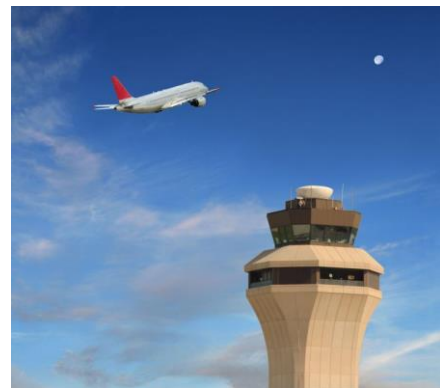




Information Article

AIRPORT EMERGENCY PLAN (AEP)

Audit Checklist for Emergency Response Exercises



Relevance

Template checklists for auditing all types of airport emergency response *exercises* - with the term 'airport' as used here generally referring to civil, licenced (certificated) aerodromes as per ICAO Annex 14 & Airport Services Manual Part 7

Abbreviations

AC / O	Aircraft Operator
AEP	(Airport Operator's) Airport Emergency Plan
AFS (RFFS)	Airport Fire & Rescue Service (<i>Airport</i> Rescue & Fire-fighting Service)
AO	Airport Operator / Authority / Management Company
C4	Command, Control, Co-ordination & Communication
CRC (A)	Uninjured (Crew) Reception Centre (generally located <i>airside</i> at airport)
EOC	(Airport Operator's) Emergency Operations Centre
FRRC	Family, Relatives & Friends Reception Centre (generally located <i>landside</i> at or very near airport)
H&S	Health & Safety
M/FCP	Mobile / Forward Command Post
RA (A)	Re-uniting / Reconciliation Area at or very close to Airport
RVP	Rendezvous Point
SRC (A)	Uninjured (Passenger) Reception Centre (generally located <i>airside</i> at airport)





Suggested Checklist for use in Auditing (assessing) Airport Emergency Response Exercises

The following checklist templates are comprehensive enough to cover the requirements of most forms & complexities of airport emergency response **exercises** - and should be adapted (& expanded / reduced where necessary) to meet the requirements of specific airports and / or specific exercises

The words '**as applicable**' appear in many places in the checklists - denoting that any particular checklist / checklist item should be ignored if it is not applicable to any specific airport and / or exercise situation. It is left to the exercise auditor, inspector or umpire - to interpret this accordingly

The assumption has been made throughout the checklists that the 'exercise crisis' occurs **on**-airport and that in such circumstances the airport takes full responsibility for overall **Command, Control, Co-ordination & Communication (C4)** aspects of the crisis response - within the airport boundary (*except for security related crisis exercises*). This C4 is further assumed to be applied in **ascending** order i.e. starting at the bottom of the C4 ladder and working upwards - as shown below (again - this model should be adapted to suit specific circumstances):

- **Initial** C4 at **accident site** itself - generally exercised by most senior **airport fire & rescue person present**, undertaking **temporary operational (* BRONZE) C4** from his / her deployed fire & rescue appliance / unit (Title of this person = 'Temporary **On-scene Commander**')
- **Subsequent** C4 at **accident site** itself - generally exercised by most senior (nominated) **airport fire & rescue person eventually present**, undertaking **full operational (* BRONZE) C4** from a **Mobile / Forward Command Post** type facility (Title of this person = 'Permanent **On-scene Commander**')
- **Initial overall** C4 by the **airport operator** - exercised by the most senior and appropriate **airport operator manager on duty** when the accident occurs, supported by appropriate elements of **on-duty airport staff** (Title = 'Temporary' **Overall Commander & Team**)

This manager & his / her team will exercise **temporary tactical (* SILVER) C4** from the airport's **normal operations control centre** or equivalent facility. All will have received appropriate training, be current in same and been exercised accordingly

- **Subsequent overall** C4 by the **airport operator** - exercised by a nominated 'on-call' senior **airport manager** supported by a nominated **on-call team** (Title = 'Permanent' **Overall Commander & Team**)

This manager & team will exercise **full tactical (* SILVER) C4** from a dedicated **airport emergency operations centre (EOC)**. Potential overall commanders and EOC team members will have received appropriate training, be current in same and been exercised accordingly





Where so required and authorised - or otherwise in extremis, the **overall commander** can additionally exercise **strategic (* GOLD) C4** and / or request transfer of strategic C4 crisis response duties to the airport's **most senior (top) manager** OR to an appropriate & high level **off-airport authority**

Note - The **temporary overall commander & support team** will exercise C4 *for the entire airport crisis response* until such time as the **EOC** is sufficiently & adequately manned (by the 'Permanent' Overall Commander & Team) - to a level where it is able to assume this C4 responsibility itself

Depending on actual circumstances 'on the day' - the time period involved (for the EOC to be sufficiently and adequately manned) may be anywhere from around 30 minutes (or possibly less) *to several hours (or more)*

* In the United Kingdom, the United Arab Emirates, Oman and perhaps a small number of other countries / states - '**Tactical**' C4 as used by emergency responders is generally and otherwise known as '**Silver Command**' (i.e. the next level of C4 below '**Gold [Strategic]**' command level)

In turn, **sub-tactical / 'Operational'** C4 at the incident site itself (i.e. the next level of C4 below **Silver** is known as '**Bronze Command**'

For more information on this particular subject, see pages 412 and 413 (Command & Control) of the document found at the link shown below: (Large document - may take some time to download)

<http://publicapps.caa.co.uk/modalapplication.aspx?catid=1&pagetype=65&appid=11&mode=detail&id=6114>

For more information on the equivalent C4 system as used in the United States and some other countries - follow the link below:

http://en.wikipedia.org/wiki/Incident_Command_System





Suggested Checklist for use in Auditing* (assessing) *Airport Emergency Response Exercises

Aerodrome Name & Type

Exercise Name, Type, Date, Times

Exercise Objectives:

1.
2.
3.
4. etc.

