Guideline

Emergency Response Planning

Ground Handling Agents - GHAs (Operators / Companies / Service Providers etc.)

………………… **Relevance:**

Emergency Response / Assistance - as provided by a **Ground Handling Agent** *- in support of a* **client airline's** **catastrophic aircraft accident** (or equivalent crisis)*- at or near to an associated* **airport**

Note: The '*interested*' *G*round *H*andling *A*gent may wish to adapt / expand **this** guideline for *other* / *additional* types of major emergency, serious incidents etc. (not covered herein) - occurring at / near to the appropriate, associated *airport* - and to which said *GHA* is / may be required to respond.

For example:

- Major accidents involving **non-client** **airlines** - if so directed or 'volunteered'
- Major *airport* accidents / incidents *not* involving aircraft e.g. terminal evacuation; security related incidents; humanitarian assistance / welfare type operations etc.
- Security related crisis etc.

https://aviationemergencyresponseplan.com/guideline-template/

Preamble - See / review etc. the below 'explanatory' notes before moving on to the guideline itself

Note 1A - This document is a *guideline* for assisting in the production of a *Ground Handling Agent* (GHA) *emergency response plan* (ERP) for itself and / or on behalf of a *client airline(s)* (latter typically being major *passenger* aircraft operator[s]). Said *GHA ERP* should be based on the **AEP** (Airport Emergency Plan) of the *airport* at which the relevant *GHA* serves - combined with any (non-conflicting) requirements of relevant GHA client *airlines* and, as required, the *GHA* itself

Where a client airline provides its *own ERP* to its contracted GHA (i.e. said airline ERP relating to the *particular* airport at which the GHA operates / represents said client airline's interests) said GHA shall 'customise' the relevant section(s) of *its own* standardised GHA ERP (i.e. as standardised to the associated, parent **AEP**) accordingly............ **BUT** *only* to the extent necessary to incorporate airline provided info, requirements etc. - which do **not** significantly conflict with said *AEP*

Exceptionally, limited, procedural changes to a *GHA's ERP* might be negotiated by a specific *client airline(s)* - but must, however, still be subject to any overriding requirements of an associated *AEP*

The above is necessary in the 'real' world to avoid the undesirable (but relatively common) situation of a GHA (at any particular station / airport) - handling as many *different* (airline) client provided ERPs (good, bad or otherwise) as it has client airlines, with the added 'danger' that many of same will not accurately / adequately (if at all) reflect the overriding requirements of the associated *AEP*

Note 1B -This guideline is a 'work of reference'. The reader hopefully appreciates that, like any 'work of reference' - the result might turn out to be a relatively large document!

It is anticipated that larger / more complex GHAs might need to refer to and address the greater majority (if not all) of matters covered herein - whilst smaller / simpler operators might (to a limited extent at least) be able to 'mix, match and adapt' - as required

Note 2 - Fictitious GHA - 'AVPORT Handling' - has been used to provide some 'context' herein

Whatever applies to AVPORT will also apply to most other GHAs and equivalents (e.g. 'Supervisory Agents') when preparing, training and exercising their own (GHA etc.) ERPs, *particularly* those operated on behalf of client *airlines*

'ABCX Airways' (see Note 3 below) is a 'client airline' of **AVPORT** when operating scheduled passenger and cargo services to / from '**XIA Airport**' (see 4 further below)

Note 3 - Fictitious (scheduled) passenger airline '**ABCX Airways**' is used to provide 'context' herein

Anything applying to ABCX Airways may be regarded as also being typically applicable to most other scheduled, passenger airlines (and similar e.g. charter, cargo, VIP etc. aircraft operators) in reality - when preparing / training / exercising etc. (for practice or for real) their emergency response plans at 'airline *station* level' - where said airline is represented at same by a contracted **GHA** (e.g. AVPORT)

For the purposes of *thi*s guideline, ABCX Airways has been based on a medium / large sized (UK registered / headquartered) scheduled, international (short, medium, long-haul) passenger operator

GHA ERP Preparation Guideline / Reviewed January 2024

Note 4 - Fictitious **airport** ('XYZ International Airport [**XIA**])' has been used to provide 'context' herein. The authority ('Airport Operator / Management Company') responsible for managing & operating XIA is the 'XYZ Airports Company'. XIA is located in a country named XXX. XIA (amongst other, relevant organisations) is nationally regulated by the 'XXX Civil Aviation Authority'

It can be assumed that XIA is a large, busy international airport hub - located on the outskirts of a sizeable, modern and well developed city, the latter having excellent infrastructure of all types. XIA is equipped to handle aircraft up to Airbus A380 size. AVPORT Handling is based / operates at XIA *only*

The XIA Airport Emergency Plan (AEP) has been prepared, in all respects, in accordance with the appropriate guidance contained in ICAO Annex 14, Airport Services Manual - Part 7; ICAO Annex 9 (Facilitation) and ICAO Annex 19 (Safety Management) etc. - together with the relevant national / local etc. civil aviation requirements etc.

As just one example of said preparation, an AEP should document its accountabilities re the provision of '(*humanitarian*) assistance - to aircraft accident victims and their (not having been on board the accident flight) associated family, relatives and friends etc.

ABCX Airways (airline) can be assumed to operate regular, scheduled passenger and cargo flight services to / from **XIA** - and is handled at latter by **AVPORT**. Largest aircraft used is the Airbus A380

Note 5 - It is vital for Aircraft Operators, Ground Handling Agents etc. - to be aware of the concepts, information and requirements contained in a typical **AEP** - in order that they can better understand the required integration processes of their own emergency response plans (particularly Aircraft Operator & GHA *Station* emergency response plans) with those of the airports at which they operate. Note that, as a general 'rule', Aircraft Operator & GHA emergency response plans for their stations / airports **must** be predicated on (and subordinate to) the **AEP** for the airport at which the Station is located

Note 6 - The senior airline rep at any of its stations / destination airports (as understood and used herein) can be either a direct *airline* employee **OR** be provided by some form of *ground handling agent* (airline rep) **OR** similar (supervisory agent). The generic term used for all such persons herein is '*station manager*'

It is assumed herein that 'station managers' are responsible for all *local* aspects of parent / client airline emergency response policy, planning, implementation, response etc. - unless documented otherwise

Where differentiation between airline and GHA station staff *is* required herein, terms such as '**airline** station manager' and 'airline **representative** (GHA) - duty manager' - are used respectively. For the latter, it can be assumed (unless stated otherwise) that no ABCX Airways airline employee is available to act as 'station manager' at the specific station / airport (i.e. at **XIA**) - which *is* the assumed scenario assumed in *this* guideline document (the one you are reading right now)

A station manager's *geographical area of responsibility* re emergency response ops shall be pre-defined and communicated accordingly by each client airline and accepted (or otherwise) by the associated station manager accordingly

Note 7 - As used herein, an airline station (sometimes known e.g. as an 'outstation', 'out-port' etc.) is a generic term for any airport on an airline's /aircraft operator's published network of (typically) scheduled, destination airports

Airlines typically produce their own **ERPs** for each such 'airport / station' operated to - with said ERPs typically (but not always e.g. in circumstances where said destination airport does not have a 'fit for purpose AEP in the first place) being based on the requirements of the associated airport's **AEP**

Where a GHA serves a client airline at a particular station (airport) - then the term 'station' can be generally used and interpreted in the same way by the GHA, as it is by the airline. Such usage has been assumed herein e.g. an airline '**station ERP**' can be produced by 'the' *airline*; by a *GHA* e.g. on behalf of a client airline - or by a mix of the two working together

For example (1) - an airline's 'station **L**ocal **A**ccident **C**ontrol **C**entre' (for definition see 'glossary' at Section 4 of this document) can be operated by said *airline*; by a *GHA* on behalf of a client airline (or on behalf of *any* airline if so 'directed' by an appropriate authority *at time of crisis*) - or via a mix of both

For example (2) - an airline 'station **Crash Site Team**' (see glossary again) can be provided and deployed by an *airline*; by a *GHA* on behalf of a client airline (or on behalf of *any* airline if so directed by an appropriate authority etc. *at time of crisis*) - or via a mix of both

Note 8 - Most terms, abbreviations etc. used herein are **generic** i.e. **not specific** to any particular airline, airport, GHA etc.

Whilst such terms etc. might be the same / similar to many in actual use world-wide, their 'generic' use and nature should be considered / accounted for accordingly i.e. when preparing **real** emergency plans based on **this** guideline, ensure that **all generic terms are replaced with specific** (real / in-use) **local terms** (i.e. your own airline's / airport's / GHA's etc. terms) - as required

Note, however, that if you **are** able to adopt the terminology (and associated concepts etc.) used herein, this could assist significantly in achieving a highly desirable degree of relevant / associated standardisation amongst **aircraft operators**, **airport operators**, **GHAs** etc.

Note 9 - For an in-depth explanation of many of the terms, concepts etc. used in **this** 'generic' guideline document, refer to the glossary at Section 4

Note 10 - Whilst terms associated with the welfare of (and support to) aircraft accident victims (and others as applicable) are generally referred to herein as e.g. 'Family Assistance Centre'; 'Special Assistance Team'; Care Team etc. - the word *'humanitarian'* is preferred e.g. '*Humanitarian* Assistance Centre'; '*Humanitarian* Assistance Team' etc. However, all such terms are generally interchangeable when used herein - with the same or broadly similar meanings

Note 11 - **How to use this Guideline** (Instructions)

Information for preparation, production, maintenance etc. of a new / upgraded *GHA ERP* (as based on **this** guideline) will generally be provided by:

- Written instruction' - requiring already completed sections of *this* guideline document (pre-prepared generic material) to simply be 'copy & pasted' into any new or upgraded *GHA ERP* under preparation. Where required the 'copy & paste' material / wording / concept etc. can (**must**) be altered of course, to suit the / any specific requirements of the new or updated document

  ………………… AND / OR

  'Written instruction' - requiring the person(s) working on the new or upgraded GHA ERP under preparation - to research, obtain and insert appropriate information *him* / *herself* - which will almost certainly require some original thought and research, decision making (e.g. policy & budget), significant time and effort etc. (What we are referring to here is info which no 'generic' guideline, such as this [the one being read right now], is able to provide)

  A simple *example* of how typical 'instructions' might appear herein is shown below:

Example Instruction **1** -The front cover sheet for *your own* **GHA ERP** will be found on the next page of *this* guideline document. You can simply 'copy & paste' it as required

Remember to:

* Insert the names of your GHA, operating airport etc. in the appropriate places
* Change or remove the logo (top left of page)
* Amend the rest of the 'header and footer' text to your own requirements - as required
* Add / delete any other information as required

Note 12 - 'Controlled Document' information has (in general) been **deliberately omitted** from this guideline document - for the sake of brevity and clarity. **GHA**s using same to produce / update their own ERPs should ensure that their versions comply with appropriate / required etc. 'controlled document' procedures e.g. provides a list of effective pages with effective dates; a documented revision procedure is in place etc.

Note 13A

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Note 14 - Despite every care being taken in the preparation of this series of guideline and guideline / template documents (one of which you are reading right now), they will inevitably contain errors, omissions, oversights, incorrect assumptions, non-working links etc. Users identifying same in this particular document are requested to email the author accordingly at: info@aviation-erp.com

Note 15

The following 'Sections **1**, **2** and **3**' constitute the **ABBREVIATED** version of this guideline

The *abbreviated* version is specifically targeted at *experienced* and *knowledgeable* **GHA** emergency response planners / managers / team leaders **ONLY** i.e. Those persons able to confidently plan / update their own, local (GHA) ERP in accordance with the *abbreviated* section of *this* guideline *alone*

For those requiring additional guidance, *supplementary* Sections **4** and **5** **MUST** *additionally* be consulted / used, in order to put together a *full* version of an associated **GHA ERP**

To make this absolutely clear - only persons who are *very* confident in using the *abbreviated* version should so do. Those requiring the *full* version *must* additionally consult Sections 4 and 5

If in doubt, the full version should ALWAYS be consulted

End of Preamble Section

Note from Author / Owner of *this* Document

The document being read now is one of many aviation related emergency response guidelines etc. produced by said author / owner. *Two* (2) others are of particular note

The first is a directly equivalent document - differing only in that it has been produced *specifically* for *aircraft* operators (i.e. typically *passenger* airlines) - which, as used herein, relates to the fictional (example) airline '*ABCX Airways*'

The second is also a directly equivalent document - but now produced *specifically* for *airport operators* - in this case relating (as used herein) to the fictional '*XYZ International Airport*' example

All such guideline documents typically correlate, co-ordinate and are consistent with each other to a degree - as should be the case in the 'real' world where e.g. a specific *airline* - operates to a specific *airport* - utilising the handling services of a specific *GHA* (or equivalent entity) at said specific airport

The 'other' two documents referred to above can be found via the author's own website (see bottom of front page for link) under the '**FREE DOCUMENTS**' dropdown menu

NOTE - Actual (real) instructions for use in *this* guideline document commence on the next page:

GHA ERP Preparation Guideline / Reviewed January 2024

Guideline - Instruction 1

The front cover sheet for *your own* GHA ERP will be found on the next page of *this* guideline document. You can simply 'copy & paste' it into the front (first page) of your own document

Remember to e.g.

* Insert the appropriate GHA name, the 'station / airport' name & its IATA & ICAO codes etc. - in the appropriate place

* Change or remove the logo (top left section of header)

* Amend the rest of the 'header & footer' text to your own requirements - as required

* Insert the correct number of pages in your new document - once you have completed it

* Amend the revision date etc. to suit your own requirements

Reminder: Also see Note 8 on page 3 and Note 12 on page 4 - and act on them accordingly

Insert GHA company name here xxxxxxx

GHA Emergency Response Plan - ERP

As related to the **Catastrophic Aircraft Accident type** situation at or near to:

Insert Station (Airport) Name (+ *IATA* [3 letter] and *ICAO* [4 letter]) codes

Number of pages in this document:

TBA ……………

Revision No	Date	Updated by
Revision (Original)	xx-xxx-20xx	Station Manager / GHA xxxxxxx

Guideline - Instruction 2

As this document (the one you are now reading) is a '*guideline*' (rather than a 'guideline / * template'), *no further instructions are provided* - other than the general instruction further below

* Note: A *guideline / template* document is a more comprehensive version of its *guideline* equivalent. *Only* the 'guideline' version exists for *this* document (i.e. the one you are reading right now)

(This general instruction is targeted at the **GHA** manager [and alternate / backup / deputy person{s}] responsible for producing the **GHA** ERP for his / her own airport etc. - as primarily related to a catastrophic aircraft accident type scenario)

Users are reminded that this guideline document is based on the assumption that the GHA does not yet have its own ERP operation / system in place (but is about to introduce one) - *OR* is desirous of reviewing and updating its current ERP operation / system

General Instruction

You should now use your own common sense, logic, skill, experience, consultation with appropriate colleagues and external 'experts', direction from 'above' etc. - to *adapt* the '**AVPORT Handling**' information provided in the remainder of this guideline document (the one you are now reading) in order to prepare, document and implement a GHA ERP operation which is *specific to your own station's / airport's etc. circumstances, purposes and requirements* - possibly as also influenced by interested third parties e.g. local *airport o*perators; local *emergency* services; *aircraft* operators / clients; government authorities, industry authorities (e.g. IATA) etc.

Reminder: Also see again Note **8** on page **3** & Note **12** on page **4** - and act on them accordingly

Contents

Sections 1 through 3 comprise the *abbreviated* version of this document

The *full* version of this document is obtained by combining *sections 4 and 5* with *Sections 1 to 3*

Acronyms (generic) - GHA to include / replace with additional / appropriate *local* acronyms, as required

AEP	*Airport* Emergency Plan (for XIA)
AOC	*Airline* Operators' Committee (operating at XIA)
C4	Command, Control, Co-ordination & Communication
CCC	Crisis Communications (Media Response) Centre (located at *airline's* HQ)
CD	Crisis Director (Person in overall charge of *airline* Command & Control at client *airline's* HQ)
CIQ	Customs, Immigration & Quarantine (Port Health for latter) (at XIA)
CMC	**Crisis Management Centre** (Command & Control Centre at client *airline's* HQ)
C-LACC	Controller - Local Accident Control Centre (at airline's XIA Station)
CRC (A)	(Uninjured) Crew Reception Centre - Airside (at XIA)
CRC (L)	(Uninjured) Crew Reception Centre - Landside location at or near *airport* (usually a hotel)
CST	Crash Site Team (*Station* Traffic / Ramp + Aircraft Engineering Staff deploying to accident location)
CSU	*Airline* Crisis Support Units (based at *airline* HQ - but can also deploy as part of *airline's* GO Team)
DVI	Disaster Victim Identification (known in USA as *'DMORT' - Disaster Mortuary Op. Response Team*)
ECC	Emergency (Telephone) Call / Contact / Information Centre (almost always provided by *airline*)
EOC	Local *Airport* Authority's / *Airport* Management Company's **Emergency Operations Centre** (Local *Airport's* crisis response Command & Control Centre [contrast with 'LACC'])
ERP	*Airline's* and / or *GHA's Station* Emergency Response Plan (Catastrophic Aircraft Accident)
FAC	Family (**Humanitarian**) Assistance Centre (usually located landside - e.g. hotel at or near airport)
FCC	Field Control Centre
FEC	Family, Relatives & Friends Enquiry Card
FR	Family, Relatives & Friends (of accident victims)
FRRC	Family, Relatives & Friends Reception Centre (usually located landside at a local airport facility)
GHA	Ground Handling Agent / **airline representative** at station level (in general)
HAC	Humanitarian Assistance Centre (see also 'FAC') (Note - term 'HAC' is preferred to term 'FAC')
ICT	*Airport's* Immediate Care Team (at XIA)
JFSOC	Joint Family Support Operations Centre (usually located within or close to FAC [provided by *airline*])
LACC	Local Accident Control Centre (i.e. *Station's* C4 Centre) (contrast with 'EOC')
LGT	Leader GO Team (CD qualified airline person in overall charge of *airline's* GO Team)
MGFR	Meeters and Greeters of accident victims (including any FR)
OCC	*24H* Operations Control Centre at client *airline's* HQ
ODM	OCC - Duty Manager
NOK	Next of Kin / Closest Relative (of accident victim[s])
P/VRC	Passenger (Victim) Record Card (also used for crew)
RA (A)	Re-uniting Area - *on airport*
RA (O)	Re-uniting Area - *off airport*
SAT	Special (Family / Humanitarian) Assistance Team (typically provided by *airline*)
SRC (A)	(Uninjured Passenger) Survivor Reception Centre - Located airside at local *airport*
SRC (L)	(Uninjured Passenger) Survivor Reception Centre - Located landside e.g. hotel at or near airport

