unloaded to obtain access to relevant under floor panel. Panel removed by engineers, phone located. Panel re-attached, cargo then reloaded. Total delay 52 minutes.
201413917	01/10/2014	Passenger failed to follow brief upon disembarkation. A minor injury is thought to have resulted.	Passengers were fully briefed for a rotors running disembarkation for a short flight to a mast. On landing and disembarkation, one of the three passengers failed to follow the brief correctly and remained too close to the aircraft and out of eye contact with the pilot. Upon taking off to the hover, the passenger moved suddenly just as the aircraft became airborne, distracting the pilots attention. The pilot elected to land again and upon lowering toward the ground, saw the passenger wave his hand at which point the pilot applied power and went back in to the hover. The skid had contacted the foot of the passenger resulting in a suspected bruised foot.

201413958	23/09/2014	Passenger not seated for take-off.	Very nervous passenger admitted to aircraft. During take-off roll passenger got out of her seat and wanted to get off the aircraft. The crew managed to get her back in to her seat, but we were only aware of this when told in the cruise.
201414186	04/10/2014	PAN declared due to passenger distress. Paramedics met the aircraft on arrival.	
201414229	26/09/2014	Disruptive passenger assaulted cabin crew member.	Passenger moved away from his seat whilst aircraft was taxiing. Passenger told to return to his seat by crew member. Passenger reacted by assaulting the crew member. Security called to the aircraft and police escorted disruptive passenger off the aircraft.
201414430	07/10/2014	Passenger discovered with a portable oxygen unit not notified on their booking. Unit was disconnected and passenger was administered oxygen from aircraft portable unit.	At top of climb, a portable oxygen unit was produced by a family for the use of an elderly relative. The O2 unit was not on the passenger's PNR. Possession of the unit was deemed innocent. The unit was disconnected, and the passenger was administered O2 from an aircraft portable unit for the remainder of the flight. DG regulations consulted, and an ASR filed.
201414757	19/10/2014	Disruptive passenger.	Aircraft reported to South T that they had a disruptive passenger on board and requested direct to their destination and police on arrival. The crew identified the disruption as level 2 - physically abusive behaviour, female and unrestrained. The Mil supervisor and OS were notified, as were operator and destination.
201414801	16/08/2014	Top latch of passenger door opened in flight.	I took off on my final flight of the day, as 24 minute flight. There were 4 ladies on the flight and all seemed happy. The lady in the front was deaf and couldn't really hear me on the intercom. We took off and then routed towards the Forest of Dean. We completed our sortie and were retuning back to Cheltenham for a short circuit over the racecourse and local area. The lady in the back behind me was leaning against the door for the flight as though the door was a rest. I pointed out that she should be careful not to catch the door. Then about 3 minutes away from the airport (just inside the airfield zone) I heard a noise difference that suggested the door had come open. When I turned my head I saw the door appeared to have come open during flight due to airspeed and other factors. I assured her and the other passengers that we would route back to the loading pad and then resume the flight. Given our location and our proximity to the airport I felt it safe and acceptable to continue and land as soon as practice. Upon return, ground person came out and secured the door again and we continued our flight over Cheltenham. Upon our return the passenger seemed happy about the flight and mentioned nothing of this operation in the terminal.
201415635	06/11/2014	Disruptive passenger.	Passenger acted strangely and seen consuming own alcohol.
201415641	03/11/2014	Gas cylinders discovered and removed from passenger's bag during screening.	Customer checked in his bag as the bag was x-rayed security noticed it contained 24+ gas cylinders. Announcements were made for the customer to make themselves known but did not. Security tried to call the gate but had no answer. The bag missed the flight as security could not allow the bag to travel. Security called to ask a member of staff to witness them opening the bag to take out the cylinders so the bag can be sent as a RUSH bag.
201415762	09/11/2014	Disruptive passenger: Refusing to comply with cabin crew instructions.	Passenger physically assaulted the cabin crew.
201416085	16/11/2014	Disruptive passenger caused damage to door. PAN declared.	Passenger became disruptive, exhibiting psychotic behaviour. Suspect drug related. Passenger kicked and damaged a lavatory door, causing other passengers distress. Medical Pan declared on arrival.
201416383	21/11/2014	Disruptive passenger assaulted another passenger and attempted to open passenger door.	
201416566	24/11/2014	Aircraft diverted due to disruptive passenger.	