Note: The objectives provided above should be targeted at what the airport and 'surrounding community' is aiming to achieve from the exercise in the broader sense. However, all exercise participating agencies should document (separately) their own, more specific objectives related to what any particular agency wishes to 'test' itself during the airport exercise

Planning & Preparation

- ✓ Exercise date / times agreed & de-conflicted with potentially conflicting activities?
- ✓ Scale & objectives of exercise adequate?
- ✓ All appropriate permissions & clearances / agreements obtained (internal & external)?
- ✓ Adequate liaison / co-ordination established & maintained with 'auditing agency'?
- ✓ AEP reviewed and any findings addressed?
- ✓ All necessary pre-exercise meetings, briefings & warnings (incl. NOTAMs) accomplished?
- ✓ Appropriate & adequate attendance at pre-exercise meetings / briefings achieved?
- ✓ All necessary resources (human, materiel, IT etc.) available and adequate for purpose?
- ✓ All human resources adequately trained (initial & / or recurrent) for exercise roles?
- ✓ *Detailed* exercise planning document produced (limited distribution / access)?
- ✓ *Outline* exercise planning document produced (unlimited distribution / access)?

Health & Safety (H&S):

- ✓ Has an adequate assessment of exercise H&S risks been made & documented?
- ✓ Where risk(s) are unacceptable, has action been taken to remove the risk(s)?
- ✓ Where risk(s) are undesirable, has action been taken to acceptably reduce the risk(s)?
- ✓ Have adequate H&S briefings been held for all appropriate persons involved?
- ✓ Have appropriate persons been assigned to monitor exercise H&S matters?
- ✓ Are adequate arrangements in place in case of '*real*' casualties / injuries during exercise?





In the Event of a Real Emergency

- ✓ Have adequate arrangements been put in place (including use of an appropriate code-word) to terminate the exercise in case of a 'real' emergency - and to very quickly and effectively transition from an emergency **exercise** scenario to a **real emergency** response situation?
- ✓ Have the adequate arrangements described immediately above been transmitted to and acknowledged 'as understood' - by all concerned, including appropriate off-airport supporting (mutual aid) agencies?

Exercise Scenario

Describe Exercise Scenario here (continue on separate sheet if required & attach to this document in the appropriate place)





Start of Exercise (**STARTEX**) & Initial Response (including AFS / RFFS response)

* Checklists are related to an on-airport crisis only. They should be adapted for off-airport crises

- Time exercise initiated and how?
- Time airport crash alarm and / or alerting & activation system commenced & by whom?
- Adequacy of Air Traffic Services initial response in general (as applicable)?
- Time first AFS / RFFS appliance manned & moving (as applicable)?
- Time first AFS / RFFS appliance arrived at crisis location (as applicable)?
- Time last designated AFS / RFFS appliances arrived at crisis location (as applicable)?
- Effective use made of grid crash map system (as applicable)?
- Time initial fire & rescue effort commenced (as applicable)?
- Time full fire & rescue effort established (as applicable)?
- Time crisis site inner & outer cordons established and by whom?
- Time Mobile / Forward Command Post arrived at crisis location (as applicable)?
- Mobile / Forward Command Post easily identifiable as such (as applicable)?
- Was on-scene 'overall' operational commander easily identifiable as such (as applicable)?
- Was vehicle positioning / parking adequately managed at crisis site (as applicable)?
- Victim triage, treatment & holding areas adequately positioned & marked (as applicable)?
- Time casualty clearance centre commenced operation (as applicable)?
- Time triage operation commenced (as applicable)?
- Time injured victim treatment facility established (as applicable)?
- Time AFS / RFFS first-aid operation commenced (as applicable)?
- Time uninjured victim holding area established (as applicable)?
- Time temporary body holding area established (as applicable)?
- Time PAX list, crew list & dangerous goods docs available at crisis location (as applicable)?
- Time victim headcount completed, by whom + accuracy of count (as applicable)?
- Time crisis site access & exit routes established (marked out & signposted) (as applicable)?
- Time ground ambulance loading point established / marked out (as applicable)?
- Time air ambulance loading point established / marked out (as applicable)?
- Time fire & rescue task completed (as applicable)?
- Was an effective sweep of entire accident site made post fire & rescue ops (as applicable)?
- Did AFS / RFFS deploy an appropriate representative to the airport EOC (as applicable)?
- Did AFS / RFFS liaise adequately with their 'off-airport' equivalents?
- Did responders respect the 'preservation of evidence' concept insofar as was reasonable?
- Were weather conditions and crisis site related hazards adequately accounted for?
- Were appropriate crisis site & other responding agency logs adequately maintained?
- Comment below on adequacy of risk assessments made during crisis site operations
- Comment below on overall effectiveness & efficiency of fire & rescue operation
- Comment below on overall effectiveness & efficiency of **initial** triage & first aid operation
- Comment below on overall effectiveness & efficiency of **initial** C4 operation at crisis site

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)





Deployment of other ***On-airport*** Manpower & Support Facilities to Crisis Location (as applicable)

- * Checklists are related to an on-airport crisis only. They should be adapted for off-airport crises

Staging Point / Equipment Holding Area (as applicable)

- Are potential staging points listed in the AEP - together with location(s), map(s)?
- Is an adequate 'system' in place to rapidly notify appropriate on-airport responders of the location of any specific staging point in use 'on the day'?
- Does the AEP contain adequate 'terms of reference' for those staff designated to control Staging Point operations?
- Does the AEP contain an adequate documented procedure as to how responders will travel to & be marshalled at the staging point?
- Does the AEP contain an adequate documented procedure as to how responders will be called forward from the staging point to the crisis location
- Does the AEP adequately document which agency is responsible for deploying (via staging point) & operating which supporting equipment?
- Does the AEP contain adequate guidance on expected roles & responsibilities of such responders and equipment on arrival at crisis site?

