



World Food Programme

Fighting Hunger Worldwide

Aviation Emergency Response Training

Kathmandu

Feb. 2016

Part 1

Introduction

*NO AIRLINE IS EVER
IMMUNE TO AN
ACCIDENT*

*NO ONE CAN PLAN IN A
MOMENT*

Course Structure

Course Structure

- **Day One**
 - **Introduction**
 - **legal Issues (Part 2),**
 - **Manual Content & Individual Responsibilities (Part 4)**
 - **ERP as part of SMS Frame work (Part 3),**
 - **ERP Priorities & Challenges**

Course Structure

- **Day Two**
 - **Introduction (SEC & DSP)**
 - **Manual Content & Individual Responsibilities (Part 4)**
 - **On-Site Post-Accident Organization & Go Teams (Part 5)**
 - **Humanitarian Response (Part 6)**

Part 2

Legal Issues and Basic Requirements

IATA Standards
IOSA Requirements

*ORG, FLT, DSP, CAB,
MNT, CGO, GRH, SEC*

4 Emergency Response

4.1 Emergency Response Plan

ORG 4.1.1 The Operator shall have a corporate emergency response plan (ERP) for the central management and coordination of all activities should it be necessary to respond to a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of operations.

An emergency (or crisis) response plan is based upon an assessment of risk appropriate to the size and type of operations, and includes consideration of a major aircraft accident and other potential aircraft and/or non-aircraft events that would require a full corporate emergency response.

In some states, emergency or crisis response is assumed by a governmental authority rather than by the operator. In such case, an emergency response plan focuses on and addresses interaction with and/or participation in the governmental response to an emergency or crisis.

Effective ERP (1)

Includes:

- Industry best practices, and
- Ensures community expectations are addressed.

Additionally, an ERP (2)

- Specifies general conditions for implementation
- Provides a frame work for an orderly implementation
- Ensures proper coordination with external entities at all potential locations
- Addresses all potential aspects of an event, including casualties

Additionally, an ERP (3)

- Ensures regulatory requirements associated with specific events are satisfied
- Provides a scenario for the transition back to normal operations
- Ensures regular practice exercises as a means to achieve continual improvement

ORG 4.1.2

The Operator shall have a designated manager with appropriate qualifications and authority to manage and be responsible for the development, implementation and maintenance of the corporate ERP.

The exact title of the manager designated as responsible for the corporate ERP may vary depending on the organization.

In order to manage a corporate ERP, an individual's qualifications would typically include training and background experience that ensures the requisite knowledge in emergency response principles.

Such experience and knowledge is necessary, even though various ERP functions are typically delegated to designated personnel throughout the management system.

ORG 4.1.3

If the Operator has individual departmental or station emergency response plans within the organization, the Operator shall ensure such individual plans are coordinated with the overall corporate emergency response plan under the ERP manager.

Certain operational departments might have individual ERPs, especially where departments are located remotely (e.g. maintenance or cargo).

Station ERPs might be individually tailored to meet varying requirements at each station.

Coordination is always required to ensure each individual ERP within an operator's organization contains or addresses the applicable common elements of the corporate ERP.

ORG 4.1.4

The Operator shall ensure the ERP as specified in ORG 4.1.1 includes provisions for the appropriate coordination with the emergency response plans of other applicable organizations relevant to the particular event or crisis.

An ERP typically defines

- Coordination procedures for action by key personnel
- External entities that will interact with the organization during emergency situations
- ERPs of external entities that will require coordination
- Method(s) of establishing coordination with external ERPs. Expanded guidance may be found in the ICAO SMM Document 9859.

Handling the Incident

The Four C's

Communication,

Co-ordination

Command and

Control

ORG 4.1.10

The Operator shall have a process in the ERP to provide an accurate manifest to the appropriate authorities in the event of an aircraft accident. Such manifest shall list crewmembers, passengers and cargo, to include dangerous goods.

ORG 4.1.12

The Operator shall have published procedures and assigned responsibilities to ensure a coordinated execution of the corporate ERP.

ORG 4.1.12 Cont'd

Personnel are typically assigned with specific responsibilities through-out the organization for the implementation of procedures associated with the ERP. Such responsibilities and procedures might include:

- **Assemblage of required personnel**
- **Travel arrangements**
- **Provision of facilities, equipment and other resources**
- **Humanitarian and other assistance to individuals involved**
- **Management of continuing normal operations**
- **Control of areas impacted by the event**
- **Liaison with relevant authorities and other external entities**

The following areas would normally be considered in developing plans for liaison with external entities associated with any event:

- Fire • Police • Ambulance • Coastguard and other rescue agencies • Hospitals and other medical facilities • Medical specialists • Civil aviation or defense agencies • Poison control centers • Chemical or radiation specialists • Environmental agencies • Insurance companies.

Additionally, contact and arrangements are typically made with certain operational business partners, including code share and wet lease operators.

Emergency response planning is an element of the Safety Policy and Objectives component of the SMS framework.

Part 3

ERP as part of SMS Framework

COMPONENT 1.0 SAFETY POLICY AND OBJECTIVES

ELEMENT 1.1 SAFETY POLICY

ELEMENT 1.2 MANAGEMENT COMMITMENT AND SAFETY ACCOUNTABILITIES

ELEMENT 1.3 KEY SAFETY PERSONNEL

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

ELEMENT 1.5 SMS DOCUMENTATION AND RECORDS

COMPONENT 2.0 SAFETY RISK MANAGEMENT (SRM)

ELEMENT 2.1 HAZARD IDENTIFICATION AND ANALYSIS

PROCESS 2.1.1 SYSTEM DESCRIPTION AND TASK ANALYSIS

PROCESS 2.1.2 IDENTIFY HAZARDS

ELEMENT 2.2 RISK ASSESSMENT AND CONTROL

PROCESS 2.2.1 ANALYZE SAFETY RISK

PROCESS 2.2.2 ASSESS SAFETY RISK

PROCESS 2.2.3 CONTROL/MITIGATE SAFETY RISK

COMPONENT 3.0 SAFETY ASSURANCE

ELEMENT 3.1 SAFETY PERFORMANCE MONITORING AND MEASUREMENT

PROCESS 3.1.1 CONTINUOUS MONITORING

PROCESS 3.1.2 INTERNAL AUDITS BY OPERATIONAL DEPARTMENTS

PROCESS 3.1.3 INTERNAL EVALUATION

PROCESS 3.1.4 EXTERNAL AUDITING OF THE SMS

PROCESS 3.1.5 INVESTIGATION

PROCESS 3.1.6 EMPLOYEE REPORTING AND FEEDBACK SYSTEM

PROCESS 3.1.7 ANALYSIS OF DATA

PROCESS 3.1.8 SYSTEM ASSESSMENT

ELEMENT 3.2 MANAGEMENT OF CHANGE

ELEMENT 3.3 CONTINUOUS IMPROVEMENT

PROCESS 3.3.1 PREVENTIVE/CORRECTIVE ACTION

PROCESS 3.3.2 MANAGEMENT REVIEW

COMPONENT 4.0 SAFETY PROMOTION

ELEMENT 4.1 COMPETENCIES AND TRAINING

PROCESS 4.1.1 PERSONNEL EXPECTATIONS (COMPETENCE)

PROCESS 4.1.2 TRAINING

ELEMENT 4.2 COMMUNICATION AND AWARENESS

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

a. Performance Objective

The organization will develop and implement procedures that it will follow in the event of an accident, incident or operational emergency to mitigate the effects of these events.

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

b. Design Expectations

The organization will establish procedures to:

- (1) Identify hazards that have potential for accidents, incidents or operational emergencies;
- (2) Coordinate and plan the organization's response to accidents, incidents or operational emergencies; and
- (3) Execute periodic exercises of the organization's response.

Emergency Response Priorities

Emergency Response Priorities

- 1. Search and Rescue of Survivors**
- 2. Care and assistance of Family Members and Survivors**
- 3. Search and Retrieval of Fatalities**
- 4. Cooperation with the Ensuing Accident Investigation and other Regulatory Requirements**
- 5. Resumption of Normal Airport Operations**

Challenges

Challenges

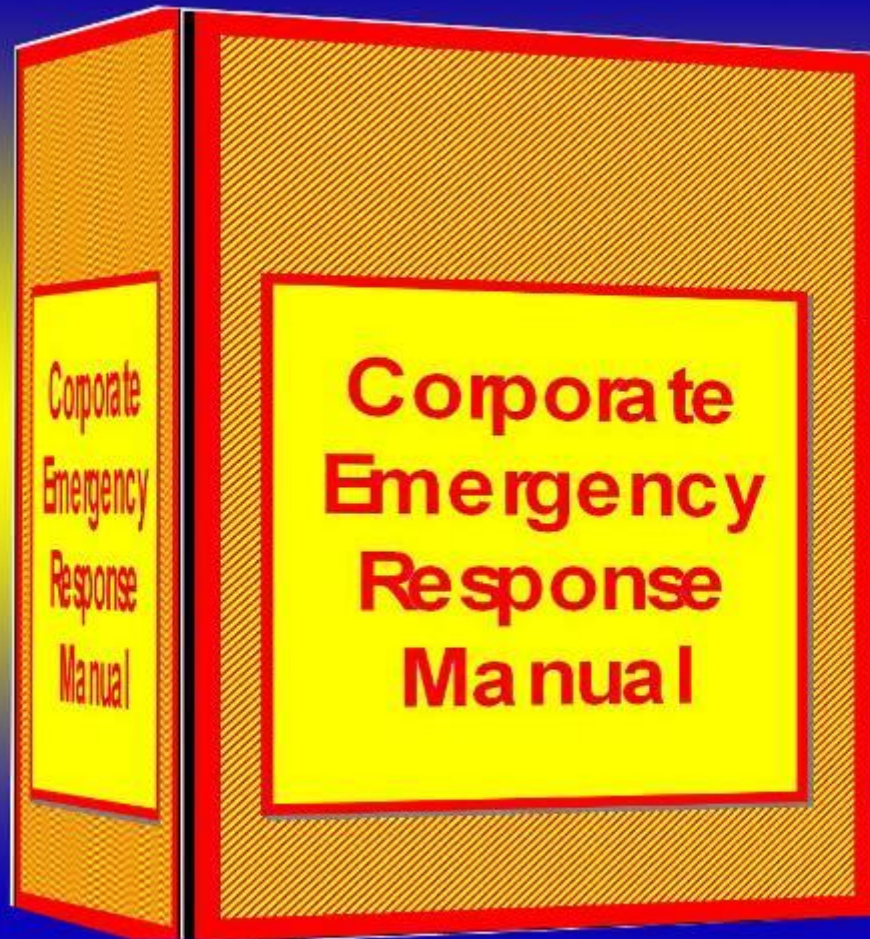
- Instant and overwhelming media attention
- Tens of thousands of telephone calls
- Influx of distressed and traumatised family members
- Involvement of multiple agencies and authorities
- Recovery and return of personal effects
- Re-integration of traumatised employees

Challenges

- Technical investigation
- Legal settlements/civil litigation
- Possibility criminal proceedings or regulatory action
- Responding on behalf of others
- Memorial ceremonies
- Disposition of the human remains
- Protecting reputation & brand

Thank You
End of this session

Emergency Response Manual



**WHO does WHAT, WHERE, HOW
and WHY**

AIRLINE

**Corporate
Emergency
Response
Manual**

If ANYTHING happens which COULD affect
the AIRLINE

Contact

Operations Control!

Operation Control's 24 hour Contact
Numbers

(0)46 675-XXXX

(0)46 675-XXXX

(0)46 675-XXXX

Country Code: +XXX

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Quick Reference

1. Introduction

2. Procedures for Specific Categories

Appendices

- A1. Guidelines for a Local Emergency Response Plan
- A2. Checklists
- A3. Forms
- A4. Contact Lists

PART 2 *Local Customised Emergency Plans*

INTRODUCTION

This is the **CORPORATE EMERGENCY RESPONSE MANUAL**. The **CORPORATE EMERGENCY RESPONSE MANUAL** is designed to assist company personnel in fulfilling the responsibilities of the company and in responding to major and catastrophic accidents in the most rapid way possible. The aim is to establish recommended guidelines and procedures for an incident / accident or emergency. It makes no attempt to include all of the emergency response procedures that may be required for any given situation.

INTRODUCTION

This is an evolving document and no claim is made to have covered all foreseeable emergency situations. It is, however, seen as a document, which needs constant review, up dating and amendment in line with the dynamic changes within our company and the airline industry. It is a document, which needs to be regularly put to the test to ensure its effectiveness.

INTRODUCTION

The company's response to an incident / accident is dependent upon an inordinate number of variables and it is necessary for those directly involved to exercise initiative, common-sense and flexibility in their response and subsequent actions as the situation surrounding the incident develops. This will often place enormous strain upon staff and it is essential that staff at all levels work together, patiently and with utmost co-operation with the common goal of drawing the incident / accident or emergency to a satisfactory conclusion.

INTRODUCTION

The AIM of these procedures is to provide effective, comprehensive contingency plans and procedures that will enable the AIRLINE to have the emergency response capabilities to respond to, contain and manage to a satisfactory conclusion, any emergency that it might face.

INTRODUCTION

The objectives of these procedures are to:

- Activate the AIRLINE EMERGENCY OPERATIONS CENTRE with the appropriate management and staffing.
- Ensure the swift assessment and activation of appropriate responses.
- Ensure the welfare of passengers, crew, staff and relatives are provided for.

INTRODUCTION

The objectives of these procedures are to:

- Ensure a co-ordinated and co-operative liaison with local responding authorities.
- Ensure that all other company operations continue as normally as possible throughout the duration of the emergency.
- Ensure that all company operations return to normal as soon as possible.

