



Information Article

Aircraft Operator (Airline etc.) - Emergency Response Planning & Response Ops

Glossary / Definitions / Terminology



Tower of Babel

Relevance:

A comprehensive listing (with associated explanations) of the more typical terms and associated concepts etc. used within the commercial aviation industry (aircraft operators [airlines] and their representatives [ground handling operators etc.] in particular) **regarding emergency planning and response** (ERP) **operations** - as related to **catastrophic aircraft accident / aviation disaster** (and similar adverse severity / impact) type scenarios / situations





The Reader is advised to study the following notes before proceeding further

Note 1 - Fictitious (scheduled) *passenger* airline '**ABCX Airways**' has been used to provide some 'context' in this document

This latter airline is loosely based on a medium to large sized **United Kingdom** registered, headquartered and main based air carrier - operating domestic and international (long, medium and short-haul) routes **worldwide** (including to a significant number of USA destinations)

It can be assumed herein that **ABCX Airways** is well resourced, supported etc. from ERP (emergency response plan / planning) **viewpoints** (e.g. top management approval / support + adequate manpower base [including a dedicated ERP Manager and Deputy] + adequate budget + required / related etc. facilities in place + rapid access capability to humanitarian [family] assistance / emergency contact centre services + GO Team deployment capability etc.)

Concerning the preparation / conduct etc. of associated emergency response planning ops etc. - whatever applies to **ABCX Airways** herein also **typically** applies **in reality** (to a greater or lesser degree) to other, similar airlines (and also to **most** other types of *passenger* carrying airlines/ aircraft operators e.g. smaller / simpler air carriers; charter, lease and 'tour' ops airlines; low-cost operators etc.) **worldwide**

This info article should be **adapted** for use by other aircraft operator types as required (e.g. * Cargo; Executive / Business; VVIP; Rotary; Industrial [e.g. mining / oilfield worker transfers] etc.)

* If the reader is wondering why 'cargo' operators are included here, take a look at the info at the end of the 2 links shown just below (implications for **actual** and **potential large** loss of life situations respectively):

https://en.wikipedia.org/wiki/El_Al_Flight_1862

https://en.wikipedia.org/wiki/UPS_Airlines_Flight_6

Where there are differences in reality from anything written above (and elsewhere herein) - it is for the associated 'user' to adequately identify and account for them accordingly

Note 2 - Unless stated otherwise, this glossary (the document you are reading now) is based on a **catastrophic aircraft accident** (aviation disaster) type situation occurring on / very close to the **scheduled landing** (destination) **airport** of the flight concerned e.g. it is not based on a ** 'remotely' located aircraft accident

** For an example of what a 'remotely located' aircraft accident is - see:

https://en.wikipedia.org/wiki/Air_France_Flight_447

For other (aircraft related) emergency response type situations, the information provided herein can still be useful, with appropriate adaptation





Note 3 - Most terms, abbreviations etc. used herein are **generic** i.e. not specific to any particular airline, airport, ground handler etc. Whilst many will be the same / similar to terms in actual (real / operational) use world-wide, their 'generic' use and nature should be accounted for accordingly

However, if 'you' **ARE** able to adopt the terminology (and concepts too) used herein, in your own emergency response plans, this will assist in achieving a highly, desirable degree of associated, worldwide (ERP) standardisation amongst e.g. **aircraft operators**, **airport operators**, **GHA**s etc.

Note 4 - Whilst terminology associated with welfare of and support to aircraft accident victims and others involved (e.g. family, relatives and friends of accident victims) might generically / variously be referred to herein as e.g. '**Family** Assistance Centre'; '**Special** Assistance Team'; '**Care** Team' etc. - use of the word '**humanitarian**' is (2024) strongly preferred e.g. '**Humanitarian** Assistance Centre', '**Humanitarian** Assistance Team' etc. However, do note that (for now) - all such terms might be considered as interchangeable

Note 5 - The term 'passenger record card' (abbreviation - **PRC**) was historically used (where appropriate) in **this** glossary. The more correct term to use today is 'passenger / victim record card' (abbreviation - **P/VRC**)

Note 6 - Despite every care being taken in the preparation of this series of information articles, they will inevitably contain a (hopefully) small number of errors, omissions, oversights, broken links etc. Users identifying same are kindly requested to notify (email) the author accordingly at:

info@aviation-erp.com

Thank you in advance

Note 7 - For the purposes of this glossary the word '**emergency**' is defined as:

A present and / or imminent event which requires rapid co-ordination of actions concerning persons and / or property - in order to protect the health, safety and welfare etc. of people.....and / or to limit damage to property and / or the environment etc.

*Emergencies can be natural and / or technologically and / or 'human-induced'. Examples include floods, earthquakes, hazardous material spills, cyber security incidents, pandemics and terrorism.....and, of course, **catastrophic aircraft accidents** /aviation disasters!*

Note 8 - *The glossary itself starts on page 6*





Acronyms (with a little extra 'explanatory material' in places)

AEP	Airport Emergency Plan
AOC	Airline Operators' Committee (Do not confuse with 'AOC' - Air Operator's Certificate)
C4	(Crisis related) Command, Control, Co-ordination & Communication ops
CCC	Crisis Communications (Media Response) Centre (typically located at Airline HQ)
CC	Crisis Controller (team of trained / exercised <u>airline</u> staff supporting a Crisis Director)
CD	Crisis Director (Person charged with overall <u>airline</u> crisis C4 - at the highest level)
CIQ	Customs, Immigration & Quarantine (Port Health) - (airport based [as used here])
CMC	Crisis Management Centre (highest level airline C4 facility at accident airline HQ) (see 'EOC')
C-LACC	Controller - Local Accident Control Centre (Airline's Station [airport based] rep having local C4 responsibilities on behalf of the parent / customer airline)
CPM	(ABCX Airways) Crisis <i>Response</i> Planning Manager
CRPM	Crisis Response Planning Manual (Airline)
CRC (A)	(Uninjured) Crew Reception Centre Airside - typically an 'airside' holding facility at airport concerned / involved
CRC (L)	(Uninjured) Crew Reception Centre Landside - typically a 'landside' holding facility (e.g. a hotel) at or near airport concerned / involved
CST	Crash Site Team (Station Traffic / Ramp + Aircraft Engineering Staff - required to deploy to aircraft accident location [provided that latter is either on or close to the airport at which they are based] in order to conduct initial essential duties on behalf of the 'accident airline')
CSU	Crisis Support Unit
ECC	Emergency Call / Contact /Information Centre
EOC	Local Airport Authority's / Operator's Emergency Operations (C4) Centre - typically airport based / located (See also 'CMC')
ERP	(Aircraft Operator's) Emergency Response Plan (the latter is a component part of the overall airline CRPM [CRPM Part 1 - see page 15] which deals with 'catastrophic aircraft accident / aviation disaster' type scenarios <u>only</u> - and does not include aircraft incidents; operational disruption / business continuity; public health crises etc.)
FAC	Family Assistance Centre (see preferred term 'Humanitarian Assistance Centre')
FEC	FR 'Enquiry Card'
FR	Family, Relatives & Friends (of associated aircraft accident victims [by definition FR would <u>not</u> have been on board the accident flight concerned])
FRRC	FR Reception Centre - a shorter term facility, used as an initial holding area for MGFR. It is typically (but not always) located landside (e.g. at a 'vacated' restaurant) at an airport at which an associated catastrophic aircraft accident (or equivalent situation) has occurred AND / OR located at or very close to some <u>other</u> airport (anywhere in the world in principle) which is very closely concerned / related / involved (for whatever valid reason) with such catastrophic aircraft accident (or equivalent situation)





- GHA Ground Handling Agent / airline representative at airline Station locations (in general)
- HAC Humanitarian Assistance Centre - a facility (typically [but not always] a hotel or hotels) used to * temporarily accommodate FR (including MGFR [if appropriate] after they leave the FRRRC) of aircraft accident victims. It is commonly located very close to an airport at which an associated, catastrophic aircraft accident (or equivalent situation) has occurred AND / OR located very close to some other airport / location (anywhere in the world in principle) which is very closely concerned / related / involved (for whatever valid reason e.g. it was the departure airport of a flight which 'crashes' at the arrival airport) with such catastrophic aircraft accident (or equivalent situation)
- * Note 1: The term 'temporarily' should be interpreted 'flexibly'. Note 2: The HAC can also be used to accommodate **non-local** FR (from anywhere in the world in principle) who choose to travel to / near to the accident location (as appropriate e.g. the middle of the Atlantic Ocean would not be an option). Note 3: No one is 'forced to use the HAC e.g. locally living FR may prefer their local residences instead
- HAT (Accident Airline's) Humanitarian Assistance Team
- ICT (Accident Airport's) Immediate Care Team (smaller, simpler equivalent of an airline's HAT)
- JFSOC Joint Family Support Operations Centre (typically co-located with or close to the HAC) (JFSOC is a concept typically used in the USA and a small number of other countries only)
- LACC Local Accident Control Centre (i.e. an airline **Station's** crisis response C4 facility) (contrast with 'CMC', 'EOC' and 'JFSOC')
- LGT Leader GO Team (appointed CD or CC qualified person - in overall charge of a deployed airline GO Team)
- MGFR 'Airport' located Meeters & Greeters (including any friends and relatives [FR])
- OCC Operations Control Centre at airline HQ
- ODM OCC Duty Manager
- NOK Next of Kin / Closest Relative / Equivalent Person
- PNR Passenger Name Record (Passenger booking record e.g. as created by the operating airline)
- P/VRC (Catastrophic Aircraft Accident related or equivalent) Passenger / Victim Record Card (also used to record associated info for *crew + ground victims* [if any for latter])
- RA (A) Re-uniting Area - on airport
- RA (O) Re-uniting Area - off airport
- SRC (A) (Uninjured Passenger) Survivor Reception Centre **Airside** - Generally an airside facility at airport concerned / involved
- SRC (L) (Uninjured Passenger) Survivor Reception Centre **Landside** - Generally a landside facility (hotel or hotels) at or near airport concerned / involved





Accident (ICAO [International Civil Aviation Organisation] definition)

An occurrence, associated with the operation of an aircraft, which takes place from the time a person(s) boards an aircraft with the intention of flight - until said person(s) disembarks, in which:

1. A person is fatally or seriously injured as a result of:
 - Being in the aircraft **and / or**
 - Direct contact with any part of the aircraft, including detached parts **and / or**
 - Direct exposure to jet blast

(**Except** when injuries are from natural causes **OR** when inflicted [by other persons] **OR** when self-inflicted **OR** for injuries to stowaways hiding in areas typically not available to crew and passengers)

AND / OR

2. The aircraft sustains damage or structural failure which:
 - Adversely affects the structural strength, performance or flight characteristics of the aircraft - **and**
 - Would normally require major repair or replacement of affected components.

(Excepting engine failure or damage, [when damage is limited to the engine, cowlings or accessories] - or for damage limited to propellers, wing tips, antennas, tyres, brakes, fairings, small dents or puncture holes in aircraft skin)

OR

3. The aircraft is missing or completely inaccessible

Note - Whilst this definition also covers 'unmanned flight' - the latter is beyond the scope of *this* document

(GO Team) Airport Nearest

The closest airport (to the actual aircraft accident location) considered suitable for safe operation of the **accident airline's** GO Team **aircraft** (latter typically being used to deploy the airline's 'GO Team')

(The GO Team aircraft might **not** be provided from **accident airline resources** in certain circumstances e.g. an appropriate military and / or chartered civilian aircraft [flight] might need to be used instead)

(Airline Station) Airport Nearest

The accident airline's closest **on-line** (regular destination) airport (station) to the actual accident location. Note that said airport might be hundreds or even thousands of miles away from the actual accident location (Think 'North Pole'; 'South Pole'; 'Middle of Pacific Ocean' etc.)





Airside (+ Landside / Groundside)

'Airside' refers to an area of an airport used for activities related directly to aircraft / flight operations etc. Public access is restricted - with the typical exception of escorted and bona fide passengers proceeding to airside departure gates and then the operating aircraft (and vice versa for arrivals) in accordance with standard airport procedures. For all others, a 'restricted area' pass / permit is typically required to 'go airside'

'Landside' (or 'Groundside') refers to areas of an airport not intended to be used for activities related **directly** to aircraft operations etc. (or equivalent circumstances) and to which the public typically have some form of reasonable access e.g. check-in desks; meet & greet areas; airport services etc.

Alerting & Activation System

A system for rapidly **alerting** potential **responders** of a crisis etc. type situation - and, as required, **activating** same. Such a system typically uses telephone calls and / or text messages and / or emails and / or social media etc. to so alert and activate. The system can be fully or semi-automatic or (relatively rare today) manual (see page 58 for example of latter)

An **airline's** Operations Control Centre's Duty Manager (ODM) or equivalent person typically initiates the alerting system. **GHAs** (airline representatives) typically use a similar concept - as do **airports**

'ABCX Airways' - Alert State Colour Code

RED

A '**RED** Alert' declaration (as typically [**but not exclusively**] associated with an **aircraft** related crisis occurrence) - requiring an **immediate and maximum crisis response effort by all appropriate airline Emergency Response Team(s)** (and other, equivalent teams as required / pre-agreed / relevant etc.)

The typical aircraft related occurrence associated with a **RED** Alert is a '**catastrophic aircraft accident**' - sometimes referred to (e.g. in the USA) as an 'aviation disaster'

'ABCX Airways' - Alert State Colour Codes

ORANGE

and

YELLOW

Typically (but not exclusively) an **aircraft** related crisis occurrence or similar (**other** than a **RED** Alert), where the airline's ODM (or equivalent person) consults with senior / specialist airline personnel etc. - in order to establish the appropriate level and type of response (and thus degree of alerting & activation i.e. Colour Codes Orange or Yellow) required

Note - ORANGE & YELLOW alerts are typically related to **aircraft incidents only**. They are included in this glossary for information / context purposes only





'ABCX Airways' - **Alert State Colour Code** **GREEN** (*'Normal Ops'*)

Normal aircraft operations - including *minor* occurrences not meriting declaration of a 'Yellow' alert state colour code

Note - whilst alert state colour codes as used herein are typically related to aircraft ops, they can be similarly used by an airline, GHA etc. (whether aircraft related or not) to additionally classify e.g.:

- **Security** type situations e.g. Bomb Warning; Unlawful Interference
- **Public Health** type situations e.g. Pandemic; mass food poisoning
- **Natural Disaster** type situations e.g. Hurricane; Tsunami
- **Disruption** type situations e.g. mass closure of airspace (e.g. due volcanic ash)
- **Anything else** - as appropriate e.g. brand / image / reputation type issues

Therefore, on any one day of airline operations it is perfectly feasible (in fact desirable) to concurrently declare several different alert state colour codes in force - as related to the different classifications shown immediately above (which, on the vast majority of occasions [i.e. *normal*-ops], will be **GREEN** for each)

See diagram [next page](#) for more context on ABCX Airways use of 'alert state colour codes'

Reminder - *this* document (together with the remainder of the [*separate*] CRPM Part 1 **[ERP]** series of documents) does **NOT** include subject coverage of any of the *above* bullet-pointed list of classifications i.e. CRPM Part 1 deals with the **catastrophic aircraft accident** type situation only

However, we do also produce similar documents which **do** deal with airline response to such contingencies





ABCX AIRWAYS - COLOUR CODE ALERT STATES - SUMMARY

RED	<ul style="list-style-type: none">• Catastrophic Aircraft Accident• Highest Level Security Type Crisis• Severe Disruption to Airline Operations• Severe Public Health Crisis• Any Other Crisis with Similar Impact
ORANGE	<ul style="list-style-type: none">• Serious Aircraft Incident• Serious Security Type Crisis• Serious Disruption to Airline Ops• Serious Public Health Crisis• Any Other Crisis with Similar Impact
YELLOW	<ul style="list-style-type: none">• Significant Aircraft Incident• Significant Security Type Crisis• Significant Disruption to Airline Ops• Significant Public Health Crisis• Any Other Crisis with Similar Impact
GREEN	<ul style="list-style-type: none">• Occurrences other than RED, ORANGE or YELLOW - which are typically handled as part of 'normal operations'

Note:

A catastrophic aircraft **accident** *always* equate to a **RED** alert

Exceptionally, other aircraft accident types (*non-catastrophic*) and (very rarely) aircraft related *incidents* may equate to / result in a **RED** alert (e.g. due severe, adverse impact on brand, image or reputation). However, they are much more likely to be classified as **ORANGE** or **YELLOW** and thus handled operationally as a **serious** or **significant** incident *respectively* (by using procedures documented *separately* in Crisis Response Planning Manual (CRPM) **Part 2** [Aircraft *Incident* Response])

