

Onboard Sexual Assault

ZERO tolerance

Lois SIMPSON, Liam MITCHELL & Karon MARTIN

Operations Integrity & Standards

7th June 2019

Training



Air NZ Definitions



Indecent or sexual assault involves:

- inappropriate touching, including genitals or other intimate areas, without consent

Sexual harassment or inappropriate behaviour includes:

- inappropriate comments or gestures (of a sexual nature) made by a person to another

[NZPolice/Advice/Sexual-assault*](#)

[Crimes Act1961/Sexual crimes/Part 7](#)

What we've noticed...



- October 2017, **#metoo**, Weinstein ripple effect...
- December 2017, four women claim sexual assaults and harassment on commercial flights (CNN)
- March 2018, Allison Dvaladze, sues Delta
- 2018 onwards, increased reporting of sexual assault (and or) harassment on our flights

CNN report 2017



NZ media reporting...



TRAVEL

Should more airlines provide women-only seating?

6 Dec, 2018 3:00pm
4 minutes to read

NEW ZEALAND

'I sat there and silently cried': Kiwis share shocking indecent assault travel stories

2 Mar, 2019 11:28pm
6 minutes to read

NEW ZEALAND

Sex attack on a plane: Kiwi's harrowing tale of assault

2 Mar, 2019 12:33pm
4 minutes to read

NEW ZEALAND

Woman sexually assaulted in nightmare flight home

3 Mar, 2019 4:55pm
3 minutes to read

Our response...



- Sexual/indecent assault 'line training' (Jan 2018, onwards)
- Sexual/indecent assault 'awareness training' to line trainers (May-Dec 2018)
- Sexual/indecent assault 'procedure' released (Dec 2018)
- Sexual/indecent assault as a 'Hot Topic' in RSTC (Jan - Dec 2019)



Our Procedure

- Take the complaint seriously (don't judge)
- Separate and help the victim
- Use, Ask-Tell-Warn - on accused (if needed)*
- Advise PIC & Group Security
- Obtain witness reports
- Cease alcohol (to those involved)
- Law enforcement MUST meet the A/C on arrival (even if victim doesn't want it) *
- FA1 to meet authorities at A/C door
- Submit Operational Safety Report (OSR) asap post event

Reactions



Very different responses

- SHOCK
- Short term: fear, anger, denial, helplessness, shame
- Long term: depression, eating/sleeping disorders, PTSD, substance abuse

What does this mean?

- Irrational behaviour
- Delays in reporting / not reporting – IPV and “rape myths”
- Minimising

How do we help a victim?



- Take their claim seriously
- Listen
- Be patient
- Don't judge or blame
- Be compassionate
- Support without pressure

www.rpe.co.nz

www.skylight.org.nz

Challenges



- Authorities world wide have differing approaches, beliefs, jurisdiction, methodology for dealing with sexual assaults *
- Lack of evidence, often means it is difficult for Law Enforcement to lay charges
- Time lag for notification - between event occurring and Group Security receiving detailed information ...*
- We suspect some cultural issues/differences



Trends

- **Victims**, mostly female, seated in window seat
- **Victims**, mostly don't want to report to Authorities
- **Accused**, mostly passive
- **Accused**, mostly deny occurrence
- Mostly, occur on long haul night flights
- Mostly, no witnesses



Ongoing collaboration work

- Group Security (trends)
- Legal
- Training & Standards (Pilots and Cabin Crew)
- Cabin Crew Security Trainers
- SOGO (School of Ground Operations for front of house training)
- Customer services
- Others

Message to others



- Listen, help, be motivated to act responsibly
- Develop a procedure
- Stay informed
- **Zero tolerance**

