



SKIES ON THE GROUND



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

“7500 in ISTANBUL SKIES”

A FULL SCALED HIJACK EXERCISE



Project Managers:
CPT. SARP YALGIN - TRE
BANU NAIR – CHIEF OF CABIN TRAINING



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

Previous Exercise

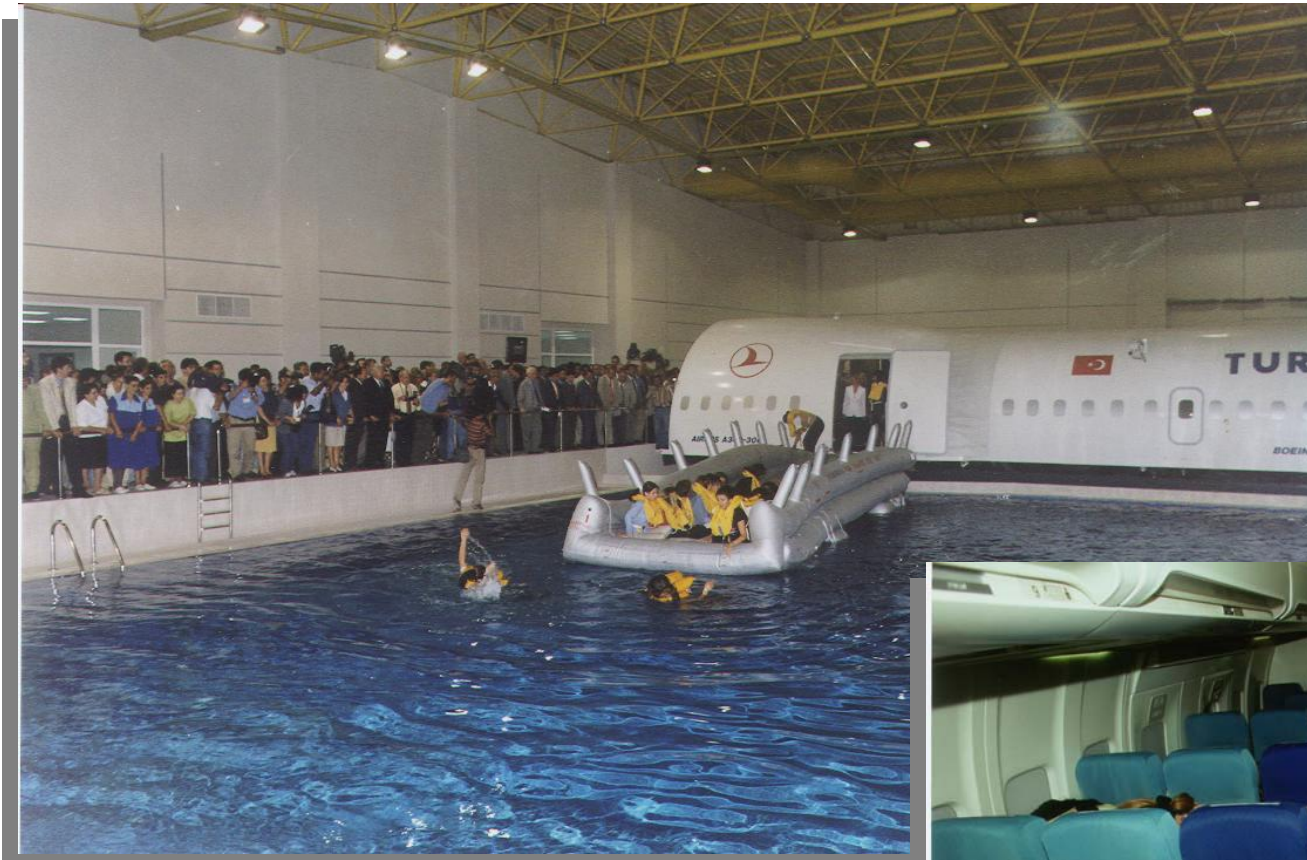


First exercise was conducted in our CEET



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

AIMS & OBJECTIVES

- PROVIDE BACKDROP TO AIRCREW SECURITY TRAINING COURSE
- EXPERIENCE CORRECT & INCORRECT ACTIONS
- ENABLE AIRCREW TO BETTER UNDERSTAND ADVANTAGES OF FOLLOWING RECOMMENDED SECURITY PRACTICES