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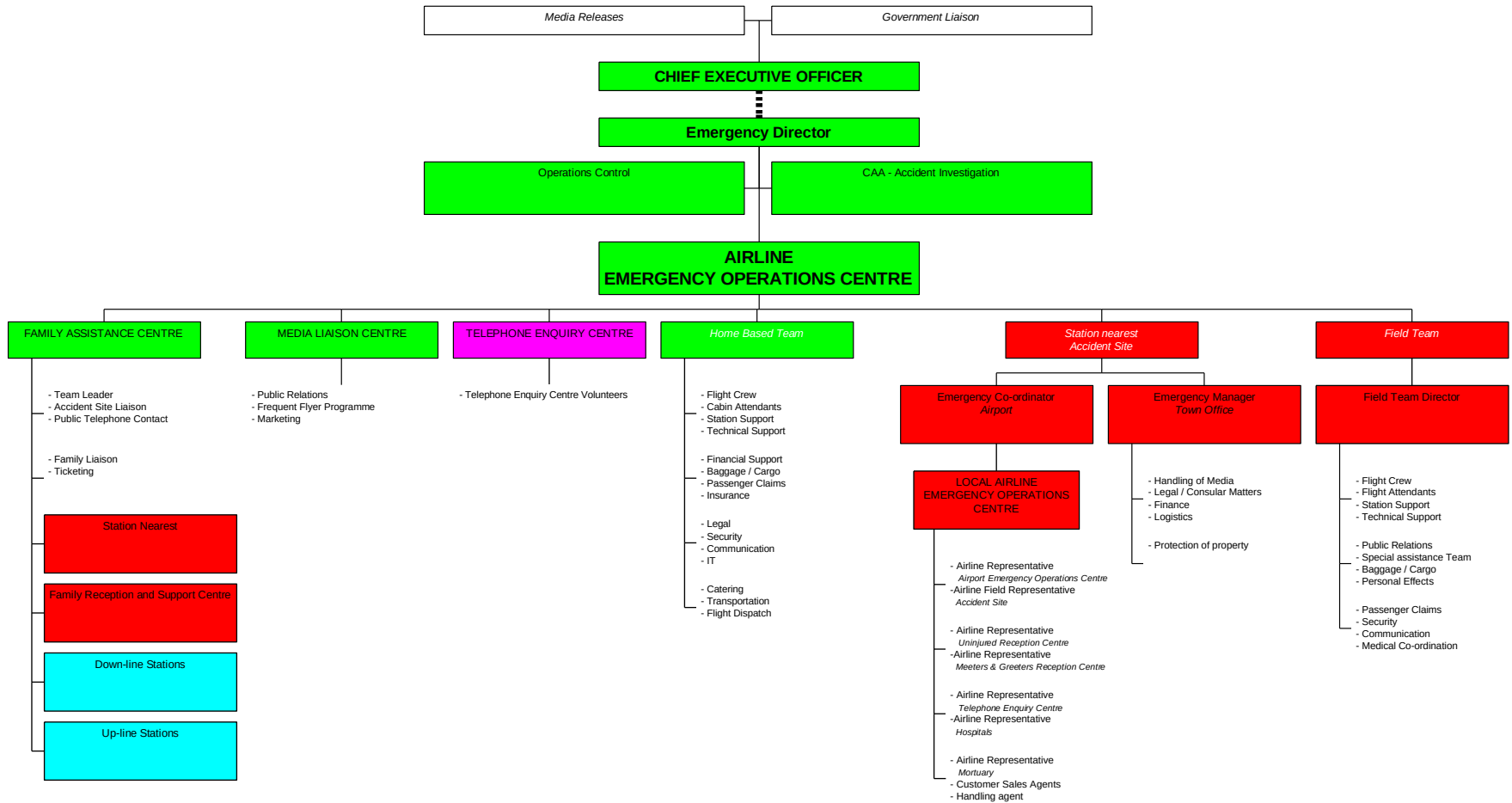
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Emergency Response Team



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PART 2 *Local Customised Emergency Plans*

Aircraft Accident

Aircraft Hijack

Disastrous Accident

Emergency Director

Emergency Manager

Family Reception and Support Centre

Field Team Director

Special Assistance Team

Telephone Enquiry Centre

Uninjured Reception Centre

DEFINITIONS

Aircraft Accident

Aircraft Hijack

Disastrous Accident

Emergency Director

Emergency Manager

Family Reception and Support Centre

Field Team Director

Special Assistance Team

Telephone Enquiry Centre

Uninjured Reception Centre

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PART 2 *Local Customised Emergency Plans*

Department & Key Individual Responsibilities

Chief Executive Officer

No fixed position in the Airline Emergency Operations Centre

Briefed by the Airline Emergency Operations Centre

Responsible for direct liaison with government cabinet members, etc.

Department & Key Individual Responsibilities

Chief Executive Officer

Will issue public statements and speak with the media

Will speak to the families at the Family Support and Reception Centre

Department & Key Individual Responsibilities

Emergency Director

Verify assessment and obtain all available information concerning the accident / incident

Ensure that all key personnel have been contacted in accordance with the relevant Alarm Notification checklist

Department & Key Individual Responsibilities

Emergency Director

Ensure that the all required departments are represented in the Airline Emergency Operations Centre

Obtain status report from Emergency Manager and/or Emergency Coordinator

Department & Key Individual Responsibilities

Emergency Director

Brief personnel in Airline Emergency Operations Centre

Ensure Initial Information message sent to all Regional, Area and Airport Managers

Ensure Initial Holding Statement is issued

Ensure that contact details for all activated Telephone Enquiry Centres are included in statement

Department & Key Individual Responsibilities

Emergency Director

**Oversee and coordinate activities in the Airline
Emergency Operations Centre / Family Assistance
Centre / Media Liaison Centre**

**Activate the On Site Organisation / Family Assistance /
Victim Identification / Personal Effects Go Team**

Department & Key Individual Responsibilities

Emergency Director

As required, stop proceedings in the Airline Emergency Operations Centre to enable all representatives to update the Centre on progress and to set priorities

Arrange roster for Emergency Director in the Airline Emergency Operations Centre

Department & Key Individual Responsibilities

Emergency Planning

Activate Airline Emergency Operations Centre

Representative in the Airline Emergency Operations Centre

Ensure that Secretariat and logistic support for the Airline Emergency Operations Centre are available

Department & Key Individual Responsibilities

Emergency Planning

Activate the Family Assistance Centre

Activate Telephone Enquiry Centres as required

**Arrange roster for Emergency Planning in the Airline
Emergency Operations Centre**

**Arrange roster for personnel manning the Family
Assistance Centre**

Department & Key Individual Responsibilities

Flight Operations

Representative in the Airline Emergency Operations Centre

Obtain details of operating crew for affected flight including family contacts from personnel records

Arrange Crew Support Special Assistance Volunteers for families of affected Flight Crew

Department & Key Individual Responsibilities

Flight Operations

Make necessary arrangements for relief flight

Provide Flight Crew for relief flight.

Activate the Accident Investigation Go Team

Arrange roster for representative for Flight Operations in the Airline Emergency Operations Centre

Department & Key Individual Responsibilities

Technical

Representative in the Airline Emergency Operations Centre

Obtain copies of the Maintenance records for the affected aircraft.

Ensure that the original records are secured.

Department & Key Individual Responsibilities

Technical

Activate Technical Go Team

Activate Aircraft Recovery Go Team. Ensure that the necessary recovery equipment is available.

Activate Technical members of the Accident Investigation Go Team

Department & Key Individual Responsibilities

Technical

Ascertain aircraft availability for relief flight

**Arrange roster for representative for Technical in the
Airline Emergency Operations Centre**

Department & Key Individual Responsibilities

Commercial

Representative in the Airline Emergency Operations Centre

Ensure that all Regional / Area / District Sales Managers are briefed

Maintain contact with Emergency Manager

Department & Key Individual Responsibilities

Commercial

Ensure that the affected flight is blocked in Reservation System

Ensure that advertising / publicity are cancelled where appropriate

Ensure approved information from Communications/Public Relations is available to all Airline public offices

Department & Key Individual Responsibilities

Commercial

Ensure that Frequent Flyer files for all affected passengers are locked out

Activate Commercial members of the On-site Organisation Go Team

Arrange roster for representative for Commercial in the Airline Emergency Operations Centre

Department & Key Individual Responsibilities

Human resources/Personnel

Representative in the Airline Emergency Operations Centre

Obtain Personnel Records as required

Ensure that adequate Flight reservation arrangements have been made for the Special Assistance Volunteers / Go teams.

Department & Key Individual Responsibilities

Human resources/Personnel

Ensure that the salaries of the Special Assistance Volunteers / Go teams are paid normally during activation

Arrange for accommodation and transport facilities

Activate Human Resources /Personnel members of the On-site Organisation Go Team

Department & Key Individual Responsibilities

Human resources/Personnel

**Arrange roster for representative for Human resources /
Personnel in the Airline Emergency Operations Centre**

Department & Key Individual Responsibilities

Cabin Crew

Representative in the Airline Emergency Operations Centre

Obtain details of operating crew for affected flight including family contacts from personnel records

Arrange Crew Support Special Assistance Volunteers for families of affected Cabin Crew

Department & Key Individual Responsibilities

Cabin Crew

Provide Cabin Crew for relief flight

Activate Cabin Crew members of the Accident Investigation Go Team

Arrange roster for representative for Cabin Crew in the Airline Emergency Operations Centre

Department & Key Individual Responsibilities

Public Relations / Communications

Representative in the Airline Emergency Operations Centre

Ensure that the Media Liaison Centre is activated and manned

Ensure that an initial holding statement is issued as soon as possible

Department & Key Individual Responsibilities

Public Relations / Communications

Arrange regular Media Conferences

Brief Chief Executive Officer prior to media conferences

**Ensure that all media statements are distributed to all
Airline offices worldwide.**

Department & Key Individual Responsibilities

Public Relations / Communications

Ensure that the Airline website is modified and kept updated

Ensure approved information is available to all Airline public offices and activated Telephone Enquiry Centres

Department & Key Individual Responsibilities

Public Relations / Communications

Activate Public Relations/Communications Go Team

Arrange roster for representative for Public Relations / Communications in the Airline Emergency Operations Centre

Arrange roster for personnel manning the Media Liaison Centre

Department & Key Individual Responsibilities

Security

Activate Security Go Team

**Ensure that badging equipment is available for the
Family Support and Reception Centre**

**Arrange roster for representative for Security in the
Airline Emergency Operations Centre**

Department & Key Individual Responsibilities

Ground Operations

Representative in the Airline Emergency Operations Centre

Establish and maintain contact with Emergency Coordinator and Local Airline Emergency Operations Centre

Ensure that the Passenger and Cargo manifest is verified as quickly as possible

Department & Key Individual Responsibilities

Ground Operations

Activate Ground Operations Go Team

**Arrange roster for representative for Ground Operations
in the Airline Emergency Operations Centre**

Department & Key Individual Responsibilities

Finance

Representative in the Airline Emergency Operations Centre

Ensure that adequate funds are made available for immediate response

Ensure that adequate funds are arranged for the Special Assistance Volunteers / Go teams

Department & Key Individual Responsibilities

Finance

Activate Finance members of the On-site Organisation Go Team

Arrange roster for representative for Finance in the Airline Emergency Operations Centre

Department & Key Individual Responsibilities

Legal

Report to Airline Emergency Operations Centre as representative of Legal, as and when required

Inform and maintain contact with Insurance Brokers

Provide legal advice to either the Chief Executive Officer or the Emergency Director as required

Department & Key Individual Responsibilities

Legal

Activate Legal members of the On-site Organisation Go Team

Department & Key Individual Responsibilities

Information Technology

Report to Airline Emergency Operations Centre as representative of Information Technology, as and when required

Ensure that the affected flight is blocked in Reservation System

Activate Information Technology members of the On-site Organisation Go Team

Department & Key Individual Responsibilities

Information Technology

Arrange adequate Computer / Telecommunication Support where required. Including access control system for the Qatar Airways Emergency Operations Centre

Ensure that the Company website is appropriately modified and updated as instructed by Public Relations / Communications

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PART 2 *Local Customised Emergency Plans*

Teams and Emergency Facilities

Airline Emergency Operations Centre

Family Assistance Centre

Telephone Enquiry Centre

Media Liaison Centre

Local Airline Emergency Operations Centre

Location

Manning

Responsibilities

Thank you



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Fighting Hunger Worldwide

Aviation Emergency Response Training

Kathmandu

Feb. 2016

Part 2

Legal Issues and Basic Requirements

IATA Standards
IOSA Requirements

*ORG, FLT, DSP, CAB,
MNT, CGO, GRH, SEC*

Contingency Planning SEC 4.2.1

The Operator shall have a contingency plan that provides for a comprehensive and managed response to aviation security incidents.

Objective

The primary objective of a contingency plan is the protection of life and property and the resumption of normal operations.

Secondary Objective

The secondary objective is “*investigation*” in order to determine if the crisis was an accident or a crime

Emergency Response DSP 3.7.1

If the Operator conducts international flights with aircraft that have emergency and survival equipment on board, the Operator shall ensure the availability of information for immediate communication to rescue coordination centers that describes such equipment, to include, as applicable:

- (i) The number, color and type of life saving rafts
- (ii) Details of emergency medical and water supplies
- (iii) Type and frequencies of the emergency portable radio equipment

Emergency Response DSP 3.7.1

The intent of this provision is for an operator to have published information that describes the emergency and survival equipment carried on board aircraft engaged in international operations, and to have such information readily available when necessary for immediate communication to search and rescue facilities.

Thank You

Legal Issues

Legal Issues

Legislation pertaining to the handling of disaster vary from country to country

Legal Issues

***Be aware of any Legislation
pertaining to the handling of
disaster in the country in
which you are based***

Legal Issues

ICAO

Legal Issues

ICAO Annexes

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Annex 2	Rules of the Air
Annex 3	Meteorological Service for International Air Navigation
Annex 4	Aeronautical Charts
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Annex 11	Air Traffic Services
Annex 12	Search and Rescue
Annex 13	Aircraft Accident and Incident Investigation
Annex 14	Aerodromes
Annex 15	Aeronautical Information Services
Annex 16	Environmental Protection
Annex 17	Security: Safeguarding International Civil Aviation Against Acts of Unlawful Interference
Annex 18	The Safe Transport of Dangerous Goods by Air

Legal Issues

ICAO Annexes

Annex 12

Search and Rescue

Annex 13

Aircraft Accident and Incident
Investigation

Annex 14

Aerodromes

Legal Issues

ICAO Annex 12 – Search and Rescue

Details the organization and cooperative principles appropriate to effective Search and Rescue operations, outlines required necessary preparatory measures and sets forth proper operating procedures for Search and Rescue services in actual emergencies.

Legal Issues

ICAO Annex 12 – Search and Rescue

The requirement for States to provide Search and Rescue services within their territories and over those portions of the high seas or areas of undetermined sovereignty as determined

Legal Issues

ICAO Annex 12 – Search and Rescue

Provisions concerning equipment requirements of rescue units reflect the need to give adequate assistance at the scene of accidents, due regard being given to the number of passengers involved.

Legal Issues

ICAO Annex 12 – Search and Rescue

Cooperation between the Search and Rescue services of neighboring States is essential to the efficient conduct of Search and Rescue operations.

Legal Issues

ICAO Annex 12 – Search and Rescue

Three distinct phases categorize emergency situations.

The first is the "Uncertainty Phase" which is commonly declared when radio contact has been lost with an aircraft and cannot be re-established or when an aircraft fails to arrive at its destination. During this phase the Rescue Coordination Centre (RCC) concerned may be activated. The RCC collects and evaluates reports and data pertaining to the subject aircraft.

Legal Issues

ICAO Annex 12 – Search and Rescue

Depending on the situation, the uncertainty phase may develop into an "Alert Phase", at which time the RCC alerts appropriate Search and Rescue units and initiates further action.

Legal Issues

ICAO Annex 12 – Search and Rescue

The "Distress Phase" is declared when there is reasonable certainty that an aircraft is in distress. In this phase, the RCC is responsible for taking action to assist the aircraft and to determine its location as rapidly as possible. In compliance with a predetermined set of procedures, the aircraft operator, State of Registry, air traffic services units concerned, adjacent RCCs and appropriate accident investigation authorities are informed; a plan for the conduct of the search and rescue operation is drawn up and its execution is coordinated.

ICAO Annex 13 – Aircraft Accident & Incident Investigation

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

The causes of an aircraft accident or serious incident must be identified in order to prevent repeated occurrences. The identification of causal factors is best accomplished through a properly conducted investigation.

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

The protection of evidence and the responsibility of the State of Occurrence for the custody and removal of the aircraft. It also defines how that State must handle requests for participation in the investigation from other States.

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

Responsibility for an investigation belongs to the State in which the accident or incident occurred. That State usually conducts the investigation, but it may delegate all or part of the investigation to another State. If the occurrence takes place outside the territory of any State, the State of Registry has the responsibility to conduct the investigation.

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

States of Registry, Operator, Design and Manufacture who participate in an investigation are entitled to appoint an accredited representative to take part in the investigation.

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

The investigation process includes the gathering, recording and analysis of all relevant information; the determination of the causes; formulating appropriate safety recommendations and the completion of the final report.

