



**U.S. Department  
of Transportation  
Federal Aviation  
Administration**

# InFO

Information for Operators

InFO 19008  
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Flight Standards Service  
Washington, DC

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*An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.*

**Subject:** Employee Assault Prevention and Response Plans (EAPRP) for certificate holders operating under Title 14 of the Code of Federal Regulations (14 CFR) Part 121.

**Purpose:** This InFO contains information concerning EAPRPs for customer service agents of certificate holders conducting operations under 14 CFR part 121.

**Background:** On October 5, 2018, Congress enacted Public Law 115-254, the FAA Reauthorization Act of 2018 (“the Act”). Section 551 of the Act contains the EAPRP requirement.

Section 551(a) states:

[n]ot later than 90 days after the date of enactment of this Act, each air carrier operating under part 121 of title 14, Code of Federal Regulations (in this section referred to as a “part 121 air carrier”), shall submit to the Administrator for review and acceptance an Employee Assault Prevention and Response Plan related to the customer service agents of the air carrier and that is developed in consultation with the labor union representing such agents.

Section 551(b) contains the contents of the EAPRP:

- (1) Reporting protocols for air carrier customer service agents who have been the victim of a verbal or physical assault.
- (2) Protocols for the immediate notification of law enforcement after an incident of verbal or physical assault committed against an air carrier customer service agent.
- (3) Protocols for informing Federal law enforcement with respect to violations of section 46503 of title 49, United States Code.
- (4) Protocols for ensuring that a passenger involved in a violent incident with a customer service agent of an air carrier is not allowed to move through airport security or board an aircraft until appropriate law enforcement has had an opportunity to assess the incident and take appropriate action.
- (5) Protocols for air carriers to inform passengers of Federal laws protecting Federal, airport, and air carrier employees who have security duties within an airport.

Section 551(c) states:

[a] part 121 air carrier shall conduct initial and recurrent training for all employees, including management, of the air carrier with respect to the plan required under subsection (a), which shall include training on de-escalating hostile situations, written protocols on dealing with hostile situations, and the reporting of relevant incidents.

**Additional Information:** The appropriate FAA principal operations inspector (POI) will receive and review the EAPRPs. The POI will document receipt of the EAPRP in the FAA Safety Assurance System.

**Contact:** Questions or comments regarding this InFO should be directed to the FAA Air Transportation Division's Part 121 Air Carrier Operations Branch at (202) 267-8166.