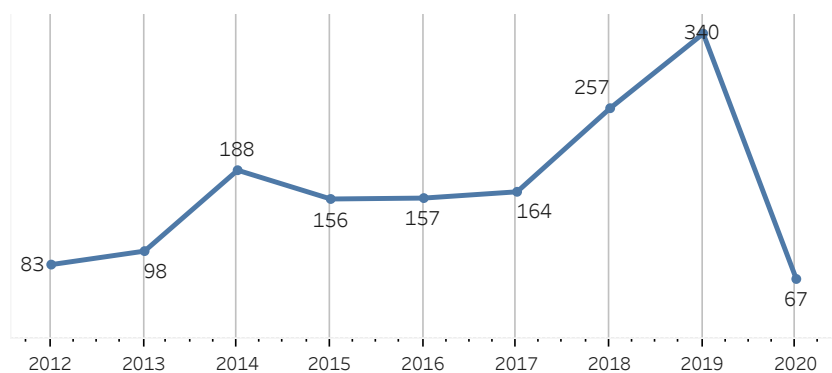


## Unruly PAX - 10 year period

Incompliance with instruction, physical assault or other irregular pax behavior on board an aircraft



	Domestic	International	Sum
2012	38	45	83
2013	61	37	98
2014	97	91	188
2015	66	90	156
2016	55	102	157
2017	65	99	164
2018	85	172	257
2019	126	214	340
2020	35	32	67

### Departure Aerodrome Top 10

ENGM (OSL): Oslo/Gardermoen	314
ESSA (ARN): Stockholm/Arlanda	195
EKCH (CPH): Kobenhavn/Kastrup	153
ENBR (BGO): Bergen/Flesland	71
ENZV (SVG): Stavanger/Sola	51
ENVA (TRD): Trondheim/Vaernes	45
ENTC (TOS): Tromso/Langnes	32
EGLL (LHR): London/Heathrow	26
GCLP (LPA): Las Palmas/Gran Canaria	29
ESGG (GOT): Goteborg/Landvetter	26

### Destination Aerodrome Top 10

ENGM (OSL): Oslo/Gardermoen	233
ESSA (ARN): Stockholm/Arlanda	216
EKCH (CPH): Kobenhavn/Kastrup	141
ENBR (BGO): Bergen/Flesland	59
ENTC (TOS): Tromso/Langnes	38
ENZV (SVG): Stavanger/Sola	33
EGLL (LHR): London/Heathrow	25
GCLP (LPA): Las Palmas/Gran Canaria	28
KEWR (EWR) [EWR]Newark,Nj/Newark Liberty Intl	25
ENVA (TRD): Trondheim/Vaernes	22

### Flight phase

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Approach	5	2	6	10	10	8	15	10	3
En route	37	46	95	72	98	82	154	193	32
Landing	1		1	1		2	3	4	1
Manoeuvring					1	1		2	1
Standing	25	29	61	50	32	47	61	86	19
Take-off	1	2	5	4	2		5	2	2
Taxi	8	10	10	12	8	9	10	23	2
Unknown	6	9	10	7	6	15	10	20	7

### Selected types of unruly behaviour

	2016	2017	2018	2019	2020
Cockpit Intrusion and Attempts				1	
Door Interference - Passenger	2		1		
Drunk Passenger	15	25	28	74	21
Interference from Mobile Devices and PEDs	1				
Smoking in Cabin/Toilet	18	20	35	36	3
Unauthorised Use of Mobile Devices and PEDs	2	3	1	8	4