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)

If applicable, comment here on the actual 'staging post' & 'deployed supporting equipment' operation as implemented (for real) during the exercise (continue on separate sheet if required & attach to this document in the appropriate place)





Airport Police / Security (as applicable)

- Was immediate alerting of Airport Police (or equivalent) successfully accomplished?
- Did Airport Police, in turn, adequately implement their own alerting & activation system?
- Did Airport Police comply with appropriate RVP / Staging Area requirements (as applicable)?
- Time first Airport Police unit arrived at crisis location (as applicable)?
- Was effective use made of grid crash map system (as applicable)?
- Time initial Airport Police response effort commenced at crisis location (as applicable)?
- Time full Airport Police response effort established at crisis location (as applicable)?
- Did Airport Police successfully identify & report to the 'on-scene' operational commander in overall charge at crisis location (as applicable)?
- Did Airport Police set up their own subordinate 'operational' command post and ensure appropriate use of identifying signage, markings, pennants, beacons etc. - (as applicable)?
- Did Airport Police provide representation to the Mobile / Forward Command Post (as applicable)?
- Did Airport Police adequately 'secure' & 'guard' the crisis location (as applicable)?
- Did Airport Police maintain adequate 'crowd control' (as applicable)?
- Did Airport Police take possession & record details of victims' personal effects recovered at crisis location (as applicable)?
- Did Airport Police commence criminal investigation process (as applicable)?
- Did Airport Police deploy an appropriate representative to the airport EOC (as applicable)?
- Did Airport Police liaise adequately with their 'off-airport' equivalents throughout crisis?
- Did Airport Police (all units) maintain an adequate log of events throughout?
- Overall assessment of the Airport Police operation?

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)

If applicable, comment here on the initial handling of fatalities and the start of the Disaster Victim Identification process (continue on separate sheet if required & attach to this document in the appropriate place)





Airport Medical Centre - AMC (as applicable)

- Was immediate alerting of AMC successfully accomplished?
- Did AMC, in turn, adequately implement its own alerting & activation system?
- Did AMC comply with appropriate RVP / Staging Area requirements (as applicable)?
- Time first AMC unit arrived at crisis location (as applicable)?
- Was effective use made of grid crash map system (as applicable)?
- Did AMC successfully identify & report to 'on-scene' operational commander in overall charge at crisis location (as applicable)?
- Did AMC take over (and / or assist AFS / RFFS & Airport Police etc.) with set up and operation of Collection, Triage and Immediate Care Areas (as applicable)?
- Time initial AMC medical response operation commenced at crisis location (as applicable)?
- Time full AMC medical response operation in place at crisis location (as applicable)?
- Did AMC set up a subordinate 'operational' command post and ensure use of appropriate identifying signage, markings, pennants, beacons etc. - (as applicable)?
- Did AMC provide representation to the Mobile / Forward Command Post (as applicable)?
- Were appropriate & adequate AMC sourced medicines, drugs, medical equipment, body bags, stretchers etc. deployed to crisis site within a reasonable timescale (as applicable)?
- Were adequate numbers of stretcher bearers available at crisis location (as applicable)?
- Were triage tags (or similar) used in the initial medical response operation (as applicable)?
- Was an appropriate system (e.g. use of triage tags) in place (during the initial medical response operation) to record the movements of the injured away from the crisis location (as applicable)?
- Did AMC provide an effective hand-over briefing to appropriate (superior) off-airport medical service responders upon the latter's arrival at crisis location (as applicable)?
- After arrival at crisis location of adequate numbers of off-airport medical services responders - did AMC re-deploy to the airport's uninjured reception centres in 'medical' support of uninjured crew and passengers sent to such centres (as applicable)?
- Did AMC deploy an appropriate representative to the airport EOC (as applicable)?
- Did AMC liaise adequately with their 'off-airport' equivalents throughout crisis?
- Did AMC (all units) maintain an adequate log of events throughout?
- Overall assessment of the AMC operation?

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)





Aircraft Operator (and / or Aircraft Operator Representative e.g. Ground Handling Agent)

- Was immediate alerting & activation of Aircraft Operator (AC / O) successfully accomplished?
- Did AC / O provide appropriate initial vital information to emergency responders - & was this done in an adequate timescale (as applicable)? Initial vital information comprises:
 - Passenger List
 - Crew List
 - Dangerous Goods information
 - Estimated fuel on board at time of accident occurrence
 - Aircraft Type; Flight Number; Departure Airport; Intended Arrival Airport
- Did AC / O comply with appropriate RVP / Staging Area requirements (as applicable)?
- Time first AC / O representative arrived at crisis location (as applicable)?
- Did AC / O successfully identify & report to 'on-scene' operational commander (in overall charge at crisis location) and present the latter with appropriate vital information (see list above) (as applicable)?
- Did AC / O set up a subordinate 'operational' command post at crisis site and ensure use of appropriate identifying signage, markings, pennants, beacons etc. - (as applicable)?
- Did AC / O provide representation to the Mobile / Forward Command Post (as applicable)?
- Did AC / O adequately take over or become involved with responsibility for the on-site uninjured (as applicable)?
- Did AC / O deploy a suitable aircraft engineer to crisis site in order to provide technical support and advice to 'on-scene' operational commander (as applicable)?
- Did AC / O deploy an appropriate representative to the airport EOC (as applicable)?
- Did AC / O liaise adequately with **airport** operator & GHA throughout crisis (as applicable)?
- Did AC / O adequately participate in reception centre / humanitarian assistance operations (as applicable)?
- Did AC / O (all units) maintain an adequate log of events throughout?
- Overall assessment of the AC / O operation?

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)





Ground Handling Agent

Note: where the aircraft operator (AC / O) has an 'inadequate' number of its own human resources (staff) at the airport where the emergency exercise is being conducted, the AC / O's contracted Ground Handling Agent (GHA) at the airport is expected to carry out the AC / O's initial crisis response roles & responsibilities as shown on the *previous page*. Where the above situation applies but where (rarely) no contracted GHA has been appointed by the AC / O - then the **airport** operator is expected to designate (direct) an appropriate GHA (or similar) to carry out the AC / O's crisis response roles & responsibilities

The checklist below assumes that the above has been initiated by the **GHA** where appropriate and that the AC / O checklist on the previous page has been used for guidance. Accordingly, only **additional & specific GHA responsibilities** now appear below:

- Was immediate alerting & activation of GHA successfully accomplished?
- Did GHA comply with appropriate RVP / Staging Area requirements (as applicable)?
- Time first GHA unit arrived at crisis location (as applicable)?
- Did GHA successfully identify & report to 'on-scene' operational commander in overall charge at crisis location (as applicable)?
- Did GHA set up a subordinate 'operational' command post at crisis site and ensure use of appropriate identifying signage, markings, pennants, beacons etc. - (as applicable)?
- Did GHA provide representation to the Mobile / Forward Command Post (as applicable)?
- Did GHA adequately provide suitable ground transport vehicles / operators in case of the need to serve as a temporary casualty clearance and / or immediate medical care facility
- Did GHA adequately provide suitable ground transportation vehicle(s), operator(s) and escorts at crisis location - used to provide shelter to accident victims from undesired consequences of e.g. weather elements
- Did GHA adequately become involved with joint responsibility for the on-site uninjured (as applicable)?
- Did GHA adequately provide suitable ground transportation services and escorts from crisis site to on-airport reception centre(s) & similar on-airport destinations (as applicable)?
- Did GHA adequately provide suitable ground servicing equipment (e.g. aircraft steps; tugs etc.) and operator(s) to accident site (as applicable)?
- Did GHA (when so directed by an appropriate authority) off-load and transport baggage, cargo and mail to the area specified by such authority (as applicable)?
- Did GHA deploy an appropriate representative to the airport EOC (as applicable)?
- Did GHA liaise adequately with **aircraft & airport** operators throughout crisis (as applicable)?
- Did GHA adequately participate in reception centre / humanitarian assistance operations (as applicable)?
- Did GHA (all units) maintain an adequate log of events throughout?
- Overall assessment of the GHA operation?

Comment here on any of the above (continue on separate sheet if required & attach to this document in the appropriate place)





Airport Engineering, Electrical & Electronic Services Support (Including IT & Telecommunications)

Comment here on the initial exercise response involving the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Airport Customs, Immigration & Port Health Involvement & Support

Comment here on the initial & any subsequent exercise crisis response involving any of the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Deployment of **Off-airport** Manpower & Support Facilities to * Crisis Location (as applicable)

* Checklists are related to an **on-airport** crisis only. They should be adapted for off-airport crises

Are all required **Mutual Emergency Aid Support** Agreements in place and 'fit for purpose'?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Have adequate & appropriate **RVP** procedures & terms of reference been documented in the AEP?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Have adequate & appropriate **RVP(s)** been established & signposted **on-airport**?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Is adequate & appropriate **off-airport RVP** signage in place?

Comment here on the above, if applicable. *Particularly comment on the adequacy of **off-airport** RVP type signage - as related to **the distance out from the actual RVP(s)** that such signage is placed - and also its '**conspicuousness**' and '**readability**'* (continue on separate sheet if required & attach to this document in the appropriate place)





Was the most appropriate **RVP(s)** selected - as commensurate with the exercise scenario?

Comment here on the above, if applicable. Particularly comment on how mutual aid services deploying to the airport were (or otherwise) advised of the correct RVP to report to (assuming more than one RVP is available) (continue on separate sheet if required & attach to this document in the appropriate place)

Was **RVP(s)** operation / procedure (& related matters) effectively managed during the exercise?

- Was immediate alerting & deployment of RVP operating / supporting manpower successfully accomplished?
- Adequate access, space, markings, signage, manpower, security, marshalling, lighting, briefing etc. available at the RVP(s) itself?
- Adequate separation of different types of mutual aid services maintained at RVP(s)?
- Adequate communications established & maintained between RVP(s) and crisis site 'person in charge' (on-scene operational commander)?
- Adequate communications established & maintained between RVP(s) & airport EOC or equivalent facility?
- Adequacy of 'call-forward (from RVP(s)) to crisis site' procedure?
- Escort availability and numbers adequate?
- Crisis site entry & exit system procedures adequate with regard to RVP operations?
- Were mutual aid (off-airport) emergency services able to successfully identify & report to 'on-scene' operational commander in overall charge at the crisis site?
- Did mutual aid services set up their own 'Operational Command' posts at crisis site & ensure use of appropriate identifying signage, markings, pennants, beacons etc.
- Did mutual aid services provide representation to the airport's Mobile / Forward Command Post (as applicable)?
- Adequate records kept of numbers & types of mutual aid services passing through RVP(s) during exercise?
- RVP(s) log of events adequately maintained?
- Overall assessment of the RVP operation?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Off-Airport (Surrounding Community) - *Fire & Rescue Services*

- Was rapid alerting & activation of off-airport fire & rescue services successfully accomplished?
- Time first off-airport fire & rescue appliance / unit arrived at nominated RVP?
- Time first off-airport fire & rescue appliance / unit arrived at crisis site?
- Time full off-airport fire & rescue response became effective at accident site?
- Adequate briefing / liaison / co-ordination with airport's AFS / RFFS evident?
- Was the matter of C4 'primacy' established without undue difficulties?
- Off-airport appliances / units deployed effectively & in co-ordination with the on-airport AFS / RFFS response?
- Were water transfer operations adequate (as applicable)?
- Was the concept of 'preservation of evidence' briefed and followed?
- Log of events adequately maintained?
- Overall assessment of the off-airport fire & rescue services response?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Off-Airport (Surrounding Community) - Police / Security Services

- Was rapid alerting & activation of off-airport Police / security services successfully accomplished?
- Were adequate arrangements in place for the off-airport Police (or equivalent) to establish an appropriate rapid access route(s) / system (for emergency services use) to and from designated access / exit points at the airport - and if so, were such arrangements successfully & quickly implemented (as applicable)?
- Did the rapid access system referred to above adequately account for appropriate hospital location(s) with relevance to airport emergency access / exit location(s) (as applicable)?
- Did any part of the off-airport Police operation prevent essential airport workers gaining reasonably rapid and easy access to the airport (as applicable)?
- Time first off-airport police unit arrived at nominated airport RVP (as applicable)?
- Time first off-airport police unit arrived at on-airport crisis site (as applicable)?
- Time full off-airport police response established at airport / accident site (as applicable)?
- Adequate briefing / liaison / co-ordination with Airport Police evident (as applicable)?
- Was the matter of C4 'primacy' established without undue difficulties (as applicable)?
- Off-airport police units deployed effectively & in co-ordination with the Airport Police / Security response (as applicable)?
- Was the concept of 'preservation of evidence' briefed and followed?
- Log of events adequately maintained?
- Overall assessment of the off-airport police service response?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Off-Airport (Surrounding Community) - *Hospital(s), Ambulance* & similar services

