

Emergency Planning and Operations



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CORPORATE RESPONSE



Corporate Crisis Priorities

1. Account for all station personnel after the crisis has occurred
2. Assessment of all facilities, IT equipment, including runways with airport authorities
3. Send care supplies for employees and the community
4. Secure additional personnel to assist station so they can check on their homes/families
5. Cooperation with local authorities to send in supplies if international location
6. Resumption of normal airline operations



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CORPORATE SUPPLIES



Emergency Equipment Vault

Our Vault contains:

- 270 iPhones charged and ready
- 30 laptops ready for deployment
- Full mobile satellite system and phones providing full voice and data communication anywhere in the world
- Phone system that allows us to set up our own phone network anywhere in the world
- Portable Command Center tents and office equipment
- Personal Protection Equipment (PPE)
- Medical/First Aid Supplies



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WHO WE WORK WITH



Partner Agencies



**American
Red Cross**

Together, we can save a life



Department of State



Local/State

1st responders/Law
Enforcement

Support agencies



Federal Emergency
Management Agency



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Preparations (96 hrs/72 hrs/48 hrs/36 hrs/24 hrs checklist)

STM 96/72/48/36/24 hrs Checklist (repeat tasks as necessary)

	Task	Assigned	Status	Notes
1	Station Managers meet with local Airport Authorities to review airport response plan			
2	Begin review of local Delta plan with employees			
3	Update employee information – phone numbers/addresses			
4	Encourage emergency "Family" plans. (Use FEMA library on Internet)			
5	Make available emergency checklists for employee's home preparation			
6	Establish and publicize phone number(s) for employee emergency calls into airport			
7	Provide and discuss evacuation routes to exit airport			
8	Ensure local Command Center has necessary equipment: • Computer, Telephone, Cell Phone • Cabin Service supplies: Water, food/snacks, blankets, batteries, flashlights, Pillows, duct tape, sand bags, trash bags, bleach, water purification tablets, Non-electric can opener, rope, tarps, first aid kit, insect repellent, chain saw, and generator.			

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Pre-Event Station Assessment (Designed for Station Managers and EPRT members to complete when a hurricane is forecast)			
Date:	Station:		Station Manager:
Assessment Team Members:			
Station Overview			
Total number of gates:	Has the station updated ORDb to reflect no diversions permitted?		
Total number of Delta staff members:	General Information / Comments:		
What is the largest fleet type accessible to the airport (i.e. B757)?			
Facility and Equipment			
Item No.	Y	N	Comments
Does the airport have a generator/backup power?			
Has the readiness kit been inspected and stocked?			
Does the station have operable mobile stairs?			
Has all mobile GSE been serviced/fueled?			
Has all noncritical equipment been removed from the operation?			
Communications			
Item No.	Y	N	Comments
Has Emergency Preparedness and Response Team (EPRT) been engaged?			
Has the staff roster been updated to include emergency contact information (WhatsApp)?			
Does the station have backup batteries/power sources for radios/phones?			
Have all team members and business partners been briefed on expectations during the event?			
Customer Service			
Item No.	Y	N	Comments
Has a briefing been held with TSA and Customs (if applicable) to confirm their contingency plan?			
Have all staff members been briefed on the manual customer check-in and boarding process?			
Has a briefing been held with the airport authority to confirm the readiness plan and operation contingency?			
Have hotel rooms been secured for customers and staff? Does the hotel have a generator?			
Is the crew hotel near the airport? If not, can we relocate it close to the airport? Does the hotel have a shuttle service? Does the hotel have a generator?			
Local Infrastructure			
Item No.	Y	N	Comments
Has the station identified the closest hotel and			

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