



Regional Cooperation in Disaster Response and Humanitarian Assistance: The Role of Caribbean Airlines Limited

The 3rd Aviation Safety Campaign on Disaster Response and Preparedness

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CAL – Who are we?



- Caribbean Airlines is an authentic Caribbean, State-Owned airline.
- Jointly owned by the people of Trinidad & Tobago and Jamaica, (headquartered in Trinidad and Tobago, with an operational base in Jamaica).
- We operate flights to destinations in the Caribbean, North and South America.

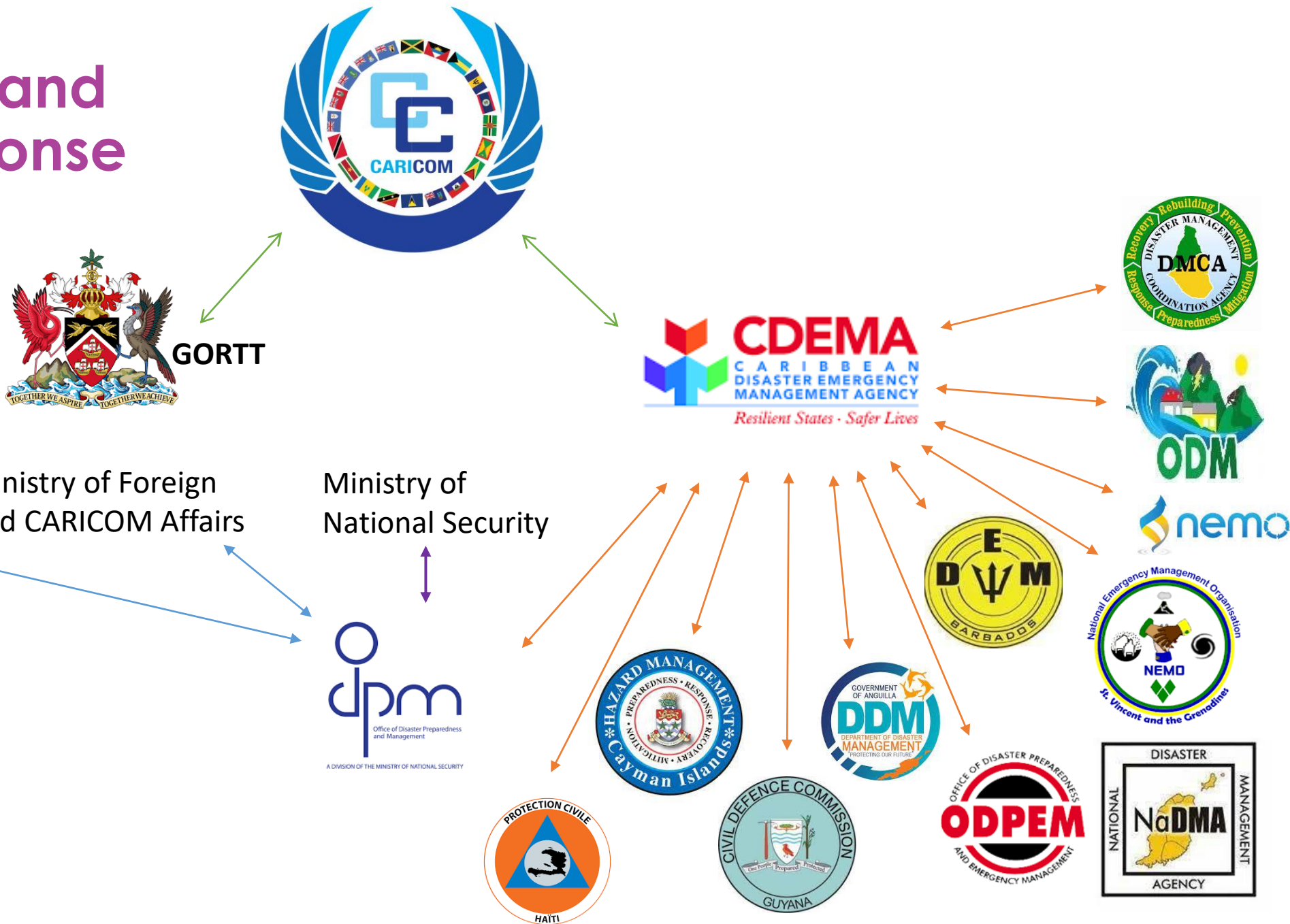
Destinations – Route Map



Our Destinations include:

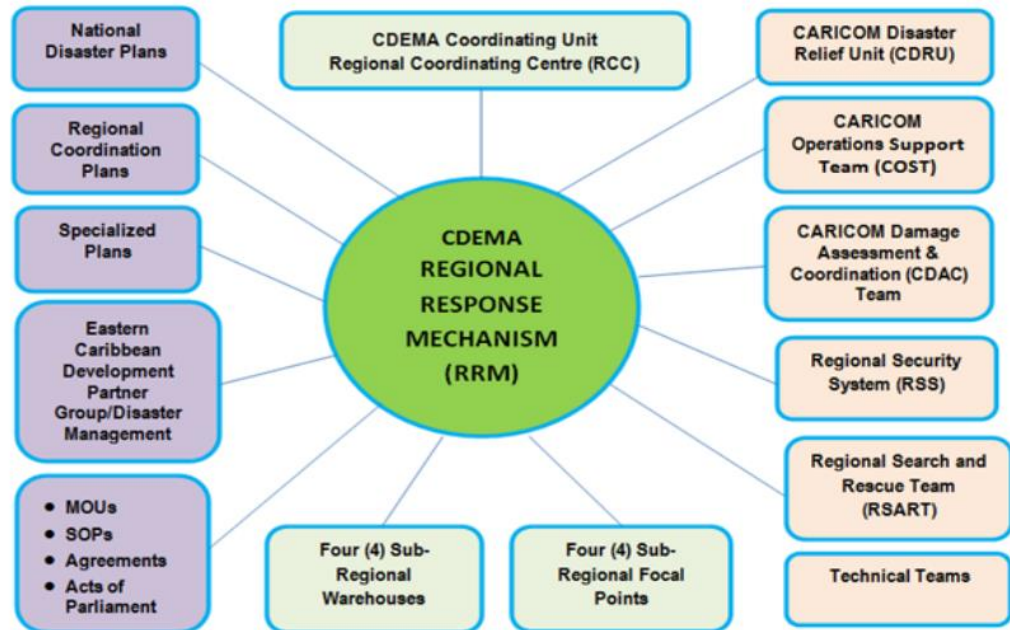
- Antigua
- Barbados
- Curacao
- Dominica
- Fort Lauderdale, Florida
- Georgetown, Guyana
- Grenada
- Havana, Cuba
- Kingston, Jamaica
- Miami, Florida
- Montego Bay, Jamaica
- Nassau, Bahamas
- New York
- Ogle, Guyana
- Orlando, Florida
- Paramaribo, Suriname
- St. Lucia
- St. Maarten
- St. Vincent
- Tobago
- Toronto, Canada
- Trinidad