CRPM **Part 2** (handling of aircraft related *incidents*) is *not* the subject of the document which you are now reading i.e. CRPM Part 2 is a *separate* document covering less serious types of aircraft related contingency





'CATASTROPHIC' Aircraft Accident

The above title refers to a type / degree of aircraft accident which will **always** trigger a related **Red** Alert type crisis response, by the involved airline(s)

A precise definition is avoided with good reason. However, it is very *** unlikely** (pedantically) for such an accident to be classified as catastrophic (purely from the accident airline's overall **operational** crisis response viewpoints) unless **relatively large** numbers of fatalities resulted

*** For example, 5 passengers out of 500 on board are killed in an associated aircraft accident - the remainder being either uninjured or having minor injuries only**

Whilst such a situation will obviously be 'catastrophic' for the small number of families, relatives and friends (FR) of the five deceased persons - from the accident airline's (**operational / big picture**) viewpoints, it typically warrants **'only'** (with respect) a partial crisis response, particularly re the humanitarian aspects - i.e. **not** requiring the **'full'** response required if e.g. there were **300** fatalities, **100** seriously injured and **100** missing / not known

To further clarify, this **'5 fatalities'** type scenario would typically **NOT** warrant **full** airline CMC manning - and probably a **limited** activation of the airline's emergency call centre and humanitarian assistance teams (if such teams exist in the first place of course! [Many airlines still {as at 2024} **do not have such teams in place!!**])

Depending on accident location, an airline GO Team **might** deploy, but at significantly reduced manning and GO Kit levels compared to the **'catastrophic'** aircraft accident type situation, already referred to above

Similarly, severe **damage** to e.g. an airframe, with no associated deaths / serious injuries to the occupants / persons on the ground, **cannot** be classified as a catastrophic aircraft accident

The decision as to what comprises the latter should be made 'on the day' by the airline's on duty (and appropriately trained, exercised, **pre**-authorised etc.) **Operations Control Centre Duty Manager** - **ODM** (or equivalent person) at airline HQ

The imperative for immediate and maximum response dictates that said (appropriately trained and exercised) ODM makes said decision unilaterally (i.e. without the need to consult). **However, where any doubt exists a Red Alert should always be declared immediately** and, as events unfold, be re-categorised to a lower response level, if circumstances 'on the day' so require

Note - contrast the above **'airline'** definition with the **ICAO** definition (see page 6) of an 'aircraft accident'

The important point to make here is that certain categories of aircraft damage meeting the meaning of the ICAO term **'aircraft accident'** - would definitely **NOT** require the operational airline response envisaged for a **'catastrophic'** aircraft accident - as has been defined / documented a little further above

A serious injury (e.g. a broken leg) to just **one** person is **also** technically something that ICAO considers as being an aircraft **accident** (but which would typically be handled by most airlines [almost] as part of **'normal' ops**)

Such contrasts between similar 'international / regulatory' type definitions and those used herein should thus be accounted for accordingly when considering the **actual** type and degree of operational (crisis) response required 'on the day' - and thus to be planned (+ trained and exercised) for, **before** 'the day' (i.e. in advance)





Controller - Local Accident Control Centre (C - LACC)

Most aircraft accident related tasks / functions at airline **Station** (local / tactical / 'at the airport' etc.) level (i.e. **not** at / near to the accident airline's **HQ** location) are the responsibility of the appropriate **Airport Services Manager / Station Manager** - or other, **local** airline rep (e.g. a pre-appointed or ad hoc **GHA** and / or **Supervisory Agent** etc.)

The appropriate, latter person(s) (or designated alternate[s]) assume(s) the title (**as used herein**) '**Controller - Local Accident Control Centre**' (C-LACC) during any ABCX Airways crisis / emergency response related operations, which impact directly (or possibly *indirectly* - depending on actual circumstances 'on the day') on his / her Station (Airport) + within a pre-agreed (designated radius) area around said Station

The C-LACC is thus **locally** responsible (on behalf of ABCX Airways) for all associated crisis response activities until / if relieved of this responsibility by the airline (e.g. on the eventual arrival of the ABCX Airways 'GO Team' from airline HQ). The C-LACC typically operate from his / her own (normal business) office(s) during crisis response ops, said location then being known by (i.e. temporarily renamed) the ABCX Airways term - '**Local Accident Control Centre**' (LACC)

Note that an **airline's** / **airline rep's** '**Local Accident Control Centre** (LACC)' is **not** the same thing as the **parent / accident airport's** '**Emergency Operations Centre**' (EOC). The two are different i.e. with different functions, in different locations etc. (see also definition - '**Emergency Operations Centre**')

(Airline [ABCX Airways]) **Crash Site Team - CST**

A selected (typically 2 person) team usually provided (1 person) by station **Airline** / **GHA** / **other airline rep** (traffic / ramp / terminal / similar) staff + (the other person) provided by appropriately qualified **Aircraft Engineering** staff. The CST is typically (but not always) required to report ASAP to the actual aircraft accident site (in the event of a '**local**' major aircraft emergency) so as to provide appropriate essential information, services, liaison, support, advice etc. - on behalf of the accident airline

For example, the '**Airline / Airline Rep - Traffic / Ramp / Terminal / Similar**' person typically deploys to render immediate liaison, communication and other associated services at the accident site - on behalf of the accident airline (e.g. provision of passenger list, crew list; dangerous goods details; estimated fuel on board etc.); logging details of victims sent to hospitals / mortuaries / wherever; facilitating provision of ground transport away from accident site for uninjured passengers and crew; keeping 'Controller LACC' updated on circumstances at accident location etc.

+ (plus)

The **Aircraft Engineering** rep (if available) has duties re e.g. 'making the aircraft safe' (e.g. shutting down engines, auxiliary power unit etc.); advising fire and rescue crews present (e.g. providing the appropriate 'cut-here' diagrams); securing essential info for eventual accident investigation (as instructed by an 'appropriate authority') e.g. cockpit voice recorder, flight data recorder, quick access recorder, aircraft documents etc. He / she may also provide other technical advice, including **initial** thoughts on potential aircraft / wreckage recovery / salvage ops, as appropriate





(Uninjured) Crew Reception Centre (Airside)	-	CRC (A)
(Uninjured) Crew Reception Centre (Landside)	-	CRC (L)

Circumstances permitting, **Uninjured Crew** should be transported ASAP from any ('on or very near airport' accident site) "Triage" and / or 'uninjured holding facility' - to a secure and private **initial** holding area (the '**Uninjured Crew Reception Centre [Airside] - CRC (A)**') typically (but not always) located somewhere within the **airside** part of the associated **airport's** terminal building (or similar)

A **CRC (A)** requires adequate privacy, security, capacity, seating, toilets, catering, heating / cooling, communications etc. - and should (must) be physically **SEPARATE** from any similar facility used e.g. for **uninjured passengers** (e.g. to avoid possibility of unwelcome attention [e.g. aggression, abuse etc.] to said crew)

Typically, Airline / GHA / Airport Police / Airport Operator / others etc. man the **CRC (A)**. Duties include assisting uninjured crew in all / any ways possible (e.g. humanitarian, welfare / similar support), whilst capturing vital information (from said crew) re the accident, onto hard / soft copy forms * '**Passenger / Victim Record Cards**' - P/VRC [or local equivalents] - see page 44 for example)

* As used herein, '**Passenger / Victim Record Cards**' are also used to take associated information from **both uninjured passengers and uninjured crew**

Completed P/VRCs are then distributed to e.g. the accident airline / latter's local rep, airport operator, relevant authorities (e.g. Customs and Immigration, Police, etc.) + whoever else might (with good reason) need same - to *do whatever needs to be done* re said crisis response ops

Importantly, the accident airline's LACC (local accident control centre) etc. shall forward completed **crew** P/VRCs to the accident airline's **HQ** ASAP (as appropriate / relevant) - from where (amongst many other matters) crew 'family, relatives and friends' might be notified / updated accordingly

For flight crew in particular, the provision of initial statements, blood and urine tests + other medical / legal requirements should be anticipated. Associated legal representation / assistance should be provided (by the airline / airline rep[s]) to such crew, as appropriate / available

Once (if) the 'appropriate authorities' establish that no 'crime' has been associated with the accident, uninjured crew should be 'released' from the **CRC (A)** and taken (under airline / GHA / other escort) - to the '**Uninjured Crew Reception Centre [Landside] - CRC (L)**', typically (but not always) being an off-airport **hotel**, with which local airline / airline rep staff had made prior arrangements. Such crew should put on civilian clothes (if possible) and / or remove all overt signs of uniform before leaving the **CRC (A)**, so as not to attract undue attention. Humanitarian, welfare and similar support to uninjured crew should continue to be provided on arrival at the **CRC (L)**

The hotel etc. designated as the **CRC (L)** should **not** be the same hotel etc. as that used for the **Humanitarian (Family) Assistance Centre (HAC)** - **nor** should it be the same hotel as used for the '**Uninjured Passenger Reception Centre (Landside) - SRC (L)**'. It should also ideally **not** be the same hotel used for ABCX Airways 'normal business' crew layovers at that particular station / airport, as relevant

Shorter term reconciliation (reuniting) of uninjured crew with associated FR will typically take place at the **CRC (L)** (if appropriate / viable etc. - at this early stage of the emergency response)





FR (of the uninjured crew) **not** living locally to the CRC (L) **might** be 'invited' (by the accident airline) to join said uninjured crew at the CRC (L) and / or other airline arranged accommodation. The airline will typically make, pay for etc. all such arrangements - including administration, transport, accommodation, meals, communications etc. - as appropriate to actual circumstances 'on the day'

For an aircraft accident away from the crew's Home Base / HQ Country (i.e. where they normally live), arrangements should be made to return the accident flight's crew to such home base ASAP

Note - It is advisable for the accident flight's **uninjured** crew (if located at home base / or when they eventually do return to home base) to be accommodated for an appropriate period of time in a location other than their homes etc. This is so as to avoid undue 'attention' from e.g. the media; (angry) FR etc. Similar consideration should be given to crew **families** living at said homes. The accident airline should arrange, pay for etc. all of this to be accomplished

'ABCX Airways' local Station Managers / Airline Reps should **pre-identify** and **pre-arrange** for a CRC (A) **and** CRC (L) - as part of their **local** emergency response plan preparations. Details should be documented in the 'ABCX Airways **ERP**' (and other relevant documents) relating to the associated (specific) station / airport

For '**off-airport**' emergencies (where use of '**on-airport**' facilities [as documented on the previous page] might **not** be available - for whatever reason), the general principles of setting up and operating local equivalents of the CRC (A) and CRC (L) should still be followed - and adapted insofar as possible, local circumstances so permitting

Note a. - Only a relatively small number of '**airport operators**' had (as at 2024) made provision for a CRC (A) within their own **airport** emergency plans (situation is gradually improving). For those that have not, local **airline** staff and / or their **reps** should lobby (e.g. via the local 'Airline Operators Committee [AOC]') for said CRC (A) to be established. Typical locations for the latter include e.g. a vacated or unused VIP, First or Business Class **airside** lounge; a suitable airline office (**airside**); a suitable GHA office (**airside**) etc.

Note b. - There will be rare occasions where uninjured **crew** might be required to care for their uninjured **passengers** after leaving the accident aircraft e.g. due lack of supporting / responding ground staff and equivalent human resources; due to accident occurring in a remote location etc.

Crisis Communications Centre - CCC

When responding to a catastrophic aircraft accident the (accident) **airline's** Corporate Comms (PR etc.) department (or equivalent) has vital roles to play e.g. preparing press releases; organising / delivering press conferences; dealing directly with media callers; providing a company spokesperson to 'speak to the world'; managing 'dark site' content and social media etc.

A small number (one or two persons) of this department will also typically deploy as part of any airline GO Team (as required) - possibly including a 'deployed' **company spokesperson**

The Corporate Comms team dealing with crisis events is known herein as the '**Crisis Communications Team - CCT**' - and operates from a (typically **airline HQ** based) facility known as the '**Crisis Communications Centre - CCC**'





The CCT is headed by a person (known herein) as a '**Crisis Communications Controller**' - being a suitably experienced and senior PR person who would (typically [as an exception to what is written in the last para above]) operate from the airline's **Crisis Management Centre** (CMC) - with his / her deputy 'Crisis Communications Controller' operating from the **CCC**. (Ideally CMC and CCC should not be co-located BUT should, nevertheless, be relatively close to each other)

The CCT / CCC may be regarded as a 'virtual' part of the airline's CMC - even if it (the CCT / CCC) is operating from such a physically, separate facility

The need to 'crisis communicate' with * stakeholders other than the media and public (e.g. internal staff, airline partners, shareholders etc.) **must not be overlooked** and is perhaps best accomplished as part of the CCC's overall responsibilities / media strategy etc.

* Note - an airline CCT / CCC will typically **not** communicate directly with aircraft accident victims and / or their family, relatives and friends. Instead, the accident airline **might** set-up and operate an '**Emergency Call / Contact Centre - ECC**' which **might** include a 'crisis communications' capability

Whilst a very small number of airlines operate their own ECCs, the vast majority sub-contract same to specialist 3rd party organisations (airlines pay for latter's services). For various reasons (e.g. 'neglect'), a considerable number of airlines still (2024) **do not have / provide / engage such a service**

Crisis Controller - CC

A 'Crisis Controller' (CC) is a suitably senior, experienced and specifically chosen airline manager (usually of 'General Manager' / 'Head of' / 'Vice President' grade / rank - but possibly one level lower) - **specifically trained and exercised** (on a recurrent and tested basis) to take on **delegated** command, control, co-ordination and communication type duties - under the overall direction of a **Crisis Director** (CD) - when operating from the airline HQ's Crisis Management Centre (CMC) at time of **major** emergency / crisis response. For airlines operating 24 / 7 / 365, a 'duty / on-call' CC (shared responsibility) should **always** be rapidly contactable **and** available for crisis related duties

The number of CCs on a typical CMC '12 hour shift' varies from 2 or 3 (smaller airline) up to around 5 to 7 (larger airline) (depending on the CMC system and manning model used) plus the robust availability of adequate manpower resources. Airlines with low manpower resources may not be able to adopt the above CC model - in which case, suitable 'workaround' solutions must be found

Crisis Director - CD

A 'Crisis Director' (CD) is a suitably senior, experienced and specifically chosen airline manager (usually of 'Director' / 'Executive or Senior Vice President' grade or rank - but possibly one level lower) - **specifically trained and exercised** (on a recurrent and tested basis) to **lead** command, control, co-ordination and communication type duties - when operating from the airline HQ's Crisis Management Centre (CMC) at time of **major** emergency / crisis response. For airlines which operate 24 / 7 / 365, a 'duty / on-call' CD (shared responsibility) should always be rapidly contactable and available for crisis related duties

The number of CDs on a typical CMC 12 hour shift will vary from 1 to 2, depending on the CMC system and manning model used - plus the robust availability of adequate manpower resources. Airlines with low manpower resources may not be able to adopt the above CD model - in which case suitable 'workaround' solutions must be found





Crisis Management Centre - CMC

The CMC is at the heart of all Command, Control, Co-ordination and Communication (**C4**) ops in an **airline HQ's** response to a related, major aircraft emergency or similar severity crisis. During typical (12 hour) CMC shifts the CMC is **headed** by a 'Crisis Director' (+ possibly a deputy), **operated** by a 'Crisis Controller' **team** and **assisted** by a 'log manager' and a 'CMC administrator'. A '(Crisis) Communications Controller' (**PR / media response** etc.) completes the typical CMC team

It is **absolutely vital** that 'someone' at the airline temporarily 'manages' any (the) **entire** emergency / crisis itself - until the CMC is in a position to take over (24 / 7 / 365 airline ops assumed here)

Note: Finding a 'CMC Team' to 'take over' can typically take around 30 - 60 minutes in a 'very best case' scenario - to considerably **[much]** longer in the 'worst case'. (For example, consider a major crisis occurring at 15 minutes before midnight on New Year's Eve! {'Western' Calendar & Scenario})

The only airline department capable of undertaking such 'temporary management' is the airline's 24H **Ops Control Centre** (OCC) - the Duty Manager assuming the required responsibilities, assisted (manpower + concurrent 'normal' ops accountabilities permitting) by other, selected OCC staff. All potentially involved shall be **specifically trained and exercised** (on a recurrent basis) accordingly

Any other ABCX Airways airline (subordinate) emergency response centres (including 'ABCX Airways' airline **stations** [and their associated **LACCs**]) activated at time of crisis - are 'notionally' subordinate to the CMC / OCC (as / if appropriate). This can mean that the CMC (and possibly OCC on a temporary basis) might be 'notionally' in **OVERALL** command of **ALL** airline / airline representative emergency response activities, functions, teams, other assets etc.