201416710	30/11/2014	Cabin not secure during landing.	<p>During the approach the cabin is reported secure by SCCM to FO (PM) approx 5-10 mins prior to landing (extended vectors). Passing 500 ft SCCM contacts FO again and announces Cabin Not secure which FO acknowledged. However after this as SCCM tries to reiterate FO now understands that cabin is secure again. Communication ends. Expecting a go around and without it happening SCCM contacts F/D again but the call is inhibited and □</p> <p>never gets through. A/C lands smoothly. Upon disembarkation SCCM informs FD that a passenger was in the lavatory during landing. □</p> <p>Supplementary 30/11/14: □</p> <p>After the landing gears went down during descent (cabin secure for landing been already given to Flight Deck before that), a passenger seated on row 8 or 9 "A" pressed the call bell to get our attention. After I could get eye contact with her she looked very agitated showing me the will to unfasten her seat belt and stand up. I immediately asked her to stay seated with her seat belt fastened because we were about to land, but she refused to do it and continue her way out of her seat, obliging passengers seated on seats "B" and "C" to stand up in order to let her through. Immediately I called the Flight Deck to report that the cabin was not secure (and I reiterate the message a second time during the same call) because passengers were standing in the aisle, the "First Officer" acknowledge my message saying "ok" and then the call ended. In the meantime the same passenger made her way to the front galley running and screaming because in desperate need of the toilet, Myself and "CC4" were seated in our jump-seats with our seat belts fastened as the landing was very imminent. The passenger managed to open the toilet door and rushed in. I stood up and kept asking the passenger to return to her seat, with no success. As I could see that the landing operation was still in process and no signs of go-around I made another call (less than 30 seconds after) to Flight Deck to inform them that the cabin was still not secure and the passenger was inside toilet. Because critical phase of the flight I had no answer from them. Right after few seconds the aircraft landed smoothly but the passenger was still inside the lavatory. During landing myself and "CC4" we were seated with seat belts fastened. The moment we felt safe to do so "CC4" escorted the passenger back to her seat and made sure she kept her seat belt fastened. I wanted to get passenger details but during disembarkation was impossible for me to remember the passenger involved as the entire situation happened in just few seconds.</p>
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201416834	02/12/2014	MAYDAY declared and aircraft diverted due to smoke indications in the luggage hold.	<p>Aircraft was handed to Airspace as he passed east abeam Airport northbound. 20 miles north aircraft was observed to squawk 7700 and begin a slow left turn. Airspace phoned to advised that aircraft had declared a MAYDAY with smoke indications and was diverting. Aircraft was identified and handed to airport where he advised that he had smoke indications in the pods. Upon further investigation with another aircraft on another frequency this was found to be the hand luggage hold. Aircraft was vectored for an ILS approach onto runway and landed safely and was inspected by the Airport Fire Service. □</p> <p>Supplementary 02/12/14: □</p> <p>Shortly after having established in the cruise at FL165 the amber attention getter and pod smoke warning caption on the CAP illuminated. After silencing the audible alarm and SFO (Pilot Monitoring) had referred to the abnormal and emergency procedures checklist we decided to divert to airport which was approximately 15nm south west of our position. The SFO called Airspace and declared a MAYDAY requesting diversion and descent. During the final approach phase at approximately 2nm from touchdown the CAP smoke indication extinguished. We continued to a normal touchdown. The fire crew carried out a visual examination of the aircraft and then advised us that we should proceed to stand with fire cover following for a normal disembarkation before the pod door was opened by the fire crew and the contents examined. After disembarking the passengers and transporting them to the terminal the pod bags were individually scanned with the thermal imaging camera. One bag was found to be warm and had been adjacent to the smoke sensor. The bag was believed to contain a laptop that had been left switched on in "sleep" mode. The bags were returned by the crew to the passengers and we requested that they examine the contents to ensure that nothing in the bags had combusted. One passenger reported that his laptop had been left switched on and another that he had a mobile phone in his bag that had been left switched on. There is a possibility that the active laptop caused the smoke sensor activation. Procedures to brief passengers about the requirement for laptops, phones and other electronic goods in their bags to be switched off should be implemented at check in to help prevent this kind of occurrence in the future. Additionally, the widespread use of lithium batteries in electronic consumer goods continues to increase the risk of fire and smoke aboard aircraft as well as in the home, and most consumers are ignorant of the potential risks which does not help us in effectively communicating the need for vigilance with these potentially hazardous items.</p>
201416902	04/12/2014	Disruptive Passenger: Passenger assaulted cabin crew.	Cabin crew accidentally pushed a bar trolley into the leg of passenger who immediately reacted by punching him in the stomach with a clenched right hand fist.
201416920	02/12/2014	Irregular passenger behaviour. Cabin not secure.	