GHA ERP Preparation Guideline / Reviewed January 2024

Section 1

GHA Station ERP Requirements - Summary - *Essential* Plans, Procedures, Facilities etc. - ***to be in place*** (*i.e. all of the below should be in place / available at your Station / Airport* - **If not, make it happen!**)

	Essential Requirements	☑ ?
1	GHA ERP document for your station / airport prepared, current & fully fit for purpose	
2	All GHA potential crisis responders to have an **excellent** working knowledge of own GHA ERP	
3	Full & free access to local Airport (Operator's) Emergency Plan (AEP) - for all GHA crisis responders	
4	All GHA crisis responders to have a **good** working knowledge of local airport's AEP	
5	**Trained**, **exercised** & **adequate** team of selected GHA staff - available to respond to major crisis	
6	Backup (alternate) staffing system to 5 above - thus ensuring 24 hour shift manning as required	
7	Documented reports & records kept - for all completed crisis response training, exercising & similar	
8	Complete, accurate & current (soft & hard copy) crisis contacts communication directory / database	
9	Reliable and rapid **Alerting & Activation system** for crisis notification of **own** GHA staff	
10	Suitable equipment, manpower & facilities for your GHA Local Accident Control Centre (LACC)	
11	Reliable & rapid two way communications between GHA & client airline HQ / local airport EOC etc.	
12	Preparation, storage, maintenance and use of GHA Emergency Bags / Boxes / Folders etc.	
13	Plan to deploy a GHA (traffic / ramp) rep to accident location to represent client airline / GHA	
14	Plan to deploy an aircraft engineer to accident location (if available) to act as ENG expert support	
15	Plan to deploy a GHA person to local airport's EOC to represent client airline / GHA	
16	Plan to deploy appropriate transport, ground equipment & operators etc. as required	
17	Obtain / produce, train & exercise in client airline's (&/or GHA's) 'PAX Manifest Verification' task	
18	Ensure local airport provides an **airside** reception centre for uninjured crew (separate from 19)	
19	Ensure local airport provides an **airside** reception centre for uninjured PAX (separate from 18)	
20	Ensure local airport provides a **landside** *airport* reception centre for MGFR	
21	Ensure airport / whoever provides a reuniting 'system' & facilities for accident victims & their MGFR	
22	Provide any and all types of GHA support & welfare to centres / persons at 18, 19, 20 & 21 above	
23	Establish a system which will permit rapid and reliable identification of **uninjured** survivors	
24	Establish a system which will permit rapid and reliable identification & status of **injured** survivors	
25	Establish a system which will permit rapid and reliable identification of **fatalities** & the '**missing**'	
26	Plan for a **landside** reception centre (usually a hotel) for uninjured crew (separate from 27 & 28)	
27	Plan for a **landside** reception centre (usually a hotel) for uninjured PAX (separate from 26 & 28)	
28	Plan for a **landside** reception centre (usually a hotel) for MGFR (separate from 26 & 27)	
29	Provide any and all types of GHA support & welfare to centres / persons re 26, 27 & 28 above	
30	Use FECs & P/VRCs (or local equivalent forms) for recording / managing accident victim & FR info	
31	Make suitable arrangements to handle / reconcile cargo, baggage, mail etc. from accident aircraft	
32	Make suitable arrangements to receive, accommodate & assist airline **GO Team upon** arrival	
33	Make suitable arrangements to support airline GO Team in all possible ways after arrival	
34	**Only** communicate to media **if** instructed to do so by an appropriate manager at client airline HQ	
35	**If** communicating with media - comply **100%** with what has been briefed to you by client airline HQ	
	END	

IMPORTANT - if required, see *Section 4* for glossary (starts page 57) and additional (explanatory) information related to the terms / concepts etc. used herein

Section 2

COMMUNICATIONS

General

Pages 14 to 16 show example, template tables for recording essential *contact information* - to be used during an aircraft related emergency at, near or otherwise affecting your station / airport

The format follows that currently in general use to record station / airport contact information for *normal operations* by many airlines / GHAs / airline representatives at stations (see page 13) - so the 'look and feel' of the tables should be familiar to most airline / GHA airports staff

Some 'fictitious' sample / example text has been inserted into some of the tables to give an idea of the types of contact information to be included. The list is not exhaustive

You can delete this sample / example text and insert your own actual (real) data - when preparing emergency contact information for your station / airport - as is required

Updating

It is **vital** that the user (implementer) of this guideline devises a suitable system for *reviewing and maintaining* **all** required *crisis contact* type information, such that it is always 'fit for purpose'. How this is accomplished is for the user. However, it is recommended that whichever system is used guarantees that **all** crisis contacts etc. are checked for currency, accuracy, relevance etc. at least 3 monthly. Documented records should be maintained / retained accordingly

It is also recommended that 'personal / individual' contact information includes at least mobile (cell / smart) phone, office landline phone and home (residence) landline phone contact details (if available for latter - and with agreement from the individual to so provide)

Alerting (Notification) and *Activation* (Callout)

Whilst the subject of 'crisis response' alerting and activation is beyond the scope of *this* guideline document - it is **vital** that the user (implementer) etc. devises a suitable system to:

- Rapidly and reliably **alert** (notify) staff and others of a crisis occurrence

- Rapidly and reliably **activate and assign** staff to appropriate crisis response duties

Example Only - AIRPORT: PORLAMARQUES / PMJ - NORMAL BUSINESS CONTACTS

HANDLING AGENT	AVPORT Handling SA - PMJ				
DEPT OR TITLE	CONTACT	SITA	PHONE	FAX	E.MAIL
ABCX Station Manager	Will Gomez	PMJKKXH	+581 295 269 1465 +581 416 695 5187 MP	+581 295 269 1835	smpmj@abcxairways.com mpservice@movistar.com.ve
Supervisor / Duty Mgr	Via AVPORT	PMJKKXJ	+581 295 269 1850	+581 295 269 7330	airservicepmj1@avport.com
Dispatch Office	Via AVPORT	PMJKKXK	+581 295 808 7440	+581 295 269 7330	airservicepmj2@avport.com
Passenger Handling	Via AVPORT	PMJKKXL	+581 295 269 1936	+581 295 269 7330	airservicepmj3@avport.com
Ramp Handling	Via AVPORT	PMJKKXN	+581 295 269 1938	+581 295 269 7334	airservicepmj4@avport.com
Catering	Gooding Catering Group Juan Garcia (Manager)	N/A	+581 295 269 1332 +581 416 695 3763 MP	+581 295 269 1433	caterpmj@jcg.com
Fuel Supplier	DELTAVEN	N/A	+581 295 269 1043	+581 295 269 1044	avfuelpmj@deltaven.com
Airport Authority	H24 D.O.	N/A	+581 295 400 5000	+581 295 400 5001	aptopr@xiaac.com
Engineering	Go-For / P Thomas (Manager)	N/A	+581 295 269 1230 +581 416 799 7165 MP	+581 295 269 1110	engpmj@gofor.com

COMPANY FREQUENCY: 126.75 / CALL SIGN: AVPORT PMJ

FACILITIES					
ASU	1	HI LOADER	2	PALLET GROUP	Y
GPU	2	ENG ASST.	Y	TOILET SERVICE	1
STEPS	3	POTABLE WATER	1	UPLIFT CATERING	Rotation
DCS CHECKIN	Y	TOWBAR	All types		
LANDING CARDS	Y	DEPT. CARDS	N	LOCAL TAXES	
DCS LOADSHEETS	N	DCS SYSTEM: SITA			

REMARKS
REFRESHMENT FACILITIES: Airside restaurant in International Terminal. More catering outlets in Domestic Terminal

Example Only - AIRPORT: PORLAMARQUES / PMJ - EMERGENCY RESPONSE CONTACTS

Emergency Response Contacts					
Position / Agency	Contact Name / Title	Telephone	Email	Fax & SITA	Location / Comments
ABCX Airways - LHR HQ (Airline HQ)					
24H Operations Duty Manager, ABCX Airways HQ, LHR, UK	Ops Duty Manager	+44 (0)777 913 456x MP +44 (0)208 419 596y	odm@abcxairways.com	+44(0)208 654 321x	Crisis Hotline
Crisis Management Centre ABCX Airways HQ, LHR, UK	CMC - Airports Desk	+44 (0)208 645 597z	airportscmc@abcxairways.com	+44(0)208 654 322z	Open about 1 to 2 hours *after* accident notification
ABCX Airways - PORLAMARQUES Station (Airline Station - PMJ). Note - Apart from ABCX Airways Station Manager - the airline is entirely represented at PMJ by GHA '**AVPORT Handling**'					
Reporting Person for Emergencies **ABCX Airways PMJ**	Will Gomez ABCX Station Manager	+581 295 269 1465 +581 416 695 5187 MP	smpmj@abcxairways.com mpservice@movistar.com.ve	+581 295 269 1835	ABCX Airlines Representative / Office Hours (24H via MP)
Alternate Reporting Person **AVPORT Handling** (GHA rep ABCX)	AVPORT H24 Duty Manager	+581 295 269 1850 +581 416 695 5190 MP	airservicepmj1@avport.com	+581 295 269 7330	AVPORT H24 Operations
Local Accident Control Centre	ABCX Airways LACC	+581 295 808 7440	laccabcx@avport.com	+581 295 269 7331	AVPORT Dispatch Office
ABCX Airways City / Town Office	ABCX Country Manager	+581 295 800 7333 MP	abcxpmj@abcxairways.com	+581 295 269 8877	Downtown office PMJ city
Other airline contacts for PMJ etc.					
Other Crisis Contacts (PMJ & Surrounding Community)					
Air Traffic Control	H24 ATC	+581 295 400 5001	tower@airport.com	+581 295 400 5002	Control Tower - Airside
Airport / Local Police	H24 Desk Officer	+581 123 456 9111	police@airport.com		Landside - next to terminal
Airport Security	H24 Duty Officer	+581 123 456 9999	sec@airport.com		Landside - next to terminal
Airport Fire & Rescue	H24 Watch Room	+581 123 456 8234	rfs@airport.com		Ramp area
Airport Medical Centre	H24 Medic on Duty	+581 123 456 1546	amc@airport.com		Terminal - check-in area
Airport - EOC (Airport Crisis Centre)	EOC	+581 450 333 1234 / 5	eoc@airport.com	+581 295 400 5010	ATC Conference Room
Uninjured Crew Reception Centre - Airport Airside	CRC (A)				Airport VIP Lounge
Uninjured PAX Reception Centre - Airport Airside	SRC (A)				Gates 34 - 37 area
Family, Relatives & Friends Reception Centre - Airport Landside	FRRC				Main landside restaurant / Arrivals Hall
Reuniting Area - Airport	RA (A)				Airport Hotel Main Lounge

Example Only - AIRPORT: PORLAMARQUES / PMJ - EMERGENCY RESPONSE CONTACTS - *continued*

Emergency Response Contacts					
Position / Agency	Contact Name / Title	Telephone	Email	Fax & SITA	Location / Comments
Aircraft Engineering Support					Airport based
* IATP Support (Aircraft Recovery)					Nearest IATP location =?
Local PR Rep					
Airport Customs					Arrivals Hall
Airport Immigration					Arrivals Hall
Airport Health / Quarantine					Terminal check-in area
Airport In-flight Catering Company					
Airport Restaurant(s)					
Civil Aviation Authority					
Air Accident Investigation Authority					
Other Airline (OAL) # 1					Airline offices/main terminal
Other Airline (OAL) # 2					Airline offices/main terminal
Other Airline (OAL) # 3					Airline offices/main terminal
Other GHA # 1					GHA offices/main terminal
Other GHA # 2					GHA offices/main terminal
Other GHA # 3					GHA offices/main terminal
Hospital #1 City General	Switchboard	+581 123 356 1234			8km from airport
Hospital #2 Corazon Hospital	Switchboard	+581 123 856 1257			20km from airport
Mortuary / Undertaker #1					At airport
Mortuary / Undertaker #2					8km from airport
Hotel # 1 (for uninjured crew)	Hotel Ouagadougou	+581 800 856 1000			300 rooms / 8km from apt
Hotel # 2 (for uninjured PAX)	Hotel Santa Clara	+581 800 856 2000			250 rooms / 15km from apt
Hotel # 3 (for families / friends etc.)	Hotel Obispo Luis	+581 800 856 3000			300 rooms / 10km from apt

* IATP = International Airlines Technical Pool / Nearest Aircraft Recovery Kit to PMJ is located in **Miami** (MIA), USA

Example Only - AIRPORT: PORLAMARQUES / PMJ - EMERGENCY RESPONSE CONTACTS - *continued*

Emergency Response Contacts					
Position / Agency	Contact Name / Title	Telephone	Email	Fax & SITA	Location / Comments
Hotel # 4 ('backup' hotel for families.)	Hotel San Fernando	+581 800 856 3000			200 rooms / 11km from apt
Hotel # 5 (for airline GO Team)	Hotel Ouagadougou	+581 800 856 1000			300 rooms / 8km from apt
Hotel # 6 (alternate (discrete) hotel for any crew on *normal* layover at station)	Hotel San Salvador	+581 800 856 1007			100 rooms / 12km from apt
(Additional) Airlines at PMJ					
Air Charter Companies					
Banks & similar					
Disaster Victim Identification Agency					
Embassies & Consulates					
Heavy Lifting Machinery					
(Additional) Hospitals					
(Additional) Hotels					
Interpreters / Translators					
Legal Assistance (Lawyers)					
Local Government / Authorities					
Media (TV, Newspaper etc.)					
Mobile Phone / SIM Card Vendor(s)					
NGO Groups e.g. Red Cross / Crescent					
(Additional) Mortuaries					
Psychological Welfare / Support					
Religious Organisations					
Search & Rescue Agency					
(Private) Security Companies					
Social Services (UK - for HAC etc.)					
(24H) Supermarkets & Similar					
Transport (Taxi / bus / hire / rail etc.)					
etc.					

Section 3

AVPORT Handling - **ERP** - **Station** (at Associated Destination Airports) - **CHECKLISTS**

The following '*generic*' **GHA ERP** checklists (starts page 19) provide a template for a typical (generic) station / airport (i.e. XIA - see note 4 on page 2). As such, certain references, abbreviations, terms etc. will need to be *changed* to match those which are in actual (real) use at *your* specific (real) airport - as required. Do this as soon as possible to avoid any confusion later

Contact and location information of facilities / persons etc. should also be inserted 'for real' in the checklists - wherever you see an entry (in the checklists) such as / looking similar to e.g.

'Insert required information here xxxxxxx / yyyyyyy'

(NB: - same principle also applies to other sections [i.e. not just the checklists section] of this entire guideline document, where similarly so annotated or otherwise required)

It is emphasised that most station / airport **GHA**s will *not* have enough staff to assign 1 checklist to 1 person. Thus, it will typically be necessary to assign *2 or more* checklists to 1 (a single) person

For example, the (3) separate '*airside at airport* 'checklists for *CRC (A)*, *SRC (A)* and *FRRC* (separate response teams required for each such centre) can be completed by the *same* teams who will eventually complete the *landside* equivalent checklists at *CRC (L)*, *SRC (L)* and *F/HAC* (as these 'same teams / staff' will typically *re*-deploy to these latter locations [together with the persons that they are *already* caring for] - when cleared so to do by the appropriate 'authorities')

All personnel assigned to implement checklists must be trained (initial and recurrent) and exercised (on-going) in same accordingly .... and associated records maintained

It is *vital* that **AVPORT** enlists manpower assistance from *local* airline / airport / other GHA / airport tenants and franchisees / voluntary group etc. (as available) - having the necessary knowledge / training, experience, commitment etc. to assist with said checklist tasks. Associated *pre*-familiarisation (via training / exercising) should be accomplished accordingly

AVPORT should be prepared to do likewise for other, local GHAs as required and also consider establishing a *mutual aid crisis response support* system for use at XIA

Contents (note - All checklist and log date / time entries etc. should be made in UTC / GMT)

GHA ERP Guideline / Reviewed January 2024

AVPORT Handling - ERP - Station Checklists *- continued*

As required - high priority checklist items are shown in **white font with a dark red background**

- Unless stated otherwise, the following checklists are predicated on an aircraft accident occurring at or near the station / airport (fictional **XIA** Airport typically used herein) for which this plan is applicable - * where the latter (XIA) is the *arrival* (destination) station

  > * If this is *not* the case (e.g. where the accident occurs on *departure* OR during *en-route* OR *diversion* stages of flight) - then logic and common sense should be used in interpreting and adapting the checklists accordingly

- The **'first person'** (see checklist next page) might typically be any of:

  o Appropriately trained and exercised AVPORT staff ……………OR
  o Other appropriately trained and exercised airline representative staff e.g. a supervisory agent; a mutual aid partner (airport; airline; other GHA) etc.