Crisis Response Planning Manual - CRPM

The CRPM is the 'master' document which regulates and guides all forms of crisis / emergency / contingency response related ops, training, exercising etc. as conducted by ABCX Airways. It comprises **6** separate **Parts** - each covering a specified response type - and containing the associated procedures, checklists, information etc. required. The '**Parts**' of the CRPM comprise:

CRPM Part 1	Catastrophic Aircraft Accident
CRPM Part 2	(Aircraft Related) Serious / Significant Incident
CRPM Part 3	Aviation Business Continuity Ops (Serious Operational Disruption)
CRPM Part 4	Public Health Crisis
CRPM Part 5	Natural Disaster (Hurricane)
CRPM Part 6	Training Manual

- CRPM **Part 1** is otherwise known exclusively herein as the '**emergency response plan**' (**ERP**)
- CRPM **Parts 2 to 6** are **not** covered by the glossary which you are reading right now
- CRPM **Part 6** is a notional document only i.e. it does **not** exist herein in reality





CRPM 'Parts' can be further split down into **Volumes** (as required by document author) so as to make the use of any particular 'Part' more effective / efficient - whilst significantly reducing the amount of information required to be studied / retained etc. by the different types of user e.g.

CRPM Part 1 has been *further split* herein into ten separate **volumes**:

Volume 1	ERP - Policy & Executive Overview (of CRPM Part 1)
Volume 2	ERP - Command, Control, Co-ordination & Communication (C4)
Volume 3	ERP - Humanitarian (Family) Assistance Team
Volume 4	ERP - Emergency (Telephone) Call / Contact / Information Centre
Volume 5	ERP - GO Team
Volume 6	ERP - (Airline) Station (Destination Airport etc.) Emergency Response Plan
Volume 7	ERP - Crisis Support Units
Volume 8	ERP - Integrated Crisis Response Planning (e.g. with alliance partners)
Volume 9	ERP - Crisis Communications
Volume 10	ERP - Emergency Response Exercises - Planning & Conduct

Requirements for All Designated Users of the CRPM

All nominated ABCX Airways and other appropriate personnel, needing to use the CRPM to prepare for, guide etc. crisis response plan preparations, response etc. * **shall** / **should** (as appropriate):

- ✓ Acquire / retain an appropriate level of CRPM knowledge, commensurate with effectively / efficiently carrying out designated crisis **pre-preparation** and **actual** crisis response functions
- ✓ Use the procedures, checklists, information, guidelines, templates and other appropriate content of the CRPM to **guide pre-preparation** of **separate** (but subordinate to the CRPM) crisis response plans i.e. **specific** departmental / business unit / station etc. plans dealing with different aspects of emergency / crisis response - such preparation to include appropriate training, testing and exercising (See definition of 'Crisis Support Unit'; See also **separate** document in this series 'CRPM Part 1 / Volume 6 - Station ERP')
- ✓ Use the procedures, checklists, information and other appropriate content of the CRPM to **guide actual emergency / crisis response 'on the day'**

* Note - The word '**shall**' (as used above) implies a mandatory requirement e.g. applies to nominated ABCX Airways crisis response staff. The word '**should**' (as used above) implies a requested or non-mandatory requirement e.g. latter applies to non-ABCX Airways crisis responders who nonetheless are part of the airline's crisis response plan - such as any parent Group; independent Ground Handling Agents etc.

Crisis Support Unit - CSU

'Crisis Support Units' comprise nominated manpower elements of airline **HQ** based **departments** and / or **business units** - having identified, direct (and / or indirect) **functional** role(s) to play (typically directly related to what they 'do' during '**normal**' ops) in response to an ABCX Airways catastrophic aircraft accident / similar severity crisis





Examples of typical ABCX Airways departments required to form CSUs include (list is not exhaustive) the OCC, Flight Ops, Cabin Crew, Airport Services (Ground Ops), Finance, Legal, Insurance, Flight Safety, Aircraft Engineering, HR, Corporate Comms / PR, Security (ground and aviation related) etc.

Thus the great majority of airline departments / business units are required to adopt and contribute associated manpower and resources to the CSU' concept'

Depending on the CMC system / manning 'model' in use, CSU personnel can man and operate **some** CMC positions during crisis - **and / or** may be required to operate from their 'normal' workplace locations. 24H CSU ops should be anticipated, using an appropriate 'shift / roster' system. Many (but not all) CSUs will **also** need to contribute staff to any deployed (parent airline's) 'GO Team'

Airlines with low manpower resources may not be able to adopt the full CSU concept as described above - but there must **always** be a viable '**workaround**' solution available, in such circumstances

Note - a 'CSU nominated' department / business unit which has '**spare**' manpower resources available to it after its CSU 'quota' has been filled - shall use such resources to maintain any **normal** business operations still taking place (if any) - together with any **business continuity / recovery** ops also required (as appropriate)

Emergency Call (Contact / Information) Centre - ECC

All crisis-related **telephone** enquiries (typically from potential **family, relatives and friends** [FR] of potential / actual aircraft accident **victims**) should be 'handled' by some type of airline provided / sourced / commissioned / sub-contracted etc. **ECC**

An ECC's primary purpose is to take and record crucial information from all sources (primarily by the making and taking of **telephone** calls) with the ultimate aim (out of several) of matching aircraft accident victims with their associated FR, in the shortest possible timescale. Once a match has been made, the ECC should typically notify associated FR accordingly, providing (amongst other things) relevant information and updates on the condition, location etc. of the associated accident victim(s)

Note 1 - special procedures / conditions invariably apply to **death** notifications, meaning that same will **not** typically be made / confirmed by an airline ECC. However, there can be exceptions to this, depending on actual circumstances 'on the day'

When an ECC is ready to activate (after being alerted), the airline's Corporate Comms / PR department (Crisis Comms Centre) should release the ECC telephone and other contact details(s) - via all relevant forms of Media (TV, Radio, Web Sites, Email, Social Media, Newspapers, Notices etc.)

Note 2 - it is possible that other entities (additional to the accident airline) involved in an aircraft accident response might also (concurrently) operate their own equivalents of the accident airline's ECC e.g. the involved **airport**; an involved '**authority**' (e.g. Police; National / Regional / Local Government) etc. Also note that many airlines contract specialist (external / third party / commercial) providers to operate ECCs on their behalf

This means that there might be **more than one** ECC in **concurrent** operation for the same crisis e.g. the airline ECC and the local Police ECC. This situation is far from ideal for a number of valid reasons (e.g. how to reliably, quickly and accurately share data between all such operating ECCs?) and must consequently be 'managed' **very** carefully by all involved (**much easier said than done!!!**)





Note 3 - The 'media' should be **actively discouraged** from calling an activated airline ECC operated primarily for use by FR. One way of doing so is if for the airline's Crisis Communications Centre to operate (and / or subcontract) a 'bespoke' offshoot of the ECC - designed specifically for media contact only

Note 4 - A significant number of airlines still have (as at 2024) no ECC capability whatsoever

Dark Site

A dark site is a crisis communications (media response) strategy / tool, commonly used by appropriate organisations (including many airlines) - whereby a purpose built and largely **pre-prepared** (but **unpublished** on the live worldwide web) 'crisis information' web site is 'stored' until such time as it might be required to be promoted 'live' (usually [but not always] replacing the airline website's '**normal business**' home page), typically in the immediate aftermath of (and in relation with) a major crisis (including a major aircraft accident) impacting on the organisation

Dark sites are usually developed and used for areas of known risk / vulnerability to an organisation e.g. for an airline the **dark site will typically be pre-prepared for a catastrophic aircraft accident type scenario** / similar. They are typically used by organisations to assist their overall crisis response effort - particularly in the provision of up to date and accurate information to those persons, organisations etc. directly (and / or indirectly) impacted by the crisis and, of course, to the media

Much (but not all) of the information published to a 'live' airline dark site (post a major crisis) can **only** be prepared and added just before each such release. However, information e.g. relating to technical details of an aircraft type involved in an accident etc. can (and should) be **pre-prepared** - and thus be immediately available to insert onto the dark site i.e. via a FAQs / 'fast facts' section etc.

Airlines should also plan on using relevant forms of '**Social Media**' to augment Dark Site operations

Disaster Victim Identification - DVI

Disaster Victim Identification (DVI) is the **internationally** accepted term describing processes, procedures etc. for recovering, identifying, reconciling etc. **deceased** persons / human remains - in relation to multiple fatality incidents - including the 'catastrophic aircraft accident' type scenario

DVI is subject to international agreement via **Interpol** - modified as required by appropriate countries, governments and other relevant entities (e.g. for the equivalent USA system - see next page)

DVI associated with **air accidents** is typically part of the overarching air accident investigation process. In very general terms, the following forms the DVI process:

- Recovery
- Reconciliation
- Identification
- Release / Return (with repatriation as required) / Disposal





Disaster Mortuary Operational Response Team - DMORT

United States legislation provides for US government departments / similar - to be responsible for victim identification and mortuary services following a major emergency (disaster) - including the catastrophic aircraft accident type scenario. These responsibilities include:

- temporary morgue (mortuary) facilities
- victim identification
- forensic dental pathology
- forensic anthropology methods
- processing (of human remains)
- preparation (of human remains)
- disposition (of human remains)

To meet these responsibilities - DMORTs were developed. They comprise private citizens, each with a particular field of expertise, who are activated in the event of a major emergency. DMORTs work under the guidance of government and local authorities by providing technical assistance and personnel to identify, process etc. deceased victims of said emergency

DMORT teams typically comprise funeral directors / undertakers, medical examiners, coroners, pathologists, forensic anthropologists, medical records technicians, finger print specialists, forensic dental specialists, x-ray technicians, mental health specialists, computer professionals, administrative support staff - together with security and investigative personnel

Note - the purpose of including the 'DMORT' definition above is to demonstrate how one country (the USA) has modified **international** DVI requirements to its own specific purposes

(Airline Station / Regular Destination Airport) Emergency Bag / Box / Folder ['Grab & GO' Bags]

For an aircraft accident at or near to an '**ABCX Airways**' **on-line / regular destination** Station (airport) - the ABCX Airways Station Manager / local airline rep / equivalent person - will need to **rapidly** deploy his / her staff locally (especially if the accident is 'on-airport') in support of the crisis

Such persons will need to (**must**) take certain documents, equipment and other items with them

To ensure that they have the correct documentation and other required equipment / items - and can readily and quickly find them at time of crisis, a system of **pre-prepared**, **maintained** and conveniently **stored emergency bags** is recommended. Whilst the term 'bag' is used here for convenience - an 'emergency bag' might be as simple (and inexpensive) as several large, strong paper envelope(s)

The requirements, contents etc. of emergency bags should be documented within 'Station' emergency response plan checklists as per example info shown on the next three pages. Of course, the bags must also be procured, stored, maintained etc.

Around **13** different emergency bags are envisaged for the 'average' airline station at a large, international type airport. Costs for procurement (bags + contents) should be negligible - hence not a major 'budget' problem





Station Emergency Bag / Box / Folder

Requirement	How Requirement Met
<p>Each ABCX Airways Station Manager / GHA etc. shall produce a set of simple, inexpensive emergency bags / boxes / folders - stored at suitable, easily accessible and well known locations - from where airline / GHA / other staff, required to deploy during crisis situations, can quickly and easily collect them. Separate bags etc. must be pre-prepared for each of the following locations i.e. the job needs to be done NOW - TODAY - i.e. before any crisis occurs!</p> <ul style="list-style-type: none"> ▪ Local Accident Control Centre - LACC (usually located in the Station Manager's / GHA's main office). For typical LACC emergency bag contents, see list opposite: 	<p>LACC located at *****</p> <p>LACC Emergency Bag stored at *****</p> <p>LACC Bag typically contains (pre-prepared):</p> <ul style="list-style-type: none"> - Crisis Contacts Telephone Directory - Relevant Emergency Checklists - Passenger/Victim Records Cards (P/VRC) or local, equivalent forms - Family, Relatives & Friends Enquiry cards (FEC) or local equivalent forms - Local Maps (incl. airport crash map) - Appropriate stationery / paperwork - Appropriate passes / permits / armbands / hi-visibility tabard / rubber gloves etc. - Torch - Spare batteries, charging equipment etc. <p>+ * 5 copies of final (flown) Passenger List / Manifest; + 5 copies crew list (GENERAL DECLARATION); + 5 copies Dangerous Goods documentation (if any) etc.</p> <p>* These documents will need to be inserted into the emergency bag / box / folder 'on the day' of the crisis itself (insert here who will ensure that this is done 'on the day' *****)</p> <p>CST Emergency Bags stored at *****</p> <p>CST Emergency Bags Contents = same as for LACC bag. Engineer's bag to additionally contain relevant aircraft 'crash charts / diagrams'</p>
<ul style="list-style-type: none"> ▪ Crash Site Team - CST - NB: 2 separate bags required (1 for AIRCRAFT ENG + 1 for AIRPORTS etc.). CST Aircraft Engineer should also consider taking a small toolkit & appropriate PPE 	





Station Emergency Bag / Box / Folder - continued

Requirement	How Requirement Met
<ul style="list-style-type: none"> Uninjured Crew Reception Centre - Airside / CRC (A) <p>PLUS (+)</p>	<p>CRC (A) located at *****</p> <p>CRC (A) Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for FECs & Dangerous Goods (i.e. latter 2 not required)</p>
<ul style="list-style-type: none"> Uninjured Passenger Reception Centre - Airside / SRC (A) 	<p>SRC (A) located at *****</p> <p>SRC (A) Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for FECs & Dangerous Goods</p>
<ul style="list-style-type: none"> Airport Information Desk(s) 	<p>Airport information Desk(s) located at *****</p> <p>Airport Information Desk Emergency Bag(s) stored at ***** . Contents same as for LACC bag except for P/VRCs and Dangerous Goods</p>
<ul style="list-style-type: none"> Family, Relatives & Friends Reception Centre - FRRC <p>PLUS (+)</p>	<p>FRRC located at *****</p> <p>FRRC Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for P/VRCs and Dangerous Goods</p>
<ul style="list-style-type: none"> Family (Humanitarian) Assistance Centre - FAC / HAC 	<p>F/HAC located at ***** (usually in a land-side hotel different from CRC (L) and SRC (L) hotels)</p> <p>F/HAC Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for PVCs and Dangerous Goods</p>





Station Emergency Bag / Box / Folder - continued

Requirement	How Requirement Met
<ul style="list-style-type: none">Hospitals Deployment Team(s) <p>PLUS (+)</p>	<p>Hospital Emergency Bag(s) stored at *****</p> <p>Contents same as for LACC bag but not including Dangerous Goods documentation</p>
<ul style="list-style-type: none">Mortuary Deployment Team(s)	<p>Mortuary Emergency Bag(s) stored at *****</p> <p>Contents same as for LACC bag but not including Dangerous Goods documentation</p>
<ul style="list-style-type: none">Uninjured Crew Reception Centre - Landside / CRC (L) <p>PLUS (+)</p>	<p>CRC (L) located at ***** (usually in a land-side hotel - different from SRC (L) & F/HAC hotels)</p> <p>CRC (L) Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for FECs & Dangerous Goods</p>
<ul style="list-style-type: none">Uninjured Passenger Reception Centre - Landside / SRC (L)	<p>SRC (L) located at ***** (usually in a hotel different from CRC (L) and F/HAC hotels)</p> <p>SRC (L) Emergency Bag stored at *****</p> <p>Contents same as for LACC bag except for FECs & Dangerous Goods</p>





Emergency Operations Centre - EOC

The 'generic' term used herein to denote the facility from which the local / parent **AIRPORT operator** manages (C4) its own emergency response activities

Note - The term '**Emergency Operations Centre - EOC**' is actually used at many airports - but is also frequently (*and confusingly*) known by other, equivalent titles e.g. Crisis Management Room, Crisis Response Centre, Incident Management Control, Emergency Response Centre, Local Accident Co-ordination Centre etc.

NB: An **airport's EOC** is not the same as an **airline's** (or airline 'reps' - e.g. **GHA**) '**Local Accident Control Centre** (LACC)' where both might be located at that **same** airport. The two have differing functions, are typically located in different **on-airport** locations etc. (see definition 'Local Accident Control Centre')

Emergency Response Team - ERT

A collective / generic term used herein - to include **all** of the '**ABCX Airways**' emergency / crisis response resources world-wide e.g. the **Crisis Management Centre + Crisis Support Units + Crisis Communications Team + Humanitarian Assistance Team + Emergency Call Centre Team + GO Team** plus directly and / or indirectly involved **Station(s) / Destination Airport(s)** etc.

