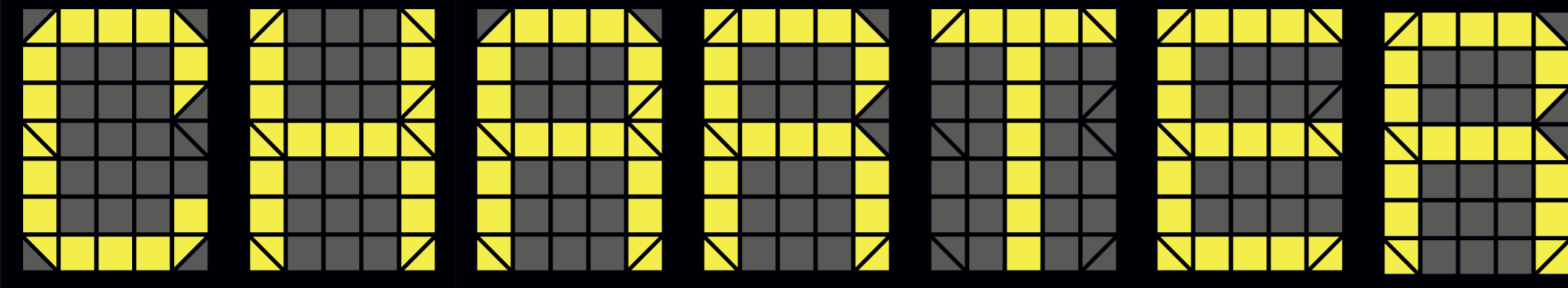
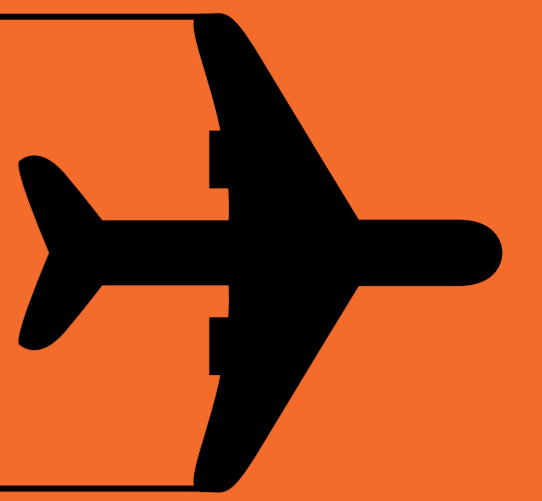


AIRPORT WORKERS AGAINST ABUSE



We call on airport authorities & employers to:

- provide body-worn cameras to all airport workers
- provide in-depth mandatory training on conflict de-escalation to all airport workers
- increase visible security with regular patrols in all areas of the airport
- mandate and train managers to carry out walkabouts of passenger-facing areas
- introduce an 'airport watch' scheme across all workplaces in the airport with a radio network and a rapid response & monitoring system
- remove and bar abusive passengers on the spot

We call on government & politicians to:

- introduce a specific offence of assaulting an airport worker
- legislate that being on airport land is treated the same in law and security/policing as being inside an aircraft
- launch a public awareness campaign with border security adverts on zero-tolerance of violence & abuse in airports
- require that all airports have a local campaign against violence & abuse
- introduce a robust 'banning order' scheme in law to penalise abusive passengers
- mandate the collection of data on violence & abuse by each airport
- legislate for proper regulation of airport ground handling operations to improve standards

We call on airlines to:

- ensure all charges & fees are clearly visible at all times from the point of booking to boarding
- add to flight terms & conditions that passengers explicitly agree not to physically or verbally abuse airport workers and set out clear consequences if they do
- take greater responsibility for the situation on the ground in airports

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