  Appropriate, associated training (initial and recurrent) and exercising (ongoing) shall be undertaken by all *potential* 'first persons' designated to carry out the associated '*first person*' checklist. Such training / exercising shall be conducted by GHA AVPORT

  > Reminder: This guideline assumes that **ABCX Airways** (client airline of AVPORT Handling) *has no direct airline representation at XIA Airport* - and is, accordingly, *represented totally at XIA by* **AVPORT** - unless stated otherwise (e.g. after arrival at XIA of the ABCX Airways GO Team for latter)

- All *other* AVPORT personnel potentially assignable to emergency response duties etc. shall undertake associated training (initial + recurrent) and exercising (ongoing) in the associated crisis response duties. That this is done is an AVPORT Handling responsibility

- Any other staff (e.g. XIA airport based *volunteers* [including tenants and franchisees] forming e.g. an airport '*immediate care / humanitarian assistance team*' - in conjunction with e.g. AVPORT [GHA] staff) assigned to emergency response duties / checklists in support of AVPORT Handling - shall be appropriately trained (initial & recurrent) and exercised (ongoing) in the associated duties for which they might be assigned

- Reminder - documented reports and records of all training and exercising as per above shall be maintained and retained (by the appropriate agency / agencies) for audit purposes

CHECKLIST 1 - **First** '*appropriate*' **AVPORT** Person at Station *to become aware of crisis*

Where the '**First Person**' is *also* the '**AVPORT Handling**' (GHA) *senior manager on duty / on call* (or equivalent person e.g. the AVPORT manager assigned to manage the crisis for the 'first shift') - then he / she must *also* complete *Checklist 2* - at the *same* time (i.e. **concurrently**) as completing *this* checklist 1

	Action	☑ ?
1.	**Emergency Services, ATC** etc. - Check latter aware of emergency and confirm details *Insert Emergency Services, ATC etc. telephone contacts etc. here xxxxxxx*	
2.	**GHA Senior Manager** on duty / on call - Notify latter immediately (as appropriate) *Insert all relevant telephone contacts here xxxxxxx*	
3.	**AVPORT's** own (local / internal) **Crisis Alerting / Notification plan** - Activate immediately *Insert required info here (or cross refer) on how this alerting plan is to be activated*	
4.	Airline's **Operations** (Control Centre) **Duty Manager** (ODM) - at ABCX Airways airline HQ Contact ODM by **telephone** - providing as much of the following info as possible: *Insert **all** ODM telephone & other related contacts info here xxxxxxx* ▪ DATE & TIME OF ACCIDENT (GMT/UTC) ▪ FLIGHT NUMBER ▪ DEPARTURE / DESTINATION STATION(S) / AIRPORT(S) ▪ AIRCRAFT REGISTRATION AND TYPE ▪ LOCATION AND BRIEF DETAILS OF ACCIDENT ▪ CAPTAIN'S NAME + NUMBER OF CREW ONBOARD (Flt Deck + Cabin Crew etc.) ▪ TOTAL NUMBER OF PASSENGERS ON BOARD ▪ DETAILS OF DANGEROUS GOODS CARRIED ▪ EXTENT OF FATALITIES, INJURIES, DAMAGE etc. (if known) * Notify **accident airline's ODM** of **your** full contact details. ** Do not delay sending this message due lack of info (additional updates can [and should] be provided later)	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
5.	**Report to GHA office** (as appropriate) ASAP. (Don't let this delay continuing this checklist)	
6.	**Accident / Incident Message** (See Format at Appendix A - at end of checklists) - Complete and send to airline **ODM** without delay. Telephone ODM to confirm receipt	
7.	**Organise** (with accident flight's last departure station / wherever) for collection / securing of following for Passenger Manifest Verification / Reconciliation task (re accident flight): ✓ Ticket Coupons (if any) ✓ Boarding Card Stubs + Gate Reader print outs etc. ✓ E-Ticket Passenger Summaries etc. (Checked-in + Boarded + Flown) ✓ Checked-in + Boarded + Flown (Latest) Passenger Manifests / Lists ✓ Latest General Declaration / Crew List ✓ Last minute changes (LMC) + any Additions & Deletions (ADL) to any of above ✓ Onward (connecting) flight details - as relevant ✓ Anything else of relevance (e.g. API; PNR; Frequent Flyer data, Immigration info etc.)	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

CHECKLIST 1 - **First** '*appropriate*' **AVPORT** Person at Station - *continued*

8.	Organise (via accident flight's departure station[s] / wherever) for ***accident flight's*** ___Departure___ ___Control___ ___System___ (DCS) info - to be 'frozen' (spiked / locked-out / inhibited etc.) i.e. ***access denied*** to all PAX, Load Control data etc. - once adequate copies of associated, preliminary info have been printed and safely stored	
9.	Organise (via accident flight's departure station[s] / wherever) for ***accident flight's*** ___latest___ (Flown) ___Passenger___ ___Manifest___, ___Crew___ ___List___ / ___General___ ___Dec___, ___Cargo___ ___Manifest___, ___Load-sheet___ / ___Loading___ ___Message___(s), * ___Dangerous___ ___Goods___ ___Docs___ etc. - to be collected and sent (copies) to accident airline's ODM, yourself and any relevant ***up-line*** / ***down-line*** (as applicable) stations. Departure station(s) to telephone ODM, yourself + said up-line / down-line stations (as applicable) to confirm / acknowledge receipt (* *Re **Dangerous Goods** - see note at end of **this** checklist - **NOW**)	
10.	___Local___ ___Security___ ___Support___ - Alert and request appropriate security attendance to safeguard relevant Airline, GHA / other involved property, involved personnel etc. - as appropriate *Insert local Security contacts here xxxxxxx*	
11.	___Airport___ ___Electronic___ ___Flight___ ___Information___ ___Display___ ___System___ (FIDS) - If applicable, contact Airport Operator(s) / whoever - requesting that any airport originated flight information (also on airport internet / via airport call centre etc. as appropriate) concerning Accident Flight is changed so as to read something similar to - *"Contact Airline"* / *"Contact Airport Information Desk"* etc. *Insert relevant Airport (FIDS) etc. contacts here xxxxxxx*	
12.	___Airport___ ___PA___ ___System___ - Ensure that any PA announcements made by the Airport Operator / whoever re the accident flight are worded ***appropriately, correctly and sensitively*** *Insert relevant Airport (PA) contacts here xxxxxxx*	
13.	___Accident___ ___Log___ - Commence written (hard copy) log of events (See template at Appendix B - at end of checklists). Record all significant actions taken and information received	
14.	___Hotel___ ___Rooms___ (and / or alternative types of accommodation) - block book an appropriate number of hotel etc. rooms for potential use by: ▪ Uninjured passengers (Location A) ▪ Uninjured crew (Location B) ▪ Family, Relatives & Friends of Accident Victims (Location C) ▪ ABCX Airways GO Team (as required) (Location D) ▪ Third Parties directly supporting the ABCX Airways crisis response (Location D) ▪ ABCX normal layover crew (Location E) (___not___ same hotel used for *normal* layovers) ▪ Miscellaneous (TBA) Note - B, D, & E can be the *same* (hotel[s]) - as required / appropriate. Hotels A and C ***must*** be *separate from each other **and also** from hotels* B, D & E Delegate / seek assistance with this task if necessary. (A worst case scenario might require **500 - 700** rooms or more. Room sharing should be anticipated where appropriate / necessary) *Insert relevant Hotel contacts details here xxxxxxx*	

15.	Where appropriate - ensure (or take action to ensure) that **accident-site**, **passengers** and **crew**, **airline** **property** (including accident aircraft) etc. - **is / are / will be secured, guarded etc.**	
16.	**Delegate** - appropriate tasks above to colleagues / other appropriate persons - as they become available to assist you	
17.	**Remain** **in GHA Office** - until relieved by senior AVPORT Manager appointed to manage the crisis (first shift). Provide a full and appropriate handover briefing to said person(s)	
18.	**Carry** **out** **Other** **Duties** - when relieved from this checklist duty - as assigned by an **appropriate** manager / supervisor / team leader etc.	
19.	**Anything** **else** as directed and / or as required by actual circumstances 'on the day'	
	End	

* **Note**: *If Dangerous Goods **had** been carried on board the accident aircraft, the additional info below is to be obtained and forwarded to the appropriate, associated emergency services* (wherever in the world that might be) **as a high priority**:

- Proper shipping names
- UN Number
- Class
- Compatibility group for class 1 goods
- Subsidiary risk
- Quantity
- Location on board aircraft
- Brief, plain language description of Dangerous Goods
- More definitive information on any radioactive material carried

The appropriate government authority / authorities (e.g. in 'State of Occurrence') responsible for Dangerous Goods must **also** be so advised of same without delay (ICAO requirement)

CHECKLIST **2** - *AVPORT Handling - Senior Manager on duty / on call* or equivalent person

Where the *AVPORT Senior Manager on duty / on call* (or equivalent person e.g. the AVPORT manager assigned to manage the crisis for the first shift) is *also* the '*First Person*' to become aware of the crisis - then he /she must *also* complete *Checklist 1* at the *same* time (i.e. **concurrently**) as completing *this* checklist *2*

	Action	☑ ?
1.	**AVPORT's own** (local) internal Crisis Alerting / Notification / Callout plan - Activate immediately (if not already done by 'First Person') *Insert appropriate information here (or cross refer) on how this alerting plan is to be activated*	
2.	**ABCX Airways local City / Town Office** (if any) - Notify & double-check that local Crisis Alerting & Activation Plan will be implemented by said local city / town office staff *Insert airline's local City / Town Office contacts here xxxxxxx* Note - *If* there is a local *airline* City / Town office, then the person in charge (typically an ABCX Airways *commercial* manager) might possibly have been trained by the airline to deal with crisis communications i.e. dealing with the media. If not, this role may temporarily fall to *you* (**AVPORT**) locally - in which case *take instruction / guidance on how to deal with the media* from the Crisis Communications Centre at ABCX Airways airline HQ (insert appropriate contact details here ……………………………………………) *WARNING* - Do *not* interact with media in any way without such guidance. *See also checklist 18*	
3.	**LACC** - Open up your (AVPORT) LACC - activating / co-ordinating all emergency responses from here for the duration of the crisis - on behalf of *ABCX Airways* *Insert LACC Location & Contacts here xxxxxxx* Note - LACC should provide *local* Command, Control, Co-ordination, Communications; welfare (accident victims [incl. crew], Family, Relatives & Friends, own staff etc.); log-keeping, resources / logistics provision; administration and ICT / telecomms support functions etc. - *on behalf of accident airline* (list is *far* from being exhaustive)	
4.	**AVPORT Crash Site Team** (CST) - Assemble and brief your CST and review their checklist duties (see Checklists **3** and **4**) with them. Decide on how best to use the CST in the given situation e.g. deploy to accident site immediately if permitted so to do	
5.	**XIA Airport Operator's Emergency Operations Centre (EOC)** Deploy an appropriately senior / experienced *AVPORT* person (but generally **not** the AVPORT manager [i.e. not you] leading the crisis response on behalf of the client airline) to XIA Airport's **EOC** (see also Checklist **14**) *Insert Airport's EOC Location & Contacts here xxxxxxx* REMINDER - Airline Rep's / GHA's **LACC** and the Airport's **EOC** …………… are *different* facilities at *different* locations with *different* functions i.e. **THEY ARE *NOT* THE SAME FACILITY**	

CHECKLIST 2 - *AVPORT Senior Manager* (managing the crisis) - *continued*

6.	<u>LACC Accident Log</u> - Assign a person to maintain / continue maintaining the LACC log - and / or complete it yourself (see log *template, App B, at end of this checklists section*). (Reminder - log should have already been started by 'First Person'?)	
7.	<u>As soon as possible after the initial alarm</u> (*within 30 minutes if possible*) **telephone** the *Operations Duty Manager* (ODM) at airline HQ with a verbal update of the situation. (At this early stage, all comms to airline HQ will typically be via / to the ODM until the airline HQ Crisis Management Centre (CMC) opens - [i.e. for anywhere from 30 minutes to several hours - or even longer in extremis]). Insert all relevant, airline ODM contact details here xxxxxxx	
8.	<u>Accident Flight's Crew List</u> (General Declaration) - Request list of crew names from ODM. Verify with ODM any additions / deletions to list - *e.g. perhaps as known only at the departure station(s)* - such as last minute crew sickness / ramp crew changes etc.	
9.	**Action Tasks** - Based on local procedures, info received etc. - activate / assign / delegate / review / oversee the following tasks - as appropriate:	
	✓ Deploy Crash Site Team to accident site *(If not already done. Consider passes & permits; documents to take [Passenger Manifest, Crew List, *Dangerous Goods documents etc.]; specialist equipment; emergency bags or boxes; comms equipment; route and transport [via Rendezvous Point {RVP} & with escort to accident site? etc.] - see Checklists 3 and 4)* (* Re Dangerous Goods - see note at end of *this* checklist - **NOW** - and then return here)	☐
	✓ Arrange for appropriate transport, equipment, manpower etc. to be deployed to any 'Equipment Assembly Point / Staging Area / RVP' e.g. buses, aircraft steps, ground power, tugs, portable lighting etc.	☐
	✓ Arrange for uninjured passenger & crew (separate) transportation from the accident site to the airside SRC (A) and CRC (A) respectively	☐
	✓ *Passenger Manifest Verification* - see Checklist 9 **NOW** - and start the PMV task (but **ONLY** if yours is a departure [up-line] station[s] of the accident flight **OR** if so directed)	☐
	✓ Deploy GHA / other Reps to Airport Information Desk(s) as appropriate? Checklist **5**	☐
	✓ Activation / Manning of CRC (A) + verify crew location & condition? Checklist **6**	☐
	✓ Activation / Manning of SRC (A) + verify PAX location & condition? Checklist **7**	☐
	✓ Activation / Manning of FRRC + check on MGFR 'collection' process. Checklist **8**	☐
	✓ Activation / Manning of Hospital & Mortuary Team(s) - Checklists **10A** and **10B**	☐
	✓ Eventual Alerting & Activation / Manning of CRC (L), SRC (L) & FAC **hotels and / or alternative accommodation** - Checklists **11**, **12** and **13**	☐
	*Note 1 - All persons assigned to above tasks should have mobile phones and / or radios for comms (with batteries fully charged + spares available) + the relevant checklists, crisis contact directory, P/VRCs + FECs (or local equivalent forms), other appropriate documents, protective and / or high visibility clothing, equipment etc. (Much of above should be issued as part of / accompanying the appropriate / relevant, pre-prepared **Emergency Bags** / **Boxes** - together with PAX Manifest copies, Crew List copies, Dangerous Goods info etc. - as appropriate to deployed location[s]). Note 2 - for info re 're-uniting' of accident victims with family, relatives and friends - see appropriate sections of following checklists*	

CHECKLIST 2 - *AVPORT Senior Manager* (managing the crisis) - *continued*

10.	*Note - this item **10** is typically (**but not always**) only applicable to the **departure (upline)** station(s) of the accident flight. **Delegate** this task as appropriate and as applicable* **Start PAX Manifest Verification** (*PMV - see checklist **9***) task. As task progresses, regularly liaise with Emergency Call Centre (ECC) desk at / via airline HQ CMC - advising which names (as task progresses) remain unverified OR are unable to be verified etc. Continue until PMV task is completed *Insert **all CMC (ECC)** desk contact info (at airline HQ) here. Note 1 - if CMC not yet activated, contact airline **OCC (ODM)** instead. Note 2 - Where necessary / in extremis continue with **this** checklist whilst **concurrently (at the same time)** completing the PMV task as per checklist **9***	
11.	**24 Hour** / **7 Day Roster** - plan with your deputy / whoever to create a provisional 24 / 7 local roster to cover both normal and emergency ops (12 hour shifts min) as required	
12.	*Reminder* - Pass (& continue to pass / update) to airline HQ ODM and / or CMC - all relevant info (as received at your LACC) from local crisis action sites (e.g. from accident site, SRC (A), CRC (A), FRRC, Reuniting Area, Airport Operator EOC, hospitals, mortuaries etc.) - to include completed P/VRCs & FECs (or local equivalent forms) + related paperwork etc.	
13.	*Reminder* - Communicate updated info *locally* (& keep so doing) - i.e. to other **AVPORT** staff, accident **airline's city / town office**, **airport's emergency operations centre** etc. - as appropriate	
14.	Where uninjured victims (PAX & crew) at airside (airport) reception centres are known / suspected of ***not*** having access to their passports / travel docs, baggage etc. - *liaise as required* with CIQ, embassies, consulates etc. - to make appropriate arrangements for 'landing' said victims (i.e. 'releasing' them landside / into the country), collect their baggage (if possible) etc. - with minimum 'red tape' / bureaucracy etc. (Note 1. 'CIQ' = 'Customs, Immigration & Quarantine) Note 2. ICAO Ann 9, Ch 8 requires that all United Nations Countries / States facilitate (make easy) the above requirements)	
15.	When public contact info etc. for the accident *airline*'s Emergency (telephone) Call Centre (ECC) has been provided to ***you*** / **GHA** (by e.g. airline HQ) - *distribute* (as instructed) same *locally* via all appropriate forms of media. Also provide to other interested parties e.g. airport operator; government agencies; local emergency services; local FR etc. Note 1 - *Airline's* **City / Town office** (if there is one!) might undertake the above task - if appropriate and as directed by airline HQ Note 2 - This checklist item 15 assumes that the accident *airline* already has its own ECC (either directly or sub-contracted) and that no other ECC equivalent(s) exists *locally* i.e. at / near to your station / airport e.g. as possibly operated by airport operator, local Police etc. However, note that operation of 2 or more independent emergency call centres responding to the same crisis is a real possibility. ***Whilst such situation is undesirable*** - it 'happens'. Careful co-ordination, liaison, info sharing etc. between **ALL** such call centres is obviously essential. Note, however, that this is typically an airline HQ 'problem' (i.e. not for the local Station)	

CHECKLIST 2 - *AVPORT Senior Manager* (managing the crisis) - *continued*

16.	*Alert* / *activate any local company doctor*(s). Also check that *airline HQ* has activated any contracted 'medical assistance' company e.g. International SOS / Medaire etc.	
17.	*Advise* / *notify appropriate* (local) *embassies and* / *or consulates* - as required	
18.	*Arrange with Customs for any unloading + secure storage of cargo*, *baggage* & *mail* + reuniting of passengers & crew with their baggage (as appropriate)	
19.	*Make preparations for eventual arrival of* ABCX Airways 'GO Team' and any other 'external' agencies (e.g. air accident investigators) Liaise with airline HQ CMC regarding the need for entry visas, airport security clearances, local authority permissions etc. Customs clearances will also be required for airline GO Kits and similar. Such preparation to include all appropriate types of logistics and related matters necessary e.g. transportation, communications, accommodation (office & sleeping), sustenance, security, health & safety, translation services, access to funds etc. Also plan to provide 'experienced' liaison staff to meet, escort & facilitate GO Team on arrival and thereafter (Note - ICAO Annex 9, Chapter 8 requires that all 'States' (countries) facilitate (make easy) this / the above procedure - see App **K** to **this** guideline document for more information)	
20.	*After arrival of airline GO Team* - assign liaison person(s) to GO Team and distribute pre-prepared / associated 'info packs'. Work closely with GO Team to continue managing all aspects of the crisis in the most effective and efficient ways possible	
21.	*Maintain 'normal operations'* - where possible and if appropriate	
22	*Anything else* as directed and / or as required by actual circumstances 'on the day'	
End		

Note: *If Dangerous Goods had* been carried on board the accident aircraft, the additional info below is to be obtained and forwarded to the appropriate, associated emergency services (wherever in the world that might be) **as a high priority**:

- Proper shipping names
- UN Number
- Class
- Compatibility group for class 1 goods
- Subsidiary risk
- Location on board aircraft with quantities
- Brief, plain language description of Dangerous Goods
- More definitive information on any radioactive material carried

The appropriate government authority / authorities (e.g. in 'State of Occurrence') responsible for Dangerous Goods must *also* be so advised of same without delay (ICAO requirement)

Reminder - an airline '*Station*' can typically be operated entirely by its own (directly employed) *airline* staff; by a directly employed *airline* Station Manager and *airline representative* (GHA) staff acting together - or by *airline representative* (GHA) staff **only**. Whichever combination is used, it is the responsibility of the senior airline employee or senior airline rep (GHA) person - to ensure that allocation of staff resources is such that checklists 1 and 2 above (plus any of the following as appropriate) are capable of being completed effectively, efficiently and expeditiously - during actual airline (aircraft) ops - at the Station(s) (Airport[s]) involved

CHECKLIST **3** - **CRASH SITE TEAM** - *Aircraft Engineer Rep* i.e. *Station / Duty Aircraft Engineer / equivalent person* - *as available.* (Forms *one part* of the *2 person* airline rep's '*crash site team - CST*' - when joined by the [AVPORT provided] 'Airports / Traffic / Ramp' Rep [see checklist **4** for more on latter])

	Action	☑ ?
1.	*Station* Aircraft *Maintenance* / *Engineering* Staff (if any). 1) Acts as aircraft engineering '*Crash Site Team*' - CST rep. 2) Ensures local ENG office is manned (if available and manpower permitting) and establishes / maintains contact with *airline HQ CMC* - via *AVPORT LACC*. (Insert all appropriate / related contact info here: xxxxxxx)	
2.	*Crash Site Team* - *Aircraft ENG* CST rep to team up with equivalent *AVPORT* CST rep – and then proceed together to accident site (via AVPORT LACC for briefing - as required)

Take passes & permits; Emergency Bags / Boxes; crisis contacts telephone directories; checklists; other required documentation (e.g. crew & PAX lists; dangerous goods info etc.); comms equipment; associated aircraft 'cut here' diagrams; protective clothing; tool kit; sample bottles; torch etc.