The term also includes (loosely or otherwise) all other parts of the airline (including the airline's parent company / group, if any; the airline's subordinate agencies, if any etc.) + appropriate airline reps such as **Station Ground Handling Agents / Supervisory Agents** etc. + any **contracted third parties** providing emergency / crisis response services etc. to the airline

Family (Humanitarian) Assistance Centre - FAC (HAC)

Note - the more correct, appropriate and **preferred** term to use today is '**HUMANITARIAN Assistance Centre** (HAC). However, the equivalent term '**Family Assistance Centre**' and similar is / are still (2024) in **common use**

Both terms may be used herein (depending on context and with the same or broadly similar meanings)

The **FAC / HAC** is the typical facility to which **locally living** (i.e. local to 'the' accident airport / location) '**Family, Relatives and Friends**' (FR - [including 'meeter & greeter' type FR i.e. **MGFR**]) of associated **aircraft accident victims**, might eventually proceed / be escorted (if they so wish) etc. - once / after they have been 'processed' at the initial (typically [but not always] **accident airport** located) '**Family, Relatives and Friends Reception Centre**' [FRRC] facility

Typically located in a suitable hotel(s) close to the accident airport itself, the FAC / HAC facility provides FR with a more comfortable environment (than the **FRRC** [see definition of latter]) - where the accident airline and others involved, might e.g. provide the humanitarian, welfare, information, financial etc. support and assistance required / available - in the relatively **shorter** terms

Note: Depending on several factors not expanded upon here - the F / HAC may need to accommodate **relatively large numbers of FR** (e.g. 1,000 - 2,000 persons+ **might not** be an unrealistic figure to work on - in certain circumstances)





Activation, setup, management etc. of a **FAC** are **typically** (but **not** always e.g. as in UK and USA) responsibilities of the accident airline and / or its local rep(s). The associated (estimated) costs of so doing should be **insured** for accordingly - as they might feasibly run into millions of \$US

Local Airline / GHA / other airline rep. staff, volunteers etc. (e.g. Red Cross / Crescent; local 'welfare' / 'humanitarian' and similar agencies; faith groups, hotel staff etc.) - typically receive and 'handle' FR at the **FAC**, until others e.g. the accident airline's own and / or sub-contracted '**Humanitarian** (Family) **Assistance Team**' (HAT) **might** eventually become available to augment / take over the task

The accident airline should deploy an **appropriate** number of HAT personnel (as available) to eventually manage / support the **local** FAC response / situation as prevails 'on the day'. Note that it can take considerable time (e.g. up to 24 - 48 hours) for the main part of such HAT to arrive 'in situ'

FR travelling to (or as near as practicable / possible / permissible to) the accident location **from locations not relatively local to same** (e.g. internal long-distance / from overseas etc.) will most likely **also** be accommodated at the FAC upon eventual arrival 'in situ', if so desired / as applicable

No one is 'forced' to use a FAC and its services / facilities e.g. **locally living** FR might choose to go to / remain at their local residences, homes etc. If so, the accident airline should invite same to attend daily 'accident update' briefings and support services etc. (as available 'on the day') at said FAC

Other FR **not** living locally and choosing **not** to take up the accident airline's offer (as appropriate) of transportation / accommodation etc. to / at the FAC etc. - might typically be invited to view FAC briefings etc. via one or other form of 'video conferencing / social media / equivalent' system

Once (if) the accident airline etc. **makes appropriate matches / reconciliations** between accident flight victims and their associated FR, the latter (as available locally) should be re-united with said victim(s) ASAP. (Note: **Victims** might be located e.g. at any / all of '**Survivor Reception Centre** - [Airport] **Landside, Hospitals, Mortuaries**' etc. They might also be classified as '**missing / unknown**')

Note - the above para assumes that **immediate** re-uniting (e.g. at the airport) **was not accomplished and / or** had only been partly accomplished - for whatever reason

Reminder: For accidents involving many deaths, longer term search & rescue ops etc. - a FAC might be operational for a considerable time (e.g. several weeks or more). Expenses etc. associated with same can (and have in the past) run-up into tens of millions of (US) dollars! **Such risk should thus be pre-insured**

A **separate** FAC(s) might **also/additionally** be set up, manned, operated etc. (as appropriate) at / near to the **original departure airport(s)** (including any intermediate airports) of an accident flight - despite said accident **not** occurring at / near to such airport(s). This is because said accident flight's origin departure etc. airport(s) is (are) typically the first place that many FR (living locally / relatively local to said **departure** airport[s]) will go to seek associated information and assistance

Note - Re the above para, such FR might be 'invited' to **initially** go to an **FRRC** (set up at said departure airport[s]) for associated **initial** 'processing', receiving of care / information etc. When the local **FAC** is eventually declared ready to receive such FR, they transfer accordingly and the FRRC is typically shut down

All 'ABCX Airways' Station Managers / airline reps' etc. should **pre-identify** and **pre-arrange** for establishment of a suitable **FAC** facility / facilities as per their local 'ABCX Airways' emergency response plan preps - for the airport(s) at which they serve. Details to then be documented in the 'ABCX Airways Emergency Response Plan' - for **each such particular** Station / destination airport





Note - **Specific** set-up/ operating procedures / services for the **FAC / HAC** etc. are mandated (by law etc.) in a **small** number of countries e.g. USA, UK, Australia & UAE (+ a [relatively] small number of other countries). Whilst ICAO 'mandates' that **all UN countries MUST** so comply (via a [mandatory compliance] associated ICAO 'Standard') - the **vast** majority (more than around 90%) still had not (as at 2024) so complied

Family, Relatives & Friends - FR

A collective, generic term - loosely denoting herein the various categories of persons (**not** having been on board 'the' accident flight) having some form of valid relationship or otherwise close, personal link - with associated air accident **victims** (including any **ground** victims - as applicable). Such FR typically include (as related to or otherwise 'known / associated' to / with such **victims**):

- Next of Kin (closest relative / equivalent person)
- Other family members, relatives / equivalents etc.
- Friends (typically 'close' friends)
- Appropriate business colleagues / similar
- Meeters / Greeters (*of all types*) waiting to meet victims at the emergency flight's **destination / arrival** airport **and / or** those gathering at the associated **departure** airport(s) of the emergency flight, after the latter departs and subsequently experiences a major crisis
- Any other person(s) having a reasonably valid relationship with an associated victim(s)

Alternative Definition: The immediate family (and / or next of kin and / or other '**valid**' person) - closely connected with an associated aircraft accident victim - as defined under the latter's national law etc.

Family, Relatives & Friends Enquiry Card - FEC - (See Att. 1A [page 43] for an example)

This ABCX Airways form (or **equivalent**) is used to record info about a **possible** aircraft accident **victim**, such info typically being provided **BEFORE** positive details as to the identification of any possible victim(s) becomes available (e.g. where **no** crew list, passenger list, ground victim list etc. is / are available or yet available - and / or [**if** available] might be considered as unreliable etc.)

It is anticipated that **hard copy** FECs will be used at the '**Family, Relatives & Friends Reception Centre**' and / or at the '**Family (Humanitarian) Assistance Centre**' (or equivalent facilities) - to capture potential accident etc. **victim** related information, as might be **KNOWN** to and provided by - **POTENTIALLY ASSOCIATED** (not having been on board the accident flight nor being classified as ground victims) **Family, Relatives & Friends** (and / or equivalent person[s])

Airline copies of **completed** FECs are to be forwarded to the accident airline's **Emergency Call / Contact Centre - ECC** (or equivalent facility) - via airline HQ's Crisis Management Centre (CMC). Said FECs are then used to **update** any associated victims' * '**Passenger / Victim Record Cards - PRC**' (or local **equivalent** form[s]) i.e. once same becomes available (typically only possible **after** the airline knows, to a fairly high degree of certainty, the identities of associated accident **victims**)

* See Att. 1B [page 44] for an example

Similarly, FECs (or local equivalent forms) are used at the airline's **ECC** (or equivalent facility) to take information from potential FR calling in by **telephone** - again, in circumstances where the identification of accident and/or ground victims, is not yet available or reliably known





As the crisis progresses and identification of victims becomes 'more' possible, associated **FECs** (containing valid / relevant and updated information) are used to update (in turn) the corresponding / associated **P/VRCs**

Note 1 - Apart from **FEC** use as described above, it will typically **not** be necessary to use FECs, **provided** that **reasonably accurate and complete** crew, passenger and (possibly) ground victim lists are available (i.e. where such lists **are** available, associated FR data should be recorded **directly** on to the **separate** 'P/VRC' form itself)

Note 2 - In some countries / at some airports, **local equivalents of the FEC and P/VRC forms are provided by the 'authorities'** (e.g. Police) **and / or the airports themselves etc.** In such circumstances, it is typically **compulsory** for **only** these specific forms to be used. The UK is an example of one such a country. It is obviously **imperative** that the **accident airline** gains access to copies of all and any such completed forms **without delay**

Note 3 - See also definition of **'Passenger / Victim Record Card (P/VRC)** - page 35

Family, Relatives & Friends Reception Centre - FRRC (Typically located **landside** - at / near to the involved **airport[s]**)

For most arrival (inbound) flights at any particular airport (international airport assumed here), there will typically be a 'group' (anywhere from low to relatively high numbers) of **MGFR** (see page 5 for meaning of latter) - waiting at said airport's 'arrivals' / equivalent area - to receive loved ones, friends, colleagues etc. from such flights

MGFR waiting for an inbound flight which **has had** a major accident - should be rapidly **identified** by Airline / GHA / Airport / Airport Police / others etc. - **segregated** from others (i.e. those **not specifically waiting for / otherwise involved with said accident flight**) in the same area - and **escorted / directed** to a separate, (relatively private and secure) location within the **landside** part of the airport (or at a very nearby location) - known as the **FRRC**

Airports, airlines and **airline reps** (**GHAs** / equivalents) should **PRE-agree** and include in their respective emergency response plans, **precise details of how the above procedure is to be accomplished** e. g. to be documented in the **'ABCX Airways' ERP** for the particular Station and also in the associated / local **Airport Emergency Plan (AEP)** and **GHA ERP**

The FRRC should ideally have adequate facilities to hold up to *xxx persons, be adequately private and secure and provide sufficient seating, toilets, air conditioning / heating, catering, communications etc. (* the actual capacity required will be dependent on **statistical, historical info** re expected numbers of FR / MGFR needing to be **potentially** cared for **at the particular airport** concerned)

Airport / Airline / GHA / HAT / Police / other staff and 'volunteers' etc. will typically set-up and man the FRRC, assisting MGFR present in any ways feasible (e.g. humanitarian, welfare, info, other support etc.), whilst attempting to capture vital information (about associated accident victims whom the particular MGFR might have reason to believe were on board the accident flight), using specific airline forms (Family, Relatives & Friends Enquiry Cards - FEC) - or local version equivalents

In conjunction with local **Airport Operators** - all 'ABCX Airways' Station Managers / airline reps are required to **pre-designate and make suitable, pre-planned arrangements for an FRRC** - as part of their own, **local** emergency response plan preparations. The details are to be documented in the **'ABCX Airways ERP'** for the particular Station concerned + in the local / associated **AEP** and **GHA ERP**





Once MGFR eventually leave the FRRC, the airline might offer them the services of the (separate and typically off-airport) 'Family (Humanitarian) Assistance Centre - FAC', as appropriate / applicable

Many (but not all) **airport** operators will have made provision for an **FRRC** (or equivalent facility) in their own **AEPs**. If this has **not** been done, the local ABCX Airways **airline** representative (Station Manager and / or GHA) should lobby (e.g. via the local **Airline Operators Committee - AOC**) for such facility to be established. That **airports** (in ICAO States [Countries]) have a definite, defined responsibility for so doing - is documented in **ICAO Doc 9973 - AN/486 - 'Manual on Assistance to Aircraft Accident Victims and their Families'**

It is possible that a separate FRRC(s) will **also / additionally** need to be set up at the **departure airport(s)** of an accident flight - despite the accident occurring **after** the associated flight has departed - e.g. the departure airport(s) is (are) typically the first locations that many FR (living locally or relatively local to same) will choose to go, in order to seek information etc. about such accident

Lastly, for '**off-airport**' emergencies where use of **on-airport** facilities might **not** be available (for whatever reason), the general principles of setting up and operating an FRRC should be followed and adapted insofar as is possible - actual circumstances 'on the day' so permitting

Note 1 - the **FRRC** and the **FAC / HAC** are **different** facilities, at **different** locations, having **different** functions

Note 2 - the **FRRC** is commonly referred to as e.g. the 'Meeters & Greeters / Family, Relatives & Friends Reception Centre' (MGRC); the 'Families and Friends Reception Centre (FFRC) or other, similar terms

Note 3 - see attachment 2 to this glossary (page 46) and then return here

Fatal Injury (ICAO)

An injury sustained in an aircraft accident, leading to death at any time within the following 30 days

(Airline [ABCX Airways]) - **Field Control Centre - FCC**

An airline / airline rep (e.g. **GHA** for latter) FCC should be set up for its own (airline / GHA etc. related) response, support, welfare ops purposes etc. - typically re a major aircraft accident occurring **outside an airport boundary** - but still **relatively** near to said airport i.e. the accident is not considered to be '**remote**'. From accident **airline** viewpoints - and if possible, the FCC is initially manned by local airline and / or airline rep (GHA) staff. Additionally (**or otherwise**), an element of the deploying airline's GO Team augments / sets up and mans the FCC, after arrival in situ

Forward GO Team (Airline Accident Investigation Team + Supporting Units)

The term **Forward GO Team** is typically used where it becomes necessary to deploy the **accident airline's** own '**air accident investigation team**' (+ support) to remote / relatively remote etc. accident sites. A Forward Go Team is typically supported by specialist equipment ('Forward Go Kit')

Note 1 - Forward GO Kit + Rear GO Kit **combined** comprise the **complete / entire airline GO Kit**. **Note 2** - For an aircraft accident in **non-remote circumstances**, the concept of the ABCX Airways Forward and **Rear** GO Teams will pedantically **not** apply e.g. for an **on-Station / Airport** aircraft accident or one located in an off-airport but **nearby** 'civilised' location, **all** responding teams deploying from airline HQ will generically comprise **simply** the "**GO Team**" (with no use of the terms 'Forward' or 'Rear'), regardless of specific duties at accident location





'Generic'

A term used in this (our) series of guideline and guideline / template documents - denoting that what is 'being written about / described' is typically (but not *specifically*) correct, accurate and / or common practice, as it relates to the 'average' large to middle sized scheduled (international) **airline** and / or international **airport** passenger operation etc. For 'real' situations - it will be necessary to adapt the 'generic' - so as to make it *specific* to the *actual* situation 'on the day'

Go (Team) Aircraft

The aircraft which transports the accident airline's GO Team + GO Kit to the accident location (or as close as possible /permissible to this location - i.e. to the '**GO Team** **Airport Nearest**')

In some situations, the GO aircraft might **not** be a directly provided by the airline e.g. it might need to be a chartered, leased and / or military aircraft - depending on whatever the airline can arrange at short notice and / or e.g. due to aircraft performance limitations, as typically associated with the GO Team destination airport and / or en route considerations

GO aircraft target take off time from airline HQ / main base or hub (or similar) should typically be within 2 to 3 hours (for most **scheduled** airlines) of initial, emergency notification to said airline. However, charter / holiday package type passenger airlines typically take longer e.g. 6 to 9 hours +

Note - depending on actual circumstances 'on the day', it may be appropriate to deploy a GO Team using **surface** transport or a **mix** of air and surface transport

GO Kit

The ABCX Airways GO Kit comprises **pre**-procured, **pre**-packed and stored, **pre**-inventoried and **pre**-Customs cleared (at **pre**-designated departure airport[s]) equipment and materials, required for use by a deployed airline GO team (i.e. when deployed well away from general area of accident airline's HQ / primary hub operating airport)

Forward GO Kit equipment should be sufficient to fully or partially support (depending on airline's resources) the **Forward GO Team** at remote / relatively remote sites (e.g. jungle; arctic etc.)

The **Rear GO Kit** - (mainly ICT, telecommunications, stationery etc.) should be sufficient to support the remainder of the GO team (the 'Rear GO Team'), assuming they are operating from more "civilised" locations e.g. airport, city, town, village etc. - where suitable logistics, infrastructure, security etc. are available (e.g. accommodation, food, potable water, electrical power, comms etc.)