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

PARTICIPATING AGENCIES

- Turkish Airlines
- Governership of Istanbul –Airport Security-
- Air Traffic Control
- Police Department
- Turkish Air Force
- Airport Authorities
- SWAT Team



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

AIMS & OBJECTIVES

- CLEARLY DEFINED
- DECIDED BY AGENCIES
- UNDERSTOOD BY ALL
- ACHIEVABLE WITHIN CONSTRAINTS



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

PLANNING PROCESS

- B-737/800 available for 24 hours . Why ?
 - All authorisations including min.2 hours of flight time
 - Make every agency understand that the exercise not to be ended before all the goals achieved from cabin & cockpit crew perspective
 - Rostering Cabin Crew
 - Camera and cell phone not allowed
 - Number of pax
 - Numbers of specialists and actors to be used
-



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

SAFETY CONCERN

Real world

Wx – Post panned

Commander in Cockpit

Air force

Storm in – swat

Other airlines hearing communications



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

IN FLIGHT ISSUES

- Use of cameras in front galleys
- Cockpit door not to be open – SAFETY-
- After landing cockpit door had to be opened
- Flight crew remained in cockpit
- F/O shot in leg while trying to subdue a hi-jacker
- Negotiations –



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

SENARIO DRAFTING

- A professional training & Consultancy company.
- Tailored senario to be used in a full scale hijack exercise.
- Reflect all stages of hijack
- Actors used
- Each participating agency was holding only one piece of the puzzle



PERSUAVNESS

- Environment
- Actors
- Wide range of cover stories
- Travel Documents-different identities-



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

USE OF ACTORS

- To encourage other participants to act.
- To illustrate a range of different passenger types.
- To be the target of abusive tactics that would be inappropriate if directed at our personnel.
- To maintain momentum.
- To repeat actions in various locations.



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

JAN 14th 2009 - TK 4910

- Boarding through CIP Lounge
- Gathering: 1330hrs; Departure: approx. 1500hrs
- Pax Load: approx. 128
- Crew:

2 x Flight Deck

5 x Cabin Attendants



TURKISH AIRLINES

A STAR ALLIANCE MEMBER

DEPARTURE

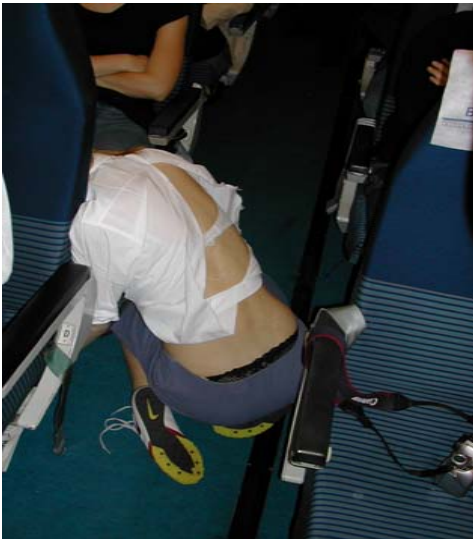
- Uneventfull start.
- Standard in-flight sevice was delivered.
- Squawk 7500 was done early
- Interception by Turkish Airforce fighters
- First communication with Hijackers



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

JAN 14th 2009 - TK 4910



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

STAGES OF A HIJACK

➤ INTIMIDATION PHASE

➤ CUSTODIAL PHASE

➤ RESOLUTION PHASE



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

HIJACKER TACTICS USED INTIMIDATION/CUSTODIAL PHASES:

- TRADITIONAL TECHNIQUES: RAISED ARMS, HEADS DOWN, SPORADIC VIOLENCE
- CLOSING THE WINDOW SHUTTERS
- PERIODIC MOVEMENT OF THE PASSENGERS
- MOVING OF THE PASSENGERS TO ECONOMY CLASS RESERVING TOILETS/RESTROOMS FOR THEIR OWN USAGE
- PREVENT CONVERSATION
- SEARCH FOR SKY MARSHALS



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

INTIMIDATION/CUSTODIAL PHASES: HIJACKER TACTICS

- REMOVAL OF MOBILE PHONES
- PASSPORT/ID CARD COLLECTION
- BINDING CERTAIN PASSENGERS
- SEPARATION OF FAMILY MEMBERS FROM EACH OTHER