(Note: Obtain clearance & escort [e.g. from airport security / ops / ramp etc.] before deploying to accident site. Route will usually be via a designated Rendezvous Point [RVP] and / or Staging Area. Attach all appropriate / related contact information, maps required etc. here: xxxxxxx) | |
| 3. | On arrival at Accident Site - Report to person in charge (find out beforehand how this latter person is identifiable and insert details here) and then establish direct communications with local aircraft ENG office and / or AVPORT LACC | |
| 4. | Carry Out Prime Objectives: **NB: If appropriate / possible** (Under direction of accident investigator in charge / similar authority [if present] and if circumstances / time / *safety* [*including your own*] 'on the day' so permit)

✓ Preserve life / make aircraft safe / assist Emergency Services e.g. shut off / down electrical power and engines; pull appropriate circuit breakers etc.
✓ Preserve data, documents + technical / visual (e.g. photographic) evidence - including collection of oil & fuel samples, locating / removing Flight Data Recorder(s) / Cockpit Voice Recorder(s) / Quick Access Recorders, in-flight TV recordings etc.
✓ Preserve and secure Aircraft / Wreckage / Contents to greatest extent possible

Also liaise (with whoever) for *source* samples to be taken / safeguarded re any fuel uplifts loaded onto accident aircraft at the Station itself and / or for the *previous* 3 flights / sectors | |
5.	ENG log - Maintain written record of events. (See Template at app B at end of checklists)	
6.	Situation Reports - Pass regularly to ENG office / AVPORT LACC by any means available	
7.	Aircraft / Wreckage - *Removal / Recovery / Salvage* - Make initial assessment of what is required in the way of engineering + other personnel plus equipment resources - and pass to AVPORT LACC for onward transmission to airline HQ CMC	
8.	24 /7 ENG Roster - Create to cover both Emergency + 'normal business' Engineering ops	
9.	Air Accident Investigation Team - Assist latter (aircraft engineering-wise) as required	
10.	Anything else as directed and / or as required by actual circumstances 'on the day'	
	End	

CHECKLIST **4** - **CRASH SITE TEAM** - **GHA Traffic / Ramp Rep** as provided by *AVPORT* / other appropriate Airline Representative. (Forms one part of the 2 person airline representative's '**crash site team** / **CST**' - when joined by the 'Aircraft / Engineering Rep' [see checklist 3])

	Action	☑ ?
1.	**Briefing** - Report to **AVPORT** LACC for briefing and meet-up with your CST 'Aircraft Engineer' partner (as available) - *(Insert all appropriate / related contact info here: xxxxxxx)*	
2.	**Proceed together to Accident Site** (Note: Obtain clearance + escort [e.g. from airport security / ops / ramp / ATC etc.] before deploying to accident site. Route will usually be via a designated Rendezvous Point [RVP] and / or Staging Area) ▪ Take passes / permits, checklist, crisis contacts directory, copies of Passenger Manifest, Gen-Dec / Crew List, Dangerous Goods docs, P/VRCs & FECs (or local equivalent forms), comms equipment + spare (fully charged) batteries, pens, paper, clipboard, torch, protective / hi-visibility clothing etc. ▪ Take Airports CST emergency bag / box - (should already contain much of the above) ▪ On arrival at Accident Site - Report to person in overall local charge (find out how this person is identifiable beforehand & insert info here xxxxxx) and offer all assistance and liaison **on behalf of** (i.e. as representing) **the accident airline** ▪ Deliver passenger manifest, crew list, dangerous goods etc. documents to person in charge (Also advise estimated fuel on board accident aircraft - if / as known) *Insert Airport / Security / Police / RVP contact (+ RVP etc. locations) details here xxxxxxx*	☐ ☐ ☐ ☐
3.	Establish direct comms with *AVPORT LACC* & provide *regular* situation reports / updates	
4.	Check (with LACC) that Ground equipment (e.g. steps, ground power, tug & tow-bar etc.) and transportation (e.g. buses) are being deployed - as requested / required	
5.	Locate *Uninjured* Crew - and (when their immediate emergency duties are complete) arrange (via LACC) for them to be transported ASAP to airport's *CRC (A)* / equivalent facility. (Such uninjured crew should be transported *separately* from uninjured passengers, if possible)	
6.	If relevant, try to ascertain location (crash site, hospital, mortuary, not known) and status (dead, injured, missing / not known) of remaining crew	
7.	Locate *Uninjured* Passengers and arrange (via LACC) for them to be transported ASAP to airport's *SRC (A)* / equivalent facility. (Note 1 - Such uninjured passengers should be transported *separately* from uninjured crew if possible. Note 2 - CRC (A) & SRC (A) should be located in *separate* locations - if possible)	
8.	If relevant, try to ascertain location (crash site, hospital, mortuary, not known) and status (dead, injured, missing / not known) of remaining passengers	
9.	Maintain a log of events - either written and / or by use of a long recording electronic device. In particular, keep the most accurate account possible of the disposal of victims from the site e.g. How many? Condition? When, how, where transported to? etc. (Especially if to hospitals and / or mortuaries. Note particularly details of any uninjured survivors accompanying the injured in ambulances / ambulance helicopters - and the dead in hearses etc.	
10.	Anything else as directed and / or as required by actual circumstances 'on the day'	
	End	

CHECKLIST 5 - **Airport Information Desk**(s) - *located landside at appropriate Airport Terminal[s]*

This checklist is for action by **AVPORT** GHA (and / or other appropriate Airline Rep staff) deploying to Airport Info Desk[s] and equivalens etc. - during a major aircraft accident type response, at or near to XIA Airport

Note - at some airports, it is possible that the Airport Information Desk (if there is one?) might also be used as both the 'MGFR collection point' and / or as a '*very* basic' FRRC. If so, also see / refer to Checklist **8**

	Action	☑ ?
1.	<u>Briefing</u> - Report to **AVPORT** LACC for briefing *Insert LACC location & contacts here xxxxxxx*	
2.	<u>Proceed to nominated</u> / <u>briefed Airport Information Desk</u> - Take passes / permits, checklist, crisis contacts telephone directory, copies of Passenger Manifest, Crew List, FECS (or local equivalent form), comms equipment (telephone, radio etc. + spare batteries / charging equipment), pens and paper etc. * Most of these items (and more) should already be in the pre-prepared 'Airport Information Desk' Emergency Bag / Box *Location / Contacts - Airport Information Desk xxxxxxx* * Except for PAX Manifest, Crew List etc. - which will obviously not be available until the day of the crisis	
3.	<u>Establish direct communication with</u> AVPORT <u>LACC</u> and provide *regular* info updates	
4.	<u>Render all assistance</u> to Airport Operator / Airline / <u>similar staff</u> (who may be manning / operating the info desk with you) and to any members of the public etc. assembling at this location. In particular, redirect (and / or arrange for escort) enquirers (i.e. *potential* MGFR having an apparently genuine, personal relationship / interest in someone who was potentially on board the accident flight) to the FRRC and / or any other MGFR collection point	
5.	<u>Maintain a written record (log) of events</u> (See template at appendix B to these checklists)	
6.	<u>Anything else</u> as directed and / or as required by actual circumstances 'on the day'	
	End	

If the airport does *not* have an Airport Information Desk(s), suitable / alternative arrangements should have been put in place by the **Airport** Operator for segregating genuine MGFR (at the airport) from other (not involved) persons - and then moving them (MGFR) to the FRRC / equivalent facility, without delay

If the latter has not been implemented - then it will be necessary to lobby with the local Airport Operator accordingly (e.g. via local Airline Operators' Committee [AOC]) - for this matter to be addressed satisfactorily (*and as a matter of urgency*)

CHECKLIST 6 - (Uninjured Survivor) **CREW Reception Centre - Airside - CRC (A)**

This checklist is for action by **AVPORT** [and / or other appropriate Airline Rep staff] deploying in support of the **CRC** (**A**) - during a major aircraft accident type response at / near to (and involving) XIA Airport

	Action	☑ ?
1.	Briefing - Report to **AVPORT** LACC for briefing (Insert LACC location & contacts here xxxxxxx)	
2.	Maintain written record (log) of events (See template at appendix B to these checklists)	
3.	Deploy to **CRC** (**A**) - Report to person in charge (How is latter identifiable? Insert details here xxxxxxx). Act as senior *airline rep.* present ▪ Take passes / permits (incl. the required *airside* passes / permits), comms equipment + **CRC** (A) *Emergency Bag / Box* * ▪ Ensure copies of latest *CREW* List + sufficient P / VRCs (or equivalent local forms) + ** **SRC (A)** info cards have been included in the emergency bag / box * *Note 1* - Take CRC (A) *and* CRC (L) **Emergency Bags / Boxes** with you - as you are likely to eventually *re-deploy* with the uninjured crew survivors from the *airside* **CRC** (**A**) to the *landside* **CRC** (**L**) hotel / wherever. ** *Note 2* - The *same* SRC (A) info cards are used at SRC (A) *and* CRC (A) *Insert Location / Contacts for* **CRC (A)** *here*	☐ ☐
4.	Establish direct communication with LACC - Provide *regular* situation reports / updates	
5.	Uninjured **Crew** - Receive / identify latter. Provide humanitarian, welfare, *minor* first aid etc. assistance as required (e.g. info, refreshments etc. [no alcohol]). **Missing Crew** - Find out (e.g. from uninjured crew present) the whereabouts / status of any missing crew members. **Statements** - Remind crew not to make statements / comment without airline CMC clearance (unless appropriate, authorised authorities require such statements [e.g. Police; air accident investigation agency etc.]). **Medical Examination / Interviews** etc. (e.g. for latter with Police, air accident investigators etc.) might be required for flight-crew (see checklist item **7** below and try to arrange associated legal assistance, as appropriate)	
6.	Passenger / Victim Record Card (P/VRC) - Complete a P / VRC form (or local equivalent) for each *crew* member present. Forward to **LACC** ASAP (for onward transmission [copies] to *airline HQ CMC*). Also provide P / VRC *copies* to e.g. police, airport operator, local authorities etc. (**NB**: P / VRC form is used for *both* PAX & crew) (**NB**: Keep xx copies for own use)	
7.	Religious / Counselling / Welfare / Legal / Medical etc. Services - Provide/ arrange as required / available (assisted by e.g. LACC / Airport Operator / Parent Airline / Whoever etc.)	
8.	Ask uninjured crew to inform you ASAP of any contacts they make / take (e.g. with MGFR; other family etc.) *themselves* (e.g. by use of any personal / CRC (A) provided comms devices)	
9.	When so cleared, arrange (via LACC / whoever) to transport uninjured crew to **CRC (L)** *Hotel*. **Accompany uninjured crew**. (Crew to remove all overt signs of uniform / change into 'civilian' clothes - if possible. Use a 'discrete' exit / departure route from airport - as available. If accident occurred at / close to crew's home base, advise crew that it is *inadvisable* to 'go home' at this point in time for various, valid reasons. Take advice from **LACC** as required. Associated, *local* FR (of crew) can be brought to the local CRC (L) facility where necessary / as required	
10.	Proceed to **CRC (L)** Hotel / Facility. Brief / utilise any other responders *already* pre-positioned there. Monitor welfare of uninjured crew, ensuring that they are not unduly disturbed and receive proper rest, refreshment, security, info + humanitarian assistance / welfare - until eventual arrival of the ABCX Airways *GO Team* (See Checklist **11**)	
	End	

GHA ERP Guideline / Reviewed January 2024

CHECKLIST 7 - (Uninjured Survivor) **PASSENGER Reception Centre - Airside - SRC (A)**

This checklist is for action by **AVPORT** (and / or other appropriate Airline Representative staff) deploying in support of the **SRC (A)** - during a major aircraft accident type response at / near to (and involving) **XIA Airport**

	Action	☑ ?
1.	<u>Briefing</u> - Report to **AVPORT** LACC for briefing (Insert LACC location & contacts here xxxxxxx)	
2.	<u>Maintain written record (log) of events</u> (See template at appendix B to these checklists)	
3.	<u>Deploy</u> to **SRC** (**A**) - Report to person in charge (How is latter identifiable? Insert details here xxxxxxx). Act as *senior airline rep*. present ▪ Take passes / permits (especially the required *airside* passes / permits), comms equipment etc. + SRC (A) *Emergency Bag / Box* * ▪ Ensure copies of latest *PAX* List + sufficient P / VRCs (or equivalent local forms) + ** SRC (A) *info cards* have been included in the emergency bag (* <u>Note 1</u> - When deploying to SRC (A) take *both* SRC [A] <u>and</u> SRC [L] **Emergency Bags / Boxes** with you, as you are likely to eventually *re-deploy* with the *uninjured (passenger) survivors* from the airport *airside* **SRC (A)** - to the *landside* / possibly *off-airport* **SRC (L)** [hotel / wherever]). ** <u>Note 2</u> - The *same* SRC (A) info cards are used at *both* **SRC (A)** and **CRC (A)**) *Insert Location / Contacts for* **SRC (A)** *here*	☐ ☐
4.	<u>Establish direct communication with LACC</u> - Provide *regular* situation reports / updates	
5.	*** <u>Ensure an appropriate 'system' is already in place</u> at SRC (A) (i.e. *before* uninjured PAX arrive) for <u>segregating</u> unprocessed, uninjured passengers - from those so processed	
6.	<u>Uninjured PAX arriving</u> at <u>SRC</u> (<u>A</u>) - Receive PAX & distribute 'SRC (A*)* Info Cards'. Provide all / any humanitarian & welfare etc. aid required / available e.g. access to comms, refreshments, emergency supplies of e.g. blankets, towels, clothing, footwear, airline amenity kits, baby food / diapers etc. Provide for *minor first aid* if necessary / available	
7.	<u>Identification of Uninjured Passengers</u> at <u>SRC</u> (<u>A</u>) - Using *latest PAX list* available - identify *each* uninjured passenger present and tick off the associated name on said list (thus identifying each such passenger as an *'uninjured survivor currently located at the SRC [A]'*) **** Once completed (i.e. *all* uninjured passengers present in SRC [A] accounted for) send completed list (make xx copies for own use first) ASAP to **LACC** (to be copied in turn to *CMC* at *airline* HQ). Also provide copies to airport police, immigration, airport operator etc.	
8.	<u>Passenger / victim record card</u> (P / VRC) - Complete one P / VRC (or local equivalent form) for **each** uninjured passenger present at SRC (A) (regardless e.g. of family groups etc.) **** Forward completed P / VRCs (make xx copies for own use first) ASAP to **LACC** (copies to be sent on (ASAP) in turn to **CMC** at airline HQ). Also provide copies to e.g. airport police, immigration, airport operator etc. - as appropriate	

*** Such a 'system' should identify & separate those 'processed' in the SRC (A) - from those still waiting to be so processed e.g. use of wrist bands; stickers; badges; physical separation (e.g. barriers; different rooms) etc.