Go Team

It is likely that, following an airline **station** (scheduled arrival or departure airport) or **en-route** catastrophic **aircraft** accident (where any of the aforementioned are **not** located **at** or **very** close to the accident airline's **main** headquarters / **main** hub airport location), a '**GO (Team) Aircraft**' - carrying the accident airline's '**GO Team**' + '**GO Kit**' - would be despatched ASAP to the appropriate station (arrival / departure) airport (or - if latter not open / available / appropriate for any reason - to the most appropriate '**GO Team Airport Nearest**')





The GO Team / Kit is typically made up respectively of trained **manpower** support / reinforcements + the associated **equipment / resources** required to support same - and also to supplement local (at and / or near accident site) emergency response efforts, accordingly - and as required

ABCX Airways teams (comprising the **overall** GO Team) travelling on the accident airline's **GO aircraft** - typically comprise said airline's Air Accident Investigation Team + Support Staff (**Forward GO Team**) + the Humanitarian and Ops Support / Admin Teams (**Rear GO Team**)

The Humanitarian Team typically comprises the airline's **Family (Humanitarian) Assistance Team** - whilst the Ops Support and Admin Group would typically be sourced from the appropriate airline HQ located **Crisis Support Units (CSU)**

An '**Inspector of Air Accidents**' from the Civil Aviation Authority of the 'State of Registration / Operator' of the accident aircraft **might** also be on board the GO aircraft + selected representatives of the '**Media**' (strictly at accident airline's invitation / discretion / 'control' for latter)

Most airline **CSUs** will contribute relatively small numbers (e.g. one or two) staff (e.g. from Aircraft Engineering, Flight & Cabin Crew Management, Safety, Security, Airport Services, Finance, Insurance, Legal etc.) + equipment (e.g. aircraft recovery and salvage equipment) to a deployed GO Team

However, the vast majority of **any** airline GO Team typically comprises members of the airline's **Family (Humanitarian) Assistance Team** (if appropriate) - which might number several hundred persons or possibly more - for some airlines (e.g. can run into the low thousands!)

The accident airline's on-duty **Crisis Director** will appoint a suitable, senior airline manager (e.g. a fellow trained / exercised Crisis Director or [if latter not available] a specifically chosen [trained and exercised] Crisis Controller) to head the entire Go Team (with generic title '**Leader GO Team**')

Note - In appropriate circumstances, it might be necessary for the GO Team to deploy fully and / or partially using surface transport e.g. car, bus, rail, ship

Humanitarian Assistance Centre - (see '**Family Assistance Centre**')

Humanitarian Assistance Team - HAT (aka 'Family / Special Assistance' Team; 'Care' Team etc.)

Note - the more correct, appropriate and preferred term is '**Humanitarian Assistance Team**' (HAT). However, the equivalent terms '**Family or Special Assistance Team**', '**Care Team**' etc. - are still in **very** common use world-wide. All may thus be used (depending on the context) - with broadly similar meanings

The **HAT** comprises specifically trained / exercised **airline** and / or other (e.g. outsourced / commercial) persons, providing initial / on-going (typically 'face to face') humanitarian, welfare, emotional and other related support (to crisis / accident victims and / or their associated FR) - in the days and weeks (possibly months or even longer) post crisis. (Note: As used herein the 'crisis' concerned typically relates to the '**catastrophic aircraft accident / aviation disaster**' type situation)

The HAT is manned in many (but not all) airlines by appropriately trained and exercised **volunteers**





Amongst other duties, the HAT provides '**psychological first aid**' to air accident victims (and **others** involved e.g. FR of such victims) who might have been adversely (psychologically / psychosocially etc.) impacted, as a result of a particular crisis (Note - airline staff, including HAT members, can [in certain, adverse circumstances] be included under the category '**others**'))

During the initial phases of an **airline HQ / main operating base / hub** located catastrophic, aircraft accident (involving one of said airline's aircraft) - the HAT will deploy ASAP to e.g. local (Uninjured) **Crew** Reception Centres; (Uninjured) **Passenger** Reception Centres; the **RA** (A) and **RA** (O); the **FRRC** and the **FAC** (**HAC**) etc. - augmenting or taking over from other, initial (non-airline e.g. the accident **airport's** '**Immediate Care Team**') responders, as appropriate. The HAT also typically deploys to associated **hospitals**, **mortuaries**, **FR homes** etc. (if so permitted, safe, culturally acceptable etc.)

An airline provided and / or sub-contracted **HAT** must also be capable of deploying as part of any airline provided **GO Team** - with broadly similar roles / responsibilities to those described further above

Further restrictions and other factors re deployment / use of a HAT for an aircraft accident occurring **away from parent airline** HQ / main operating base / hub location(s) might include e.g. long travelling times (e.g. 36 to 48 hours in extremis); political / legal / regulatory / safety / other requirements / factors e.g. as applies to aircraft accidents occurring in **Australia, Brazil, China** (incl. Hong Kong), the **European Union, South Korea, the UAE, the USA** etc. (latter list is **not** exhaustive)

In **anticipation** of **long** HAT deployment travelling times to certain stations, airports etc. - **ALL local** airline / airline rep staff (e.g. traffic [**GHA** etc.], cargo, engineering, commercial, tour operator [charter airlines only for latter] reps etc.) at said stations / airports etc. - should **themselves** receive **abbreviated** (initial + recurrent) **HAT** type training - provided / arranged by e.g. the involved airline, a sub-contracted (specialist) trainer etc. Periodic exercising etc. in same should also be conducted

Where HAT type ops have been '**mandated**' (made compulsory) - again e.g. in Australia, Brazil, China, European Union, South Korea, UAE, UK and USA (+ a relatively small number of other countries), the **relevant** airline should "buy in" (pre-arranged) commercial **third party / external** (local or nearby to such countries) Humanitarian Assistance services (if / as available) - thus being able to provide a relatively rapid (humanitarian assistance) capability - until such time as its (said airline's) own (HAT etc.) team can also arrive 'on site' - to augment and / or take over such services

Note - The above para typically **only** applies, of course, if the accident airline itself is **not already main-based, headquartered etc. in or very near to** any of such countries

A small but integral part of an airline HAT is the **Peer Support** team - linking HAT type support in a pre-specified '**like on like**' manner e.g. pilot to pilot; cabin crew to cabin crew; aircraft engineer to aircraft engineer etc. To accomplish this, airline volunteers from such 'job categories' are trained as HAT members, deploy with the HAT - and provide associated 'services' to their 'peers' - as per above. They can **additionally** be used for 'general' HAT deployed duties, in certain circumstances

Ideally an airline's HAT is formed from its **own** personnel. As this is impossible / impracticable for many airlines - an appropriate, 3rd party, **commercial** organisation is typically **pre**-contracted to conduct this vital role, on behalf of such airlines. Associated / appropriate budget should be planned for, provided, allocated accordingly and likewise for the associated training and exercising etc.





Humanitarian Manager (Member of ABCX Airways **GO Team**)

A suitably **experienced**, **senior** and **specifically trained / exercised** airline manager, responsible to his / her airline's on duty **Crisis Director** (via an associated '**Leader GO Team**' where appropriate e.g. if a GO Team deploys) - for overall co-ordination / control / welfare etc. - of all relevant aspects of deployed emergency response operations - as they relate to "**people**" type issues specifically

Said persons are typically sourced from the airline's HR, Customer Services etc. business units

Immediate Care Team (ICT)

An **AIRPORT based and sourced** team - capable of rapid 'crisis response' related deployment (**on** airport [+ **exceptionally off** airport]) - in order to care for, support etc. **crisis** (typically aircraft accident related) **victims** and their (**indirectly** involved) **local family, relatives and friends** (FR)

ICT manpower is typically provided by a variety of **on-duty + volunteer Airport** based staff - e.g. **airport operator, airlines** (via associated AOC), **GHAs**, franchisees (e.g. airport shops), tenants etc.

The ICT provides a **shorter term** response **only** until other dedicated / specialist teams can take over (e.g. the **accident airline's humanitarian [family / special] assistance team**) - at which time said ICT staff typically revert to their normal airport duties, if possible / as appropriate 'at the time'

Due to the multi-disciplines of contributing staff, regular ICT **training** and **exercising** is essential

During **actual** crisis response ops the ICT typically deploys to all / any of (list is not exhaustive):

- Arrivals area(s) of appropriate / involved **Terminal(s)**
- The appropriate **Passenger Information Desk(s)**
- 'Uninjured Survivor (**Passenger**) Reception Centre (Airport Airside)'
- 'Uninjured Survivor (**Crew**) Reception Centre (Airport Airside)'
- '**Family, Relatives & Friends**' Reception Centre' (Airport Landside)
- '**Immediate Reuniting Area(s)**' (Airport Landside)

..... and, **exceptionally**, (**off**-airport) to any '**hospitals** and / or **mortuaries**' etc. involved

Incident (ICAO) - equates to 'ABCX Airways' **YELLOW** Alert State (Colour Code)

An occurrence (**other than** an aircraft accident or **serious** incident) associated with the operation of an aircraft (from boarding [with the intention of flight] - to deplaning), which affects / could affect, the safety of the operation

Note 1 - For the purposes of **this** guideline document **only**, the term '**incident**' (as defined above) is otherwise known as a '**significant**' incident

Note 2 - Incident response procedures are documented in (**separate** document in our 'guidelines' series) - **Crisis Response Planning Manual Part 2** (Aircraft **Incident** Response)





Inner Cordon (Danger / 'Hot' Zone)

Typically a circular, restricted access area (around 100-200 metre radius), centred on the accident site itself - only accessible by fire and rescue crews + other specifically authorised persons only

Integrated Emergency Response Operations

Pre-planned and 'on the day' **emergency response ops** conducted jointly by two or more airlines, and typically being subject to some type of **formal and mutual operational and / or commercial agreement** to this effect e.g. codeshare, alliance, mutual emergency support etc.

Joint Family Support Operations Centre - JFSOC

A facility, typically located **within / near to** the **HAC** (FAC) - from where **all** parties **jointly** involved with the humanitarian, welfare, info, longer term etc. support / management (post major aircraft accident) of Air Accident Victims and their FR etc. - **might operate together**, so as to better and more expeditiously, effectively, efficiently etc. provide their services to those in need of same

Establishment + payment of / for etc. a **JFSOC** is usually for the (accident) **airline** - however it (said JFSOC) will typically be **manned** by reps of most (if not all) relevant, interested parties (i.e. in addition to the **accident airline** and / or its reps) e.g. Police; other emergency services; Government (appropriate levels / departments); Medical / Health / Welfare; Social Services; Legal / Regulatory; Non-Government Organisations (Red Cross / Crescent etc.); Embassies / Consulates, Faith reps etc.

The 'top' person from the most 'senior / leading' (typically a local authority / government type) organisation operating at the JSFOC, will typically be 'invited' (by the accident airline) to lead matters. However, some flexibility will be required here if 'more appropriate' (with valid reason of course) candidates are available and willing to assume such lead. (NB: The JFSOC concept is [2024] **only** used in a **small** number of countries. [It originated in the USA and is still in use there])

Leader GO Team - LGT

A suitably experienced, senior and specifically trained / exercised **airline** manager - appointed by the **accident airline's Crisis Director** at airline HQ 'on the day' - to take **overall** charge of **ALL** component parts of any **deployed** (airline) **GO Team** operations. **LGT** is typically selected from those available 'on the day' in the qualified **Crisis Director** or (exceptionally) **Crisis Controller** personnel / staff pools

Local Accident Control Centre - LACC

For an airline accident at or close to one of its (airline's) **Stations** (Outports etc.) - the **LACC** is the facility from where (typically) the **Controller - LACC** (typically being the **accident airline's** local Station Manager / **GHA** / other Airline Rep etc.) controls, co-ordinates, communicates etc. all **local** (tactical / operational) **accident airline** related emergency response activities etc. - on behalf of said airline. The **pre-preparation**, set up, actual management / operations etc. (on the day) of 'the' **LACC** are also the responsibility of the airline's local Station Manager / Airline Rep

LACCs should be suitably located, equipped etc. + associated manpower regularly trained / exercised





Note, however (and in contrast to the aforesaid), that for an airline HQ / main operating base / hub airport located crisis, the LACC will typically (*instead*) be located at the accident airline's main traffic / ramp (*airport services*) operations centre (typically found somewhere inside that same / associated airport's Terminal building)

Suitably senior, experienced, trained and exercised airline HQ traffic / ramp / terminal etc. staff will have already been PRE-appointed as potential 'Controllers-LACC' - and will respond 'on the day' as directed by airline HQ CMC or otherwise at own initiative

Note that an airline's 'Local Accident Control Centre' (LACC) is not the 'same thing' as the local / associated airport's Emergency Operations Centre (EOC). Whilst typically operating concurrently, the two 'Centres' referred to above are different, with different functions / priorities etc. - and typically located in different areas / locations - at said associated airport (see also definition of 'EOC')

Medical Disaster Centre

A pre-designated (off-airport) major, medical C4 facility (typically located in a / the main 'local' hospital) from where all medical / health etc. aspects of a major disaster response (including the catastrophic aircraft accident type situation) are 'managed / co-ordinated' - by an appropriate team of medical / health specialists

Mobile Command Post - MCP (also known e.g. as Forward / Incident Command Post etc.)

A tactical Command and Control facility (typically operated from an appropriately modified vehicle) located at or close to an appropriate point on the outer cordon of an aircraft accident site. The MCP is typically manned by airport operator staff (including Fire & Rescue personnel). Other responding agencies (including accident airline / airline rep) report to the MCP, on arrival at said outer cordon

Mortuary / Temporary Mortuary / Body Holding Area

(In context used herein) A storage 'facility' for deceased, accident victims - as simple e.g. as a field, aircraft hangar, refrigerated truck container, frozen meat / fish warehouse etc. (temporary mortuaries) OR purpose built mortuaries in hospitals, at undertakers etc. (permanent mortuaries). **Note:** When planning for mass fatality incidents - a lack of suitable mortuary facilities / services etc. should be anticipated (as appropriate) and thus accounted (pre-planned) for accordingly

Next of Kin / Closest Relative / Equivalent Person

As used herein, the terms 'Next of Kin' / 'Closest Relative' / 'Emergency Contact Person' / 'Equivalent Person' etc. typically (but not exclusively) refer (collectively) to the closest, related person(s) (NOT [repeat: NOT] being aircraft accident and / or related ground victims) associated with a / any specific (aircraft) accident (and / or associated ground) victim. Note that the word 'related', as used further above, can and does have many different interpretations around the world. This subject is complex and suffers (in the catastrophic aircraft accident etc. type scenario) from a distinct lack of clear, explanatory guidance material. Accordingly, the author of this glossary has attempted to clarify same. However, as the associated explanation runs to more than 25 pages, it is not included herein. ('Boxed' info at top of next page provides an associated link to said 'explanation')





Interested readers will find the associated information / explanation (as per last para above) at:

<http://www.aviationemergencyresponseplan.com/information/>

When the above webpage opens, scroll down until you find the 'information article' entitled:

Info Article - Major Air Accident - '[Next of Kin](#)' / '[Closest Relative](#)' / '[Emergency Contact Person](#)'

Click on this info article to open and read

Operations Support and Administration Manager - (Member of ABCX Airways **GO Team**)

A suitably experienced (**operational** background), trained, exercised and 'current' airline manager (appointed by a relevant / associated **Crisis Director** 'on the day') - deploying as part of 'the' accident airline's **GO Team**. He / she is tasked with providing **expert** emergency response support and guidance etc. to the **Leader GO Team**; the **GO Team as a whole**; **whoever**

It is highly likely that such person will be one of said airline's own **crisis / emergency response planning professional staff** (as applicable) - otherwise, suitably trained, exercised and 'spare' **Crisis Controller** staff - might typically be deployed in this role (instead)

Outer Cordon

The **outer** cordon is typically a circular, **restricted access** area, having a radius of approximately 200 - 400 metres, centred on the aircraft accident site itself - and encircling the '**inner** cordon'

Note - The 2 person **airline** (and / or airline rep) **Crash Site Team** (CST) typically reports to the **Person in Charge** - at the appropriate command centre facility ('**Mobile Command Post**') set up (usually at a suitable point on the **outer cordon**) by the appropriate, responding emergency service(s)

Passenger Manifest Verification Task - PMV (AKA Passenger Manifest Reconciliation / Confirmation)

A passenger (PAX) manifest typically documents a list of persons on board a specific flight (except for crew and possibly other **operational** airline staff, all typically listed on a **separate** airline - document known as a '**General Declaration**'). For reputable, passenger airlines - said passenger manifest is reasonably accurate (near 100%) - but not absolutely so, typically due to human error

The **PMV** task (procedure) comprises a series of 'corroborating' actions - targeted at increasing the accuracy of said passenger manifest to the greatest extent possible 'on the day'. It is typically conducted in association with a major (passenger) aircraft accident type scenario

The **actual** 'corroborating' **work** is typically undertaken by the Station Manager / GHA / Airline Rep (ideally delegated to staff that **actually** 'checked-in' the passengers for the accident flight's departure) at the '**station(s) of last departure**' of said flight - acting under the oversight of the '**Airport Services / Ground Ops Department's** Crisis Support Unit - located at accident **airline** HQ





ABCX Airways - Passenger / Victim Record Card - P/VRC - (see Att. 1B page 44 for an example)

ABCX Airways **P/VRCs** (or locally used **equivalent** forms) are typically **only** created / used when:

- A reasonably **accurate** and **complete** passenger list / crew list (re all potential victims on board an accident flight) is **available** and / or
- When information required for completing the P/VRC has been provided **directly** (by accident victims [including any ground victims] themselves [i.e. providing information about **themselves**]) - circumstances so permitting and / or
- Where one accident **victim** provides information **indirectly** about **another** victim - where the latter person is **not** present or is **unable** to provide such information **himself / herself**. This is typically done when the victim (including **if** a **ground victim**) providing the information has some form of valid relationship / acquaintance etc. with the (different) victim about whom said information is being provided e.g. typically one or other type of (reasonably close) travelling companion; fellow crew member; known ground victim etc.