Legal Issues

ICAO Annex 13 – Aircraft Accident & Incident Investigation

The final chapter of Annex 13 deals with accident prevention measures. The provisions in this chapter cover incident reporting systems, both mandatory and voluntary, and the necessity for a non-punitive environment for the voluntary reporting of safety hazards. This chapter then addresses database systems and a means to analyze the safety data contained in such databases in order to determine any preventive actions required. Finally, it recommends that States promote the establishment of safety information sharing networks to facilitate the free exchange of information on actual and potential safety deficiencies. The processes outlined in this chapter form part of a safety management system aimed at reducing the number of accidents and serious incidents worldwide.

ICAO Annex 14 – Aerodromes

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Of critical importance to the operation of any airport is the rescue and fire fighting service which all international airports are required to have. The Annex sets forth the agents to be used, their amounts and the time limits in which they must be delivered to the scene of an aircraft accident.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

An aerodrome emergency plan shall be established at an aerodrome, commensurate with the aircraft operations and other activities conducted at the aerodrome.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The aerodrome emergency plan shall provide for the coordination of the actions to be taken in an emergency occurring at an aerodrome or in its vicinity.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The plan shall coordinate the response or participation of all existing agencies which, in the opinion of the appropriate authority, could be of assistance in responding to an emergency.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The aerodrome emergency plan document should include at least the following:

- a) Types of emergencies planned for
- b) Agencies involved in the plan
- c) Responsibility and role of each agency, the emergency operations centre and the command post, for each type of emergency

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The aerodrome emergency plan document should include at least the following:

- d) Information on names and telephone numbers of offices or people to be contacted in the case of
 - a Particular emergency
- e) A grid map of the aerodrome and its immediate vicinity.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

A fixed emergency operations centre and a mobile command post should be available for use during an emergency.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The emergency operations centre should be a part of the aerodrome facilities and should be responsible for the overall coordination and general direction of the response to an emergency.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The command post should be a facility capable of being moved rapidly to the site of an emergency, when required, and should undertake the local coordination of those agencies responding to the emergency.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

A person should be assigned to assume control of the emergency operations centre and, when appropriate, another person the command post.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Adequate communication systems linking the command post and the emergency operations centre with each other and with the participating agencies should be provided in accordance with the plan and consistent with the particular requirements of the aerodrome.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Aerodrome emergency exercise

The plan shall contain procedures for periodic testing of the adequacy of the plan and for reviewing the results in order to improve its effectiveness.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Aerodrome emergency exercise

A full-scale aerodrome emergency exercise at intervals not exceeding two years

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Aerodrome emergency exercise

Partial emergency exercises in the intervening year to ensure that any deficiencies found during the full-scale aerodrome emergency exercise have been corrected

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

Aerodrome emergency exercise

All exercises to be reviewed thereafter, or after an actual emergency, so as to correct any deficiency found during such exercises or actual emergency.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The plan shall include the ready availability of and coordination with appropriate specialist rescue services to be able to respond to emergencies where an aerodrome is located close to water and/or swampy areas and where a significant portion of approach or departure operations takes place over these areas.

Legal Issues

ICAO Annex 14 – Aerodromes

Table 9-1. Aerodrome category for rescue and fire fighting

category	Aeroplane overall length	Maximum fuselage width
1	0 m up to but not including 9 m	2 m
2	9 m up to but not including 12 m	2 m
3	12 m up to but not including 18 m	3 m
4	18 m up to but not including 24 m	4 m
5	24 m up to but not including 28 m	4 m
6	28 m up to but not including 39 m	5 m
7	39 m up to but not including 49 m	5 m
8	49 m up to but not including 61 m	7 m
9	61 m up to but not including 76 m	7 m
10	76 m up to but not including 90 m	8 m

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The aerodrome category shall be based on the longest airplanes normally using the aerodrome and their fuselage width.

The Annex stipulates the number and types of equipment according to the category

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

The operational objective of the rescue and fire-fighting service shall be to achieve a response time not exceeding three minutes to any point of each operational runway, in optimum visibility and surface conditions.

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

During flight operations, sufficient trained personnel should be detailed and be readily available to ride the rescue and fire fighting vehicles and to operate the equipment at maximum capacity

Legal Issues

ICAO Annex 14 – Aerodromes

CHAPTER 9. AERODROME OPERATIONAL SERVICES, EQUIPMENT AND INSTALLATIONS

All responding rescue and fire fighting personnel shall be provided with protective clothing and respiratory equipment to enable them to perform their duties in an effective manner.

Exercises

Emergency Exercises

- > **Only way to gain practical experience**
- > **Need to treat as much as possible as the real thing**
- > **Check all interfaces**

TABLE TOP EXERCISE

This will re-emphasise the topics covered in any training and will be faced with the challenges of an incident for an airline.

This will involve class participation in facing reality and preparation for an emergency

FULL SCALE EXERCISE

All participants will have to deal with the ultimate challenge facing the airline...The loss of an aircraft and life.

The airline will put their Emergency plan into action in this scenario based exercise.

This exercise will test the airline's emergency response procedures manual and emergency response personnel to identify, if any, procedural weaknesses.

This exercise will be followed up with an after action report and debriefing session.

FULL SCALE EXERCISE

All airports must run Full Scale exercises regularly at intervals not greater than two years

The airline should take advantage of the airport exercise to fully test their own procedures and personnel preparedness and the interaction with all other organisations involved

Emergency Exercises



Debrief with action plans as important as exercise itself

Emergency Exercises

DEBRIEF

- ❖ **Prepared reports from each participating group**
- ❖ **Prepared reports from official observers**
- ❖ **Discussion**

Emergency Exercises

DEBRIEF

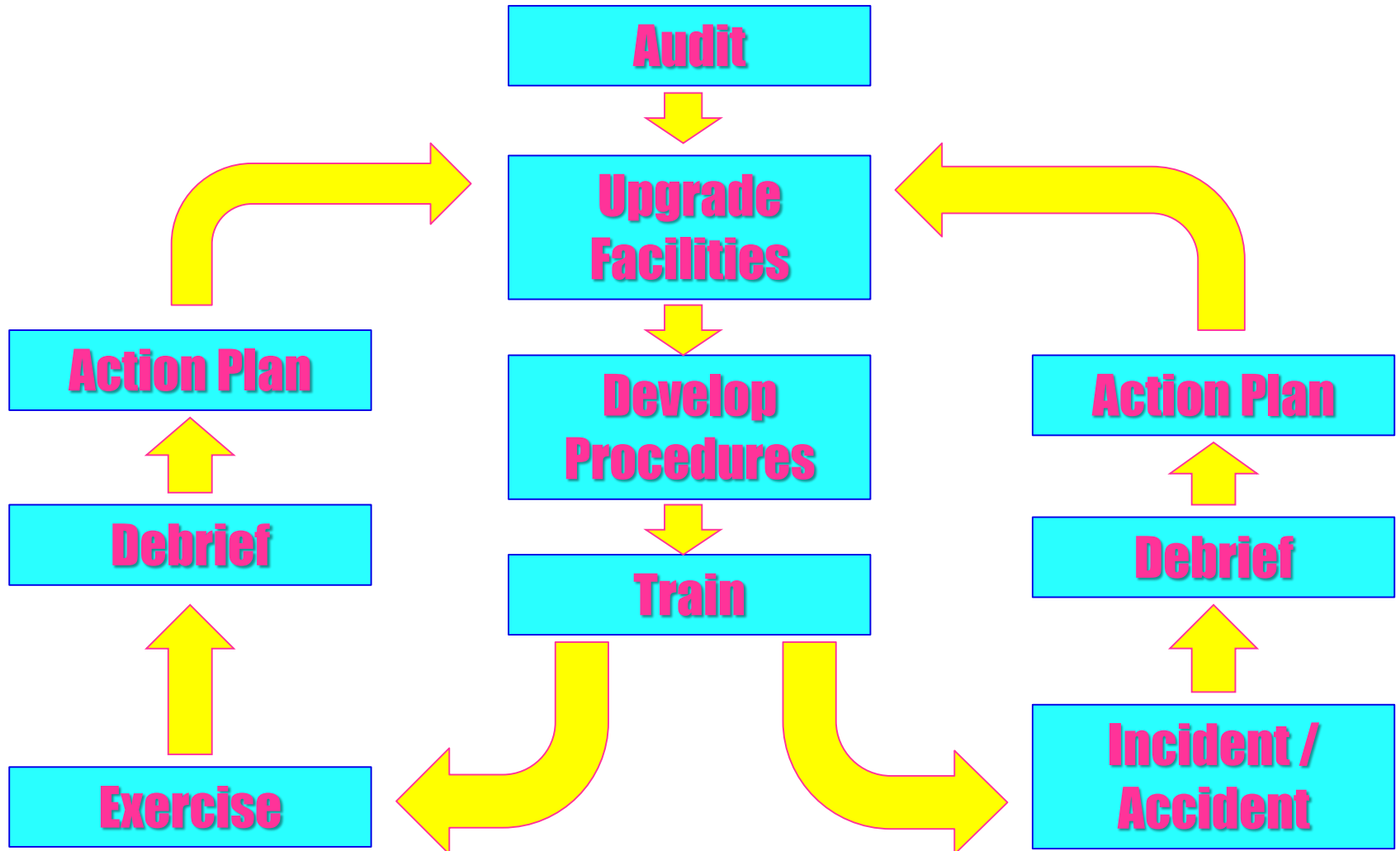


Action Plans

- Upgrade facilities
- Revise procedures
- Training
- Monitor & Feedback
- Further exercises

Response Plan Implementation

Response Plan Implementation



Response Plan Implementation

Keep the plan simple

Response Plan Implementation

Don't over elaborate

Response Plan Implementation

**Accurate and efficient Alarm
Notification Procedures**

Response Plan Implementation

Good Facilities

Response Plan Implementation

Trained Personnel

Response Plan Implementation

Be prepared to learn

Response Plan Implementation

Modify the Plan if required

Response Plan Implementation

Efficient Manual update service

Response Plan Implementation

Practice, Practice, Practice

Response Plan Implementation

- **Passengers take it for granted that the airline's personnel know what to do in an emergency**
- **All personnel should become involved**
- **THIS INVOLVEMENT COULD SAVE LIVES**

Training

- **This course is an introduction to Aviation Emergency Response**
- **Further specialised Training:**
 - **Special Assistance**
 - **Telephone Enquiry Centre**
 - **Go Teams**
 - **Crisis Communications / Media**
 - **Accident Investigation**
 - **Aircraft Recovery**

End of This Part

Legal Issues
Exercises

Response Plan Implementation

Part 3

The On-Site Post-Accident Organization and Go Teams

The On-Site Post-Accident Organization

If ANYTHING happens which COULD affect
the AIRLINE

Contact

Operations Control!