**** To improve effectiveness, efficiency & expediency here, forward to LACC the current list of completed (ticked) names on the *PAX list* (as per checklist item *7 above*) e.g. around every 15 minutes - until all uninjured PAX present in the SRC (A) are accounted for. Likewise for checklist item *8 above* <u>but</u> now concerning completed *P / VRCs*

CHECKLIST NUMBER 7 - SRC (A) - *continued*

9.	Ask *uninjured* passengers present if they know the <u>whereabouts</u> and <u>status</u> of any <u>other</u> <u>passengers</u> (as might be known to them) - ***BUT*** who are not yet present at the SRC (A)	
10.	Ask *uninjured* passengers present to <u>inform you ASAP of any contacts they might make</u> / <u>take</u> (e.g. with MGFR; other family etc.) **themselves** (e.g. by use of any personal / SRC (A) provided comms devices etc.)	
11.	<u>Keep Uninjured Passengers advised</u> of arrangements being made for them (e.g. Eventual transportation to **SRC (L)** hotel / facility - ***OR*** to local homes - ***OR*** that airline will be arranging for onwards / return flights etc. Also explain that every effort will be made to ***match*** and ***reunite*** them with e.g. their associated MGFR and / or any missing travelling companions etc. - as soon as possible [as appropriate]. Remember that uninjured survivors with mobile / smart phones etc. might well have already contacted their MGFR [and others]. In such circumstances, associated ***physical reuniting at the earliest possible opportunity should be a priority***)	
12.	<u>Religious</u> / <u>Counselling</u> / <u>Welfare</u> / <u>Legal</u> / <u>Medical</u> etc. Services - Provide as required / available (with assistance of LACC / Airport Operator / Parent Airline / Local Authorities etc.)	
13.	<u>Immediate</u> <u>Airport</u> <u>Reunions</u> - Assist (in association with 'appropriate' authorities / whoever) with any ***immediate airport*** reunions possible (i.e. between uninjured survivors present and associated family, relatives and friends etc. [including any travelling companions, MGFR etc.])	
14.	When cleared so to do, arrange (via LACC / Airport Operator / whoever) to transport and escort appropriate, uninjured passengers to the (typically) off-airport **SRC (L)** facility **Note 1** - in certain circumstances *uninjured* passengers may prefer (instead of going to **SRC [L])** to e.g. ***go directly to their local homes***; ***complete their original journey***; ***return to airport of origin*** etc. - if applicable / as appropriate etc. The involved airline(s) / airline rep(s) etc. should typically assist with said options, if appropriate / possible etc. However, before so doing, a P / VRC should have been completed for all such uninjured PAX; reliable, onward contact info obtained etc. **Note 2** - uninjured passengers might be required (e.g. by the Airport and / or local Health Authorities etc.) to undergo a quick 'vital signs' type medical check prior to release from SRC (A). Persons refusing might be required to complete a suitable indemnity form	
15.	***** **SRC (L)** - On arrival at **SRC (L)** hotel / equivalent facility - meet and brief any other staff / responders (if any) ***already pre***-positioned there. Continue to monitor welfare of uninjured passengers present, ensuring that they are ****** not unduly disturbed and receive proper rest, refreshment, security, humanitarian, financial and other welfare support - until eventual arrival of the **ABCX Airways GO Team** (as appropriate). (See Checklist **12**)	
16.	Double-check (with **LACC**) that <u>**all**</u> completed P / VRCs (or copies thereof) have been sent on / forwarded to accident airline's **HQ CMC**	
	End	

***** Note: Uninjured PAX typically go to ***SRC (L)*** at own discretion and can leave at any time. Should they so leave, ensure that appropriate and accurate contact info, itinerary etc. has firstly been obtained

****** Especially by the media - unless they (uninjured passenger[s]) clearly wish otherwise

CHECKLIST 8 - Family, Relatives and Friends Reception Centre (FRRC) - at Accident (related) Airport

This checklist is for action by **AVPORT** (and / or other appropriate Airline [**ABCX Airways**] Rep staff) deployed in support of the **FRRC** - during a major (ABCX Airways) aircraft accident type response at / near to **XIA Airport**

	Action	☑ ?
1.	<u>Briefing</u> - Report to LACC for briefing (Insert LACC location & contacts here xxxxxx)	
2.	<u>Written Log</u> - Maintain log of events (See template at appendix B to these checklists)	
3.	▪ <u>Deploy</u> to **FRRC** (typically located in a suitable, <u>*landside*</u> facility within / ***very*** near to the involved airport e.g. a suitably sized, equipped ***airport*** restaurant etc. from which 'customers' will have been 'politely removed' [with appropriate compensation provided!]) ▪ Take passes / permits, comms equipment etc. + FRRC <u>*Emergency*</u> <u>*Bag*</u> / <u>*Box*</u> * ▪ Ensure copies of latest Passenger List; Crew List and sufficient 'Family, Relatives & Friends <u>*Enquiry*</u> Cards - ***FEC***' + FRRC '<u>*Information*</u> cards' (or equivalent local forms) - have been included in the emergency bag ▪ Report to person in charge of FRRC (How is latter identifiable? Insert details here xxxxxx) ▪ Act as ***senior airline rep***. present at FRRC * Note - When deploying to FRRC take ***both*** the ***FRRC and FAC / HAC*** Emergency Bags / **Boxes** with you, as you are likely to eventually need to ***re-deploy with*** the ***MGFR -*** from the airport landside ***FRRC*** - to the ***off-airport, landside FAC / HAC*** [hotel / wherever]) *Insert Location / Contacts for* **FRRC** *here*	☐ ☐ ☐ ☐ ☐
4.	<u>Establish direct communication</u> with ***LACC*** & provide ***regular*** situation reports / updates	
5.	<u>Airport Public Address</u> (PA) <u>System Announcements</u> - If not already done, arrange for ***airport*** PA announcements to be made, requesting ***potentially involved MGFR*** (located / arriving at the airport) to proceed to the designated 'Airport Information Desk' and / or to 'wherever'. The announcement should be appropriately worded, brief and sensitive e.g. *"Persons waiting for the* (insert scheduled **local** time of arrival) *arrival of flight* **xxxx** (insert flight number) *from* (insert name of flight's **last** departure airport)................ *should proceed to* **yyyy** (insert details / location of designated airport info desk etc.) *for further information"* *Insert Contacts for Airport* **PA Controller** *here* xxxxxxx	
6.	<u>Ensure appropriate 'system' in place</u> at FRRC (i.e. ***before*** MGFR start arriving) for <u>segregating</u> unprocessed MGFR from those that ***have*** already been so processed.	
7.	<u>MGFR arriving</u> at <u>FRRC</u> - Receive MGFR. Distribute '**FRRC Info. Cards**'. Ensure MGFR are as well looked after as is practicable / possible in the circumstances (e.g. provide refreshments; account for requirements of any children / infants; facilitate access to comms facilities, washrooms etc. as available etc.). Note - Arrange for removal (via Police / Security etc.) from FRRC of anyone who should ***not*** be there e.g. non-involved MGFR; the Media etc.	
8.	<u>Brief MGFR</u> re accident situation so far (but only to the extent so authorised by those 'in charge') **and advise that updates will be provided as and when available** (See also ***this*** checklist, item **10 NOW** .... and then continue with checklist item **9**)	

9.	Family, Relatives & Friends Enquiry Card (**FEC**) - Complete *1* FEC (or equivalent local form) *only* with *each* enquiring *single* person MGFR *OR each single group* of 'connected' MGFR	
	Note 1 - Where a 'connected' MGFR **group** (e.g. from a single family) are involved, **only 1 'nominated' person from that group** should 'formally' provide the required FEC info	
	Note 2 - When a MGFR / MGFR group provides info for *more than one* (potentially associated *victim*) [e.g. a family group or tour party or sports team etc. travelling together]), then *separate FECs* must be completed for *each* potential person in *each* such group / party / team etc.	
	Note 3 - Arrange for rapid delivery of completed *FECs* (e.g. in batches of around 20) to *LACC*, for local processing + copy forwarding to *CMC* at *airline HQ*. Also provide a copy to each of e.g. *local airport operator*, *police*, *immigration*, *customs* etc. Keep *yy* copies for LACC etc. purposes	

The above system' (checklist item **9**) should be planned, executed etc. such that it effectively identifies / separates *those already 'processed'* in the **FRRC** - *from those still waiting to be so processed* e.g. by use of identifying wrist bands; stickers; badges; physical separation (such as use of barriers; different rooms) etc.

10.	Ask MGFR to inform you immediately of any contacts they might make / take (e.g. with associated accident victims) *themselves* (e.g. by use of any personal / FRRC provided comms devices etc.)	
11.	Release of sensitive info to MGFR - Liaise with LACC, police, local authorities, faith reps, whoever - re the release of info to MGFR - re *status* and *location* of *associated* accident victims. (**Special procedures** should be in place re advising MGFR [next of kin; closest relative etc.] of **fatalities**, e.g. via local Police, Medical Examiner, Faith representative etc.)	
12.	Religious / Counselling / Welfare / Legal / Medical etc. Services - Provide as required / available (with assistance of e.g. LACC / Airport Operator / Parent Airline / Local Authorities / Faith Organisations etc.)	
13.	Notification to MGFR of any Reuniting Arrangements - In conjunction with Airport Operator, Police, LACC etc. - arrange notification to relevant MGFR of any reuniting arrangements being made for him / her / them - with associated FR from accident flight Bear in mind that accident survivors with mobile/smart phones etc. might have already contacted their associated MGFR. *In such circumstances early reunion is important* - but do take advice from LACC, police, airport operator etc. on how this might best be accomplished / managed	
14.	Immediate Airport Reunions - Assist (where so directed by an appropriate authority or otherwise at own discretion) with any immediate / short term airport reunions, between appropriate FR (typically being MGFR) and their associated uninjured survivors	
15.	Family / Humanitarian Assistance Centre (Hotel / Wherever) - Once the FAC / HAC is 'ready', request transportation for those MGFR wishing to go there. Do this via LACC / Airport Operator / Police etc. Associated escorts should be provided It may be that *MGFR* may prefer to go directly to their homes (if / as appropriate). If so, ensure that associated FECs are / have been completed for same - and that *reliable* onward contact information has been obtained. Also ensure that all such *MGFR* have been provided with contact details for the accident airline's '*emergency telephone* / *contact centre*' (as available / applicable) - and / or otherwise for appropriate and reliable accident airline's contact details	

16.	** <u>FAC</u> / <u>HAC</u> - Escort MGFR to FAC / HAC hotel (or wherever so designated) **to be met and assisted by additional 'staff' etc. already *pre*-positioned there** **Continue to monitor welfare of MGFR, ensuring that they are not unduly disturbed** (particularly by the media - unless any specific MGFR wishes otherwise) **and receive adequate rest, refreshment, security, humanitarian / welfare support, information updates etc. -** until eventual arrival (as / if applicable) of the *ABCX Airways GO Team*. See Checklist **13** ** Note: MGFR go to FRRC & FAC / HAC at their own discretion. They may leave either facility at any time. Should they so leave, try to ensure that associated FEC(s) have been completed and 'handed in' and relevant (onward) contact info obtained	
17.	Double check with **LACC** that **all completed FECs** (and / or *copies* of same) **have been passed on to airline HQ CMC**	
	End	

CHECKLIST 9 - **Passenger Manifest Verification** / *Reconciliation* / *Confirmation* **Task** - **PMV**

- This checklist is targeted for completion within **90 minutes** _or sooner_ of initial crisis notification to accident flight's '*station(s) of last departure*' - and / or other appropriate station / location / agency
- *State* **here** *(by title[s])* **who** *will potentially be assigned to oversee and / or carry out* **this** *checklist*
- **IMPORTANT** - read the PMV 'important notes' (page 142) *before* starting this checklist i.e. NOW

	Action	☑ ?
1	Contact the person managing the **D**eparture **C**ontrol **S**ystem for **ABCX Airways** at your station (airport) (insert title / contact details here xxxxxxx / yyyyyyy) and request him / her to *prepare* to 'lock out / spike / freeze' (i.e. deny access to) all *accident flight* related DCS information - when so instructed (by yourself / other appropriate [authorised] person) *(Briefly describe here (and / or attach an associated cross-reference) the process for how this is to be done and who (primary & backup persons by title & contact) will carry it out - xxxxxxxx)*	
2	Print 2 x '*final / flown*' (i.e. most accurate & latest available) Passenger (PAX) Manifests / Lists for the accident flight - (ideally in alphabetical order - i.e. with **surname** [**last name**] first) *Note: such passenger manifests / lists may be provided in various formats - ranging from E-ticket reports to handwritten documents - depending on the agencies / systems involved 'on the day'*	
3	Ask another member of staff / whoever (if available - otherwise do it yourself) to print a *further* 10 (complete) 'final / flown' PAX manifest / lists as follows: 5 in *alphabetical* order (see checklist item 2. above) 3 in *seat number* order (if available / possible) 2 in *boarding sequence* (security) *number* order (if available / possible)	
4	Arrange with reservations / ticket desk agent / whoever (insert contact details here - xxxxxxx) to print 5 copies of the final / latest **booked pax manifest / list** from the *computer reservation system* (CRS [GDS]) used for the accident flight - and to then 'lock out / spike / freeze / inhibit' said accident flight's records (within that same CRS / GDS etc.)	
5	Ask same person (as per 4 above) to check for any 3rd party (e.g. codeshare / alliance) pax on the accident flight. * (If so / there are - ask that he / she takes immediate action to obtain an accurate & current **booked / flown / final manifest(s) / similar** for all such pax [e.g. from own records; from the 3rd party or its rep{s}] - and that same be *clearly labelled / marked* etc. as belonging to said 3rd party / parties. (* Seek assistance with this from all and any appropriate persons - as required)	
6	Retrieve *all* 'pulled' paper *coupons* (tickets) for the accident flight (if any) - and print-off 2 x copies of the associated '*checked-in*' passenger manifest / list (if available)	
7	Retrieve *all* pulled *boarding card* stubs and / or '*gate reader*' records for accident flight	
8	Instruct DCS person to '*lock-out / spike / freeze / inhibit*' accident flight's details in **DCS**	
9	Make arrangements to obtain (ASAP) *all other available information* which might assist with the PMV task (e.g. Loyalty Scheme records; APIS info; Immigration records; PNRs etc.)	

10	(If not already there) - Proceed as quickly as possible to the ABCX Airways / your LACC (Local Accident Control Centre) **or other appropriate 'quiet' location** - taking all appropriate documentation /paperwork with you. ***Then start the pax manifest verification process*** (*Insert LACC / other details [location and contacts] here - xxxxxxx*)	
11	Alphabetically sort ticket coupons, boarding card stubs, equivalent material (by last name / family name etc.)	
12	Transfer names from the 'final / flown' (most current and accurate) pax manifest / list etc. available - to the ***Manifest Reconciliation Sheet - in groups of 10*** (see *nex*t page)	
13	Using the ***Manifest Reconciliation Sheet*** - complete the following actions for ***each*** name ***within each group of 10*** - as appropriate (Pay particular attention to name spellings and other 'corroborating info - to try to ensure that the correct person is so checked): 1) Try to locate the appropriate name on the checked-in passenger manifest and (if there) tick the associated 'checked-in' column box - thus indicating that the 'name ' had been checked-in for the flight 2) Try to locate the pulled ticket coupon for the same name and (if there is one) tick the associated 'coupon' column box. If there is no coupon for the name because e.g. an E-ticket was issued, write 'E Ticket' instead in the coupon column 3) Try to locate the boarding card stub / gate reader record for the same name and (if there) tick the associated 'boarding card' column box. If an E Ticket had been used as a boarding card, write 'E Ticket' instead in the boarding card column 4) Try to locate the same name on the Reservations System PNR / PNL lists and (if there) tick the associated 'RES System' (PNR / PNL) column box 5) Try to locate the same name on any other corroborating information available e.g. *Loyalty Scheme* records; *APIS* info etc. - and (if there) tick the associated 'other' column box and also specify the associated, information source	
14	Using info from 13 above - use experience, logic, common-sense etc. to decide if each name is to be considered as verified or not. If in doubt consider name to be ***unverified***	
15	When the 10 names ***within each group*** have been verified or otherwise - forward a copy of that ***specific*** Manifest Reconciliation Sheet to the ***Controller - LACC*** who shall, in turn, pass on same e.g. by telephone, fax, email etc. to **CMC *Airports Desk*** at ***airline HQ*** (*insert here all contact details for the CMC Airports Desk at airline HQ - xxxxxxx*)	
16	Repeat procedure detailed above (items 13 to 15) until all names on the flight have been verified or otherwise (Note - ***each time*** the 'copy' ***Manifest Reconciliation Sheet*** is passed to ***Controller - LACC*** (with a new batch of 10 names added) - ensure that a suitable system is used to clearly indicate which are the 10 ***new*** names. Also ensure that the number sequence on each such sheet is logically correct e.g. sheet 2 = names 11-20; sheet 3 = names 21-30 etc.	
17	As soon as the above has been completed for ***all passenger names***, deliver all the completed paperwork, coupons, boarding cards etc. to the ***Controller - LACC***	
END		

Passenger Manifest Verification (PMV) / Reconciliation Form Sheet 1 (EXAMPLE ONLY)

Flight No: From: To: STD (GMT):   A/C Type / No of Seats:

PAX No.	Surname (Last Name)	First Name(s)	M/F/C/I	Boarding Sequence No.	Seat No.	Tick or cross when cross-checked against below records					Verified?
						Checked-in	Coupon	Boarding Card	RES System (PNR/PNL)	Other (Specify e.g. APIS; Frequent Flyer etc.)	
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

EXAMPLE ONLY

1	Samuels	Peter	M	156	20A	✓	E-ticket	✓	✓	Frequent Flyer	YES
2	Smith	A / Mr (NFD)	M	157	20B	✓	✓	✓	✓		YES
3	Smith	M / Mrs (NFD)	F	158	20C	✓	x	x	✓		?
4	Thomason	Charlotte	F	159	22E	✓	✓	✓	✓	APIS	YES
5	Thomason	John	M	x	22F	x	x	x	✓		NO?

NFD = No further details available

RETURN ALL *COMPLETED* FORMS (i.e. 10 names at a time) TO LOCAL AIRLINE LACC IMMEDIATELY - for onward transmission to airline HQ Crisis Management Centre

PMV - Important Notes:

* You will typically carry out the **PMV** if yours is the accident flight's *departure* station(s)

Note 1 - If more than one '*up-line*' departure station is involved (e.g. a multi-sector flight such as airports **A** to **B** to **C** etc. - all operating under the same flight number)] - *each* station will need to carry out its own *particular* part of the overall PMV task. This latter should be carefully co-ordinated / overseen *centrally* by the appropriate '*airports* [ground ops] department' expert staff *at airline HQ*

Note 2 - For pax airlines using '*ticketless' ops*' - the PMV is typically actioned at *airline HQ* itself - as most (associated / corroborating) 'electronic' data will already be available there. Data not held centrally is expected to be obtainable reasonably quickly - provided the associated processes are *already* in place)

* If the accident airline operates a '*frequent flyer*' (loyalty scheme) system, obtain (from wherever) the accident flight's associated records for use as a corroborating / info 'tool' in the PMV process

* If **APIS** related data has been collected for the accident flight, obtain (from wherever) such data and use them as a corroborating / info 'tool' in the PMV process

* Obtain / use any other forms / records / info available to assist in the PMV process e.g. *immigration* records, *reservation* system records (**P**assenger **N**ame **R**ecords etc.), *ticket desk* bookings, *travel shop* / agent bookings (hard and soft copy) etc.