Each accident victim should typically have **only ONE** 'MASTER' P/VRC (see next page) where all relevant information (for each such particular victim) is recorded. (Note, however, that the single page P/VRC can [and should] typically increase to more pages - when appropriate 'attachments' etc. are added - e.g. from associated, completed **FECs**; P/VRC **continuity sheets** etc.)

P/VRCs might initially be as simple / incomplete as just a name only + the associated flight details (flight number; flight route; scheduled flight date and associated departure / arrival times). A small number of airlines can **auto-generate** same in just a minute or two of being so requested - provided they have the appropriate software so to do

Exceptionally, **P/VRCs** **might** be able to be created in the following circumstances:

- a. Info provided **indirectly** e.g. from mortuary and / or hospital and / or accident site etc. - where a victim's personal documentation (e.g. Passport; Photo ID card; Photo Driving Licence etc.) or similar corroborating material / information **might** be considered in deciding whether or not to create an associated and accurate P/VRC
- b. Info provided **directly** by appropriate callers / enquirers (e.g. valid FR / MGFR of accident victim concerned) to the accident airline's **Emergency Call / Contact / Information Centre (ECC)** - in circumstances where the caller is believed to have compelling / undisputed reason to believe, that the person they are calling about, actually boarded the accident flight and did not get off before the flight actually took-off
- c. As per b. above - but now in circumstances where the info provided is given to airline / airline representative / equivalent staff - who are **not** part of the airline's ECC team
- d. Info available from / via **completed FECs** (e.g. as completed at the FRRC and / or FAC etc.) i.e. in circumstances where FEC derived info indicates that there is compelling reason to believe that the person (**who the FEC is about**) actually boarded the accident flight and did not get off before the flight actually took-off

IMPORTANT: The act of creating a P/VRC does not (in itself) confer any formal 'status' (i.e. dead; injured; uninjured; missing; not known) re the associated victim. However, such victim status will (almost always) need to be directly recorded, sooner or later, in the associated P/VRC





Airline / airline rep 'data entry' operators (typically a constituent component of the accident airline's **ECC**) might **also** enter appropriate information on **and / or** attached to P/VRCs e.g. updating them with details received from sources such as Passenger Name Records (PNR [from airline's reservations / ticketing {CRS / GDS} system]); departure airport's DCS (Departure Control System); airline loyalty scheme (frequent-flyer) records, Advanced Passenger Profiling / Information (APP / API / APIS) security type data etc.

CRCs / SRCs / Hospitals / Mortuaries and Similar

At (typical) crisis related 'action' locations, where airline and / or other responders may be dealing with accident **victims** (directly and / or indirectly) - associated info typically needs to be obtained, recorded, processed etc. by different groups - e.g. Police (both 'on' and 'off' airport), Immigration, Airport Operator (and more) - and, of course, by the accident airline (and / or airline rep) itself etc.

Re the above, airlines might wish to develop a specific type of **hard copy P/VRC** (termed herein the '**P/VRC [4 in 1] form**'). The latter is simply a modified (hard copy) P/VRC with 3 carbon sheets (or equivalent 'system') underneath - each fitted between 3 'extra' hard copy sheets of the **top** sheet P/VRC. Hence, a person can take down P/VRC details of a victim - and then distribute the top original + the 3 copies to the various (4) organisations which need such info the **most** - including the accident airline itself (latter should obtain the **original, top sheet** version for its own use). The **airline 'P/VRC (4 in 1 form)'** should be used at all of its Stations, if feasible / permissible so to do

The 'Master' P/VRC

During the inevitable confusion during early phase crisis response ops (catastrophic aircraft accident scenario) it is inevitable that (at any particular time) several different P/VRCs might concurrently exist for the **same** victim e.g. the **ECC** version; **CRC (L)** and **SRC (L)** versions; the version being worked on by **data entry operators**; **hospital** versions; versions updated by completed **FEC** info inputs etc.

Accordingly, 'someone' needs to maintain a '**master**' P/VRC for **each, individual** victim - accurately reflecting (in a timely manner) a **consolidated version** of all, relevant info from the various, **other** existing P/VRCs in (concurrent) use for that **same** victim, at any particular point in time. It is thus more than likely that any particular 'master' P/VRC will require frequent updating, during the early phases of a crisis response

The obvious choices of which **accident airline's** facility (emergency centre) should maintain the **master** P/VRCs typically come down to either the **ECC** or **CMC**. As the ECC typically starts to run down its operations around 3 days or so into the crisis (including any ECC operated by e.g. a sub-contracted 3rd party / parties) - the CMC is the obvious choice here

'Automating' much of the above by use of suitable software is, today, possible and **highly desirable**

Note 1 - In some countries / at some airports, the local equivalents of **FEC** and **P/VRC** forms are provided by the appropriate '**authorities**' and / or **airports** etc. If so, it is typically **compulsory** for **only** such specific forms to be used. It is obviously **vital** that the accident airline receives copies of all such completed forms without delay. The UK, Ireland and UAE are examples of some of the states (countries) where compulsory use of the / their own **local** forms applies. (See again attachments 4 and 5 to this glossary, if / as required)

Note 2 - If necessary, see again definition - '**Family, Relatives & Friends Enquiry Card**' (**FEC**)





ABCX Airways - Phone Home / Call Home Scheme

A typical 'airline phone home' scheme will look a little like the following:

'..... In the extremely unlikely event of one of our aircraft being involved in a major emergency / crisis, the airline will activate an emergency **telephone** enquiry centre, to respond to calls from family, relatives and friends of passengers and crew believed to have been on board the crisis flight

(For a catastrophic and 'high profile' aircraft accident, 50-100,000+ calls could feasibly be made to this enquiry centre, during the first 24 hours post crisis occurrence)

If you **are** 'ABCX Airways' **staff** (or from a closely related organisation e.g. ABCX Group) and you are **NOT** directly involved with the crisis flight (i.e. neither a crew member nor passenger on same), you can be of great assistance at this time participating in our '**Phone Home Scheme**' - which works as follows:

On hearing news of an ABCX Airways major aircraft accident, *immediately* contact your own family, relatives and friends to let them know that *you are not* involved, and are safe and well. You should make these contacts from wherever in the world you happen to be 'at the time'

Ask your family, relatives and friends to pass on this information to others (as appropriate and as quickly as possible), in turn, who might *also* need to be informed that *you are not* involved

Also ask that everyone referred to above does *not* contact / call ABCX Airways or the ABCX Airways Emergency Call Centre - *unless the nature of such call is most urgent*

If the above is done promptly, thousands of unnecessary calls coming into our Emergency Call / Contact Centre will be prevented, thus releasing precious call centre capacity to deal with those most in need

The above scheme is particularly applicable to **crew** (pilots, cabin crew etc.) as they form a major part of the airline by number and, furthermore, the nature of their employment sometimes means that their family, relatives and friends might not always know which flights they are operating and / or in which part of the world they might be

IMPORTANT NOTE

If you **are** 'ABCX Airways' **staff** (or from a closely related organisation e.g. ABCX Parent Group) and ***you are involved*** (i.e. you were either a crew member or staff passenger on the incident flight [including for duty travel and / or vacation purposes etc.]) - **then** (if able so to do) **you should *also* 'phone home' of course as per above. However, you should *additionally* try to make contact with airline HQ (by whatever means possible) *without delay***





Reconciliation / Reuniting Area (At / On-Airport) - RA / A

A pre-identified and suitable facility (typically located **landside** at the 'accident' airport) - used by e.g. the **Airport** Operator / Airport Police / **Accident** Airline and / or its rep. (**GHA**) etc. - for the purpose of reuniting airport located FR / MGFR with their associated, **uninjured** victims from 'the' accident flight. An RA (A) is (typically) **only** used in the shorter term, post-accident

Provision and operation of an RA (A) is usually an '**authority**' (e.g. Police) and / or **airport** operator responsibility - assisted e.g. by accident **airline** / **GHA**; accident airport's 'immediate care team' etc.

Reconciliation / Reuniting Area (Off-airport) - RA / O

As per definition just above - but now referring to locations at which FR / MGFR might be reunited with their relevant, associated (uninjured) victims from the accident flight, **IF not already done at the RA (A)**. The RA (O) is typically located in the **SRC (L) hotel** (for reuniting with uninjured victims etc.); and / or in a **hospital** (for reuniting with injured victims) and / or in a **mortuary** (for 'reuniting' with the deceased). Provision of an RA (O) is typically the accident airline / airline rep's (GHA) responsibility

Rear GO Team (Humanitarian + Operations / Administration Support Teams)

The element of an airline GO Team planned to operate from the nearest suitable "civilised" location to the actual, aircraft accident site. This could range e.g. from an airline Station / Airport - to a City, Town and even a tactically located and suitable village etc. Wherever the location, it should be able to support (insofar as is possible and with associated / appropriate local assistance) this team's admin, logistical, support, accommodation, health and safety, security and other requirements

The vast majority of any airline 'rear' GO Team typically comprises the **Humanitarian** (Family) **Assistance Team**. For some airlines having a well-developed ERP system in place - the GO Team could easily be as large (or even exceed [in which case e.g. send 2 x GO Aircraft etc.]) as the seating capacity of the largest 'GO Team' aircraft available to transport them - typically several hundred persons **or more**

(Info: A prominent, European [international] airline had [at one time] up to 4,000 trained and exercised 'humanitarian / family etc. assistance' [**of its own**] volunteers, at its disposal!)

Note - For an aircraft accident in **non-remote circumstances**, the concept of the Forward and Rear GO Teams will **not** apply e.g. for an **on-Station** / Airport aircraft accident or one located in an **off-airport** 'civilised' location, **all** GO Team staff are simply known as just the "GO Team" (with no use of the terms / concept 'Forward' or 'Rear'), **regardless of specific duties at and / or near to the actual aircraft accident location**

Serious Incident (ICAO) - equates to 'ABCX Airways' **ORANGE** Colour Code Alert State

An aircraft incident occurring in circumstances where there was a high probability of an accident

Note 1 - The difference between an accident and a serious incident lies only in the result

Note 2 - **Incident** response procedures are documented in (**separate** document in this guidelines series) Crisis Response Planning Manual Part 2 (Aircraft **Incident** Response)





Serious Injury (ICAO)

An injury, sustained by a person in an aircraft accident which:

- Requires hospitalisation for more than 48 hours, commencing within seven days from the date on which the injury occurred
- Results in a bone fracture (except simple fractures of nose, fingers, toes etc.)
- Involves lacerations causing severe bleeding and / or nerve / muscle / tendon damage
- Involves internal organ injury / injuries
- Involves 2nd / 3rd degree burns **or** burns affecting more than 5% of the body surface
- Involves verified exposure to harmfully, infectious substances; injurious radiation etc.

SITREP (Situation Report)

A 'reporting system' typically used between 'higher' and 'lower' authority (and vice versa). Its purpose is to notify / pass on relevant and current crisis information quickly, in a generally standardised format - to a (typically) wide list of relevant receivers

(Airline / GHA) Station.....Definition 1

An airline station (known by some airlines as e.g. 'outstation', 'outport' etc.) is a general term for any **airport** on an **airline's** published network of (usually regular [scheduled]) destinations

Airlines typically produce their own (**airline**) **ERPs** for each such station operated to - with each such ERP typically (but not always) being 'built around' the **airport's AEP** - as associated with that specific, airline station

Furthermore, where a contracted **GHA** (or similar airline rep) serves a client airline, at a particular station (airport) - then the term '**station**' is typically used / interpreted in the same way by said GHA - as it is by the client airline. Such usage has been assumed herein. For example - a '**station ERP**' can be produced by an **airline**; by a **GHA** on behalf of a client airline or by a mix of the two. For example - a '**station Local Accident Control Centre**' can be set up and operated by an airline; by a contracted GHA on behalf of that airline or via a mix of both. For example - a '**station Crash Site Team**' can be provided and deployed by an airline; by a contracted GHA on behalf of that airline or via a mix of both

For a number of valid reasons, **emergency response planning for an airline station** (of all the component parts making up an airline's **entire** emergency response plan) **might be considered to be the most difficult to accomplish to the required standard**

This is also typically applicable to **GHAs** producing, maintaining, invoking and operating ERPs on behalf of client airlines, at any particular station / airport





Airline / GHA) Station.....Definition 2

A general term for any airport on an airline's /aircraft operator's regular route network

Additional Explanatory Material

For **airline** and **GHA ERP** purposes, the previous definition (i.e. as per lower part of previous page) requires expanding here i.e. it now also includes **any airport** (landing airport) at which an aircraft intends (or is forced) to land / attempt to land - whether it be on the air carrier / operator's regular route network (if it has one) or not; planned for or not etc. Some examples:

- Diversions to alternate or 'emergency use' airports
- Air Carriers / Operators **not** having a regular route network as part of 'normal business' (e.g. charter/leased flights; business/corporate aviation; industry aviation [e.g. mining; oil] etc.)

Furthermore, it (term 'station / landing airport') now also includes the geographical area in the **vicinity** of said associated airport - the meaning of 'vicinity', as used here, remaining purposely vague

When this geographical area becomes too large / remote / dangerous etc. for the **station / GHA / landing airport** to possibly and / or practicably provide emergency response assistance **beyond** pre-specified boundaries, then provision of such assistance (very generally speaking and from the air carrier / aircraft operator viewpoint) becomes the prime responsibility of the air carrier /aircraft operator's **GO Team**, typically deploying from airline HQ location

Note, however, that in such circumstances, an associated 'station / landing airport' **might** still be able to provide some form of support for such GO Team 'from a distance' e.g. facilitation services, translation services, briefing on local customs and culture etc.

(Uninjured Passenger) Survivor Reception Centre (Airside)	-	SRC (A)
(Uninjured Passenger) Survivor Reception Centre (Landside)	-	SRC (L)

All uninjured / non-hospitalised **passenger** survivors of an (on / near airport) aircraft accident will typically (eventually) be transported from the triage / initial uninjured holding areas (at / near to that accident site) - to a further holding facility (the SRC [A]) - usually located at a suitable and predesignated **airport (airside)** facility

The SRC (A) **must** be airside at this early stage of the crisis - as local law enforcement / security agencies etc. will invariably assume that a crime has been committed, until they are reasonably sure that this is not the case (as appropriate)

Consequently, **all** such uninjured survivors will typically (initially) be regarded as potential criminals and / or potential crime witnesses and must, therefore, be 'contained'. Hence the reason why uninjured survivors cannot typically be permitted to leave airport airside (go airport landside and / or off-airport) immediately

Note - the same applies to the uninjured accident flight's **crew**, except that they should be ideally 'contained' in a **physically, separate location** from the uninjured survivors i.e. in the **CRC (A)** - if possible





Essentially, the **SRC (A)** location should have adequate facilities to hold up to **xxx** uninjured survivors, with adequate security, catering, toilets, telephones, internet, airline amenity kits, blankets, emergency clothing and footwear, heating / cooling etc. - ideally supplied. **Note - the capacity of the SRC (A) should be based on the highest maximum seating configuration of any aircraft regularly serving the airport concerned e.g. for an Airbus A380 a capacity of approximately 600+ persons might be required**

Airport; Airline; GHA; HAT; ICT; Police; Immigration; other staff / volunteers etc. - typically provide humanitarian, welfare and other support to uninjured passenger survivors at the **SRC (A)**, whilst capturing important information onto airline produced hard copy forms (4 in 1 P/VRs) or local equivalents - which are then distributed to 'those that need them' to do their jobs (e.g. Accident Airline, Airport Immigration, Airport Police, Airport Operator etc.). Additional **Airline** copies of completed PRCs are forwarded to airline HQ's CMC - usually via said airline's local '**Station / LACC**'

Once (if) the authorities have established there has been no 'crime' etc. associated with the accident, uninjured passenger survivors should typically be released from the **SRC (A)** - into "airline care" and on to airport **landside** - and eventually **off-airport** (unless catching further flights) etc.