**Operation Control's 24 hour Contact
Numbers**

(0)46 675-XXXX

(0)46 675-XXXX

(0)46 675-XXXX

Country Code: +XXX



First Staff Member Aware of Accident



**Local Airline Emergency
Operations Centre**



**Airline Emergency Operations
Centre**

Handle the accident situation

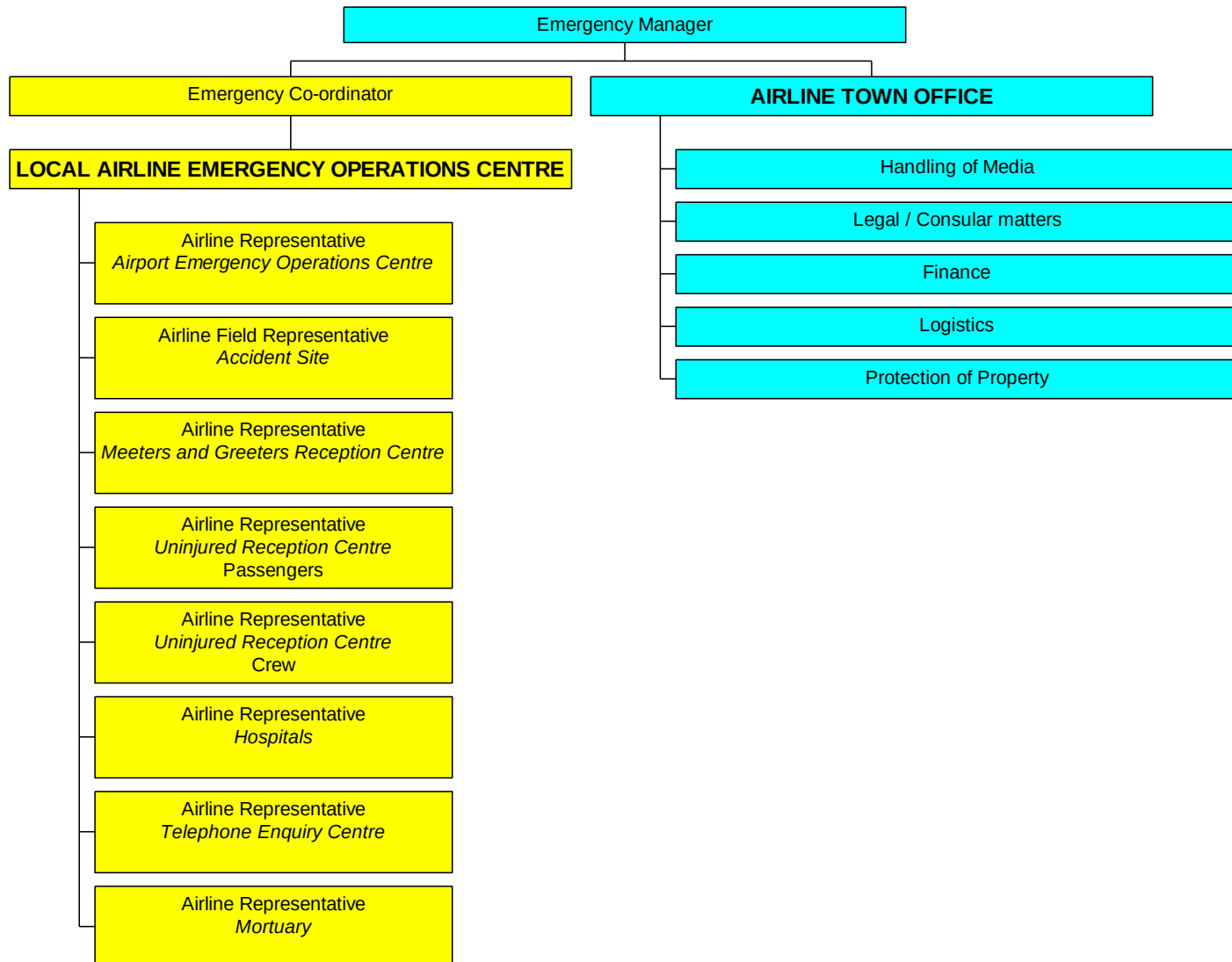


Operations Control

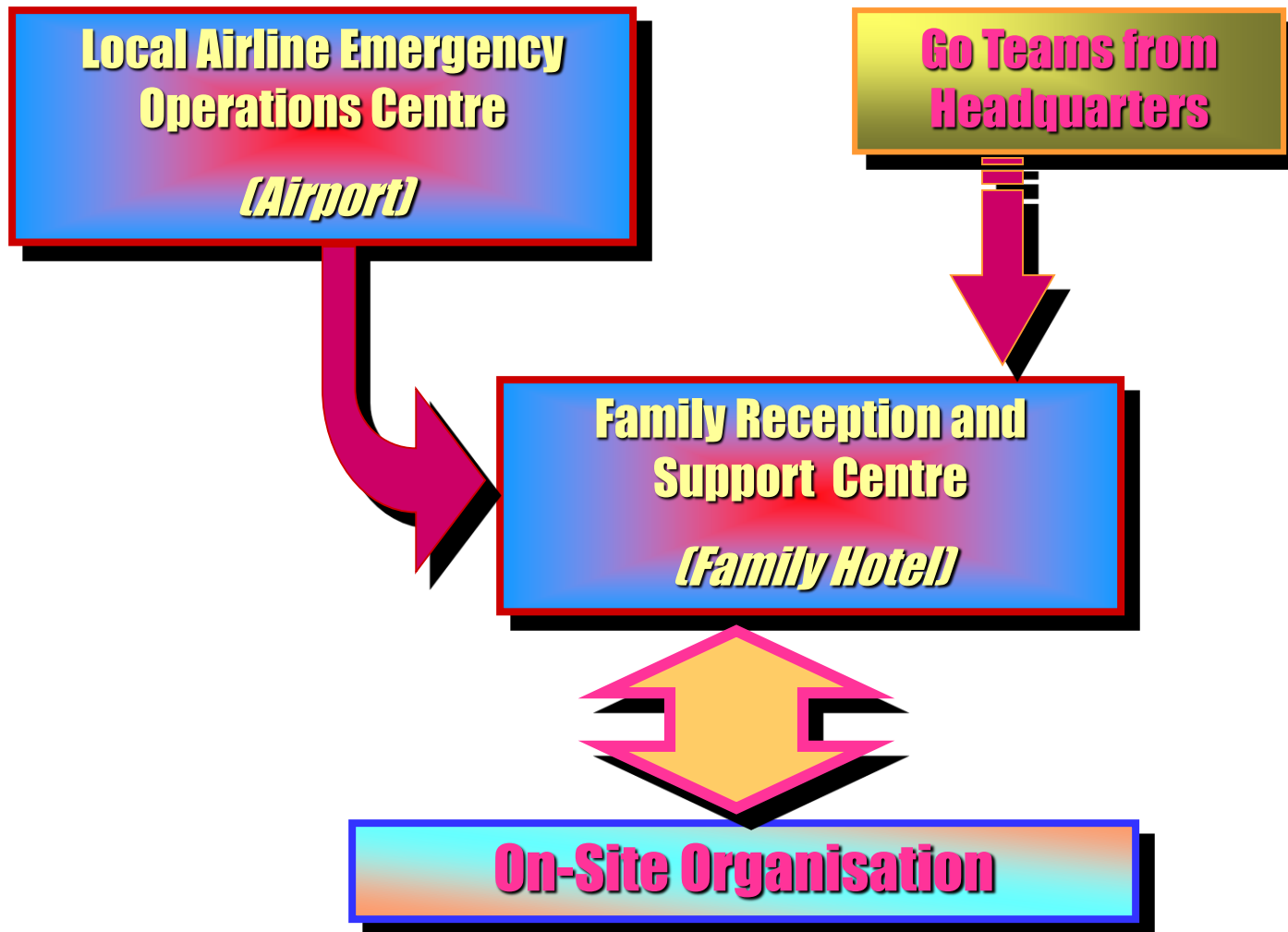


**Continue with Normal
Operation**

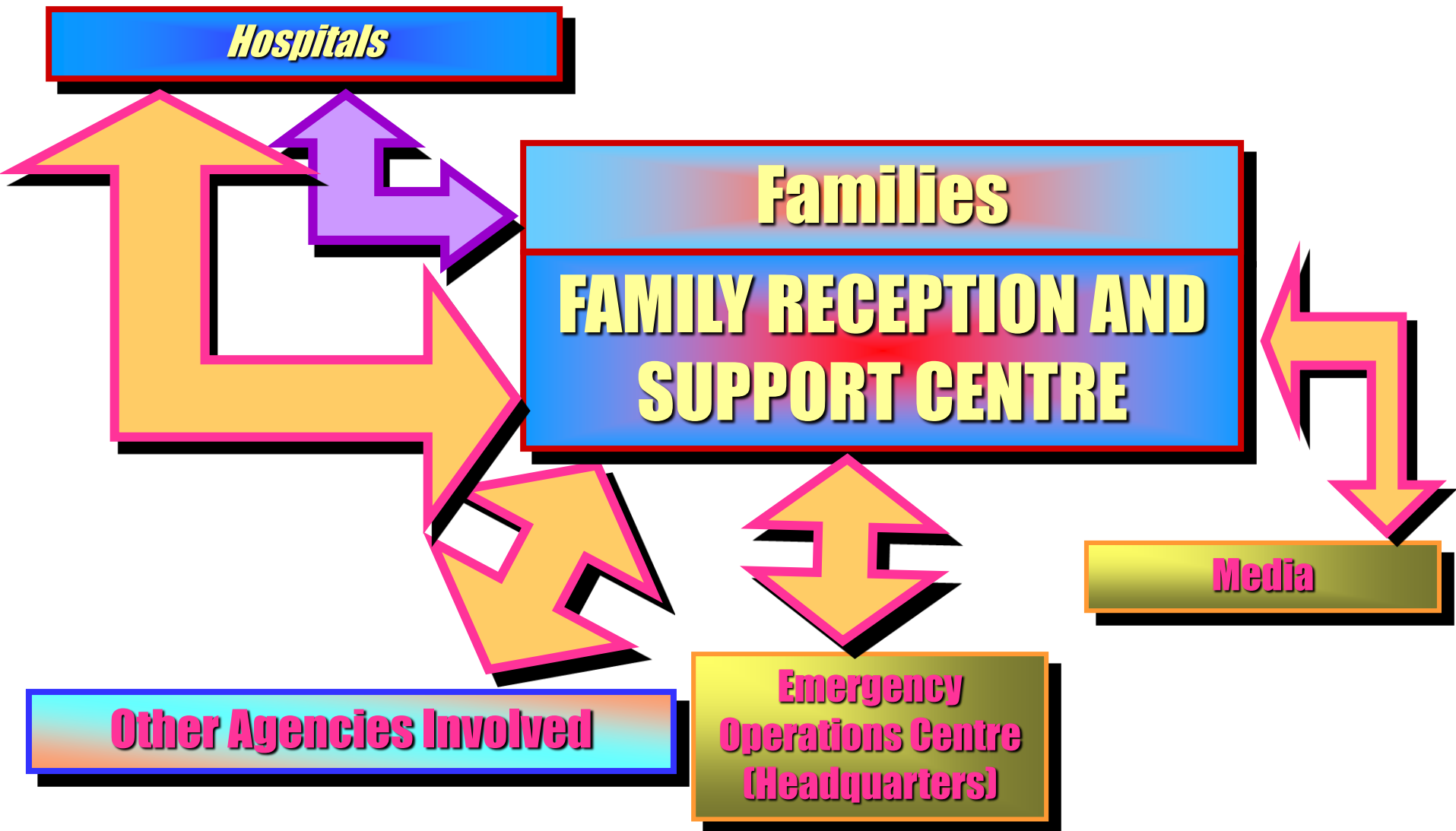
Local Emergency Response Organisation



Airline On-site Control



Family Reception and Support Centre



Family Reception and Support Centre - Prime Responsibilities

1. Care and Welfare of Survivors

- **Special Assistance Volunteers**
- **Hospitals**
- **Needs**
- **Personal Effects**
- **Information**

Family Reception and Support Centre - Prime Responsibilities

- 1. Care and Welfare of Survivors**
- 2. Care and Welfare of Families of victims**
 - Special Assistance Volunteers**
 - Transport**
 - Accommodation**
 - Initial Payment**
 - Needs**
 - Victim Identification**
 - Personal Effects**
 - Information / Briefing**

Family Reception and Support Centre - Prime Responsibilities

- 1. Care and Welfare of Survivors**
- 2. Care and Welfare of Families of victims**
- 3. Dealing with the Media**
 - Keep Media away from families and survivors**
 - Ensure families and survivors are briefed before Media**
 - Prepared statements in conjunction with other agencies**
 - No speculation**

Family Reception and Support Centre - Prime Responsibilities

- 1. Care and Welfare of Survivors**
- 2. Care and Welfare of Families of victims**
- 3. Dealing with the Media**
- 4. Working with other agencies involved**
 - Government agencies**
 - Non-Government Organisations**
 - Service Providers**
 - Accident Investigation**
 - Insurance**

Family Reception and Support Centre - Prime Responsibilities

- 1. Care and Welfare of Survivors**
- 2. Care and Welfare of Families of victims**
- 3. Dealing with the Media**
- 4. Working with other agencies involved**
- 5. Resuming normal operations**

Who is Involved?

Families

Public

Operators & Associates

Lawyers

Insurance

Who is Involved?

Authorities

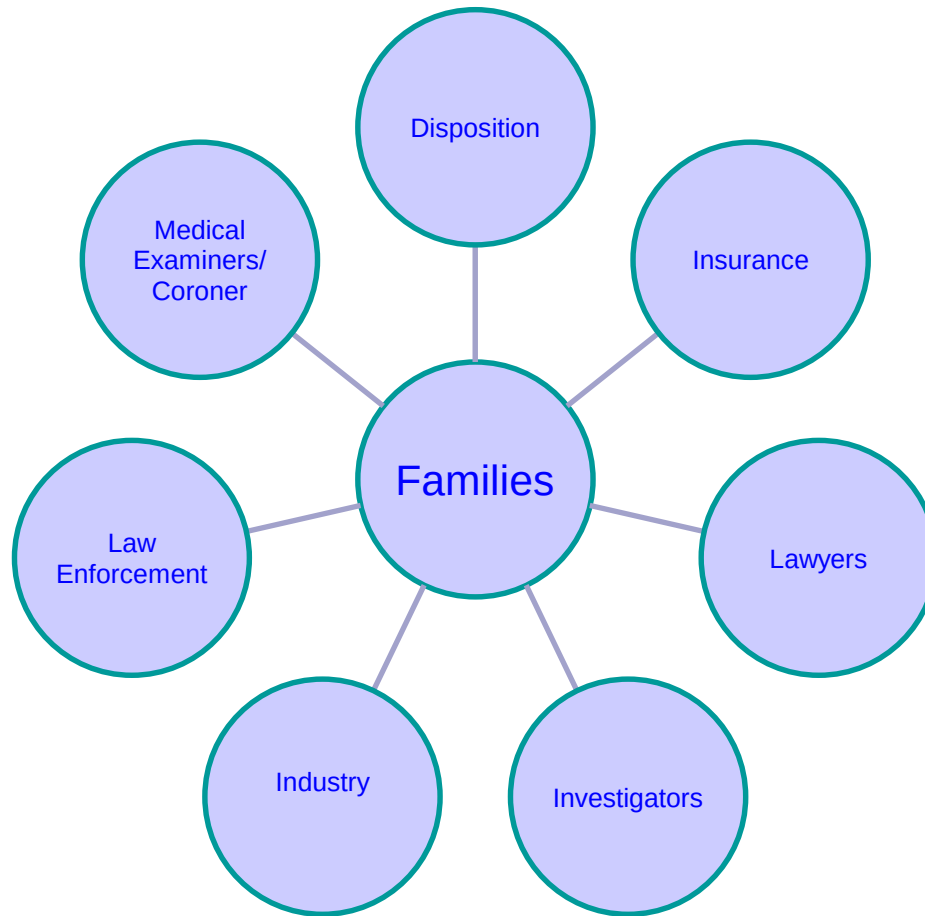
- **National/Federal**
- **State**
- **Local**
- **Foreign**

Responders

- **Volunteers**
- **Professionals**

Media

Family Communication



Special Assistance (Family Assistance)

Walking Wounded

Meet & Greet

Hospital Liaisons

Family Assistance Centre(s)

Records Collection

Non-travelling Families

Memorials & Funerals

Family Expectations

Truth

Input Into Decisions

Respect For Individual Desires

Protection

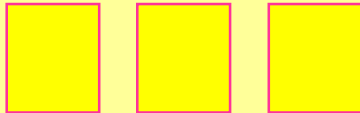
Information

Care

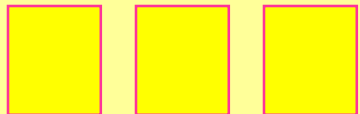
Family Support & Reception Centre

**Family
Briefing
Room**

Lounge



**Private
Briefings**



Child Care

Interfaith

Dining

**Reception
centre**

**Joint Family
Support
Operations
Centre (JFSOC)**

**Airline
Operations**

**Special
Assistance Team
Operations**

Notification of Families

- 1 Notification to Uninjured Survivors as soon as possible telephonically**
- 2. Notification of death or hospitalisation is a Police responsibility in most countries and should be done during a personal visit.**

Medium and Long Term Care of the Hospitalised

- 1. Special Assistance Team Members to undertake constant visits and assess and meet the needs of the survivors**
- 2. Progress reports to the Local Airline Emergency Operations Centre**
- 3. Keep Survivors fully informed of progress**
- 4. Funds as required**
- 5. Transport and Accommodation for Families**

Medium and Long Term Care of Families

- 1. Special Assistance Team Members to ensure close liaison with the families, assess and meet their needs**
- 2. Assist with the gathering of Victim Identification Information**
- 3. Assist with repatriation and disposal of the bodies**
- 4. Ensure that families are given every assistance necessary.**
- 5. Ensure initial payout to families to cover immediate expenses**

Medium and Long Term Care of Families

- 6. Ensure that personal effects are returned to the families after cleaning and restoration where required**
- 7. Recognise Cultural Variations**
- 8. Arrange and attend Memorial Services and Funerals**