- Was rapid alerting & activation of off-airport medical / ambulance services successfully accomplished?
- Time of first off-airport medical services responder's arrival at nominated RVP?
- Time of first off-airport medical services responder's arrival at crisis site (either by ground or by air)?
- Time full off-airport medical response established at crisis site?
- Appropriate manager (in charge of overall crisis medical services) appointed & identifiable?
- Adequacy of briefing & handover from AMC (or similar) staff (as applicable)?
- Did off-airport medical services 'senior person' successfully identify & report to 'on-scene' operational commander in overall charge at crisis location (as applicable)?
- On-going medical operation adequately managed & resourced?
- Adequate availability of stretchers & stretcher bearers?
- Adequacy of triage identification / marking / injury / category system in use?
- Effectiveness & efficiency of on-going triage, casualty clearance & medical treatment operations at crisis site?
- Adequacy of measures for protection of injured from environmental factors (i.e. the weather)?
- Adequacy of medical transportation system in use (both ground & air)?
- Adequacy of liaison & co-ordination with 'receiving' hospitals & similar facilities?
- Adequacy of record keeping - especially regarding which casualties were transported to which medical facility; when; in what condition; by which method of transport etc.
- Adequacy of re-supply arrangements of manpower, medicines, drugs, equipment etc.
- Appropriate (temporary) body holding area identified & utilised (for those who die on site after triage / medical treatment has commenced)?
- Adequate co-ordination & communication with other appropriate on-site responders?
- Adequacy of overall operation at 'receiving' hospitals & equivalents facilities?
- Was the concept of 'preservation of evidence' followed?
- Adequate log of events maintained?
- Overall assessment of the off-airport medical services response?

Comment here on the above, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Search & Rescue (**SAR**) Services (as applicable)

Comment here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Specialist **Over-water Rescue** Services (as applicable)

Comment here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)

Note: Also comment here where other natural and / or man-made difficulties need to be adequately accounted for in the AEP e.g. mountainous terrain; city-centre located airport etc.

Military & Paramilitary Services (as applicable)

Comment here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Airport Operator - Command, Control, Co-ordination & Communication operations (C4)

- * Checklists are related to an on-airport crisis only. They should be adapted for off-airport crises

Temporary On-scene Operational Commander

- Was 'temporary' C4 at crisis site established effectively, efficiently, clearly & quickly?
- Were the identity, location & roles of the temporary on-scene operational commander clearly understood by all others operating *at the crisis site*?
- Were the identity, location & roles of the temporary on-scene operational commander clearly understood by the C4 team at the **airport's** temporary main command centre and / or at the **EOC**?
- Were adequate two way communications established / maintained with the **airport's** temporary C4 centre and / or the **EOC** - plus with the **AFS / RFFS watch-room**?
- Did the temporary (on-scene) operational commander demonstrate effective & efficient decision making & co-ordination re choices of appropriate RVP(s), Perimeter Gates, Staging / Holding Areas etc. - to be used for the specific crisis circumstances in place 'on the day'?
- Were adequate records maintained (insofar as possible) of initial movements of accident victims away from crisis location? e.g. to hospital(s); to reception centres etc. - *including effective & efficient use of triage tag system or similar*
- Was an adequate log of events maintained? (insofar as possible)
- Overall - did the temporary (on-scene) operational commander demonstrate adequate levels of operational C4?

Note: The above assume that **immediate** on crisis site C4 will be exercised **temporarily** by the appropriate AFS / RFFS senior officer present - until such time as he / she can be replaced with a nominated and more senior replacement

Comment here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Mobile / Forward Command Post (M / FCP) & Permanent On-scene Operational Commander

- Adequacy of M / FCP vehicle or equivalent facility (as applicable) i.e. easily recognisable; size; manpower; facilities & equipment etc.
- Was immediate alerting & deployment of M / FCP team successfully accomplished?
- Time M / FCP arrived at crisis site?
- M / FCP adequately positioned with regard to crisis site circumstances?
- Adequate C4 briefing & handover provided from whoever had C4 primacy (e.g. **temporary on-scene operational commander**) at crisis location before arrival of M / FCP?
- All appropriate on-scene operational responders (including any off-airport agencies present) aware or made aware of identity, location and 'C4 primacy' of 'new' (**permanent**) on-scene commander in overall charge at crisis site?
- Overall C4 team at **airport** temporary C4 facility and / or **EOC** aware or made aware of identity & location of 'new' (**permanent**) on-scene commander?
- Decision making representatives from other on-scene operational responders present (or attending) at M / FCP?
- Adequate two way communications established between M / FCP and **airport** temporary C4 facility and / or **EOC**, RVP(s), staging point, AFS / RFFS watch-room etc.
- Overall radio communications managed effectively, efficiently & without confusion?
- Were adequate records maintained (insofar as possible) of movements of accident victims away from crisis location? e.g. to hospital(s); to reception centres etc. - *including effective & efficient use of triage tag system or similar*
- Was an adequate log of events maintained?
- Overall - did the 'permanent' (**on-scene**) **operational commander** demonstrate adequate operational C4?

Comment further here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Overall **Airport Operator** C4 (*Temporary* Overall C4 Facility, Commander & Supporting Team)

See 'important note' - page 24

- Was immediate alerting of **Airport Operator (AO)** successfully accomplished?
- Did AO go on to adequately complete its own (specific) alerting & activation plan?
- Was a 'temporary' AO overall commander immediately appointed & was this process / selection adequate and in accordance with the AEP?
- Was a 'temporary' support team (i.e. supporting the 'temporary' AO overall commander) immediately appointed & was this process adequate and in accordance with the AEP?
- Was a temporary AO C4 facility immediately established and manned pending activation of the AO's **Emergency Operations Centre (EOC)** - & was this process adequate and in accordance with the AEP?
- Were adequate measures taken to begin the process of establishing the **EOC** and alerting / appointing a '*permanent*' overall commander and supporting team?
- Was an AO representative(s) deployed to the crisis location?
- Were all necessary communications links adequately established & maintained - including communications with the on-scene operational commander, RVP manager, the deployed AO rep, the aircraft operator, HQs of appropriate off-airport responders and so on?
- Was adequate oversight demonstrated of e.g. RVP management, use / choice of airport gates, staging / holding area operations, one-way access / exit routes - and so on?
- Was 'essential information' re the crisis quickly obtained & provided to the on-scene operational commander? (Assuming an aircraft accident, this should include:
 - Total number of persons (unverified at this stage) on board the accident aircraft
 - Number of crew (by pilots and by cabin crew) and, separately, number of passengers
 - Initial details of dangerous goods carried - if any
 - Estimated fuel on board the accident aircraft at time of accident
 - Flight number, aircraft type, departure airport, intended arrival airport)
- Was / were adequate support, resources, guidance etc. provided to the on-scene commander and team at the crisis location?
- Was there an adequate flow of information coming in to the temporary airport C4 facility?
- Was the provision & operation of ground transportation (in all its forms) adequately overseen?
- Was the provision & operation of ground servicing equipment and similar (e.g. aircraft steps; portable emergency shelter etc.) adequately overseen?
- Was the provision of aircraft, mechanical and electrical engineering services (and similar e.g. telecommunications & IT support) adequately overseen?
- Were appropriate decisions and notifications (e.g. NOTAM) made re continued use or otherwise of airport movement areas, navigation aids etc.
- Was an appropriate decision made (or imposed) and notified re airport closure?
- Was the prospect of continuing normal airport operations adequately considered and, where applicable - effectively, efficiently and quickly communicated & acted upon?