* Ensure that any 'addition/deletion' (**ADL**) & 'last minute changes' (**LMC**) type information re potential persons on board the accident flight has been collected / accounted for, when conducting the PMV process. (Human error is the danger here as any actual ADLs, LMCs or other changes made, may not have been recorded (almost certainly inadvertently). Accordingly, it will be necessary to directly contact all appropriate persons involved with the complete check-in and boarding process for the accident flight - to confirm that all actual ADLs and / or LMCs (if any) were accounted for. This must include positioning crew and engineers etc. + any other duty travellers who may have been seated on cockpit or cabin jump seats)

* **<u>IMPORTANT</u>** Do not wait until *all* names on the passenger manifest have been checked before forwarding the required information on to airline HQ - instead, forward same (typically 10 names at a time) - as the verification process progresses

* Verify the accident flight's *operating crew* by requesting the Operations Duty Manager (ODM) *at airline HQ* to complete this task in conjunction with the *airline's* Crewing section *and* the accident flight's *departure* station(s). Also request that ODM passes the result of the crew verification check both to you (the person in overall charge of the PMV process) and also to the *CMC* at *airline HQ*

* If PMV is not complete within 60 - 90 minutes of starting, someone from the accident airline's HQ CMC should make contact with the person in charge of the PMV process / whoever - to enquire about progress; offer any advice / assistance etc/

* By law and for flight ops into *or* over *United States of America* territory - the *verified* passenger list (if such exists) must be made available to appropriate US authorities *within 3 hours* of accident notification to the accident airline. The same applies within *European Union countries* (law for EU carriers and 'best practice' for others) - excepting that the time limit is now *within 2 hours* of accident notification to the airline. Similar applies in a small number of other countries

For more information on the PMV process in general - see appendix D (page 102) of *this* document

CHECKLIST 10 - **Hospital** Teams

This checklist is for action by **AVPORT** [and / or other appropriate **Airline Rep** staff] deployed in support of involved hospitals - during a major aircraft accident type response at or near to XIA Airport

	Action	☑ ?
1.	Briefing - Report to *LACC* for briefing. Obtain info as to which hospitals *injured* victims have / might have been taken. (Note 1 - Consider that some *uninjured* survivors [victims] *might* have accompanied associated *injured* survivors to hospitals. Note 2 - (Some) *MGFR* might also be present at hospitals). ***Insert LACC location & contacts here xxxxxxx***	
2.	Written Log - Maintain log of events *(see appendix B template at end of these checklists)*	
3.	Latest Passenger List & Crew List - Obtain copies if available, but do not let this delay proceeding to your assigned hospital *(you can get them later)*	
4.	Proceed to Assigned Hospital(s) - *Remember to take with you passes / permits / IDs, communications equipment + Hospital Emergency Bags / Boxes (1 per each hospital). Ensure that latter contain sufficient numbers of P/VRCs + FECs (or local equivalent forms) - the latter (FECs) in case there are MGFR at the hospital who might have information on victims not yet identified*	
5.	On Arrival at Assigned Hospital - Report to Reception / 'Person in Charge' etc. Identify yourself as a rep of accident airline and request that (circumstances permitting) you be permitted to: ▪ Identify any injured accident victims (Crew; PAX; Ground Victims) at said hospital ▪ Be provided with condition of injured i.e. *life threatening* or ***non-life threatening***. (Note - these are the terms that accident airline uses, even if hospital uses different terms) ▪ Provide appropriate (*non-medical*) humanitarian / welfare etc. type support to any injured victims - together with any accompanying uninjured victims + MGFR etc.	
6.	Request identities / details of any *deceased* victims (e.g. who died at / en route to Hospital)	
7.	* Contact LACC & provide *regular* info updates. (Double check that accident airline / LACC etc. has alerted / activated any local 'company' doctor(s) [if any] - and / or any pre- contracted 'medical assistance' company e.g. '*International SOS*' / '*Medaire*' etc. [if any] etc.)	
8.	* Circumstances permitting - complete P/VRCs for *injured* victims. Where possible (e.g. conscious patients with minor injuries) complete P/VRCs face to face. Otherwise, try to complete P/VRCs using any corroborating info available (e.g. associated passports; ID Cards; driving licences and similar. Any accompanying [non-injured] *victims* etc. present might also be able to assist in this task. Same goes for any *MGFR* present [*record their details also*])	
9.	* As per checklist item 8. above - do likewise for any *deceased* victims at the hospital	
10.	* Complete P/VRCs for any *uninjured* victims present at the hospital	
11.	* Complete FECs for any *MGFR* at the hospital	
12.	Offer transport to & services of the **SRC (L)** to any uninjured victims present at hospital	
13.	Offer transport to & services of the **FAC** / HAC to any MGFR present at the hospital	

* Send all completed / partially completed P/VRCs ASAP to LACC [for onward transmission to airline HQ CMC]. Also provide copies of any such P/VRCs & FECs to any 'appropriate authorities' [at the hospital] - as required / available

Checklist 10 - Hospital Teams - continued

14.	Inform LACC of any 'self-made' reunions at the hospital between victims (injured and / or uninjured) and their associated MGFR / any other family, relatives & friends (FR) present. Also inform any 'appropriate authorities' present at the hospital - as required	
15.	Ascertain immediate needs of hospitalised victims and arrange to meet them insofar as is possible / practicable (e.g. toiletries, clothing, money, hospital bill payment, religious / faith support, counselling, information, communications etc. Refer all financial matters to **LACC** for onward transmission to **airline HQ CMC**)	
16.	Visit assigned hospital(s) at least twice a day, or as permitted by Hospital (continue to satisfy the needs of hospitalised victims - insofar as is appropriate / possible / practicable)	
17.	Manage (or assist with) reunions planned to take place at the Hospital(s) - if so permitted	
18.	Assist in Notifying Deaths i.e. where directed and / or otherwise permitted by local law, custom, culture etc. - assist local Police (and / or other authorities as appropriate) in notifying deaths of *other accident flight victims* (i.e. **not** hospitalised) - to their *associated hospitalised accident victims* (as appropriate) i.e. where the latter are relevant 'Next of Kin' (closest relative etc.) or equivalent - of said deceased person(s)	
19.	Keep hospitalised survivors informed of progress made on their behalf - such as travel plans (including medical evacuation), lost belongings recovery, enquiries from FR etc.	
20.	Maintain regular contact and information exchange with the LACC	
21.	Ensure reliable onward contact information is obtained (and passed to LACC) for persons (victims and / or MGFR) discharged from / leaving the hospital(s). Also ensure that all such persons are provided with appropriate, reliable 24H airline contact information	
22.	If applicable - brief and hand over to the *accident airline's Humanitarian Assistance Team* (part of ABCX Airways GO Team) - upon their eventual arrival at the hospital(s)	
End		

IMPORTANT NOTE 1

It is possible that some of the above checklist will not be carried out at hospitals *in certain countries* - as applicable *privacy* & *data protection* laws mean that accident airline reps could be denied access to **1)** *injured* victims and their personal info / data - together with **2)** other (*uninjured*) victims and / or MGFR / FR who might also be present at said hospital(s). This will particularly be so in many 'developed' countries - and will thus need to be 'managed' accordingly by airline / GHA etc. 'on the day'. However, a developing trend is slowly emerging whereby such issues are 'practically' not being permitted to *unduly get in the way of and* / *or delay* (on a humanitarian basis) 'what needs to be done'

IMPORTANT NOTE 2

GHAs (acting as airline representative) *may also be required to visit non-hospital based mortuaries and / or other locations* (e.g. funeral directors / undertakers) *where bodies of deceased victims may be 'stored'* - for the same purpose as documented in checklist **10** / item **9** (see previous page)

In / at certain countries / locations / facilities etc. the dead might be 'stored' in a manner which might be described as 'appalling / inhumane / absolutely unacceptable' etc. This is typical in some (if not most) 'least developed' countries and also in some 'developing' countries. It is unlikely to occur in developed countries

Airlines / airline representatives *should be fully prepared for such situation* where local circumstances indicate that the likelihood of same happening is assessed as being medium to high

Deliberately Blank

CHECKLIST 11 - **Crew** (Uninjured Survivor) Reception Centre **Landside** - CRC (L)

This checklist is for action by **AVPORT** [and / or other appropriate Airline Rep staff] + appropriate (ideally trained and exercised) *hotel staff* - both being deployed in support of CRC (L) ops- during a major aircraft accident type response at or near to **XIA Airport**. It is assumed herein that the CRC (L) will be located in an appropriate, *off-airport* hotel (this might not be so in reality). It is also assumed that **AVPORT** staff deployed initially to the *airport located* CRC (A) will be required to eventually redeploy to the CRC (L) - *together with* the accident flight's uninjured crew

Note - For an on / very near airport accident, Uninjured Crew (same applies to Uninjured Passengers) will typically **_not_** be permitted to leave the (airport located) secure holding facilities (CRC [A] and SRC [A] respectively - and to which they would have been typically taken directly after leaving the accident scene) until the appropriate security (and similar) 'authorities' so permit. This *might* take some considerable time

	Action	☑ ?
1.	<u>Written Log</u> - Maintain log of events *(see appendix B template at end of these checklists)*	
2.	<u>Continue work</u> at CRC (A) until *LACC* advises CRC (L) is ready to receive uninjured crew	
3.	CRC (L) - *Pre-arrange* (via LACC) for CRC (L) hotel staff / whoever, to facilitate arrival of uninjured crew, insofar as is possible / reasonable (e.g. pre-advise hotel of names / numbers of crew to be accommodated; pre-allocation of rooms; rapid check-in & per diem issue; etc.)	
4.	<u>Relocate</u> uninjured crew to CRC (<u>L</u>) as directed - (i.e. escort uninjured crew from CRC [A] to CRC [L]. Take all necessary equipment + **CRC (L) Emergency Bag / Box**, **Crew List** copies, **completed P/VRC copies** and everything else appropriate) *Insert Location / Contacts for CRC (L) here - xxxxxxx & yyyyyyy*	
5.	<u>On arrival CRC (L) establish Comms with</u> *LACC*. Continue to report significant matters	
6.	At CRC (<u>L</u>) - monitor check-in process etc. + arrange for other (immediate to shorter term) requirements to be addressed (e.g. provision of communications, food & beverage, enhanced security etc.) Also set-up an *AVPORT* / *airline representative* CRC [L] office	
7.	<u>Humanitarian</u>, <u>Welfare</u>, <u>Religious</u> etc. <u>support</u> - Continue to provide and / or arrange	
8.	<u>Regular briefings for Uninjured Crew</u> - Hold in suitable and private area of CRC (L)	
9.	<u>Crew Fatalities</u> - It might be that uninjured crew are aware of other crew fatalities. Take advice from *LACC* on how such situation should be managed (especially if next of kin/closest relative etc. of any such deceased crew are also accommodated in the CRC [L] facility)	
10.	<u>Take all & any action required to provide additional accommodation for associated FR of uninjured crew</u> - requiring to be *co-located* with latter at CRC (L). (Consider room sharing [where so required] in order to achieve this)	
11.	<u>Facilitate Reunions</u> (as required) - Between uninjured crew and associated FR etc.	
12.	(***Where directed*** e.g. by Police) assist in <u>notifying confirmed deaths</u> of <u>accident flight's crew</u> - to any associated next of kin / closest relative / equivalent person *located at* CRC (L)	
13.	(***Where directed*** e.g. by Police; Medical Examiner; DVI agency) <u>Collect & forward</u> (to *LACC* / wherever) <u>ante-mortem info provided by associated FR</u> located at CRC (L)	
14.	<u>Assist with appropriate Support</u> (including Financial Support where necessary and as cleared by *LACC*) - for any FR (of accident flight's crew) **also accommodated at** CRC (L)	
15.	<u>Make appropriate preparations for eventual arrival of / handover to accident airline's 'GO Team'</u> - at CRC (L), as applicable (e.g. arrange briefings, hand-over of responsibilities etc.)	
	End	

CHECKLIST 12 - **Passenger** (Uninjured Survivor) Reception Centre - **Landside** - SRC (L)

This checklist is for action by **AVPORT** [and / or other appropriate Airline Representative staff] + appropriate (ideally trained and exercised) *hotel* staff - both being deployed in support of SRC (L) ops- during a major aircraft accident type response at or near to XIA Airport. It is assumed that the SRC (L) will be located in an appropriate hotel(s) (this might not be so in reality). It is also assumed that **AVPORT** staff deployed *initially* to the SRC (A) will eventually *redeploy* to the SRC (L) - **together with** (+) the *uninjured* PAX for whom they are responsible. (**REMINDER** - Uninjured PAX (and uninjured *crew* also) will typically *not* be permitted to leave the secure holding facilities (SRC [A] and (CRC [A] respectively - and to which they would have typically first taken after leaving the accident scene) until the appropriate security 'authorities' so permit. This *might* take some considerable time

	Action	☑ ?
1.	Written Log - Maintain log of events (see appendix B template at end of these checklists)	
2.	Continue working at SRC (A) until *LACC* advises SRC (L) is ready to receive *uninjured PAX*	
3.	SRC (L) - *Pre-arrange* (via LACC) for SRC (L) staff / whoever, to facilitate arrival of uninjured PAX (e.g. pre-advise hotel of names / numbers; pre-allocate rooms; rapid check-in; issue of cash disbursements; room-sharing if appropriate / required e.g. from same family etc.)	
4.	Relocate with uninjured PAX to SRC (L) as directed - (i.e. escort uninjured PAX from **SRC [A]** to **SRC [L]**. Take all necessary equipment + SRC (L) Emergency Bag / Box, PAX List copies, completed P/VRC *copies* etc.) (Insert Location / Contacts for **SRC (L)** here etc.)	
5.	Establish Comms with *LACC*. Continue to report & receive significant info / matters	
6.	List (*with full onwards contact info included* uninjured PAX electing **not** to go to SRC (L) - *together with reasons / future intentions etc.*) Forward to *LACC* ASAP. (Ensure P/VRCs are completed for all such persons before they 'leave' + that they are provided with full contact details for the *accident airline's emergency telephone call centre* - and / or equivalent facility)	
7.	*At* SRC (L) - monitor check-in process etc. + arrange for other (immediate to shorter term) requirements to be addressed (e.g. access to comms, food/beverage, enhanced security etc.) Also set-up an *AVPORT* / *airline representative* SRC (L) office / desk	
8.	Humanitarian, Welfare, Religious etc. support - Continue to provide and / or arrange	
9.	PAX Fatalities - Follow *LACC* advice re managing situations where e.g. (some) uninjured PAX might *already know* of other PAX fatalities. (especially if next of kin / closest relative etc. of such deceased PAX are also [will also eventually be] accommodated in the SRC [L] facility)	
10.	Regular Uninjured PAX briefings - Hold in suitable and private area(s) of SRC (L)	
11.	Take all and any action required to provide additional accommodation / support for associated FR of uninjured PAX - requesting e.g. to be co-located with latter at SRC (L). (Consider room sharing [as required] + use of other hotels etc. - so as to achieve this)	
12.	(*Where directed* e.g. by Police) assist in notifying confirmed deaths of accident flight PAX - to (associated next of kin / closest relative / equivalent person[s]) uninjured PAX at SRC (L)	
13.	Facilitate Reunions - with associated FR etc. - as directed by *LACC* / other appropriate authority. (Note - some *missing* accident victims could feasibly be associated with some *uninjured PAX* at the SRC (A). If so, offer the latter optional transfer to the **FAC / HAC** facility)	
14.	(*Where directed* e.g. by Police; Medical Examiner; DVI agency) Collect / forward (to LACC / wherever) ante-mortem related info provided by uninjured PAX located at SRC (L)	
15.	Ensure reliable onward contact information is obtained (and forwarded to LACC) for any uninjured PAX leaving the SRC (L) for the longer term. Ensure that all such persons have been provided with appropriate and reliable 24H (accident) *airline* contact information	
16.	Make appropriate preparations for eventual arrival of / handover to accident airline's 'GO Team' - at SRC (L) - as applicable (e.g. arrange briefings, detailed hand-over etc.)	
	End	

CHECKLIST 13 - **Family** Assistance Centre - **FAC** (Humanitarian Assistance Centre - **[HAC]**)

This checklist is for action by **AVPORT** [and / or other appropriate Airline Rep staff] + appropriate (ideally trained and exercised) *hotel* staff - both being deployed in support of **FAC / HAC** ops- during a major aircraft accident type response at or near to **XIA Airport**. It is assumed that the **FAC / HAC** will be located in an appropriate, nearby hotel(s) (this might not be so in reality). It is also assumed that **AVPORT staff** deployed initially to the (typically *on airport*) FRRC - will be required to eventually *re-*deploy to the FAC / HAC - *together with* the *MGFR* for whom they are responsible

	Action	☑ ?
1.	<u>Written Log</u> - Maintain log of events (see appendix B template at end of these checklists)	
2.	<u>FRRC</u> - Continue assisting at FRRC until *LACC* advises **FAC / HAC** is ready to receive **MGFR**	
3.	<u>FAC / HAC Facility</u> - *Pre-arrange* (via **LACC**) for FAC / HAC staff / whoever - to facilitate arrival of **MGFR** (e.g. *pre-*advise hotel of names / numbers due to arrive; pre-allocate rooms; rapid check-in; issue of cash disbursements; room-sharing in appropriate circumstances etc.)	
4.	<u>Relocate</u> to FAC / HAC <u>as directed</u> - (**i.e. escort MGFR from FRRC to FAC / HAC. Take all necessary equipment +** FAC / HAC Emergency Bag / Box, PAX & Crew List copies, completed FEC copies etc.) (Insert Location / Contacts for FAC / HAC here - xxxxxxx & yyyyyyy)	
5.	<u>Establish Comms with *LACC*.</u> Continue to report significant matters	
6.	<u>List</u> (*with full contact info included*) **MGFR** <u>electing *not* to go to</u> (or remain at) FAC / HAC - (together with reasons / intentions etc.) Pass list to *LACC* ASAP. (Ensure FECs completed for all such MGFR + that they be provided with contact details for the accident *airline's emergency telephone call centre* - and / or reliable and appropriate *airline / airline rep contact info*)	
7.	At <u>FAC / HAC</u> - monitor check-in process of **MGFR** etc. + address any other appropriate matters - as required (e.g. access to communications, food & beverage, enhanced security etc.)	
8.	<u>Continue distributing</u> , completing, processing & forwarding FECs - as required	
9.	<u>Humanitarian</u>, <u>Welfare</u>, <u>Religious</u> & <u>other support</u> - Continue to provide and / or arrange	
10.	<u>Set up / arrange adequate manning / support for a Joint Family Support Ops Centre</u> (**JFSOC**) within / near to the **FAC / HAC** (take direction from *LACC* on this). (Note -if setup of a JFSOC is *not* required - set-up / operate an *AVPORT / airline rep* FAC / HAC info desk instead)	
11.	<u>Regular MGFR briefings</u> - Hold in suitable and private area(s) of FAC / HAC	
12.	<u>Assist with Financial Support</u> - for MGFR (as required & until accident airline can take over)	
13.	(*Where directed* by appropriate authority e.g. Police etc.) *Assist* in <u>notifying confirmed deaths</u> of <u>accident flight victims</u> - to any (associated next of kin / closest relative / equivalent person) MGFR located at / attending the FAC / HAC	
14.	<u>Facilitate Reunions</u> (where possible / practicable) - with associated accident victims, as directed by LACC and / or other appropriate authority. (Reunions typically take place at any of CRC (L); SRC (L); hospital(s) or mortuary / mortuaries i.e. not at the FAC / HAC facility itself)	
15.	(*Where directed* by appropriate authority e.g. Police; Medical Examiner; DVI agency etc.) <u>Collect & forward</u> (to LACC / wherever) <u>ante-mortem info provided by MGFR</u> located at / attending the FAC / HAC	
16.	<u>Ensure reliable onward contact information is obtained</u> (& forwarded to LACC) for any MGFR leaving the FAC / HAC longer term. Also ensure that all such persons have been provided with appropriate & reliable 24H contact information for the airline / airline rep	
17.	<u>Arrange for arrival of airline 'GO Team'</u> - at **FAC**, if applicable / as required - including briefing & handover of responsibilities for MGFR to GO Team - as appropriate	
	End	

CHECKLIST 14   *Airport* Operator's **E**mergency **O**perations **C**entre - **EOC**

This checklist is for action by **AVPORT** (and / or any other appropriate *Airline* Representative staff] - deployed in support of the airport's **EOC** - during a major aircraft accident type response at or near to XIA Airport