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

CUSTODIAL PHASE: PASSENGER & CREW CHARACTERISTICS

- BOREDOM
- DESPAIR
- COMMUNAL SPIRIT
- THE 3 SYNDROMES



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

CUSTODIAL PHASE: PASSENGER & CREW CHARACTERISTICS

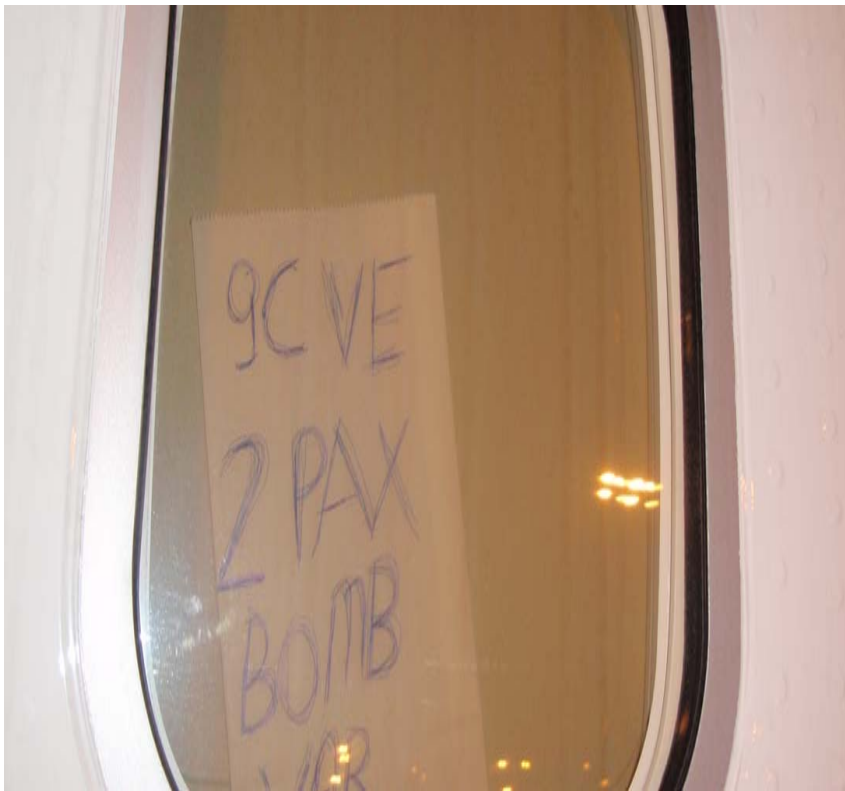
- STOCKHOLM SYNDROME
- LONDON SYNDROME
- JOHN WAYNE SYNDROME



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

JAN 14th 2009 - TK 4910



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

RESOLUTION PHASE

- **BY NEGOTIATION**
 - ACHIEVED GRADUALLY

- **BY LIBERATION**
 - ACHIEVED SUDDENLY



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

STORM IN

- Start of operation was co-ordinated.
- Seating were changed to make sure no one was harmed during storm in
- Ready message was sent
- 6 months preparation ended in 60 seconds.



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

QUESTIONNAIRE

Should you given the task of adopting what you've learnt to the syllabus what would the important points be?

- Emphasis on the pre-flight check(solve the problem on ground)
 - Profiling while boarding
 - Monitor the passengers
 - Be cautious of unruly acts as they may be a cover story for a possible hijack
 - Emphasis of the CLEAR ZONE
 - Comply with the hijackers
 - Always be a good hostage
 - Communicate,communicate,communicate
-



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

QUESTIONNAIRE

- Try your best to hide certain peoples ID (nationality,religion,occupation)
- Remember the possibility of baiing sleeper hijackers amongst the passengers
- NEVER negotiate with the authorities
- Help the passengers in every way (translate,try to distribute food, water, blankets and cussions ect.)
- When given the chance EAT
- When the storming begins minimize your self to fit under the leg rest.
- When released give as much information based on CONCREAT FACTS.



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

OUR MOTTO

“Tell me and I forget.

Teach me and I remember.

Involve me and I learn.”