Overall **Airport Operator** 'Temporary' C4 Operations etc. - *continued*

- Was the procedure for the evacuation, set-up, manning, security, operation & control of airport provided victim reception centre(s) adequately & expeditiously accomplished & overseen?
- Was the procedure for the evacuation, set-up, manning, security, operation & control of an airport provided family, relatives & friends reception centre adequately & expeditiously accomplished & overseen?
- Was the procedure for the evacuation, set-up, manning, security, operation (including the matching process itself) & control of an airport provided re-uniting facility / area adequately & expeditiously accomplished & overseen?
- Was 'special' provision made for the separate reception & onwards handling of uninjured crew?
- Did Airport Operator (AO) adequately oversee the supply of food, beverage, emergency clothing and other essential 'commissary' type items to SRC (A), CRC (A) & FRRC?
- Did AO adequately oversee the supply of food, beverage and other essential commissary type items to deployed emergency responders (as applicable)?
- Was the airport PA system used effectively & efficiently in support of the crisis and maintenance of 'normal' operations (as applicable)?
- Was the airport's Flight Information Display system ('FIDS' - used at both the airport and as displayed on related websites) used effectively & efficiently in support of the crisis and maintenance of 'normal' operations (as applicable)?
- Did the airport's emergency call / contact / information centre operate adequately and in close liaison & co-ordination with any other similar facilities in use e.g. by the accident airline (as applicable)?
- Were temporary mortuary arrangements adequate (as applicable)?
- Was (airport) landside traffic management adequately managed - including airport railway / metro operations, where applicable?
- Were any initial dealings with the media adequately managed?
- Was initial consideration given to implementation of the aircraft removal / salvage plan (as applicable)?
- Did the AO fully co-operate with the appropriate air accident investigation authority?
- Overall - did the Airport Operator's temporary overall commander / system demonstrate adequate tactical (& strategic where necessary) C4 capabilities?

Comment further here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Overall Airport Operator C4 (Emergency Operations Centre, Overall Commander & Supporting Team)

See 'important note' - page 24

Note: The roles & responsibilities of the airport operator's (AO's) "Emergency Operations Centre - EOC", when eventually established, will be similar to those already outlined immediately above for temporary AO C4. The following should have been additionally considered - where applicable:

- EOC location, facilities, manpower, equipment (including IT & telecommunications), documentation & security 'fit for purpose'?
- EOC successfully established & operational - including adequate representation
- Were EOC admin, logistics & support services provided & adequate?
- Was Airport Operator's (AO) Permanent 'Overall Commander' & supporting team adequately appointed, established & operational?
- Adequate crisis briefing & overall C4 handover to EOC successfully accomplished?
- All other appropriate responders / parties aware of EOC activation, identity of overall commander, contacts etc.
- Full log of events maintained by EOC?
- Appropriate reports & records maintained by EOC?
- Did EOC establish & maintain regular liaison & co-ordination with On-scene Commander and provide all and any support & available resources required?
- Did EOC receive regular situation reports from the crisis location via the M / FCP team & various other operational emergency support agencies - and respond accordingly?
- Did EOC receive regular situation reports from the various locations where welfare, humanitarian & similar support was being provided - and respond accordingly?
- Did EOC collect, collate & disseminate (to appropriate recipients) all known (appropriate) information re the total (big picture) crisis response operation? Was this information updated on a continual cycle?
- Did EOC maintain regular liaison & info exchange with the HQ (tactical and / or strategic command) units of appropriate off-airport emergency response / support agencies?
- Did EOC maintain regular liaison & co-ordination with appropriate Government agencies?
- Did EOC deal adequately with the media - in conjunction (where necessary) with other (non AO) agencies (e.g. aircraft operator), as appropriate?
- Did EOC make best use of appropriate web & social networking sites to convey essential and / or useful information to the public and the media
- Did EOC adequately provide for the welfare and humanitarian support of all responding emergency response and support staff - as applicable?
- Did EOC fully support / co-operate with the on-going Air Accident Investigation process
- Did EOC adequately demonstrate management and / or co-ordination of the on-going aircraft removal / salvage operation?
- Overall - did the AO overall commander & EOC staff / system demonstrate adequate tactical (& strategic where necessary) C4 capabilities?

Comment further here on the above response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





IMPORTANT NOTE - Temporary AO C4 Centre Checklist versus 'permanent' EOC Checklist

When (if) the AO's **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items / responsibilities etc. (i.e. those not yet completed) from the **Temporary AO C4 Centre's** checklist will be merged (transferred) with (to) those of the **separate EOC** check list / responsibilities

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating / overseeing the **Temporary AO C4 Centre's** checklist **transfers location** (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons thereafter liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point (i.e. when the EOC has assumed airport related C4 of the crisis) it is anticipated that other staff at the airport's 'Normal Operations' Control Centre itself will thereafter **continue** management of normal and business continuity operations **only** (if / as applicable) - as required by actual circumstances 'on the day'





Humanitarian, Welfare & Similar Operations / Response (other than at the crisis location itself)

- * Checklists are related to an on-airport crisis only – and as related to an arriving flight. They should be **adapted** accordingly for off-airport / departing / en-route aircraft type crisis situations