	Action	☑ ?
1.	<u>Briefing</u> - Report to the *LACC* for briefing Insert **LACC** location & contacts here xxxxxx	
2.	<u>Written Log</u> - Maintain log of events (see appendix B template at end of these checklists)	
3.	Deploy to <u>Airport</u> <u>Operator</u>'s *EOC*. Report to the person in charge (Take passes / permits; checklist(s); crisis contacts telephone directory; latest accident flight's PAX & crew list copies; dangerous goods details; cargo details; estimated fuel on board; mobile phone and / or radio (Tetra?) - with spare batteries / charging equipment etc.) i.e. take the *EOC* **Emergency Bag / Box** with you Insert Location / Contacts for **Airport Operator EOC** here xxxxxx / yyyyyy	
4.	<u>Establish Communications with *LACC*</u> - Continue to report significant matters 'both ways'	
*5.	Act as *Accident Airline's* <u>Liaison Rep</u> at *EOC*	
6.	When / if <u>presence in *EOC* is no longer required</u>, request LACC for reassignment of crisis related duties	
	End	

IMPORTANT: *Re checklist **14** / item **5** above, the accident *airport* will be expecting vital info / inputs / co-operation from the accident *airline* rep present at the EOC (i.e. probably '*you*'). To get some idea of what this might involve, see (<u>separate</u> document in this Guidelines series - ***Airport Emergency Plan - Volume 2B - Checklists***). You will find this latter document on the webpage found at the end of this **link**. When it opens, scroll down until you find the document named just above (in ***bold***, ***green*** letters). Click on the appropriate link to open it. Refer to Sub-Sections **3J** of latter (for *accident airline* checklists) and **3K** (for the equivalent *GHA / Local Airline Rep* checklists)

Note 1 - The ***airport operator's*** 'emergency operations centre (*EOC*)' (or equivalent title as used at ***your*** own particular airport) is **NOT** the same thing as the <u>*airline's* / *handling agent's* / *airline representative's*</u> '***local accident control centre*** (*LACC*)' for that same airport. The two are ***different*** facilities, at ***different*** XIA locations - with ***different*** functions

Note 2 - It is recommended that the accident airline's station manager / most senior rep etc. present - typically does **NOT** deploy to the *EOC* as per above - but sends an appropriately senior / experienced person in his / her place. This is because the station manager's / senior airline rep's primary place of duty is <u>*always*</u> at the airline's *local LACC*. (For similar reasons said station manager / senior airline rep should typically **NOT** be the traffic / ramp etc. person deploying as part of any '*Crash Site Team*' [see checklist No **4**])

Note 3 - the **airport operator** (or other, appropriate 'authority' e.g. airport *police*) is typically responsible for any **airport** based processes for matching and reuniting accident victims with associated family, relatives & friends (including any 'meeters & greeters' type FR [MGFR] as appropriate) - with the ***accident airline / airline rep*** (e.g. typically the contracted *GHA* acting on behalf of the latter) and others contributing to this process, as required. It is of vital importance to said airline that this process is addressed and accomplished in the most effective, efficient, expeditious & sensitive manner possible - and the ***airline rep*** in the **airport's EOC** should monitor that this is so - passing on any 'problem areas' of concern back to his / her ***Controller LACC*** for resolution (Note - in contrast, any <u>***off-airport*** reuniting process</u> is typically the accident ***airline's*** responsibility - shared with others e.g. off-airport Police. However, the associated *GHA* (if any) should also offer assistance, as appropriate to actual circumstances 'on the day'

CHECKLIST **15** - Potentially **Involved** **Station**(s) **/** Airport(s)

Where such **Station**(s) / **Airport**(s) are **UPLINE** (BEFORE / PREVIOUS to) the **actual** accident location

This checklist is for **AVPORT** (involved GHA) use - where it is the **ABCX Airway's** (accident airline's) **contracted ground handler** at any of such **origin** / **departure** / **up-line** station[s] / airport[s]) - as described further below

Note 2 - This checklist relates **geographically** to **directly** **involved** **origin** / **departure** / **up-line** stations / airport(s) (**of an accident flight**) - in circumstances where said accident occurs **AFTER** the relevant aircraft's departure from the **local area** of its **origin** (**first**) departure airport **A** - for a **single** (**1** sector) flight to airport **B**

Same applies (but more rarely) - where **2 sectors** are involved under the **same** airline flight number e.g. where said accident occurs **AFTER** the relevant aircraft's departure from the **local area** of its **origin** (**first**) departure airport **A** - for a **multi** sector flight to airport **B** and then **on to airport C.** This scenario could continue for additional sectors - but same (**more than 3 sectors under the same flight number**) does not occur regularly in reality - and is thus not covered here

Note 3 - **If, by chance**, an associated aircraft accident occurs at the 'destination / arrival / downline' airport **at which ABCX Airways HQ** is located - the content of the below checklist **must** be **adjusted** accordingly - to account for same

	Action	☑ ?
1.	If you believe that **you** are the first **AVPORT** staff member to become aware of an emergency situation as per above, **take appropriate, immediate action** as follows - whilst commencing & maintaining a written log (record) of events by time	
2.	If you are **not** the **AVPORT** senior person on duty / on call - then alert such person **immediately** - and hand over responsibility for completion of this checklist to him / her ASAP. Insert appropriate **AVPORT** contact information here xxxxxxx (This checklist now continues on the assumption that latter **has** been done **or** is otherwise not applicable)	
3.	Ensure all relevant emergency services are aware of crisis situation and are responding / will respond accordingly. (**Note** - only do this if you reasonably believe that the accident flight's **next** [arrival / downline] **station**[s] / **airport**[s] is / are unable [for whatever reason] to do this themselves. Check latter by contacting the next destination(s) etc. directly and enquiring accordingly). Insert here details of how / where to find the appropriate contact info xxxxxxx	
4.	Where appropriate (see 'note' to checklist item **3** just above) **notify** ABCX Airways **OCC** (at airline HQ) of crisis situation. Insert ABCX Airways OCC contacts here xxxxxxx	
5.	Initiate your **AVPORT** internal / local **crisis** alerting (callout) and activation plan	
6.	Activate the **AVPORT** **LACC** facility / facilities at your relevant station(s) / airport(s)	
7.	Notify **accident airline's** local Country / Area / Regional / Town office staff (as applicable) Insert appropriate contact information here xxxxxxx	
8.	As appropriate (see 'note' to checklist item 3 further above) complete and send 'accident message(s)' (format at appendix A following these checklists) to **OCC** at ABCX Airways HQ	

CHECKLIST **15** - continued

9.	Organise (as applicable to your station / airport) <u>for rapid collection</u> / <u>securing of below documents</u> (all relating to accident flight) - for eventual *Passenger Manifest Verification* (PMV) <u>task</u>:	
	- Ticket Coupons - Boarding Card Stubs / Gate Reader print outs - E-Ticket Passenger Summaries (Checked / Boarded / Flown) **and equivalents** - Checked / Boarded / Flown (Latest) Passenger List(s) - Latest General Declaration / Crew List - Last minute changes (LMC) + Additions and Deletions (ADL) etc. re any of above - Onward / connecting flight details and similar - Anything else relevant e.g. API; PNR; frequent flier info; immigration records etc.	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
10.	Organise (as applicable to your station / airport) for *accident flight's* <u>Departure Control System</u> (**DCS or equivalent term**)) <u>information</u> - to be '<u>frozen</u> /<u>spiked</u> /<u>inhibited</u> /<u>locked-down</u>' i.e. access to all PAX & Load Control data denied , except for authorised use	
11.	Organise (as <u>applicable</u> to your station / <u>airport</u>) for details of *accident flight's* <u>latest</u> (Flown) <u>PAX</u> <u>List</u>, <u>Crew</u> <u>List</u> (GD), <u>Cargo</u> <u>Manifest</u>, <u>Load-sheet</u> / <u>Loading</u> <u>Message</u>(s), *<u>Dangerous</u> <u>Goods</u> <u>Docs</u> etc. - to be collected and safeguarded. Send all **ASAP** (by all / any means available) to ABCX Airways **OCC** at accident airline's **HQ** + all appropriate *down-line* stations / airports. **Telephone** airline *OCC* and *each* such down-line station(s) to confirm receipt of same. (* Re Dangerous Goods - see note at end of this checklist - **NOW**)	
12.	Where appropriate for your station / airport (or as directed / trained for by accident airline) - <u>initiate</u> *Passenger Manifest Verification* (PMV) **procedure** (see Checklist Number **9**)	
13.	<u>Collect and safeguard</u> *all other* <u>appropriate documentation etc. related to accident flight</u> - as available at / relevant to your station / airport e.g. Operational Flight Plan, ATC Flight Plan, NOTAM brief, Meteorological brief, Tech Log sheet(s), Refuelling record(s) & Fuel samples, De-icing records etc. (list not exhaustive). Send copies to ABCX Airways OCC at airline HQ - as time / workload permits	
14.	Organise / arrange (with the appropriate *arrival* / *destination* / *downline* station[s]; *airline HQ* etc.) **for completed P / VRC copies to be forwarded to you without delay** (e.g. in batches of around 20 [as they are completed by said station(s) and / or received by airline HQ])	
15.	<u>Set up</u> & <u>operate</u> (or prepare to 'set up and operate') a local <u>Family</u>, <u>Relatives</u> & <u>Friends</u> <u>Reception</u> <u>Centre</u> - *FRRC*. (See also Checklist **8** + appropriate [FRRC] segments of this document's [Section **4**]'Glossary') **Note 1 -** The FRRC will typically be located at your ***Airport*** - BUT might possibly be at some other, appropriate location instead. All involved (including those based off-airport) are to be alerted and requested to carry out their SOPs for set up, manning and operation of the airport or local (off-airport) equivalent facility **FRRC** **Note 2** - Send your completed FEC copies (as relevant) to appropriate arrival / destination / downline station[s]; airline HQ etc. Do this e.g. in batches of around 20 (as they are completed)	

16.	Set up & operate (or prepare to 'set up and operate' as per actual circumstances 'on the day') a local Family / Humanitarian Assistance Centre. (See also Checklist **13** & appropriate [FAC / HAC] parts of this document's Section **4** 'Glossary') **Note 1: -** FAC / HAC will typically be located at an appropriate *off-airport* facility. All involved (including those based off-airport) are to be alerted & requested to carry out SOPs for set up, manning & operation of the FAC / HAC **Note 2: -** Send any further completed **FEC** copies to appropriate arrival / destination / downline station[s]; airline HQ etc. Do this e.g. in batches of around 20 (as they are completed)	
17.	Review previous checklists **1** to **14** and following checklists **16** to **18**. Carry out (delegating / seeking assistance where necessary) any and all actions in these *other* checklists, which might *also* be relevant to the particular crisis situation at *your own* station / airport - as per *this* checklist *15*	
	End	

Note: If *Dangerous Goods* carried on board accident aircraft, the *additional, following* information (re such dangerous goods specifically) is to be obtained and forwarded to the appropriate / involved emergency services (wherever in the world they might be) *without delay*:

* Proper shipping names * UN Number * Class * Compatibility group for Class 1 goods * Subsidiary risk * Quantity * Location on board aircraft * Brief, plain language descriptions of Dangerous Goods * More definitive info re any radioactive material carried

The appropriate government authority (i.e. in the State [Country] where Accident Occurred) responsible for Dangerous Goods must also be advised without delay of the above information

CHECKLIST **16** - Potentially **Involved Station**(s) / **Airport**(s)

Where such Station(s) / Airports are **DOWNLINE** (*after / following*) the actual accident location

This checklist is for **AVPORT** - in circumstances where *it* is the **ABCX Airway's** (accident airline's) *contracted ground handler* at any of such *destination / arrival / down-line* station[s] / airport[s]) - as described further below

Note 1 - This checklist relates *geographically* to directly **involved** *destination / arrival / down-line* **Airport(s)** of an accident flight - in circumstances where said accident occurs **BEFORE** the relevant aircraft's arrival in the local area of its destination / arrival airport (*single* sector flight e.g. **airport A to airport B**) **OR before** its arrival in the local area of any destination / arrival airport(s) further down-line (*multi-sector* flights [typically using the same flight number] e.g. **airport A to airport B to airport C etc.**)

Note 2 - *If, by chance,* the accident occurs at the destination / arrival / downline station / airport *at which ABCX Airways HQ* is located - the content / requirements of the below checklist **must** be **adjusted** accordingly - to account for same

	Action	☑ ?
1.	If you have good reason to believe that *you* are the *first* **AVPORT** *staff* member to become aware of emergency situation, *take appropriate and immediate action* as per below. Also maintain a written log (record) of events by time (see App B template following these checklists)	
2.	If you are **not** the AVPORT *senior* person on duty / on call - then alert such person (of crisis situation) immediately - and hand over responsibility for completion of this checklist to him / her ASAP. (This checklist continues on the assumption that latter handover has been done. Where this is not so, the '**first person**' *is to continue this checklist* until the appropriate, senior AVPORT person **has** taken over). Insert appropriate contact information here xxxxxxx	
3.	Ensure relevant *emergency services* are aware of crisis situation and are responding / will respond ASAP (**Note** - *only* do this if you *reasonably* believe that the accident flight's *previous* [departure / upline] station[s] / airport[s], as appropriate, is / were unable [for whatever reason] to have done same themselves). Insert here details of where / how to find the appropriate contact info xxxxxxx	
4.	Where appropriate - notify *ABCX Airways OCC* (at airline HQ) of the crisis situation. Insert OCC contacts here xxxxxxx	
5.	Initiate your **AVPORT** internal / local crisis alerting (callout) and activation plan	
6.	Activate your **AVPORT** **LACC** facility at your station / airport / equivalent office location	
7.	Notify *accident airline's* **local** Country / Area / Regional / Town office staff (as applicable). Insert appropriate contact information here xxxxxxx	
8.	As appropriate (see 'note' to checklist item **3** further above) complete & send 'accident message' (see format at appendix **A** - following these checklists) to *OCC* at *ABCX Airways HQ*	

9.	Organise (as available and applicable *at your* station / airport) for ***accident flight's*** Departure Control System (**DCS or equivalent term**) information - to be 'frozen /spiked /inhibited /locked-down' i.e. access to all PAX & Load Control data denied , except for specifically authorised users	
10.	Organise / arrange (with the appropriate origin / departure / upline station[s] etc.) for accident flight's latest (Flown) PAX List, Crew List (GD), Cargo Manifest etc., Load-sheet / Loading Message(s) - to be sent (via email; FAX etc.) to you ASAP. Telephone appropriate source station(s) to confirm receipt. Insert appropriate contact information here xxxxxxx	
11.	Organise / arrange (with the appropriate origin / departure / upline station[s]; airline HQ etc.) for their completed P/VRC copies to be forwarded (via email; social media etc.) to you without delay (e.g. in batches of around 20 [as they are completed by station / received by airline HQ etc.])	
12.	Set up and operate (or prepare to 'set up and operate' as per actual circumstances 'on the day') a local Family, Relatives & Friends Reception Centre. (See also [separate] Checklist 8 & appropriate [FRRC related] parts of this document's Section 4 'Glossary') **Note 1 -** An **FRRC** will typically be located / set-up at *your* Airport - BUT might possibly be at some other, appropriate (local) location instead. All involved (including those based *off*-airport) are to be alerted and requested to carry out their SOPs for set up, manning and operation of the airport (or local [off-airport] equivalent facility) FRRC **Note 2** - Send your completed FEC copies (via email; FAX etc.) to appropriate origin / departure / upline station[s]; airline HQ etc. Do this e.g. in batches of around 20 (as they are completed)	
13.	Set up & operate (or prepare to 'set up and operate' as per actual circumstances 'on the day') a local Family / Humanitarian Assistance Centre. (See also [separate] Checklist 13 & appropriate [FAC / HAC] parts of this document's Section 4 'Glossary') **Note 1 -** A **FAC / HAC** will typically be located at an appropriate *off-airport* facility. All involved (including those based off-airport) are to be alerted and requested to carry out SOPs for set up, manning and operation of the FAC / HAC **Note 2** - Send any further completed FEC copies (via email; FAX etc.) to appropriate origin / departure / upline station[s]; airline HQ etc. Do this e.g. in batches of around 20 (as they are completed)	
14.	Review checklists 1 to 15 and 17 to 18. Carry out (delegating / seeking assistance where necessary) any and all actions in these other checklists, which might ***also*** be relevant to the particular crisis situation at your own station / airport - as per ***this*** checklist *16*	
	End	

CHECKLIST 17 - ABCX Airways - '(Station) **Airport / Airports Nearest**' - to Accident Location

This checklist is for **AVPORT** GHA and / or equivalent ground handling organisation(s) - where latter is / are ABCX Airway's (accident airline's) contracted / nominated / ad hoc etc. ground handler(s) etc. at ABCX Airways '**station** / **airport** nearest' - to the **actual accident location** which, by definition - will be located '**off**'-airport - and possibly a **very** significant distance 'off-airport' (e.g. might be thousands of miles if the accident occurs in the middle of the Pacific Ocean; at the North Pole etc.)