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

DISPAX WORLD 2009 - ISTANBUL




TURKISH AIRLINES
TÜRK HAVA YOLLARI
A STAR ALLIANCE MEMBER 



SCSI
Southern California
Safety Institute


I·F·A·L·P·A
The Global Voice of Pilots

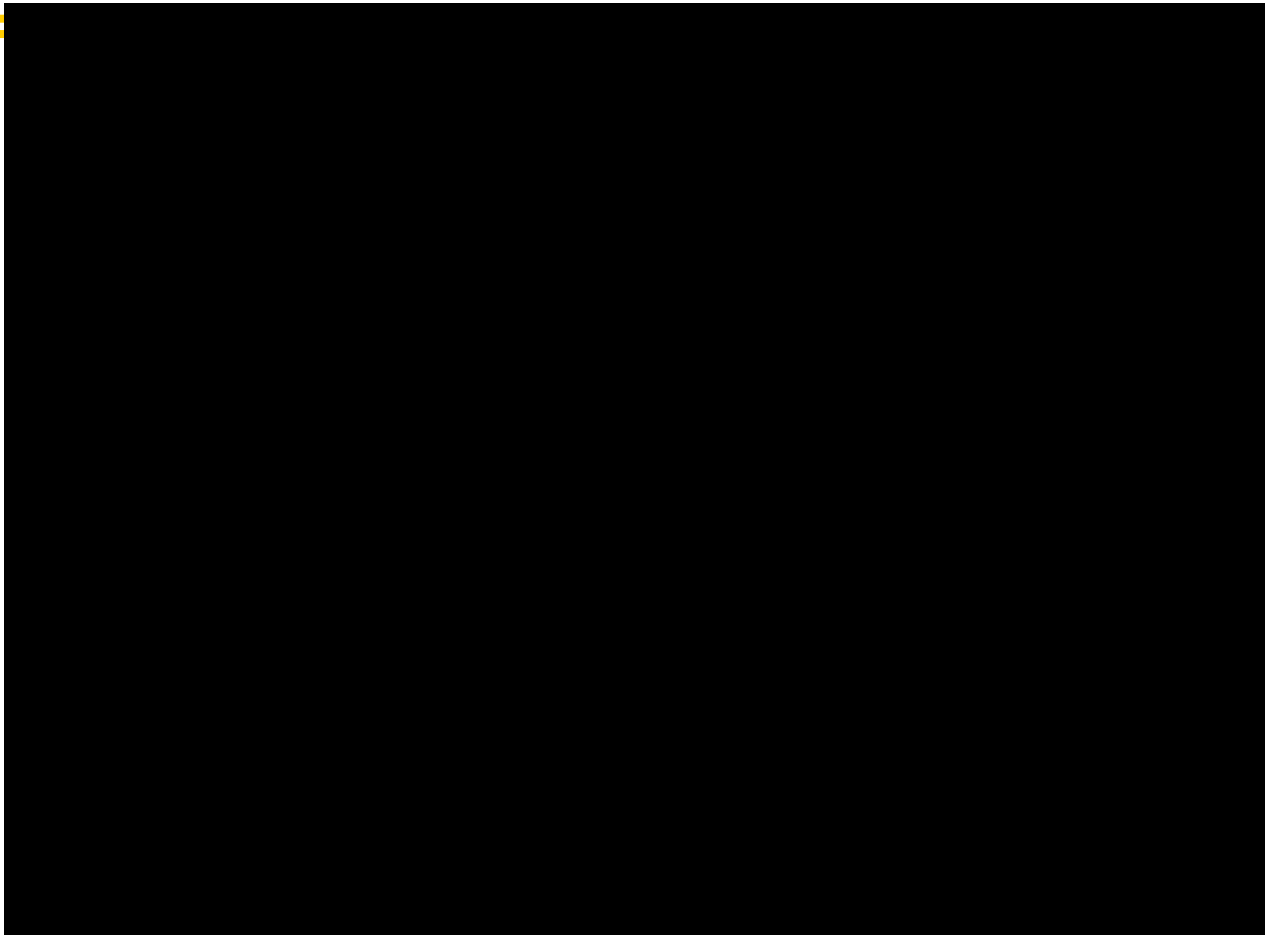

IATA

AVIATION
SECURITY
INTERNATIONAL


TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

- You may feel some how different



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 