

**Number of complaints received by the Airport Authority  
about neglect of duty by airport security guards**

Year	Number of complaints received by the Airport Authority
2011	0
2012	0
2013 (as at 31 October 2013)	3 (Note)

Note: All three cases are anonymous complaints about airport security guards using mobile phones while on duty. The Airport Authority has referred these cases to the Aviation Security Company Limited for follow-up actions.