201416990	06/12/2014	Smoke seen coming from overhead locker area due to passenger chemical E Cigarette had been left on.	<p>Shortly after line up clearance, a call came from door 3L to warn us that smoke had been seen coming from the overhead locker at that door. We cancelled line up and set park brake. Cabin crew carried out smoke drills. The Locker was emptied and bags searched until the source was established as a passengers chemical E Cigarette that had been left on. The item was switched off and kept under supervision in a metal container in the rear galley for rest of the flight. It was hot to the touch. The passengers were advised of our actions and the outcome via a PA in order to reassure those who had seen the □</p> <p>smoke. The cabin crew acted promptly and efficiently, showing a total understanding of their drills. They informed us in a clear, calm manner. The passenger was informed to switch his cigarette off in future.</p>
201417023	07/12/2014	Disruptive Passenger: Passenger assaulted cabin crew.	Passenger repeatedly punched crew member in lower back.
201417231	11/12/2014	Disruptive passenger. During boarding passenger pushed her way in to get onboard with a tagged bag and flatly refused to comply with any of the cabin crew or Captain's instructions and physically assaulted them both. Police escorted her from the aircraft.	
201417291	03/12/2014	Passenger caught interfering with the aircraft heating systems.	Just after the seatbelts were turned off in the climb, passenger started to change the heating settings on the Cabin System Control Panel (CSCP). She also took a photograph of the panel. The CSD quickly challenged the passenger, and told her not to interfere with the aircraft systems. The Captain then went back to give a verbal warning to the passenger.
201417311	10/12/2014	Passenger entered a taxiway to retrieve a boarding pass which had blown away during high winds.	A customer boarding a flight entered taxiway to retrieve boarding pass that blew away during high winds. No aircraft on taxiway.

201417330	12/12/2014	Aircraft diverted for safety reasons due to disruptive and aggressive passengers on board. Non-authorized alcohol involved.	One of the men had to be restrained by another passenger during landing. Police met the aircraft on arrival.
201417438	09/12/2014	Disruptive Passenger: Passenger consuming own alcohol became aggressive towards cabin crew.	Passenger was abusive and offensive threatening crew and attempted to light a cigarette. Passenger issued a violation warning but refused it so it was read out. Passenger was restrained by four crew members using cuffs and straps. He was examined twice by a doctor and monitored continually by crew. He remained loud, offensive and threatening until arrival.
201417441	09/12/2014	Disruptive passengers: Consuming own alcohol and verbally abusive. Physically assaulted cabin crew. Passengers restrained.	
201417628	17/12/2014	Disruptive passenger: Passenger smoking in the lavatories, physically assaulted cabin crew and showed aggressive and threatening behaviour to passenger.	Passenger failed to comply with cabin crew instruction. Police attended the aircraft on arrival.
201417705	18/12/2014	Fire hazard. Area between passenger seat and sidewall panel found congested with discarded items and rubbish.	Passenger dropped passport behind panel next to seat adjacent to the aircraft skin. Despite various efforts it was unreachable...decided not to delay flight and seek engineering help there. On attempting to reach passport a large amount of debris was pulled up from behind the panel. Including hairbrush, magazines, boarding passes, various towels etc., also you can touch and easily reach the aircraft wiring around which all of the above was resting. I would have thought this is a possible major fire hazard. I have given the plastic bag which contained the various items recovered from this ONE area, i.e. one seat, to engineering. It should be considered that the same amount of rubbish is probably by/next to/underneath each seat, in fact possibly throughout the aircraft.
201417981	27/12/2014	Disruptive Passenger: Passenger assaulted cabin crew and showed aggressive behaviour to passenger. Crew member injury/incapacitation.	Police arrived on scene and escorted passenger from aircraft. Crew member removed from safety related duties for the remainder of the flight.
201418043	30/12/2014	Disruptive Passenger: PAN declared due to passenger assaulting cabin crew, showed aggressive behaviour and ignored cabin crew instructions.	Police met the aircraft on arrival.
201418063	30/12/2014	Disruptive passenger: PAN declared due to passenger physical assault.	Police met the aircraft on arrival. <input type="checkbox"/> Supplementary 30/12/14: <input type="checkbox"/> The crew declared a PAN due to the slow police response to the notification of a disruptive passenger (CF1).
201418088	10/12/2014	Aircraft diverted due to disruptive passengers.	Whilst in the cruise approximately 2 hrs into the flight the SCCM informed the FCM that 2 passengers who had been found to have been consuming their own alcohol, and had been given a formal warning of their behaviour earlier, had become more abusive and had begun threatening the cabin crew, passengers had had to be moved away from their location. Both passengers were now posing a threat to the security of the aircraft and insisting they get off. after discussion with the SCCM decision was taken to divert and offload the passengers into the custody of the local police, flight then continued on to destination.
201418112	08/12/2014	Disruptive passenger: verbally abusive passenger had to be restrained after suspected use of alcohol and trying to smoke.	