The airline (and / or airline rep [e.g. GHA]) should then offer said uninjured passenger survivors transportation from the **SRC (A)** to the (*Uninjured Passenger etc.*) **Survivor Reception Centre (Landside) - SRC (L)** - which is usually a **hotel** typically (but not always) located reasonably close to the airport - and with which the airline would (should) have made associated, prior arrangements

At the **SRC (L)** - local staff, volunteers etc. (+ the airline's Humanitarian Assistance Team when / if it eventually arrives on site) will continue to provide humanitarian, welfare, financial, security and other support to uninjured passenger survivors. It is also here that FR will typically be reunited with their associated uninjured survivors (if possible), if not already done at the airport's RA (A)

Uninjured passenger survivors not wishing to go to the **SRC (L)** will be provided with suitable transportation and escort to local residence / other accommodation as applicable - and / or arrangements made by the airline for them to e.g. continue their journey; return to original departure point; travel to other destinations etc. - as required

'ABCX Airways' Station Managers / GHAs / other airline reps are required to **pre-identify** and **pre-arrange** for an **SRC (A)** **AND** an **SRC (L)** as part of their local emergency response plan preparations. Said information is to be documented in the 'ABCX Airways Emergency Response Plan' for the particular Station concerned

Many (but not all) **Airport** Operators will have made provision for an **SRC (A)** as part of their **airport emergency plan**. If not, the local station manager / GHA / airline rep etc. should lobby (typically via the **local Airline Operators' Committee - AOC**) for such facility to be established

Lastly, for '**off-airport**' emergencies where use of on-airport facilities is **NOT** available (for whatever reason), the general principles of setting up and operating **equivalents** of the **SRC (A)** and **SRC (L)** should be followed, adapted etc. - insofar as possible - circumstances 'on the day' so permitting

Note - see attachment 2 to this glossary (starts page **46**)





Triage

For an explanation of the triage process follow the below link:

<http://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down the list of information articles shown until you find:

*** Information Article - Triage**

Click on the word 'Triage' to open and read the article

Victim

For aircraft accident purposes (as used herein), **victim** is a term referring **collectively** to **all** on board the accident aircraft (**air victims**) - together with (+) **other persons directly involved** (i.e. third parties on the ground) as a consequence of said aircraft 'hitting the ground'

The term '**other persons directly involved**' above refers specifically here to '**ground victims**' - being those (i.e. **not** having been on board the accident flight) killed, injured and / or traumatised (immediately for those so killed / injured and [as appropriate] in due course for traumatising) as a **direct** consequence of said aircraft 'hitting the ground' - or similar / equivalent impact event

(Note that the term '**victim**' does **not** refer to the dead alone **nor** should it be associated with others who might be termed herein as **indirectly** involved [**no matter how closely**] by the emergency / crisis e.g. family, relatives & friends [FR] of victims - where such FR had **not** been travelling on board the accident flight and who also **cannot** be classified as **ground victims** - are considered herein to be **indirectly** involved

Note also that the corresponding 'International Civil Aviation Organisation's [ICAO]' definition of '**Victim**' is very similar i.e. '..... **An occupant of an aircraft, and / or any person outside that aircraft, who is unintentionally, directly involved in an associated accident involving that aircraft. Victims may include the crew, revenue passengers, non-revenue passengers and third parties** [i.e. **ground victims**].....')

Volunteers

A term used herein to describe specifically trained (volunteering) airline and / or airport and / or similar staff / persons (who might e.g. typically man an airline / airport's *Emergency Call / Contact / Information Centre* (ECC) **OR** form part of the airline / airport *Humanitarian Assistance Team / Immediate Care Team* respectively **OR** deliver first aid etc.) in the event of a (generally aircraft related) major crisis

END OF GLOSSARY





Att. 1A to Glossary - **FAMILY, RELATIVES & FRIENDS ENQUIRY CARD** **FEC**

Flight No		Date of Flight		Flight Route	
Details of “the person ” (i.e. the person reporting / providing information here about a possible Victim)					
Full Name				Relationship to Victim	
Telephone Contacts (Country code + area code + No)					
Home Address / Equivalent					
What is ‘ person’s ’ preferred Language		Has ‘ person ’ already had contact with the victim (e.g. by mobile phone, text, face to face etc.)			
Details of the possible ‘ Victim ’ as provided by the ‘ person reporting ’					
Last / Family Name			First / Other Names		
Known by any Other Names (Aliases)					
Male/Female/Child/ Infant		Nationality		Religion	
Existing Medical conditions (if any)					
Other information (e.g. skin / hair/ eye colour, marks / scars / tattoos) etc.					
Total Journey Details of Victim (all sectors) as known to ‘ person reporting ’					
Other persons believed to have travelled with this Victim (as known to ‘ person reporting ’)	Last / Family Name	First / Other Name(s)		Relationship to this Victim	
Closest relative (or equivalent) of this Victim - if known to ‘ person reporting ’	Full Name	Full Contact Details & Address		Relationship	
Remarks / Notes: (Continue on separate sheet if necessary and securely attach to this top sheet)					

Form completed by - Name / Contact:

Date/Time:

Note: If more space needed to enter information, use *separate sheet(s) of paper & attach securely to **this** FEC*





Att. 1B to Glossary - (4 in 1) PASSENGER and CREW (VICTIM) RECORD CARD VRC

Flight No	Flight Date		Flight Route	
Details of the 'Victim' i.e. the person who this VRC is about				
Last / Family Name	First / Other Names			
Known by any Other Names?				
Type of Victim: (Flight Crew, Cabin Crew, Passenger, Positioning Crew / Staff, Ground Victim etc.)				
Male/Female/Child/Infant	Nationality	Religion		
Existing Medical Problems (if any)	Date of Birth			
Total Journey Details (all sectors)				
Home Address		Alternate Address		
Telephone Contacts - Country & area code + No		Preferred Language		
Victim Status - <input type="checkbox"/> Missing <input type="checkbox"/> Un-injured <input type="checkbox"/> Hospitalised (non-life threatening) <input type="checkbox"/> Hospitalised (life threatening) <input type="checkbox"/> Dead <input type="checkbox"/> Unknown				
Victim's Current Location				
Victim's Intentions: <input type="checkbox"/> Travel to local address <input type="checkbox"/> Continue Journey <input type="checkbox"/> Proceed to SRC (L) <input type="checkbox"/> Other (Provide Details)				
Passport #	Issue Date	Expiry Date	Issue place	
Other persons believed to be travelling with this Victim	Last Name	First Name(s)	Relationship to this Victim	
Known closest relative/Next of Kin of this Victim	Full Name	Full Contact Details & Address		Relationship
Meeter/Greeter info (i.e. person(s) meeting this Victim)	Full Name	Full Contact Details & Address		Relationship
Remarks / Notes: (Continue on separate sheet if necessary and securely attach to this top sheet)				

Form completed by - Name / Contact

Date/Time:

Note: If more space needed for information, use separate sheet(s) of paper & securely attach to VRC





Att. **1C** to Glossary - Notes on use of **FEC** and **P/VRC** forms

A dedicated **information article** (*separate* document) has been produced re how the FEC and * P/VRC forms might be best used. This information article can be found at:

<http://www.aviationemergencyresponseplan.com/information/>

When you get to the above web page, scroll down until you find the information article entitled:

* **'Victim Record Card & Family, Relatives & Friends Enquiry Card'**

Click on this information article to open and read

* Note - above referred to 'info article' uses the term **'Victim'** Record Card which is synonymous with our equivalent term (as used herein) **'Passenger'** Record Card

IMPORTANT NOTE

Re the above, the **UK's** relevant / associated authority (**UK Police**) will **not** permit use of the FEC and P/VRC (as described above) etc. within the UK (including at UK airports). Instead, they require use of their own **'Survivor / Evacuee Form'** (equivalent of airline **P/VRC**) and **'MISPER'** ('missing person') form (equivalent of airline **FEC**)

A similar principle applies in a small number of **other** countries and their airports etc. - where the appropriate authorities etc. **provide their own equivalent forms** and will **not** permit use of airline produced equivalents, such as the UK's FEC and P/VRC

However, it is confidently anticipated that use of **airline** etc. produced FECs and PRCs **will** be permitted at many (probably the vast majority of) airports / locations / countries etc. around the world - particularly if **no local equivalent forms exist** (which was still the unfortunate reality as at mid-20**24**)

See also attachments **4** and **5** of **this** glossary for examples of said UK Police Forms

NB: 20**24** **update** re the above / associated attachments **4** and **5** (as shown later herein):

It seems that the UK Police and other involved UK agencies had (at some previous date) updated and changed the titles and content of the above, referred to **'Survivor / Evacuee'** and **'MISPER'** forms

Replacement titles would now appear to be:

'Form C - Investigative Triage Form (ITF)' - replacing **'Survivor / Evacuee** form'

'Form 1 - Report 1 (or more) Persons Missing and / or Believed Dead' - replacing **'MISPER'** form





Att 2 to Glossary

Examples of Pre-prepared Information Cards for Use in **SRC (A)**, **SRC (L)**, **FRRC** and **HAC (FAC)**

Airline Stations (destination airports) are strongly advised to **pre-prepare** 'Information Cards' for use by crisis victims in the **SRC (A) and SRC (L)** and by FR / MGFR in the **FRRC and / or HAC (FAC)** - and / or equivalent facilities

Said cards must be produced in **English** - but may also be produced in as many additional languages as might be considered suitable / effective. However, and in order to avoid potential confusion, it is **suggested** that a maximum of just **one** other language be used in such circumstances

The use of such cards will provide immediate information to all victims / FR etc. on what will be happening to them in the immediate and very near futures - thus freeing attending staff of this task, so that they might address higher priority matters

It is recommended that Stations alter the wording of the '**generic**' sample cards which follow (if / as required), to suit local circumstances

Information cards should be printed in sufficient numbers based on the 'absolute maximum estimated to be required' when set against a '*** worst case**' scenario. Said cards should be strategically stored at a location which will permit rapid distribution during crisis e.g. in the **appropriate / associated** emergency bags / boxes / folders

*** For example, where the airport concerned operates *max seating capacity A380 aircraft* and / or also where it is common for *very large numbers of MGFR* to be present in / near to the arrivals terminal (e.g. to meet / greet arriving passengers)**

Note 1 - The pre-prepared information cards should also be used (adapted) for use with regards to **crew** and their associated **Family, Relatives and Friends** - as required

Note 2 - there will be no requirement for the airline and / or airline rep to produce such information cards - where the local (associated) **airport** emergency plan or equivalent has already provided for similar documentation / system to be available for **on- airport** based reception centres [(**CRC (A)**, **SRC (A)** and the **FRRC**)] - **provided that** the quality, content and context of same is 'fit for purpose'

However, the airline and / or airline rep **must still produce and use** such info cards for **off-airport** reception centres i.e. the **CRC (L)**, **SRC (L)** and **HAC**





Uninjured Survivor (PASSENGER) Reception Centre - Airside - at Airport - SRC (A)

IMPORTANT - DO NOT TAKE PHOTOGRAPHS / MAKE ELECTRONIC IMAGES (HOWEVER DONE) WHILST YOU ARE IN THIS CENTRE

This Centre has been set up to support you. It comprises (describe here the Centre's layout and available facilities / resources etc.). Airline & other personnel (describe here who the "others" are e.g. GHA, Airport Operator, Police, Volunteers, etc.) will staff this Centre. They will be responsible for your welfare + making other, appropriate arrangements to look after you whilst you are here

All staff come under the authority of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain legal and other obligations to carry out. This might lead to some delay in you being able to leave this Centre

Your patience, tolerance and understanding are requested, as there is no alternative to this process. However, be assured that all concerned are aware of the urgency of moving you to more comfortable surroundings as soon as possible

Arrangements will be made to try to notify your family, relatives and friends (including any who had been travelling on the incident flight with you - but are not with you here) of your circumstances

Staff will assist you to complete a form known as a (insert details here e.g. '*ABCX Airways Passenger Record Card*' or other 'local' equivalent form - as applicable). You might also need to complete additional forms

If possible, try to contact your family, relatives and / or friends (*not here with you now* e.g. those that had been on the incident flight with you [as applicable]; those who might be at this airport waiting to meet you; anyone else etc.) as soon as possible to advise them of your circumstances

Do this e.g. by using (as available) personal mobile phones (including use of SMS text, email, social media etc.) public phones, other internet facilities etc.

If you have already done this, please advise Centre staff **immediately**. If not, tell staff when (*if*) you **have** done this - (as appropriate)

If necessary, airline and other staff will try to arrange for you to be re-united with any family, relatives and friends as soon as is practicably possible - including those you might have been travelling with but who are not with you here

If you wish to speak with a religious / faith representative, advise Centre staff accordingly

On eventually leaving this Centre, airline staff / others will try to assist you further e.g. you might be offered the choices of going to your home address (in country or elsewhere); carrying on with your original journey (as applicable); being transported to a special, **local** facility, provided by the airline, where further support / information and other associated services can be provided to you etc.

Before leaving this Centre, please advise staff of your intentions as per above - together with **relevant & reliable** contact information (address, telephone numbers, email etc.)

Your interests are paramount to us. Please do not hesitate to ask for clarification of any of the above





Family, Relatives & Friends Reception Centre - *Landside* - at airport FRRC or equivalent facility

IMPORTANT - DO NOT TAKE PHOTOGRAPHS / MAKE ELECTRONIC IMAGES (HOWEVER DONE) WHILST YOU ARE IN THIS CENTRE

This Centre has been set up to support you. It comprises (describe here the Centre's layout and available facilities / resources etc. - as appropriate)

Airline & other personnel (describe here who else comprises "other" personnel e.g. GHA, Airport Operator, Police, Volunteers, etc.) will staff this Centre. They will be responsible for your welfare and for making other, appropriate arrangements to look after you whilst you are here

All in this Centre come under the responsibility of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain obligations to perform. They are responsible for ensuring that only those with a genuine relationship to those who might have been on board the incident flight are in this Centre. If **you** should not be here, please leave now. If you are aware of others that should **not** be here - please advise staff immediately

You will be assisted to complete a form known as a (insert details here e.g. '**ABCX Airways Family, Relatives & Friends Enquiry Card**' or other equivalent local form, as applicable). The completed form will enable staff to pass on your information to others - who will use it e.g. to assist in positively identifying all those on board the incident flight

Such information might also assist in the eventual re-uniting process (if possible) between you and any person(s) you are enquiring about (as applicable). This might take some time, so your understanding, patience and tolerance is requested

If possible, try as soon as you can to contact your family, relatives and / or friends from the incident flight - e.g. by using (as available) personal mobile phones (including SMS text, email, social media etc.) public phones, other internet facilities etc.

If you have already done this, please advise Centre staff **immediately**. If not, tell staff when (if) you **have** done this (as appropriate)

If you wish to speak with a religious or faith representative, advise Centre staff accordingly

You may leave this Centre at any time

Once you leave this Centre, airline staff and others will try to assist you further if you so require. You might e.g. choose to either proceed to your home address if it is relatively nearby - or proceed to a special facility (provided by the airline and known as a '**Humanitarian Assistance Centre**') where further support, information and other assistance can be provided to you

Before leaving this Centre, we ask that you provide us with details of where you intend to go, plus **relevant & reliable** contact information (address, telephone numbers, email etc.) if appropriate

Your interests are paramount to us. Please do not hesitate to ask for clarification of any of the above





Uninjured Survivor (Passenger) Reception Centre - Landside - near Airport location / SRC (L)

IMPORTANT - DO NOT TAKE PHOTOGRAPHS / MAKE ELECTRONIC IMAGES (HOWEVER DONE) WHILST YOU ARE IN THIS CENTRE

This Centre (SRC [L]) has been set up to support you

It comprises (describe here the layout of the Centre, including location of toilets, public phones, catering facilities etc. as appropriate. If the Centre is a hotel [it typically should be], describe hotel facilities and arrangements made for support e.g. accommodation, food & beverage [sustenance], security, communications, transportation, childcare, housekeeping, leisure facilities etc.)