Go Teams

Go Teams

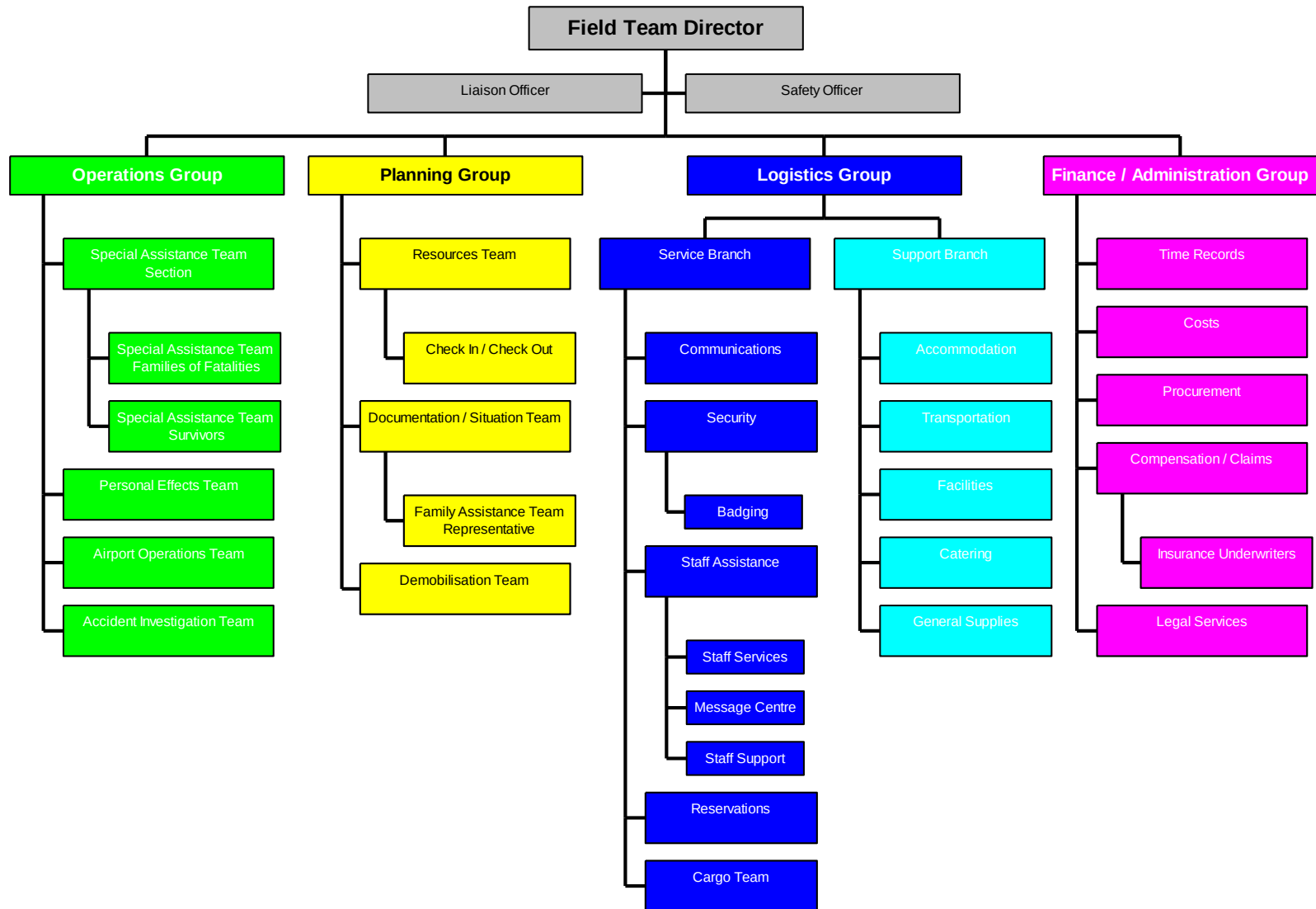
- ***On site Management Go Team***
- ***Communications Go Team***
- ***Family Assistance Go Team***
- ***Ground Operations Go Team***
- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

Go Teams

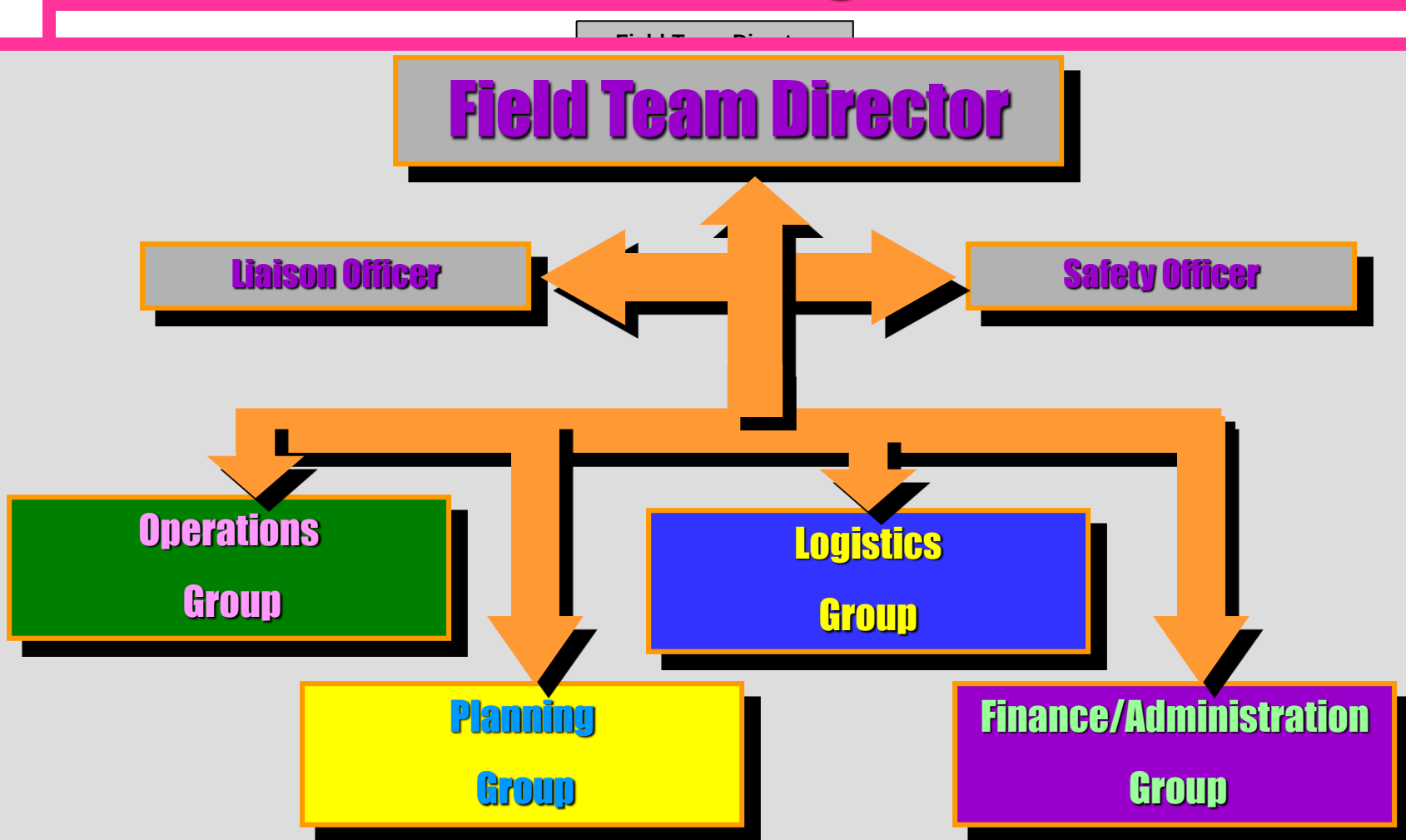
On Site Management Go Team

- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

On-Site Organisation



Airline On Site Organisation



Airline On Site Organisation

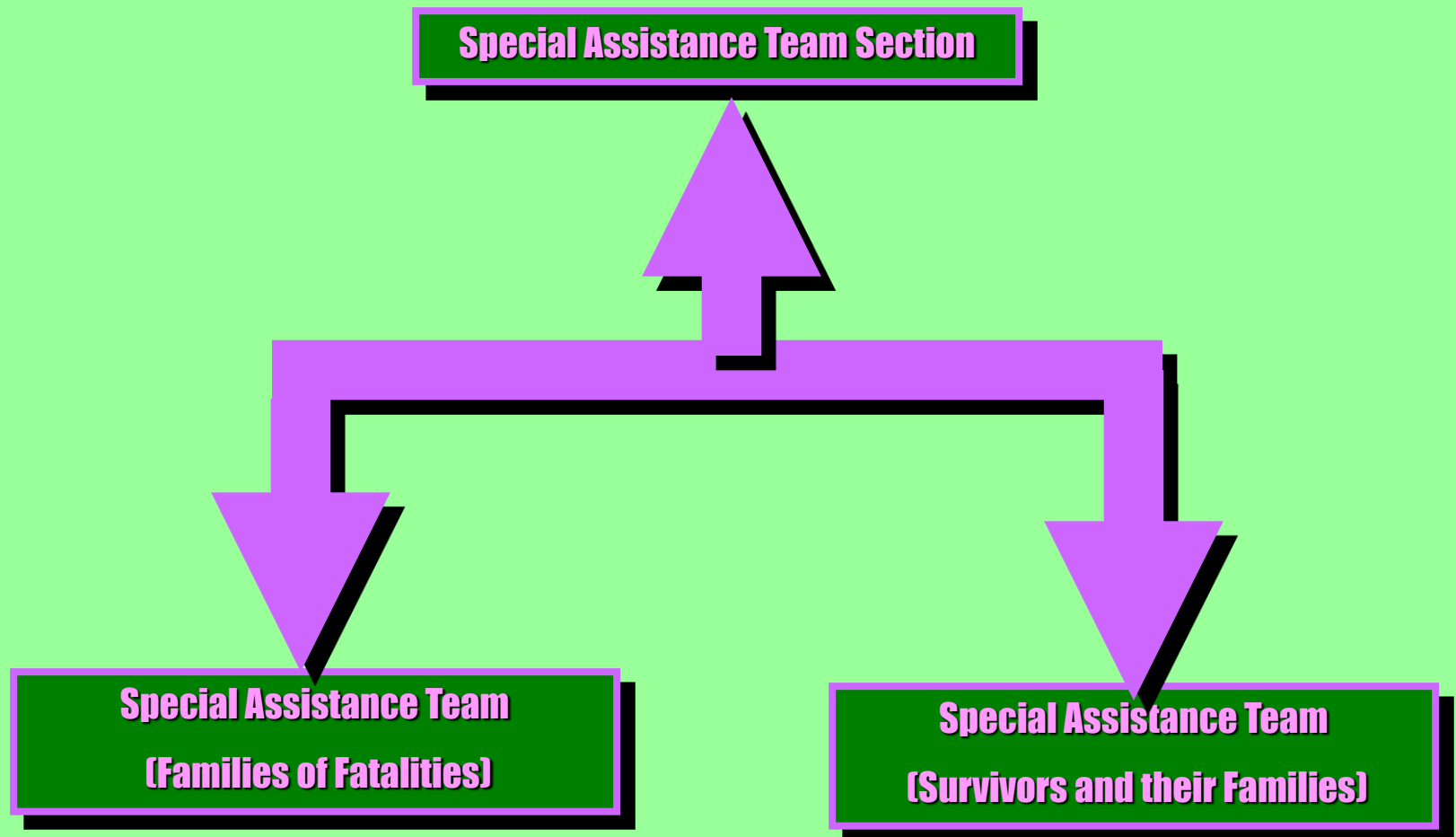
Operations Group

```
graph TD; OG[Operations Group] --> SATS[Special Assistance Team Section];
```

The diagram illustrates the organizational structure of an airline on-site. At the top is the 'Operations Group', represented by a green box with a black border. A large, light blue arrow points downwards from the 'Operations Group' to the 'Special Assistance Team Section', which is also represented by a green box with a black border. The arrow is positioned to the left of a horizontal light blue bar that spans the width of the diagram. The entire diagram is set against a light blue background with a yellow border.