Checklists do not relate to hospital or mortuary operations

Uninjured Survivor Reception Centre *Airport Airside* - for uninjured passengers - **SRC (A)**

- Location acceptable / fit for purpose (ideally not having a view of the aerodrome)?
- Size acceptable / fit for purpose?
- Access & exit arrangements adequate?
- Security & privacy arrangements adequate?
- Seating arrangements adequate?
- Adequate toilet / washroom facilities available?
- PA system and / or use of pre-stocked megaphones available for SRC (A) staff use?
- Adequate supplies of emergency clothing and footwear (& similar) pre-stocked?
- Adequate supplies of sanitary items pre-stocked - especially for females & infants?
- Adequate catering (food & beverage) facilities readily, quickly & continually available (including baby food and special dietary requirements (kosher, halal, vegetarian etc.))?
- Adequate number of telephones pre-stocked (with free international dialling capability) for use by uninjured passenger survivors whilst at SRC (A)?
- Adequate documentation available (in appropriate quantities) & pre-stocked (for recording passenger information e.g. '4 in 1' Passenger Record Card or equivalent form)?
- SRC (A) information cards (in appropriate quantities) available & pre-stocked?
- Adequate system in place / use to differentiate 'processed' from 'unprocessed' passengers?
- Adequate arrangements in place for on-site management (C4 operation) of SRC (A)?
- Adequate, trained manpower available for effective & efficient handling of all aspects of SRC (A) operation & security?
- Provision made for adequate medical support to be provided at SRC (A)?
- Sufficient copies of accident flight's passenger manifest (list) available at SRC (A)?
- Comment on actual (exercise) SRC (A) reception arrangements for uninjured passengers
- Comment on method and time taken to identify all uninjured passengers present at SRC (A) e.g. as related to the accident flight's passenger manifest / list
- Were uninjured passengers asked about the whereabouts & status of missing passengers - as might be known to them but who were not present at the SRC (A) (as applicable)?
- Comment on actual (exercise) SRC (A) uninjured passenger processing system in use - including information gathering, handling & onward transmission - and separation and / or discrimination of the processed from the unprocessed
- Were all Passenger Record Cards (or equivalent forms) completed at least in English?
- Were completed copies of all Passenger Record Cards (or equivalent forms) quickly delivered to all parties needing to receive them?
- Comment on all aspects of actual (exercise) humanitarian, welfare & similar responsibilities & tasks at SRC (A) - including provision of psychological first aid to uninjured passengers





Uninjured Survivor Reception Centre *Airport Airside* - for uninjured passengers - **SRC (A)** - *continued*

- Comment on actual (exercise) communications in general - within / to / from SRC (A)
- Comment on actual (exercise) medical support operations provided at SRC (A)
- Comment on actual (exercise) religious (& similar) support operations provided at SRC (A)
- Comment on actual (exercise) provision of all types of essential and / or useful information which needs to be given to uninjured passengers at the SRC (A)
- Comment on actual (exercise) services provided to uninjured passengers at SRC (A) - by Customs, Immigration & Port Health representatives (as applicable)
- Comment on effectiveness, efficiency, sensitivity & adequacy of the actual (exercise) release process of uninjured passengers from SRC (A)
- Did airport authority / operator check that aircraft operator of accident flight (or local representative e.g. GHA) had made (would make) adequate humanitarian, welfare and similar arrangements for uninjured passengers once they had left the jurisdiction / responsibility of 'airport' care at the SRC (A)?
- Was psychological first aid (including peer support) made available to responders at SRC (A)?
- Adequate log of events maintained throughout SRC (A) operation?
- Adequate reports and records maintained throughout SRC (A) operation?
- Are all appropriate parts of any of the above (including associated procedures, checklists etc.) clearly & adequately documented in the AEP?
- Overall assessment of SRC (A) operation

Comment further here on the above facility /operation /response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Uninjured Crew Reception Centre *Airport Airside* - for uninjured crew - **CRC (A)**

The above checklist for uninjured **passengers** should be adapted for uninjured **crew** at the CRC (A) - using common sense accordingly in the adaptation e.g. there will be no need to account for infants & children; there should be no need of a PA system /megaphones; the crew list (general declaration) will be used instead of the passenger list etc.

The following should additionally be considered for uninjured crew at the CRC (A):

- Were uninjured crew separated from uninjured passengers on leaving crisis location and, in principle and / or practice, kept separated from all passengers and their families, relatives and friends thereafter?
- Was CRC (A) facility / location physically, visually and security separated from SRC (A) & FRRC facilities / locations?
- Were uninjured crew asked about the whereabouts & status of any missing crew members not present at CRC (A)?
- Were uninjured crew treated with compassion, respect & dignity at all times?
- Were uninjured crew provided with the means & opportunity of readily communicating with their aircraft operator HQ?
- Were uninjured crew provided with the means & opportunity of readily communicating with their family, relatives & friends
- Were uninjured crew offered legal representation(s) (as applicable)?
- Were uninjured crew protected from unwanted media intrusion?
- Were uninjured crew provided with enhanced security where required?
- Were uninjured crew provided with a 'discrete' method of leaving the airport - when cleared so to do
- Did uninjured crew (*in exceptional circumstances) continue to care for the welfare (in the broadest sense) of their passengers - after leaving the crisis location
(*e.g. - where the uninjured crew were the only viable source of support [or adequate support] for the passengers)
- Overall assessment of CRC (A) operation

Comment further here on the above facility /operation /response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Family, Relatives & Friends (includes Meeters & Greeters) Reception Centre *Airport Landside* - FRRC

Note 1: Above facility can be located off-airport if required - but if so, should generally be located very close by i.e. easy walking distance (within 5 minutes) or very short transport ride to / from airport

Note 2: Below assumes that 'associated families, relatives & friends' **refers to those who were waiting at the arrival airport** to receive (meet & greet) passengers from the accident flight. The latter group of persons are known in this document as '**meeters & greeters / friends & relatives - MGFR**'