Regional Cooperation and Disaster Response Coordination



Regional Response Mechanism

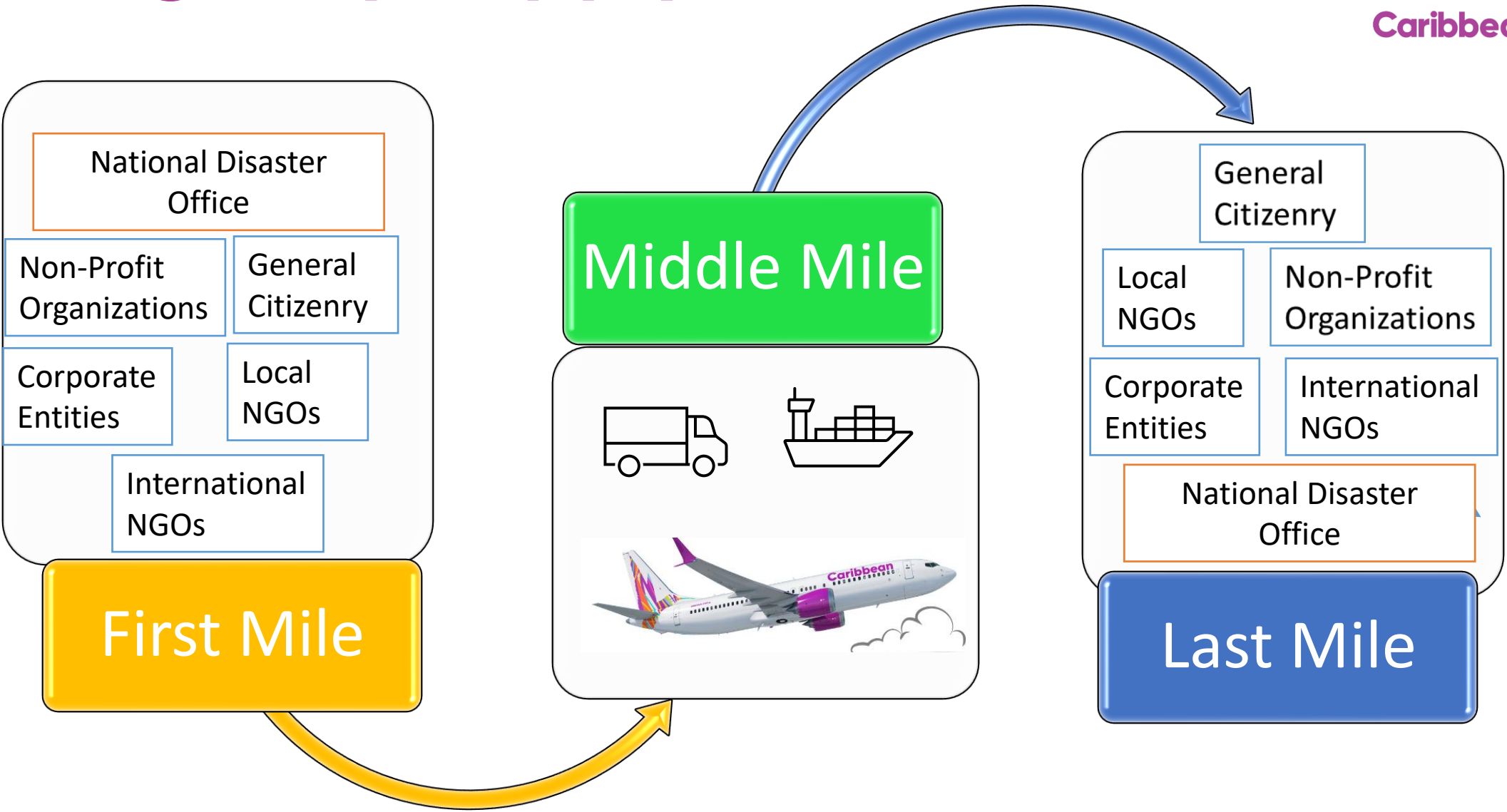
Conceptual Framework for the Regional Response Mechanism



- 3 Levels of Response
- Sub-Regional Focal Focal Points
- Sub-Regional Warehouses



Emergency Supply Chain



What do we Middle Mile?