**Special Assistance Team
Section**

Airline On Site Organisation



Airline On Site Organisation

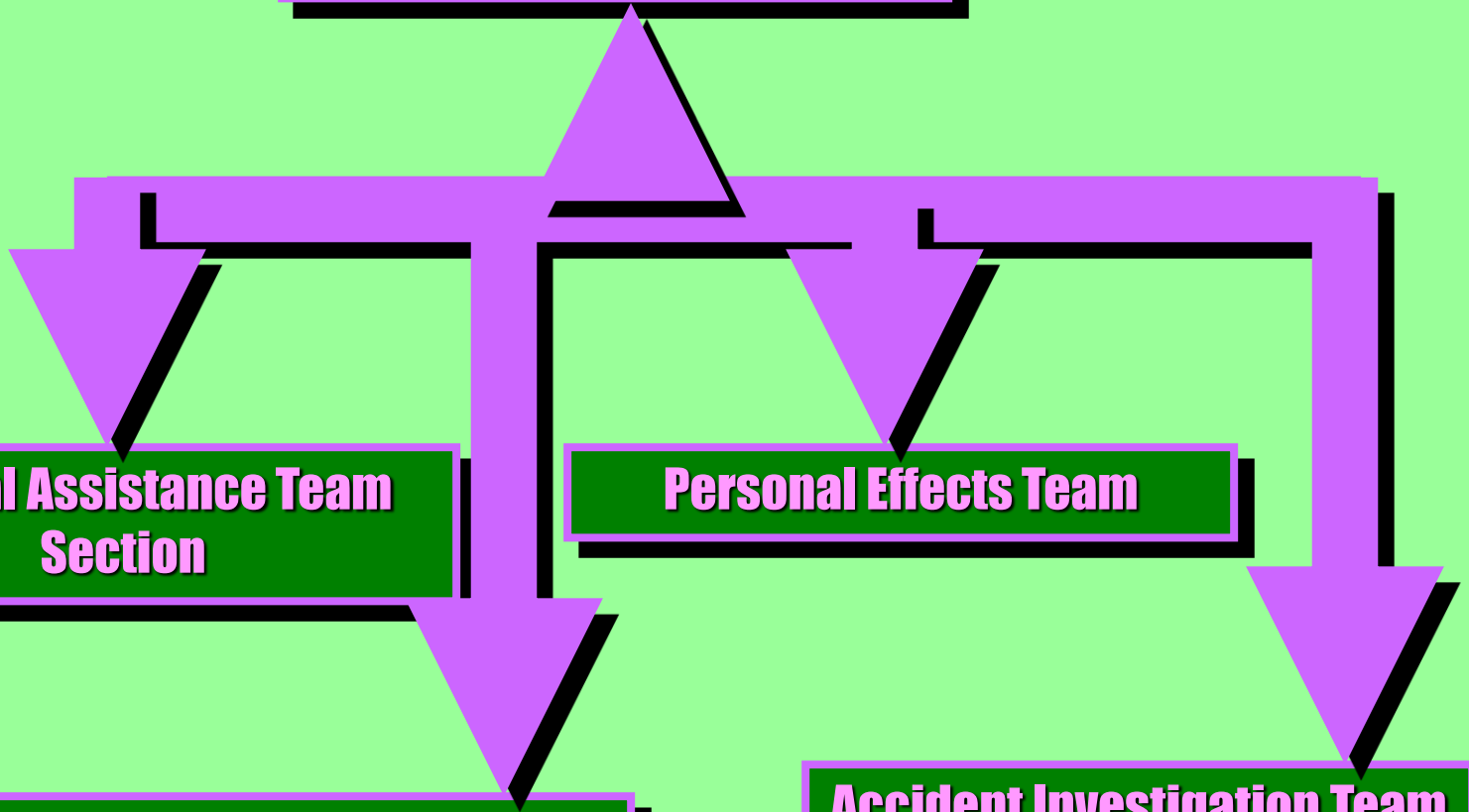
Operations Group

**Special Assistance Team
Section**

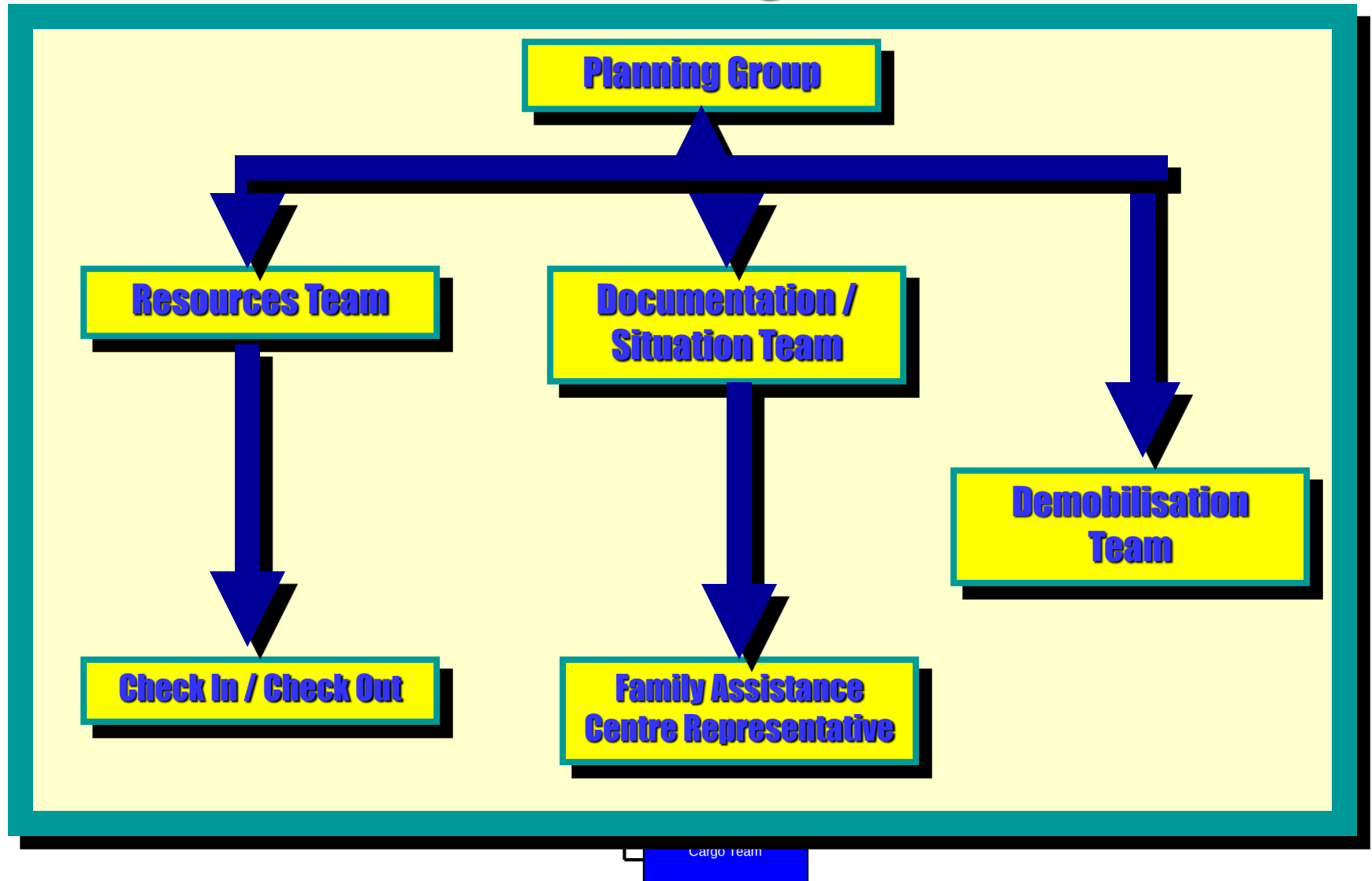
Personal Effects Team

Airport Operations Team

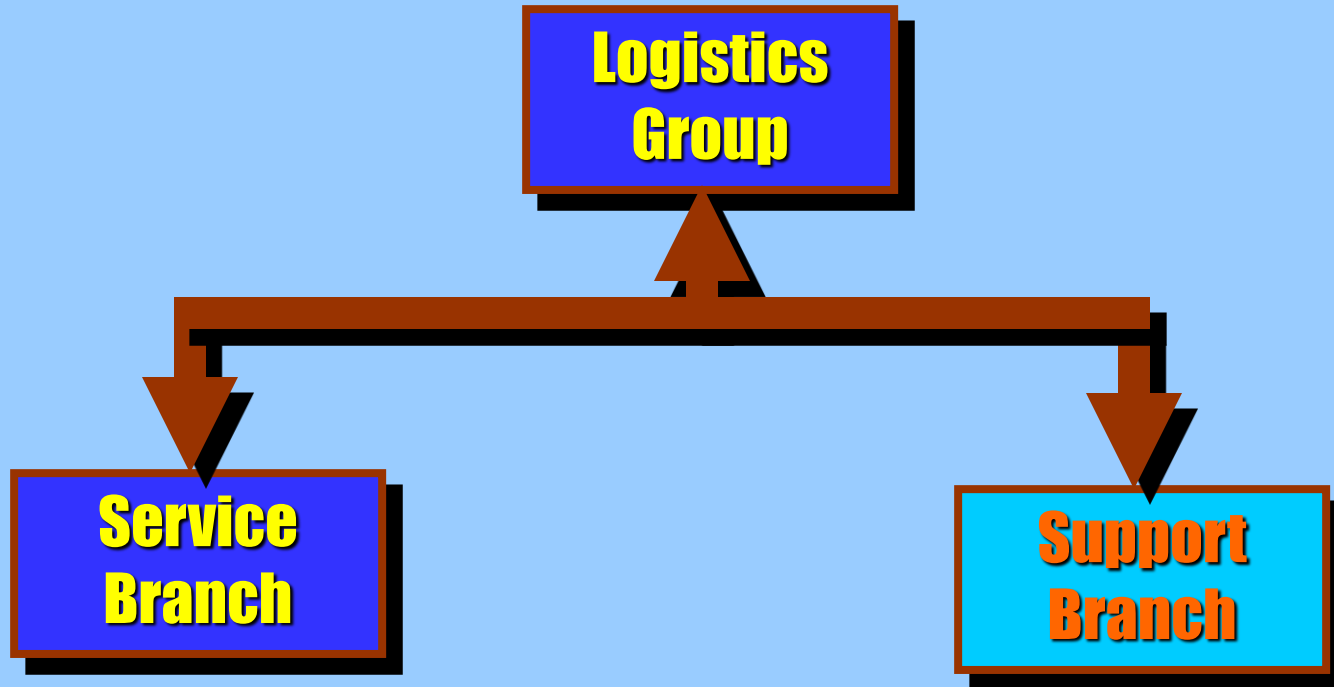
Accident Investigation Team



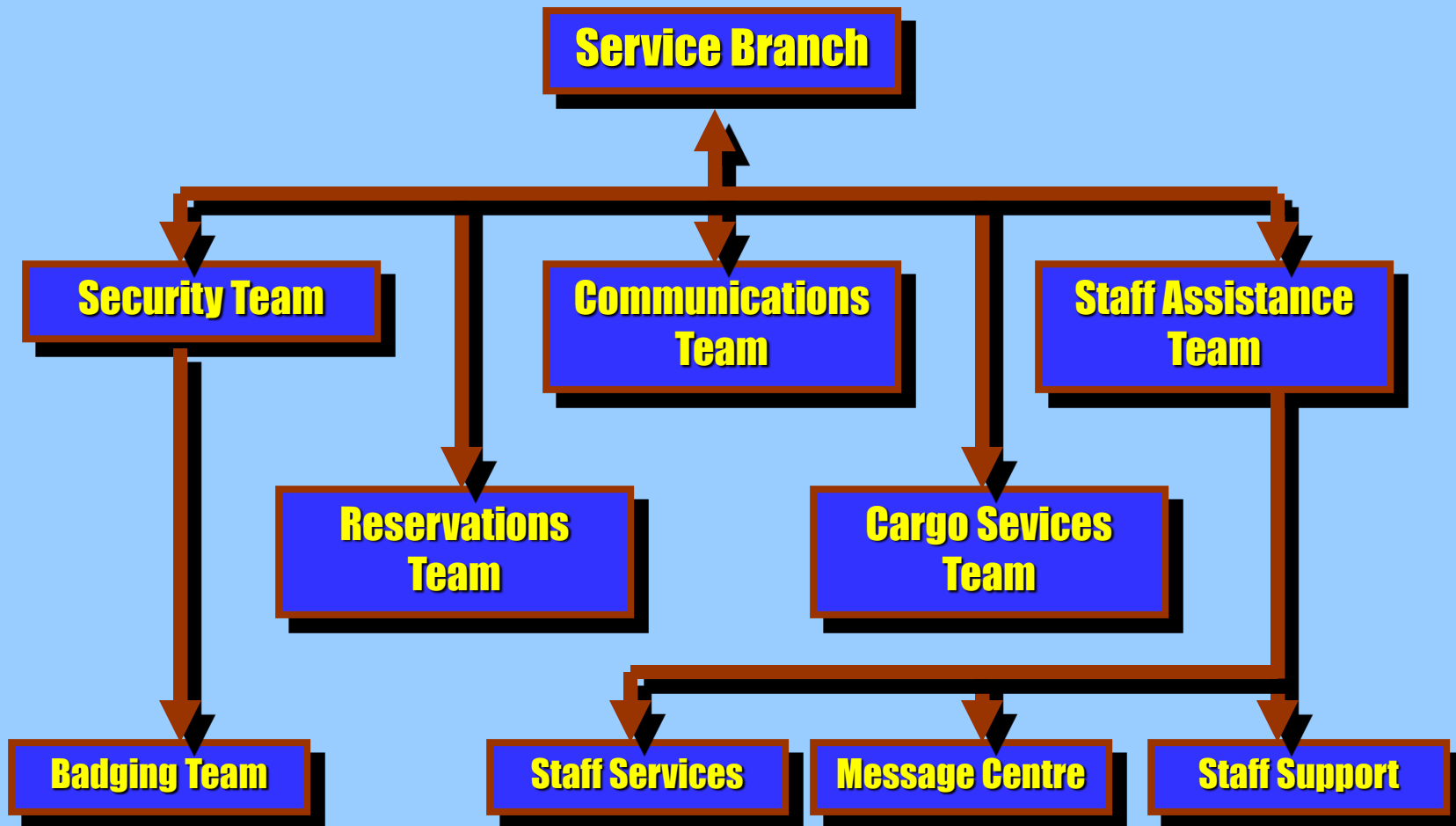
Airline On Site Organisation



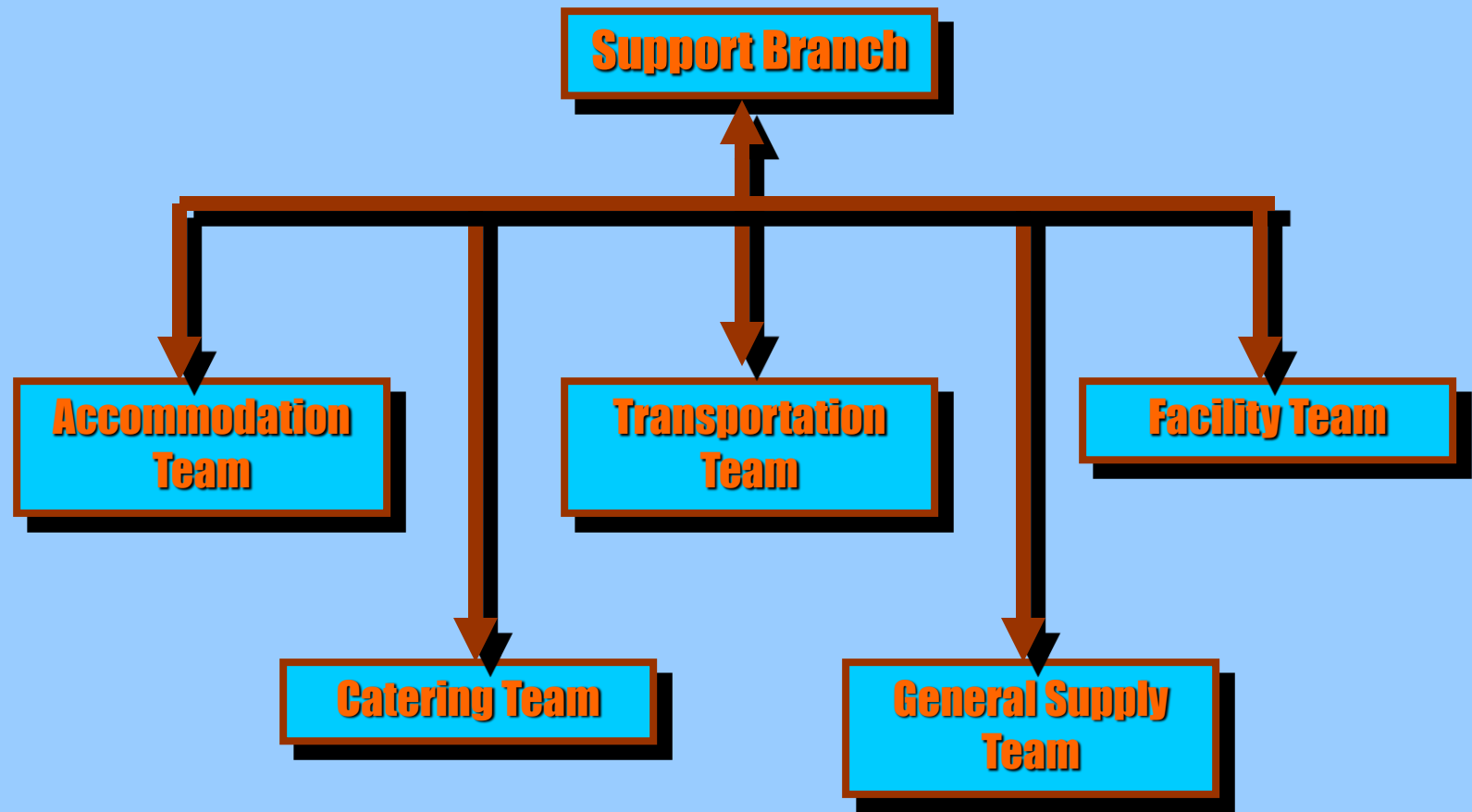
Airline On Site Organisation



Airline On Site Organisation



Airline On Site Organisation



Airline On Site Organisation

Field Team Director

Finance / Administration

**Compensation /
Claim Team**

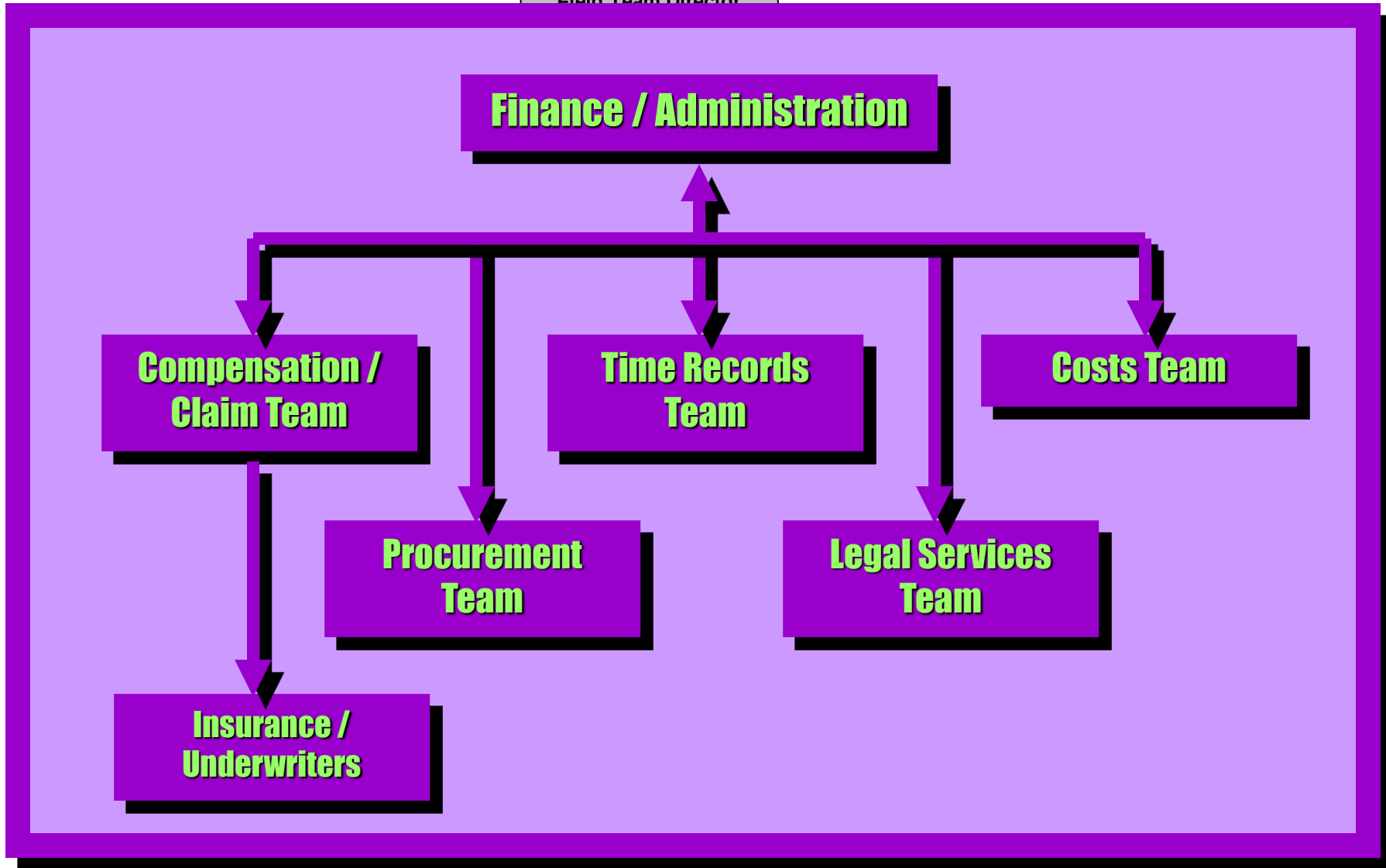
**Time Records
Team**

Costs Team

**Procurement
Team**

**Legal Services
Team**

**Insurance /
Underwriters**



On Site Organisation Go Team ***– Source Departments and Activation***

Members of the On Site Organisation Go Team will come from:

- Human Resources**
- Finance**
- Reservations**
- Information Technology**
- Legal**

**Activation of the On Site Organisation will be by the
Emergency Director**

- Department Heads will activate the members from
their departments**

Go Teams

Communications Go Team

- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

Communications Go Team

– Prime Responsibilities

1. Media conferences

2. Media Statements

- In Conjunction with the media Liaison Centre at Headquarters and other agencies involved**

Communications Go Team ***– Prime Responsibilities***

1. Media conferences

2. Media Statements

3. Briefing of Families and Survivors

- Families and Survivors MUST be briefed before the media**

Communications Go Team – Prime Responsibilities

- 1. Media conferences**
- 2. Media Statements**
- 3. Briefing of Families and Survivors**
- 4. Briefing of On Site Organisation**
- 5. Ensure that all Airline offices worldwide receive copies of media statements**
- 6. Ensure media statements are posted on website**
 - Through Media Liaison Centre at Headquarters**

Communications Go Team
– Source Departments and Activation

Members of the Communications Go Team will come from:

- Corporate Communications/Public Relations**

**Activation of the Communications Go Team will be by the Manager
Corporate Communications/Public Relations**

Go Teams

Family Assistance Go Team

- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

Family Assistance Go Team

– Prime Responsibilities

- 1. Care and Welfare of the Families and Survivors**
- 2. Co-ordination and Management of Special Assistance Volunteers**
 - Special Assistance Volunteers act as the liaison between the Airline and the Families and Survivors**
 - Special Assistance Volunteers will assist the Families and Survivors as required**

Family Assistance Go Team – Prime Responsibilities

- 1. Care and Welfare of the Families and Survivors**
 - 2. Co-ordination and Management of Special Assistance Volunteers**
 - 3. Co-ordination with Family Assistance Centre at Headquarters**
- Liaison with Families who do not travel to the site will be undertaken by the Family Assistance Centre at Headquarters**

Family Assistance Go Team – Prime Responsibilities

- 1. Care and Welfare of the Families and Survivors**
- 2. Co-ordination and Management of Special Assistance Volunteers**
- 3. Co-ordination with Family Assistance Centre at Headquarters**

Family Assistance Go Team ***– Source Departments and Activation***

Members of the Family Assistance Go Team will come from:

- Special Assistance Volunteers from all Departments**
- Special Assistance Volunteers for the families of Flight Deck crew will be from Flight Operations**
- Special Assistance Volunteers for the families of Cabin crew will be from Cabin Crew**

Activation of the Family Assistance Go Team will be by the Emergency Director

Go Teams

Ground Operations Go Team

- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

Ground Operations Go Team

– Prime Responsibilities

- 1. Assist the Airline Town Office and Airport staff in meeting the extra workload arising from the emergency**

Ground Operations Go Team
– Source Departments and Activation

Members of the Ground Operations Go Team will come from:

- Ground Operations**

**Activation of the Ground Operations Go Team will be
by the General Manager Ground Operations**

Go Teams

Personal Effects Go Team

- ***Personal Effects Go Team***
- ***Victim Identification Go Team***
- ***Accident Investigation Go Team***
- ***Aircraft Recovery Go Team***
- ***Technical Go Team***
- ***Security Go Team***

Personal Effects Go Team ***– Prime Responsibilities***

- 1. Gathering and Cataloguing all personal effects from the accident**
 - It is important that, if possible, ALL personal effects are retrieved from the accident site**

Personal Effects Go Team ***– Prime Responsibilities***

- 1. Gathering and Cataloguing all personal effects from the accident**
- 2. Ascertaining ownership and returning of personal effects**
- 3. Cleaning and restoring of personal effects**
 - If required by the families**

Personal Effects Go Team ***– Prime Responsibilities***

- 1. Gathering and Cataloguing all personal effects from the accident**
- 2. Ascertaining ownership and returning of personal effects**
- 3. Cleaning and restoring of personal effects**
- 4. Storing of personal effects**
- 5. Disposal of unclaimed personal effects**
 - In accordance with the wishes of the families and insurers**

Personal Effects Go Team
– Source Departments and Activation

Members of the Personal Effects Go Team will come from:

- Specialist Service Provider**

**Activation of the Personal Effects Go Team will be by
the Emergency Director**

Go Teams

- *On site Management Go Team*
- *Communications Go Team*

Victim Identification Go Team

- *Accident Investigation Go Team*
- *Aircraft Recovery Go Team*
- *Technical Go Team*
- *Security Go Team*

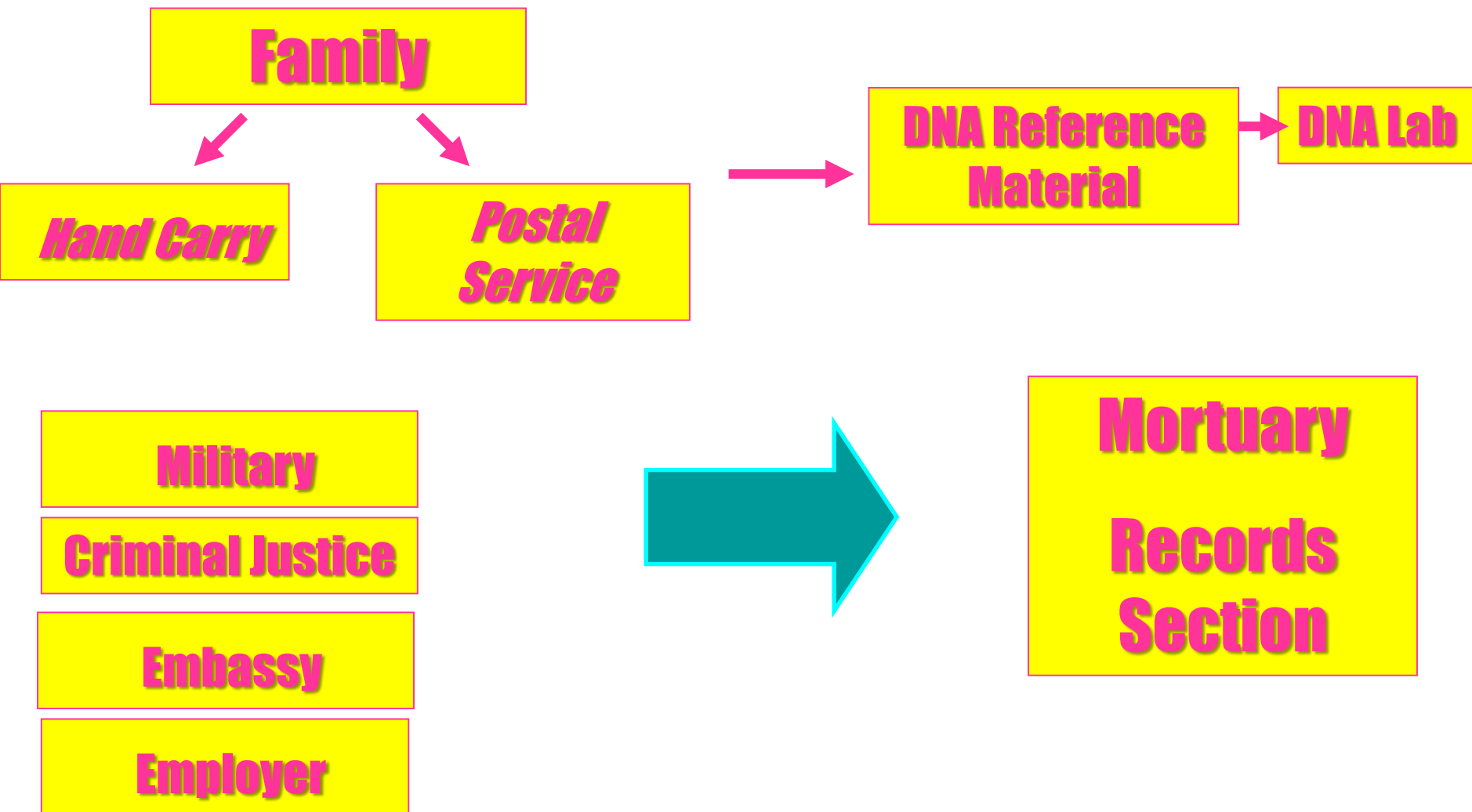
Victim identification Go Team – Prime Responsibilities

- 1. Assist the official government agency responsible for the identification of the accident victims.**
 - In all countries it is a government responsibility to undertake victim identification**
 - In conjunction with the Family Assistance Go Team, the Victim Identification Go Team will obtain ante-mortem information from the families**

Victim identification Go Team – Prime Responsibilities

- 1. Assist the official government agency responsible for the identification of the accident victims.**
 - In all countries it is a government responsibility to undertake victim identification**
 - In conjunction with the Family Assistance Go Team, the Victim Identification Go Team will obtain ante-mortem information from the families**

Records - Ante-Mortem Flow



Victim Identification Go Team
– Source Departments and Activation

Members of the Victim Identification Go Team will come from:

- Specialist Service Provider**

**Activation of the Victim Identification Go Team will be
by the Emergency Director**

Go Teams

- *On site Management Go Team*
- *Communications Go Team*
- *Family Assistance Go Team*
- *Ground Operations Go Team*

Accident Investigation Go Team

- *Technical Go Team*
- *Security Go Team*

Accident Investigation Go Team

– Prime Responsibilities

- 1. Undertaking the airline investigation into the accident.**
- 2. If invited, being part of the official accident investigation team.**
 - In terms of ICAO Annex 13 the Civil Aviation Authority of the country where the accident occurs is responsible for undertaking the investigation**
 - Typically, the airline involved is invited to be part of the accident investigation team**

Accident Investigation Go Team ***– Prime Responsibilities***

- 1. Undertaking the airline investigation into the accident.**
- 2. If invited, being part of the official accident investigation team.**
- 3. Selected trained, personnel from Flight Operations, Technical, Cabin Crew and Ground Services will make up the Accident Investigation Go Team**

Accident Investigation Go Team ***– Source Departments and Activation***

Members of the Accident Investigation Go Team will come from:

- Flight Operations**
- Technical**
- Cabin Crew**
- Ground Operations**

**Activation of the Accident Investigation Go Team will be by the
Emergency Director**

Go Teams

- *On site Management Go Team*
- *Communications Go Team*
- *Family Assistance Go Team*
- *Ground Operations Go Team*
- *Personal Effects Go Team*

Aircraft Recovery Go Team

- *Security Go Team*

Aircraft Recovery Go Team

– Prime Responsibilities

1. **Assessing what is required to recover the aircraft involved in the accident.**
 - **No recovery of the aircraft can take place until the accident investigators have given permission for the aircraft to be moved**

Aircraft Recovery Go Team ***– Prime Responsibilities***

- 1. Assessing what is required to recover the aircraft involved in the accident.**
- 2. Arranging for the necessary manpower and facilities to recover the aircraft**

Aircraft Recovery Go Team
– Source Departments and Activation

Members of the Aircraft Recovery Go Team will come from:

- Technical**

**Activation of the Aircraft Recovery Go Team will be by the
General Manager Technical**

Go Teams

- *On site Management Go Team*
- *Communications Go Team*
- *Family Assistance Go Team*
- *Ground Operations Go Team*
- *Personal Effects Go Team*

Technical Go Team

- *Technical Go Team*
- *Security Go Team*

Technical Go Team ***– Prime Responsibilities***

- 1. Assessing the viability of repairing the aircraft involved in the accident.**
- 2. Returning the aircraft to full airworthiness as soon as possible**
 - No work can be carried out on the aircraft until the accident investigators have given permission to do so**

Technical Go Team

– Source Departments and Activation

Members of the Technical Go Team will come from:

- Technical**

**Activation of the Technical Go Team will be by the General
Manager Technical**

Go Teams

- *On site Management Go Team*
- *Communications Go Team*
- *Family Assistance Go Team*
- *Ground Operations Go Team*
- *Personal Effects Go Team*
- *Victim Identification Go Team*
- *Accident Investigation Go Team*

Security Go Team

- *Security Go Team*

Security Go Team ***– Prime Responsibilities***

- 1. Ensuring that security is maintained at the accident site**
- 2. Ensuring that security is maintained at all facilities activated locally by Airline in handling the accident**
- 3. Access control, including badging, at the Family Reception and Support Centre**

Security Go Team
– Source Departments and Activation

Members of the Security Go Team will come from:

- Security**

**Activation of the Security Go Team will be by the
Manager Corporate Security**

Go Teams – Preparation

- 1. Be ready to travel at short notice**
- 2. Passports with at least 6 months validity**
- 3. Be prepared to be away for 14 days**
- 4. Specialised Go Team training**

End of Part 3

The On-Site Post-Accident Organisation and Go Teams

Part 5

Humanitarian Response
Cultural Differences
Passenger Property
Flight Deck & Cabin Crew
Procedures

Humanitarian Response

**How efficiently and effectively
we respond to humanitarian
needs will strengthen or
destroy us**

Emergency Response Priorities

- 1. Search and Rescue of Survivors**
- 3. Care and assistance of Family Members and Survivors**
- 2. Search and Retrieval of Fatalities**
- 4. Cooperation with the Ensuing Accident Investigation and other Regulatory Requirements**
- 5. Resumption of Normal Airport Operations**

Humanitarian Challenges

- **Tens of thousands of telephone calls**
- **Influx of distressed and traumatised family members**
- **Involvement of multiple agencies and authorities**
- **Recovery and return of personal effects**
- **Re-integration of traumatised employees**
- **Memorial ceremonies**
- **Disposition of the human remains**

Humanitarian Response

Special Assistance Team

Humanitarian Response

Special Assistance Team

Volunteers from all areas of the Airline

Liaison between Airline and families

Assigned to individual families

Ready for immediate assignment

Humanitarian Response

Special Assistance Team

Wherever possible, match team member and family on culture and language

Airline will maintain database of team members' skills, languages, culture, etc.