Airline staff and others (describe who else comprises “others” e.g. GHA, Police, Volunteers, Hotel Staff, Humanitarian Assistance Team etc.) will assist you whilst you are here e.g. looking after your welfare, providing information and making other suitable arrangements, as required

If you have not yet completed an ‘ABCX Airways Passenger Record Card - PRC’ (or an equivalent form), advise staff of this now and they will arrange for someone to complete this form with you as soon as possible. Correct and full completion of the PRC will assist us in notifying your family, relatives and friends (including any you had been travelling with [if possible] but who are not with you now) of your circumstances

If possible, try to contact your family, relatives and / or friends (**not here with you now** e.g. those that had been on the incident flight with you [as applicable]; those who might have been at the airport waiting to meet you; anyone else etc.) as soon as possible to advise them of your circumstances. Do this e.g. by using (as available) personal mobile phones (including use of SMS text, email, social media etc.) public / hotel phones, other internet facilities etc.

If you have already done this, please advise Centre staff **immediately**. If not, tell staff when (**if**) you **have done this** - (as appropriate)

If necessary and feasible / possible, airline staff and others will try to arrange for you to be re-united with family, relatives and / or friends (including any that you had been travelling with but who are not with you now) as soon as is practicable

If you wish to speak with a religious or faith representative, please advise staff

Unless advised otherwise by an appropriate ‘authority’ (e.g. Police, Immigration etc.) you may leave this Centre at any time. On leaving, airline staff and others will try, to the best of their ability, to assist you further, if possible and practicable, depending on circumstances and your wishes

For example, you might be offered the opportunities to be conveyed to your home address if it is in country; or to carry on with your journey if applicable; or to return to your journey start point etc.

Before leaving, we ask that you provide staff with details of where you are going, together with **relevant & reliable** contact details (address, telephone numbers, email, social media etc.)

Your interests are paramount to us. Please do not hesitate to ask for clarification of any of the above





Humanitarian (Family) Assistance Centre - **Landside** - near airport location / HAC

IMPORTANT - DO NOT TAKE PHOTOGRAPHS / MAKE ELECTRONIC IMAGES (HOWEVER DONE) WHILST YOU ARE IN THIS CENTRE

This Centre (HAC) has been set up to support you

It **comprises** (describe here the layout of the Centre, including location of toilets, public phones, catering facilities etc. as appropriate. If the Centre is a hotel (it typically should be), describe hotel facilities & arrangements made for FR support e.g. accommodation, food & beverage [sustenance], security, communications, transportation, childcare, housekeeping, leisure facilities etc.)

Airline staff and others (describe who else comprises “others” e.g. GHA, Police, Volunteers, Hotel Staff, Humanitarian Assistance Team etc.) **will assist you whilst you are here** e.g. looking after your welfare, providing information and making other suitable arrangements, as required

If you or your representative (as appropriate for the latter) **have not yet completed an** ‘ABCX Airways **Family, Relatives & Friends Enquiry Card**’ (or an equivalent form), advise staff of this now and they will arrange for someone to complete the form with you as soon as possible. Correct and full completion of this form will assist us in reuniting you with your family, relatives and friends from the incident flight, if possible so to do

If not already done, please try to contact such family, relatives and friends (from the incident flight) yourself as soon as you can - e.g. by using (as available) **personal mobile phones** (including use of SMS text, email, social media etc.) **public / hotel phones, other internet facilities etc.**

If you have already done this, please advise staff **immediately**. If not, tell staff when (if) you **have done this** (as appropriate)

If you wish to speak with a religious or faith representative, please advise staff

You may leave this Centre at any time. If you do leave, airline staff and others will try, to the best of their ability, to assist you further. For example, you might wish be conveyed / returned to your home address - wherever that might be.

Regular (at least daily) briefings will be held at this centre - providing information related to the on-going incident response and similar. We will advise you of the timings of such briefings

If you choose not to be accommodated at this Centre but live relatively close by, we will provide return transport for you to attend such briefings. Otherwise, it might be possible for you to view such briefings via video-conferencing or equivalent facility which we will set up

Before leaving this Centre, we request that you provide staff with details of where you intend to proceed to, together with **relevant & reliable** contact details (address, telephone numbers, email, social media etc.) as appropriate

Your interests are paramount to us. Please do not hesitate to ask for clarification of any of the above





Att 3 to Glossary

Cascade Callout Tree Alerting (Notification / Callout) System - Typical Example

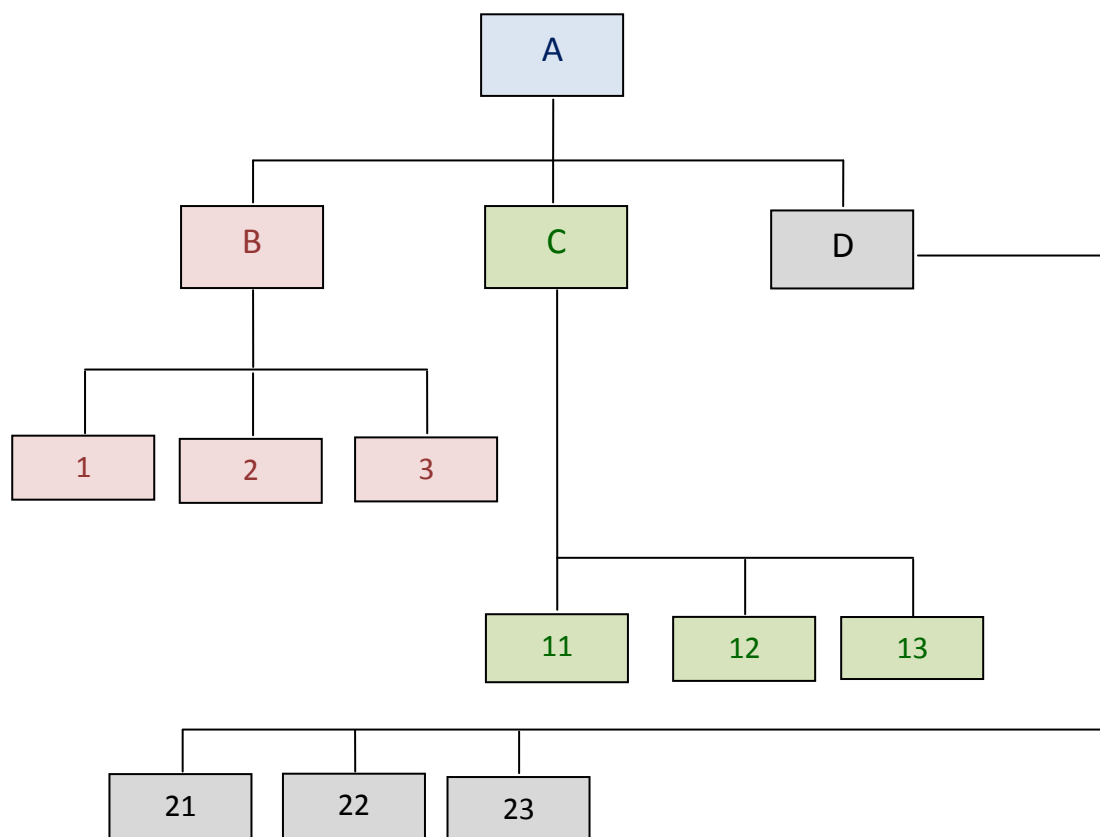
One of the **simplest** types of alerting / activation system requires the person commencing the alert (e.g. person **A**) to make telephone calls etc. to persons **B, C, D, E** and **F** etc. In turn, person **B** would then pass on the alerting message to persons **1, 2, 3, 4, 5** etc.

Person **C** would pass on the alerting message to a different group of persons than those contacted by person **B** - say persons **11, 12, 13, 14**, etc. - and so on - until the full list of persons to be alerted has been contacted

At the '**letters**' level shown above (**B, C, D, E** etc.) - if a person to be contacted does not respond, then the person 'doing the contacting' (person **A** in this case) takes over the alerting job for that person, making a note of the person unable to be contacted

At the '**numbers**' level shown above (**1, 2, 3, 4, 5** etc.) - if a person to be contacted does not respond, then the person 'doing the contacting' simply moves on to the next contact in that particular alerting group, making a note of those unable to be contacted

This system's main advantage is simplicity. Its main disadvantage is that it takes time - especially for large numbers of persons to be contacted - and requires personal contact details (office, home and mobile telephone numbers etc.) and the associated procedures to be constantly updated, maintained etc.





Att 4 to Glossary - UK Police '**MISPER**' (Missing Person) form (equivalent of ABCX Airways **FEC**)

RESTRICTED
(when completed)

UK Police - '**MISPER**' Form
(Equivalent of airline 'FR Enquiry Card')

Misper

Force	<input type="text"/>	Holmes ref	<input type="text"/>
Location where form completed	<input type="text"/>	Inv grading	<input type="text"/>

CALLER

Surname	<input type="text"/>	Forenames	<input type="text"/>
Relationship	<input type="text"/>	Next of kin	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not specified

Address

Type (home/business/contact/other)	Address	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone number(s)	Mobile number(s)	Email(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>

MISPER

Surname	<input type="text"/>	Forenames	<input type="text"/>
Other name	<input type="text"/>	Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown

Address

Type (home/business/contact/other)	Address	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone number(s)	Mobile number(s)	Email(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of birth	<input type="text"/>	or Age from	<input type="text"/>	to	<input type="text"/>	Height from	<input type="text"/>	to	<input type="text"/>
---------------	----------------------	-------------	----------------------	----	----------------------	-------------	----------------------	----	----------------------

Ethnic appearance

<input type="checkbox"/> White/North European	<input type="checkbox"/> White/South European	<input type="checkbox"/> Black	<input type="checkbox"/> Asian
<input type="checkbox"/> Chinese, Japanese or any other South East Asian	<input type="checkbox"/> Arabic/North African	<input type="checkbox"/> Unknown	

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(when completed)

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RESTRICTED
(when completed)

Vehicle

VRM Make Model
Body type Colour

Information sharing statement

This data may be disclosed to the government and/or its partner agencies and/or the emergency services in order to protect your vital interests and/or the vital interests of others, for the purpose of emergency response and the recovery process, in accordance with the Data Protection Act 1998.

Additional information

☐ Descriptive form ☐ Involvement form ☐ Additional misper form

Person completing form Time and date

Surname ID No

RESTRICTED
(when completed)

Page 2 of 2

NB: **2024 update** - It appears that the UK Police + other involved UK agencies had (at some previous time) updated and changed the **title** and **content** of the above, referred to 'MISPER' form

Replacement title would now appear to be:

'Form 1 - For Reporting 1 (or more) Persons missing and / or believed to be dead'





Att 5 to Glossary - UK Police 'Survivor/Evacuee Form' (equivalent of ABCX Airways P/VRC)

RESTRICTED
(when completed)

Survivor/Evacuee

UK Police - 'SURVIVOR / EVACUEE' Form
(Equivalent of airline 'Passenger / Victim Record Card')

Force		Holmes ref	
Location where form completed		Reception centre ref	

☐ Survivor ☐ Evacuee

Surname

Sex

☐ Male ☐ Female ☐ Unknown

Forenames

Date of birth

or Age from

to

Other name

Nationality

Address

Type (home/business/contact/other)

Address

Postcode

Telephone number(s)

Mobile number(s)

Email(s)

Location details

Location at time of incident

Location now

Destination

Additional information

RESTRICTED
(when completed)

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RESTRICTED
(when completed)

NOK details

Surname Forenames
Relationship

Informed ☐ Unknown ☐ Informed ☐ To be informed ☐ Not to be informed
Involved ☐ Unknown ☐ Yes ☐ No

Address

Type (home/business/contact/other) Address Postcode

Telephone number(s) Mobile number(s) Email(s)

Information sharing statement

This data may be disclosed to the government and/or its partner agencies and/or the emergency services in order to protect your vital interests and/or the vital interests of others, for the purpose of emergency response and the recovery process, in accordance with the Data Protection Act 1998.

☐ Descriptive form

Person completing form Time and date
Surname ID No

RESTRICTED
(when completed)

Page 2 of 2

NB: **2024 update** - It appears that the UK Police and other involved UK agencies had (at some previous time) updated and changed the **title** and **content** of the above, referred to '**Survivor / Evacuee**' form

Replacement title would now appear to be:

'Form C - Investigative Triage Form (ITF)'





Extract from ICAO Annex 9 / Chapter 8 - FACILITATION (16th edition - July 2022)

I. Assistance to Aircraft Accident Victims and their Families

8.42 **Standard**. The State of Occurrence of an **aircraft** accident (+ adjacent States as required) **shall** facilitate temporary entry into its / their territory/ies, of **family members** of **victims** of said accident

8.43 **Standard**. The State of Occurrence (+ adjacent States as required) **shall** facilitate temporary entry into its / their territories, of **authorized reps** of the accident aircraft's **operator** - and / or of any associated codeshare / alliance partner etc. - so as to enable it / them to provide assistance to **a)** accident survivors and their family members; **b)** family members of deceased victims and **c)** the relevant authorities in said States

(Note 1: Codeshare and Alliance etc. type agreements etc. might typically require 'partner(s)' to act as "first responder(s)" on behalf of the accident aircraft's operator, if the former can reach the accident location in a significantly quicker timescale than the latter)

8.44 **Recommended Practice**. In arranging for the entry of persons referred to in 8.42 above, the State of Occurrence and adjacent States **should not** require any travel document other than a passport - or an emergency travel document issued specifically to such persons - so as to enable them to travel to said States. However, where the State of Occurrence or an adjacent State **does** still require entrance visas etc. for persons referred to in 8.42 **and** 8.43 above, it should facilitate and expedite issuance of same

8.45 **Standard**. ICAO Contracting States **shall** make arrangements to issue emergency travel documents, as required, to any of their nationals who have survived said accident

8.46 **Standard**. ICAO Contracting States **shall** extend all necessary assistance (e.g. clearing customs, arranging transport, ensuring associated dignity etc.) in the repatriation of human remains to countries of origin etc. - if so requested by family members of the deceased and / or the accident aircraft's operator

8.47 **Standard**. ICAO Contracting States **shall** establish legislation, regulation and / or policies in support of assistance to **aircraft** accident victims and their families

(Note 2 - Attention is drawn to ICAO Doc 9998, 'Policy on Assistance to Aircraft Accident Victims and their Families' and ICAO Doc 9973, 'Manual on Assistance to Aircraft Accident Victims and their Families' [Comment: note that at time of writing this extract, both aforesaid documents are now 10 years old!])

8.48 **Recommended Practice**. ICAO Contracting States **should** ensure that their associated **aircraft** and **airport** operators, as appropriate / relevant, develop appropriate plans to provide timely and effective assistance to aircraft accident victims and their families

(Note: such **Airport** operators' plans may form part of the associated **Aerodrome** Emergency Plan (AEP), as per / required by ICAO 'Annex 14 - **Aerodromes**')





Further Useful Information

At most major, commercial **airports**, **non-based** (at any particular airport) **aircraft** operators (passenger airlines for purposes used here) rarely have significant numbers (if any) of their own (**airline specific**) staff serving / handling etc. their (own) associated flights (at said airports)

Instead, they typically contract the services of an appropriate, 'local' **ground handling agent (GHA)** - so to do

Thus the associated role of such **GHA** in **airport** (aircraft accident) emergency response ops can be vital - and should **be adequately recognised and accounted for by all concerned**, in addition to what is documented on page **56** above

*Note 1 - other parts of ICAO Annex 9, Chapter 8 (paragraphs 8.3 to 8.7 - **not** re-produced here) require a similar type of facilitation (assistance) to be provided to **Air Accident Investigation Teams** (including airline teams) + **their equipment** - when deploying in support of an aircraft accident*

*Note 2 - other parts of ICAO Annex 9, Chapter 8 (paragraphs 8.8 and 8.9 - **not** re-produced here) require a similar type of facilitation (assistance) to be provided to **relief flights** responding to the various 'needs' associated with **natural** and / or **man-made disasters** which **seriously endanger human health** and / or **the environment** etc.*