- Adequate (fit for purpose) procedure(s) documented & available for:
 - Ready & rapid initial identification of genuine MGFR associated in some way with persons on board the crisis aircraft
 - Separating 'genuine' MGFR from others (i.e. mainly from non-crisis associated MGFR)
 - Ensuring that genuine MGFR know how to get to (and / or are escorted to) the FRRC
 - Sensitively providing initial crisis information to MGFR on first arrival at FRRC
- FRRC location acceptable / fit for purpose (ideally not having a view of the aerodrome)?
- Size acceptable / fit for purpose?
- Access & exit arrangements adequate?
- Security & privacy arrangements adequate?
- Adequate seating arrangements?
- Adequate toilet / washroom facilities available?
- PA system and / or use of pre-stocked megaphones available for FRRC staff use?
- Adequate supplies of sanitary items pre-stocked - especially for females & infants?
- Adequate catering (food & beverage) facilities readily & quickly available (including baby food and special dietary requirements (kosher, halal, vegetarian etc.))?
- Adequate facilities available for children e.g. toys, games & books?
- Adequate documentation available (in appropriate quantities) & pre-stocked (for recording MGFR provided information e.g. the '**Friends & Relatives Enquiry Card**' or equivalent form)?
- FRRC information cards (in appropriate quantities) available & pre-stocked?
- Adequate system in place / use to differentiate 'processed' from 'unprocessed' MGFR?
- Adequate arrangements in place for on-site management (C4 operation) of FRRC?
- Adequate, trained manpower available for effective & efficient handling of all aspects of FRRC operation & security?
- Provision made for adequate medical support to be provided at FRRC?
- Sufficient copies of accident flight's passenger manifest (list) available at FRRC?
- Comment on actual (exercise) FRRC reception arrangements for MGFR
- Comment on actual (exercise) MGFR processing system in use - including information gathering, handling & onward transmission - and separation and / or discrimination of the processed from the unprocessed





FRRC - continued

- Were all Friends & Relatives Enquiry Cards (or equivalent forms) completed at least in English?
- Were completed copies of all Friends & Relatives Enquiry Cards (or equivalent forms) quickly delivered to all parties needing to receive them?
- Comment on all aspects of actual (exercise) humanitarian, welfare & similar responsibilities & tasks at FRRC - including provision of psychological first aid to MGFR
- Comment on actual (exercise) communications in general - within / to / from FRRC
- Comment on actual (exercise) medical support operations provided at FRRC (as applicable)
- Comment on actual (exercise) religious (& similar) support operations provided at FRRC
- Comment on actual (exercise) provision of all types of essential and / or useful information which needs to be given to MGFR at FRRC
- Comment on actual (exercise) measures in place to ensure that the 'media' do not have access to the FRRC
- If any MGFR chose to leave the FRRC whilst it was still in operation (or had decided not to enter the FRRC in the first place) did FRRC & / or other appropriate staff ensure (insofar as was possible) that 'Friends & Relatives Enquiry Cards' (or similar) had been completed by such MGFR - especially the provision of accurate and adequate onward contact information?
- Did airport authority / operator check that aircraft operator of accident flight (or local representative e.g. GHA) had made (would make) adequate humanitarian, welfare and similar arrangements for MGFR once they had left the jurisdiction / responsibility of 'airport' care at the FRRC?
- Was psychological first aid (including peer support) made available to responders at FRRC?
- Adequate log of events maintained throughout FRRC operation?
- Adequate reports and records maintained throughout FRRC operation?
- Are all appropriate parts of any of the above (including associated procedures, checklists etc.) clearly & adequately documented in the AEP?
- Overall assessment of FRRC operation

Comment further here on the above facility /operation /response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





On-airport Reuniting Facility - *Airport Land-side* - RA (A)

Note 1: Above facility can be located off-airport if required - but if so, should generally be located very close by i.e. easy walking distance (within 5 minutes) or very short transport ride to / from airport

Note 2: Below assumes that 'associated families, relatives & friends' refers to those who were waiting at the arrival airport to receive (meet & greet) passengers from the accident flight. The latter group of persons are known in this document as 'meeters & greeters / friends & relatives - **MGFR**'

Note 3: The assumption is made below that the RA (A) is managed by the airport operator / authority. Where this is not the case, the checklist should be **adapted** accordingly

- RA (A) location, layout, facilities, equipment, documentation, security etc. - fit for purpose?
- System of 'Passenger Record Card - PRC' forms & 'Friends & Relatives Enquiry Card - FEC' forms (or equivalent forms) in place & fit for matching purpose?
- RA (A) C4 operation fit for intended purpose (experience, numbers, trained, exercised etc.)?
- RA (A) manning adequate for intended purpose and maximum number of reconciliations anticipated (numbers, trained, exercised etc.)?
- RA (A) processes, procedures, checklists etc. - available & fit for purpose + included in AEP?
- Comment on 'theoretical' effectiveness & efficiency (especially related to anticipated time involved) of matching operation (i.e. matching on paper etc.) proposed for use at RA (A)
- Comment on 'theoretical' effectiveness & efficiency of reconciliation / reuniting operation (i.e. physical reuniting) proposed for use by RA (A)
- Comment on actual (exercise) time scale taken for completed PRCs & FECs (or similar forms) to be delivered to RA (A) in order that matching process can be undertaken
- Comment on actual (exercise) language(s) used for PRC & FEC completion (should be English as a minimum)
- Were completed actual (exercise) PRCs & FECs generally legible?
- Comment on **actual (exercise)** general matching process of accident flight's passengers (whether uninjured, injured or deceased) with associated families, relatives & friends - especially with regard to accuracy and time taken
- Comment on **actual (exercise)** physical reconciliation / reuniting process of accident flight's uninjured passengers with associated families, relatives & friends (MGFR) - especially with regard to accuracy and time taken
- Comment on actual (exercise) reconciliation / reuniting process of accident flight's injured passengers (hospitalised) with associated families, relatives & friends (MGFR) - especially with regard to accuracy and time taken
- Comment on actual (exercise) liaison, co-ordination & information sharing between the RA (A) and any external parties with which RA (A) sourced information needs to be shared e.g. government / federal authorities, the aircraft operator (or representative) etc.
- Comment on actual (exercise) communications in general - within / to / from RA (A)
- Overall assessment of RA (A) operation

Comment further here on the above facility / operation / response, if applicable (continue on separate sheet if required & attach to this document in the appropriate place)





Comment on Post-exercise Feedback / Corrective Actions Required etc.

Comment further here re the above (continue on separate sheet if required & attach to this document in the appropriate place)