- Relief Supplies – Food, Water, Clothing, hygiene kits.
- Resources to aid in response efforts
 - Emergency Response Equipment
 - Emergency Response and Recovery Personnel
- Evacuees
- Medical Supplies

Disaster Response at CAL



- Our Emergency Response System is a three-tier system: Strategic, Operational and Tactical Level
- Our processes are documented in our ERM which caters to various types of emergencies. Disaster Relief is covered in our section related to Natural Environmental Events.
- Atlantic Hurricane Season – Hurricane Preparedness Task Force

Disaster Relief At CAL



- Airlift
 - Provide transport, via relief flights to the impacted area/s, for emergency personnel, relief workers, and non-profits at no cost.
 - Transport donated relief and essential supplies to the impacted area/s.
 - Assist in the evacuation of Caricom nationals from the impacted area/s before and after the impact of the hazard, if possible.
- Relief Pricing
 - Offer reduced fares for customers to/from the impacted area/s, including other ancillaries such as additional baggage.
 - Waive change and booking fees.
 - Waive shipping costs of Cargo.
- People Deployment
 - Deploy CAL team members (customer service, load sheet, cargo, security etc.) to assist the station staff impacted by the disaster.
 - Deploy CAL Care Team members to assist with the local authorities in
 - the distribution of supplies,
 - transportation of staff and customers to and from the airport,
 - relocation of staff and
 - to aid in rebuilding of staff
- Assistance to affected staff (throughout our network):
 - Emergency Response: Evacuation
 - Clean-up Efforts
 - Relief Items
 - Financial Assistance
 - Mental Health Support

Hurricane Irma 2017 – St Maarten



- Relief Items from multiple destinations.
- Evacuated Caricom Nationals to various locations.
- Closed Airport
- Military Assistance



CAL's Flood Relief Effort 2018



Hurricane Dorian 2019 – Bahamas Relief



TTDF troops checking-in for Relief Flight



Troops in Prep Huddle before Relief Flight



CAL Team and Minister of National Security on Tarmac



Minster and PS of National Security with CAL Security Personnel



Cal Purser greets Commodore Daniel

Transport Covid-19 Vaccines

- Jamaica
- Grenada
- Guyana
- Barbados
- Dominica
- Trinidad and Tobago



International Assistance

Caribbean Airlines



- Airline Tickets to Humanitarian Groups to aid in relief efforts.
- Philippines – Typhoon Haiyan/Yolanda



Government of the Republic of Trinidad and Tobago

Ministry of Finance and the Economy

Communications Unit

Media Release

15th November, 2013

CAL gives support to local group to assist Typhoon Victims in the Philippines

Chairman of Caribbean Airlines Limited (CAL), Philip Marshall earlier today made a presentation to the local organization, "Muslims of Trinidad & Tobago". The company sponsored five (5) airlines tickets to the group to London enroute to the Philippines where they will offer support to Typhoon victims.

The group over the years has become well known for its humanitarian efforts and members from the organisation have performed voluntary work in countries such as Haiti, Palestine, Pakistan, Somalia and Kenya. In making the presentation Chairman of CAL, Philip Marshall, said, the aftermath of Typhoon Haiyan in the Philippines was indeed very catastrophic and saddening. He praised the efforts of the Muslims of Trinidad and Tobago group for their ongoing initiatives and was pleased that CAL was able to assist them as they make their journey to the Philippines. Also present were Ministry of Finance and the Economy Larry Howai and Minister in the Ministry of Finance and the Economy Rudranath Indarsingh.

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Areas of Concern



Hindrances

- Closed Airports
- Lack of available resources (staff)
- Security/Access Control of storage (Pilfering)
- Emergency Response was not always included in the coordinating teams

Resolutions

- Military Assistance
- CAL Local Staff
- CAL Natural Disaster Relief Policy (Draft)
- Secure warehousing space due to CAL CARGO expansion
- Emergency Response Awareness Program (In Person and E-learning)

Additional Resources



- CDEMA - www.cdema.org
- Regional Response Mechanism (RRM) - https://youtu.be/_I6Vzgro4yQ
- Caribbean Airlines Limited <https://www.caribbean-airlines.com/>
- Sarah Baal ✉ sarah.baal@caribbean-airlines.com