Undergo specialised initial training followed by regular refresher training

Humanitarian Response

Special Assistance Team

Empathetic and Caring Attitude

Assist families wherever they need help

Are NOT counsellors/advisors

Humanitarian Response

Special Assistance Team

Need about three times the number of trained volunteers as the passenger capacity of the Airlines largest aircraft

Special Assistance Team Members will need debriefing and counselling after returning from assignment

Humanitarian Response

Special Assistance Team

Walking Wounded

Meet & Greet

Hospital Liaisons

Family Assistance Centre(s)

Records Collection

Non-travelling Families

Memorials & Funerals

Humanitarian Response

Interacting with Survivors

Interacting with Survivors

- 1. Special Assistance Team Members to ensure close liaison with the survivors, assess and meet their needs**
- 2. Ensure that families are given every assistance necessary.**
- 3. Re-unite survivors with friends and relatives as quickly as possible**
- 4. Recognise cultural variations**

Interacting with Survivors

5. **Ensure that personal effects are returned to the survivors after cleaning and restoration where required**
6. **Remember that survivors might also be family members of other victims**
7. **Provide accurate and timeous information**
8. **Provide survivors with free telephones to contact their families**

Interacting with Survivors

Medium and Long Term Care of the Hospitalised

1. **Special Assistance Team Members to undertake constant visits and assess and meet the needs of the survivors**
2. **Progress reports to the Local Airline Emergency Operations Centre**
3. **Keep Survivors fully informed of progress**
4. **Funds as required**
5. **Transport and Accommodation for Families**

Humanitarian Response

Interacting with Families

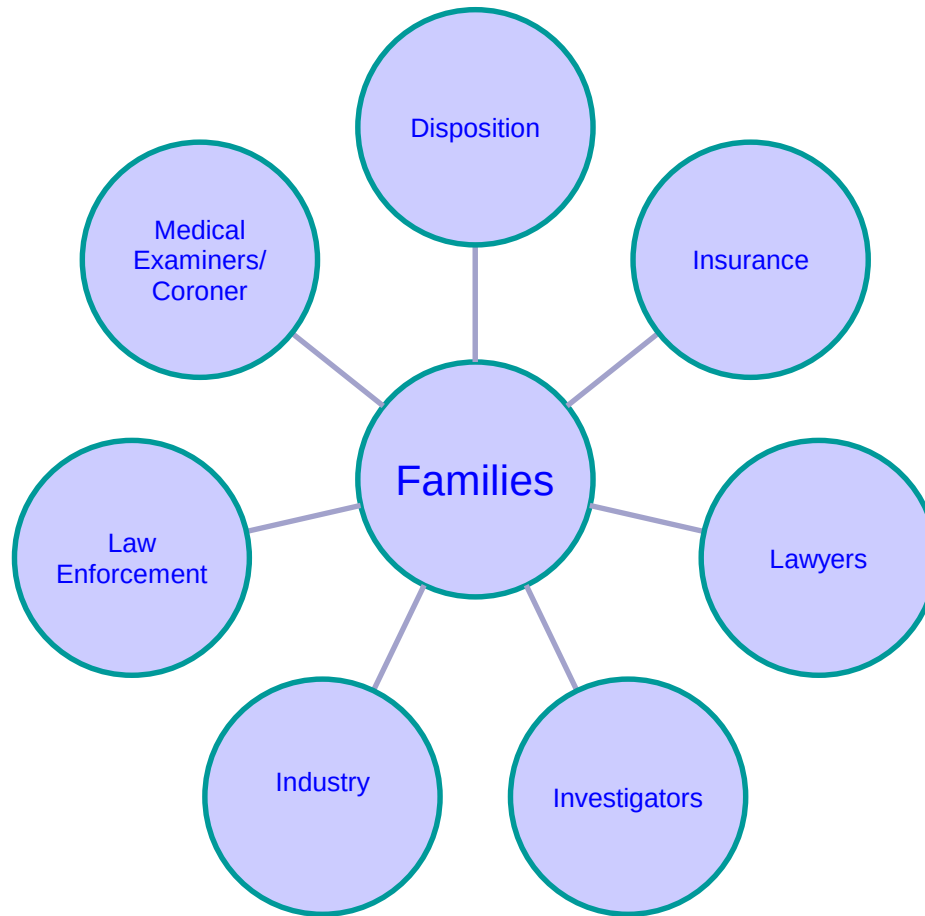
Medium and Long Term Care of Families

- 1. Special Assistance Team Members to ensure close liaison with the families, assess and meet their needs**
- 2. Assist with the gathering of Victim Identification Information**
- 3. Assist with repatriation and disposal of the bodies**
- 4. Ensure that families are given every assistance necessary.**
- 5. Ensure initial payout to families to cover immediate expenses**

Medium and Long Term Care of Families

- 6. Ensure that personal effects are returned to the families after cleaning and restoration where required**
- 7. Recognise Cultural Variations**
- 8. Arrange and attend Memorial Services and Funerals**

Family Communication



Family Expectations

Truth

Input Into Decisions

Respect For Individual Desires

Protection

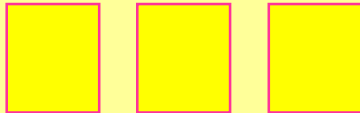
Information

Care

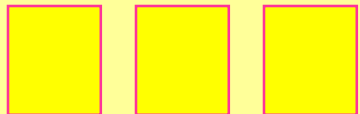
Family Support & Reception Centre

**Family
Briefing
Room**

Lounge



**Private
Briefings**



Child Care

Interfaith

Dining

**Reception
centre**

**Joint Family
Support
Operations
Centre (JFSOC)**

**Airline
Operations**

**Special
Assistance Team
Operations**

Humanitarian Response

Memorial Services

Memorial Services

Memorial Services to be held at the Airline's Headquarters city and at the accident site

Must cover all religions represented among the passengers

Humanitarian Response

Memorials

Memorials

**Memorials should be erected by the Airline
at the request of families**

**Location and Design must meet the
requirements of the families**

Humanitarian Response

Anniversaries

Anniversaries

The Airline should meet reasonable requests from the families for assistance with travel, accommodation, etc. for special anniversaries of the accident

Cultural Differences

Cultural Differences

***Be aware of cultural and
religious differences
especially concerning death***

Cultural Differences

***Expectations and perceptions
in the handling of disaster
vary from country to country***

Cultural Differences

***Legislation pertaining to the
handling of disaster vary from
country to country***

Cultural Differences

Language

- **If interpreters have to be used ensure that not only the meaning of what is being said is maintained but also the airline's empathetic and caring attitude.**

Cultural Differences

Every country has its unique traditions and customs.

When making arrangements for the families of disaster victims, these beliefs MUST be taken into consideration.

Passenger Property

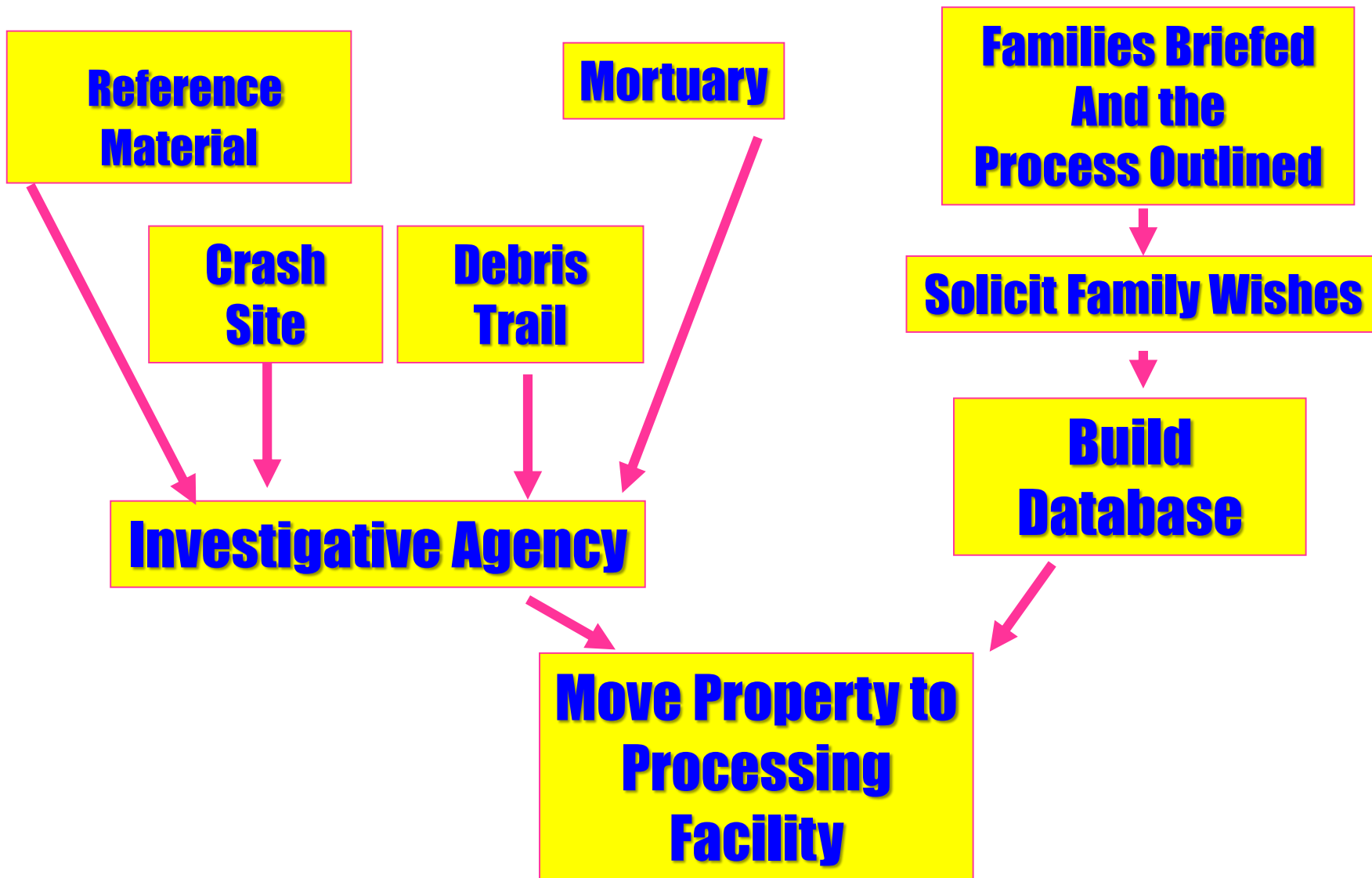
Property

Extremely Important

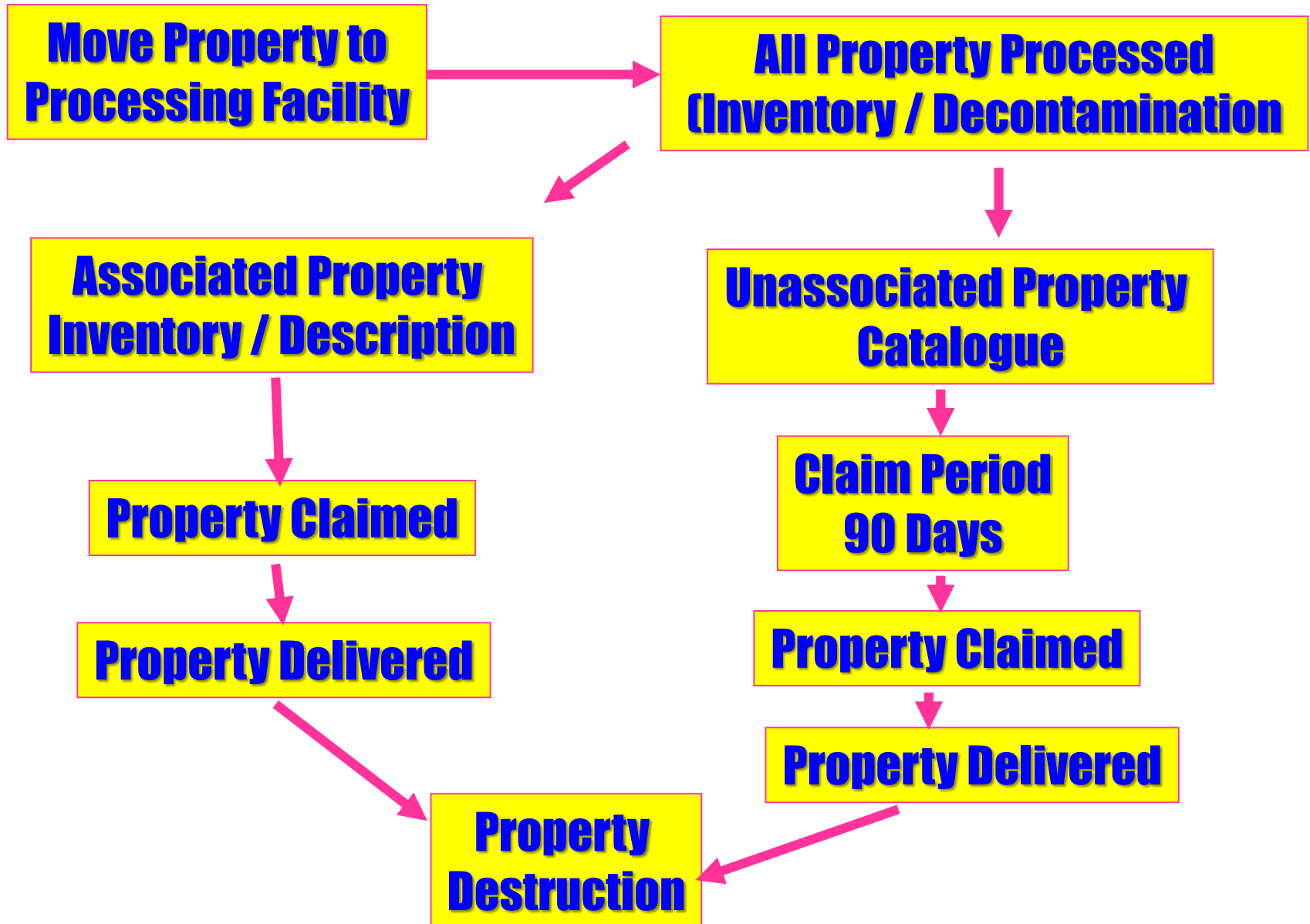
Associated

Unassociated

Property



Property



Flight Deck & Cabin Crew Procedures

Flight Deck & Cabin Crew Procedures

Flight Deck and Cabin Crew members should be handled separately from the passengers

Flight Deck and Cabin Crew members should be debriefed as soon as practical

Flight Deck and Cabin Crew members should be protected from the Media

Flight Deck & Cabin Crew Procedures

Flight Deck and Cabin Crew members should be removed from Flight Roster until debriefed

Flight Deck and Cabin Crew Special Assistance Team Members should be assigned to the crew families

Flight Deck & Cabin Crew Procedures

All Flight Deck and Cabin Crew members, upon hearing of an accident, should assume responsibility for contacting relatives and friends to assure them of their safety, regardless of their location. This will eliminate many of the extra calls to the AIRLINE and enable staff to focus on the affected passengers and their families.

Flight Deck and Cabin Crew members on layovers will be briefed on the accident by local AIRLINE staff and given the opportunity to make a call home to inform their families.

End of Part 5

Humanitarian Response
Cultural Differences
Passenger Property
Flight Deck & Cabin Crew
Procedures