	Action	☑ ?
1.	Assist **accident airline** (ABCX Airways) in all and any possible ways, to implement the various operational, emergency, logistical, political etc. (as required for latter) requirements associated with the accident location / circumstances etc. For example (this list is far from exhaustive - so expand on it where so required):	
	▪ Selection of a **suitable** 'Airport Nearest' ('GO Team Airport Nearest') to the accident location (note that this might need to be a military / government / private etc. airport - and will thus be subject to gaining appropriate, operating approvals + clearances etc.)	☐
	▪ Assistance with the various clearances and approvals which will be required (over-flight, landing, security, diplomatic, military etc.) for **accident airline's** GO Aircraft (with GO Team / GO Kit on board) to be able to deploy to 'GO Team Airport Nearest' (i.e. nearest to the accident location) - as appropriate	☐
	▪ Assistance with providing handling and other manpower support at 'GO Team Airport Nearest' + any en route 'staging' airports & similar etc. - as appropriate	☐
	▪ Assistance in providing local logistics + anything else required at 'wherever'	☐
	▪ Interpreting (& arranging interpretation) when appropriate	☐
	▪ Deploying **AVPORT** / **GHA / equivalent** manpower to 'GO Team Airport Nearest' - if so requested by accident airline	☐
	▪ General troubleshooting, facilitating, fixing etc. of problems etc.	☐
2.	If your Station / Airport is **also** up-line or **down**-line from the accident / incident flight's location, review Checklists **15** and **16** and use them to guide your actions in accordance with actual circumstances 'on the day'	
3.	Maintain a record (log) of all occurrence	
4.	Anything else as required by actual circumstances 'on the day'	
End		

a. '(Station) Airport Nearest' and 'GO Team Airport Nearest' may not be the same airport (see 'Glossary' for associated definitions - starts page xx)

b. '(Station) Airport Nearest' may be the accident flight's up-line (origin / departure) or down-line (arrival / destination) station **or** may be none of these

c. This checklist is only expected to be activated for an **off**-airport accident (i.e. the word "airport" when used here typically referring to 'ABCX Airways' **on-line** airports) occurring at some * considerable distance from the nearest **on-line airport** served by the **accident airline**

* As "considerable distance" (as used here) is **deliberately** a somewhat 'vague' term - the local ABCX Airways Station Manager / GHA (Airline Representative) of the relevant "(Station) airport nearest" is to use common sense, logic etc. in deciding whether to implement **this** checklist - **prior to** any direction coming from ABCX Airways itself

CHECKLIST NUMBER 18 - Dealing with the **Media**

This checklist is for action by **AVPORT** [and / or other appropriate Airline **Representative** personnel etc.] deployed anywhere in support of a major aircraft accident type response involving **ABCX Airways**

	Action	☑ ?
1.	In general, <u>all</u> **AVPORT** staff (and / or equivalents) should avoid situations where they might be 'pressurised' to 'interact' with the media. In particular this means avoiding being **'door-stepped'** (i.e. where a number of media gather round (circle) / confront you etc. - 'demanding' info, statements etc. - and which most easily / likely occurs in the process of e.g. walking from car-park to office - and vice versa; leaving and arriving at your home etc.)	
2.	a. Before being 'forced' into acting as described in 3 below (as appropriate), make every effort to contact / take direction etc. on dealing with the media - from 1) airline HQ management (i.e. typically Corporate Comms / Public Relations office). 2) The appropriate (airline) Country Manager etc. (if there is one?) and / or 3) (exceptionally / as a last resort) any <u>local</u> (whatever 'local' means in such context) PR Agency engaged by the airline (if there is one?) b. Follow associated airline instructions and provide regular feedback on local media situation, until such time as the airline GO Team arrives at / near etc. to your location	
3.	If extreme circumstances 'force' **AVPORT** (and / or equivalents) to 'deal' with the media - and it has not been possible to take associated direction / instruction as per 2 above, (for whatever reason), the most appropriate AVPORT **senior** manager available might wish to use / adapt the following 'script' for guidance. **NB**: No one other than this senior manager should speak to the media except as described further below): *'……………Please contact the involved airline(s) for formal comment on this matter* *However, what I can say for now is that it is standard airline procedure to activate its Crisis Management Centre immediately at times such as this. This Centre is expected to widely publish contact information as soon as possible, specifically for media use* *Obviously our first priority locally is to look after the well-being of all those involved - both passengers & crew - together with any associated families, relatives & friends - insofar as is relevant and we are able so to do. Our thoughts at this moment are with all who might be involved. Thank you ……………'* (Reminder - **DO NOT TAKE QUESTIONS**) For other staff similarly confronted by the media, simply state something like: *'……………… I am unable to comment on this matter. Please wait for formal comment from the airline involved ……………'* (IMPORTANT - **Never use the term 'no comment'**)	
4.	Be prepared to read out press releases / statements to the media in the local language(s) - as supplied and when so directed by the airline(s) involved	
5.	On arrival of airline GO Team, a senior and appropriately experienced **AVPORT** manager should be assigned to assist the ABCX Airways Crisis Communications sub-team (part of **GO Team**) in all matters relating to dealings with the local media	
	End	

Air Accident Notification Message - ICAO Format

- Aircraft Type / Model & Registration

- Name(s) of Aircraft's Owner, Operator and Hirer

- Name, address & telephone number of Pilot in Command

- Date and time (GMT/UTC) of accident

- Last point of departure & next point of intended landing of the aircraft involved

- Accident position in relation to some easily defined geographical location (also provide latitude and longitude and / or appropriate map grid reference if possible)

- Number of crew (& similar) on board & numbers killed and / or seriously injured

- Number of passengers on board & numbers killed and / or seriously injured

- Number of ground victims killed and / or seriously injured as a result of the accident

- Brief circumstances of the accident - as far as is known

- Brief Description of Accident Site

Notes:

IF the accident airline's Operations Control Centre's Duty Manager (ODM) / Flight Safety Department etc. - *HAS NOT ALREADY DONE SO* - then a 'responsible person' from *AVPORT* should (with said airline's permission or otherwise at GHA's [AVPORT] discretion):

- Initially **TELEPHONE** as much as possible of the accident message to the relevant * Air Accident Investigation Authority on + ***************** TEL

  * Note: For ABCX Airways accidents occurring *at or near the station / airport* where it (the airline) is entirely represented by **AVPORT** (the contracted GHA) - then it is highly likely that said GHA will need to transmit the accident message (see above) to the **Air Accident Investigation Authority of the associated country** (State). Accordingly, *full 24H contact information* for this latter Authority shall be maintained by the GHA

  In such circumstances, the GHA is to advise the airline's ODM etc. when said the message has been sent - and provide a copy of same accordingly

- Provide the relevant Air Accident Investigation Authority with the details of the person sending the accident message - together with *reliable* 24H contact information

- Follow up as soon as possible with a *written* version of the accident message via any suitable method(s) of so communicating

Do not delay transmission of either message above if some of the required information is not available (send updates later if appropriate)

Appendix B to GHA ERP Guideline

STATION *LACC* LOG SHEET - LOCATION (insert relevant details for latter)

Date/Time GMT/UTC	Event / Information / Action	By (Initials)

INSERT LOG PAGE NUMBER HERE

Use additional, continuity sheets as required

Note: Other * appendices to this document resume *after* Section 4 with Appendix D - page *102*

* Note: *There is no appendix 'C'* to this document

*Reminder before reading **Section 4***

Sections **1**, **2** and **3** above constitute the **ABBREVIATED** version of *this* guideline

The latter has been specifically targeted at *experienced / knowledgeable* **GHA** emergency response planners / managers / team leaders **ONLY** (i.e. those able to confidently plan / update their own, local [GHA] ERP in accordance with said *abbreviated* portion of this guideline *alone*)

For **GHA** emergency planners etc. requiring a 'more comprehensive' version of the above and / or where further guidance is required by 'anyone', *supplementary* Sections **4** and **5** of this document should *additionally* be consulted / used, to produce a / the (non-abbreviated) version of the **GHA ERP**

For avoidance of doubt - the intent of the above is that only those who are (justifiably) *very* confident in using the *abbreviated* version only - do so. Others should use the *full* version i.e. combining Sections 4 and 5 with Sections 1 to 3

If in doubt, the full version should always be consulted /used etc.

Section 4 - Glossary

CATASTROPHIC AIRCRAFT ACCIDENT */ or Equivalent Crisis*

Glossary + **A**dditional **E**xplanatory **M**aterial (AEM)

Study of the following glossary is highly recommended if using **this / our** series of associated guideline or guideline / template documents - to assist in the preparation (original / update / rewrite etc.) of your own (real) **airline, airport**, **GHA** etc. emergency / crisis response plans (and similar), as related to the **catastrophic aircraft accident** type scenario

Even if 'you' are already an experienced **airline** (**airport** / **GHA** etc) 'emergency planner', you should find study of this section useful if you intend to implement the / our provided 'guidelines' and / or 'guideline / templates' effectively, efficiently and to best advantage

GHAs in particular should use this glossary to assist in better understanding what it is they might consider, when preparing equivalent 'Sections 1, 2 and 3' **of their own** ERPs - together with Section 5 (as required) which, when all completed, will become the '**AVPORT**' **ERP** for the associated Station / Airport of concern

Note that the following glossary has typically been written / produced against a background of a **scheduled, passenger airline operation** (i.e. fictional airline ABCX Airways as used herein). However, it is adaptable to many other types of aircraft operator related operation (e.g. charter / lease, cargo, VIP etc.) as required

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 aircraft accident location) considered suitable for safe operation of the accident airline's GO Team *aircraft* - the latter typically 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 the '(Airline Station) Airport Nearest' might be hundreds to 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 intended to be used for activities related directly to aircraft operations etc. Public access is restricted - with the typical exception of bona fide passengers proceeding to airside departure gates (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 access e.g. check-in desks; meet & greet areas etc.

Alerting & Activation System

A system for rapidly *alerting* potential responders of a crisis etc. type situation - and, where necessary, mobilising (*activating*) same. Such a system typically uses telephone calls and / or text messages and / or emails and / or social media to alert and activate. The system can be fully or semi-automatic .... or manual (see Attachment **G** [page **114**] 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) might typically use a similar concept

'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 & maximum crisis response effort by all appropriate airline Emergency Response Team(s)* (and appropriate [other] equivalent teams as required / pre-agreed 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) would consult with senior / specialist airline personnel, 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 here 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 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*

ABCX AIRWAYS - **COLOUR CODE ALERT STATES** - SUMMARY

RED	- Catastrophic Aircraft Accident - Highest Level Security Type Crisis - Severe Disruption to Airline Operations - Severe Public Health Crisis - Any Other Crisis with Similar Impact
ORANGE	- Serious Aircraft Incident - Serious Security Type Crisis - Serious Disruption to Airline Ops - Serious Public Health Crisis - Any Other Crisis with Similar Impact
YELLOW	- Significant Aircraft Incident - Significant Security Type Crisis - Significant Disruption to Airline Ops - Significant Public Health Crisis - Any Other Crisis with Similar Impact
GREEN	***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 <u>not</u> the subject of the document which you are now reading i.e. CRPM Part 2 is a <u>*separate*</u> document

'CATASTROPHIC' Aircraft Accident

The above title refers to an aircraft accident – always triggering a **Red** Alert type crisis response by the involved airline(s)

A precise definition is avoided with good reason. However, it is very * *unlikely* 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 & friends (FR) of the five deceased persons - from the accident airline's (**operational / big picture**) viewpoints, it typically warrants '_only_' a partial crisis response, especially re the humanitarian aspects - i.e. _**not**_ requiring the '**full**' response necessary if e.g. *300* had been killed, *100* seriously injured and *100* missing / not known

To further clarify, this '**5 fatalities**' scenario would typically **NOT** warrant *full* airline CMC manning - and probably only 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 20**24**} do not have such teams])

Depending on accident location an airline GO Team *would* probably deploy, but at significantly reduced manning levels compared to the 'catastrophic aircraft accident' type situation referred to a little further above

Similarly, severe *damage* to e.g. an airframe, with no associated deaths / serious injuries to the occupants /persons on the ground, should *not* 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 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 of an 'aircraft accident' on page **58**

The 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 would consider as being an aircraft *accident* (but which would typically be handled [almost] as part of '*normal' operations*)

Such contrasts between similar 'international / regulatory' type definitions and those used herein should be accounted for accordingly when considering the *actual* type and degree of operational (crisis) response required 'on the day' - and thus to be planned 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 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 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 (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 - '**E**mergency **O**perations **C**entre')

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

A selected (typically 2 person) team provided (1 person) by station *Airline / GHA / other airline representative* (traffic / ramp / terminal /similar) staff **+** (the other person) typically 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 services, liaison, support etc. - on behalf of the accident airline

e.g. - 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 from accident site for uninjured passengers and crew; keeping Controller LACC updated on circumstances at accident location etc.

+ (plus)

e.g. - the *Aircraft Engineering* rep (**if** available) typically has duties re '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

(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 (known herein as the '*Uninjured Crew Reception Centre [Airside] - CRC [A)]*') typically (but not always) located somewhere within the *airside* part of the associated *airports* terminal building (or similar arrangement)

A *CRC (A)* typically requires adequate privacy, security, capacity, seating, toilets, catering provision, communications etc. - and be physically **SEPARATE** from any similar facility used for *uninjured passengers* (e.g. to prevent unwelcome attention [e.g. aggression, abuse etc.] to the uninjured crew)

Typically, Airline / GHA / Airport Police / Airport Operator / others etc. will man the CRC (A). Duties include assisting uninjured crew in all / any ways possible (e.g. humanitarian, welfare / similar support), whilst capturing vital information (as provided by said uninjured crew) onto hard / soft copy forms (***** '*Passenger / Victim Record Cards*' - P/VRC [or local equivalent forms] - see attachment 1B to this glossary [page **100**] for an example of the P/VRC)

Said P/VRCs should then be distributed ASAP to e.g. the accident airline / latter's local rep, airport operator, relevant authorities (e.g. Customs and Immigration, Police, etc.) and whoever else might legally / logically etc. need same to 'do whatever it is that they need so to do'

* As used herein, the same '*Passenger / Victim* Record Cards' will be used to take associated information from **both** uninjured *passengers* *and* uninjured *crew*

Most importantly, the accident airline's LACC (local accident control centre) etc. should also forward all completed P/VRCs to the accident airline's HQ ASAP (as appropriate / relevant) - from where crews' family, relatives and friends' might be notified / updated accordingly

For the flight crew in particular, the provision of initial statements, blood and urine tests + other medical / legal requirements should be anticipated. 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' is associated with the accident, uninjured crew should be released from the CRC (A) and transported (under airline / GHA / other escort) - to the '*Uninjured Crew Reception Centre [Landside] - CRC (L)*', typically (but not always) being an *hotel*, with which local airline / airline rep staff had made appropriate, 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* - **nor** should it be the same hotel as used for the '*Uninjured Passenger Reception Centre (Landside) - SRC (L)*'. It should 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 their 'loved ones' at the CRC (L) and / or other airline arranged accommodation. The airline will typically make and pay for all such arrangements - including administration, transport, accommodation, meals etc. as appropriate

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 (located at home base / or when they eventually do return to home base) to be accommodated for an appropriate time in a location other than their homes etc. This is done to avoid undue 'attention' from e.g. the media; (angry) FR etc. Similar consideration should be given to crew families living at such homes. The accident airline should arrange for all of this to be accomplished

'ABCX Airways' local Station Managers / Airline Reps should *pre-identify* and *pre-arrange for a CRC (A)* **and** *a CRC (L)* - as part of their *local* emergency response plan preparations. Details should be documented in the 'ABCX Airways **ERP**' 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 be followed and adapted insofar as possible, local circumstances so permitting

Note 1 - Only a relatively small number of '*airport* operators' had (as at 2024) made provision for a CRC (A) as part of their own *airport* emergency plans (this situation is gradually improving). For those that have not, local *airline* staff and / or their *representatives* should lobby (e.g. via the local 'Airline Operators Committee [AOC]') for a CRC (A) to be established

Typical locations for a CRC (A) 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 2 - 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) will have 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 <u>**not**</u> 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.) <u>**must not be overlooked**</u> and is perhaps best accomplished as part of the CCC's overall responsibilities / media strategy etc.

* Note - an airline CCT / CCC will typically <u>**not**</u> 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 latters' services). For various reasons (e.g. 'neglect'), a considerable number of airlines still (202**4**) 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' vary 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 '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 / business unit capable of undertaking such 'temporary management' is the airline's 24H *Ops Control Centre* (OCC) - with the Duty Manager assuming the required responsibilities - assisted (manpower and concurrent 'normal' ops accountabilities so permitting) by other 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 appropriate for latter). This means that the CMC (and possibly OCC on a temporary basis) will 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 exists herein in reality

CRPM 'Parts' are further split down into *Volumes* (as required by document author / owner) in order to make the use of the particular 'Part' more effective / efficient - *whilst also significantly reducing the amount of information required to be studied / retained etc. by 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 and guide 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

The term 'Crisis Support Unit' refers to 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 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. Note that 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 particular CMC system / manning model in use, CSU personnel can man and operate *some* CMC positions at time of crisis ....**and / or** may also be required to operate from their 'normal' workplace locations. 24H CSU operations should be anticipated, using an appropriate 'shift / roster' system

Many (but not all) CSUs will *also* need to contribute CSU staff to any deployed airline '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)

*E*mergency *C*all (Contact / Information) *C*entre - 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 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 and location of the associated accident victim(s)

Note 1 - special procedures / conditions invariably apply to death notifications, meaning that such notification 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, the airline's Corporate Comms / PR department (Crisis Comms Centre) should release the ECC telephone and other, relevant 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 crisis 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. Furthermore, many airlines contract specialist (external / third party / commercial) providers to operate ECCs on their behalf

This means that there might (relatively rarely) be *more than one* ECC in 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 some airlines) etc. - 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) affecting the organisation

Dark sites are typically developed 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** and similar. Organisations typically use dark sites to assist their overall crisis response effort - particularly in the provision of up to date and accurate information to those directly (or even indirectly) affected 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 (for the equivalent USA system - see next page)

DVI associated with **air accident**s 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 and 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
- disposition

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 and process deceased victims

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 here 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 such persons have the correct documentation and other required equipment / items - and can readily and quickly find them at time of crisis, a system of *pre-prepare*d 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 a large, strong paper envelope(s)

The requirements, contents etc. of emergency bags can 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 and maintained

A minimum of around 13 different emergency bags is 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
Each ABCX Airways **Station Manager / GHA** (or other Airline Representative) shall make up a set of *simple* & *inexpensive* emergency bags / boxes / folders - stored at suitable, easily accessible and well known locations - from where airline / GHA / other staff, deploying 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!	LACC located at ********
	LACC Emergency Bag stored at *********
▪ *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:	LACC Bag typically contains (pre-prepared): - 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. **+** * 5 copies final (flown) Passenger List / Manifest; + 5 copies crew list (GENERAL DECLARATION); + 5 copies Dangerous Goods documentation (if any) * 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' ********************)
▪ *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	**CST Emergency Bags** stored at ********** CST Emergency Bags Contents = **same** as for LACC bag. Engineer's bag to *additionally* contain relevant aircraft 'crash charts / diagrams'

Station Emergency Bag / Box / Folder *- continued*

Requirement	How Requirement Met
▪ *Uninjured Crew Reception Centre - Airside /* CRC (A) PLUS (+)	CRC (A) located at ******** **CRC (A) Emergency Bag** stored at *********** Contents **same** as for LACC bag *except* for FECs & Dangerous Goods (i.e. latter 2 not required)
▪ *Uninjured Passenger Reception Centre - Airside /* SRC (A)	SRC (A) located at ******** **SRC (A) Emergency Bag** stored at *********** Contents **same** as for LACC bag *except* for FECs & Dangerous Goods
▪ *Airport Information Desk*(s)	Airport information Desk(s) located at ******* **Airport Information Desk Emergency Bag(s)** stored at *********. Contents **same** as for LACC bag *except* for P/VRCs & Dangerous Goods
▪ *Family, Relatives & Friends Reception Centre* - FRRC PLUS (+)	FRRC located at ******* **FRRC Emergency Bag** stored at ******** Contents **same** as for LACC bag *except* for P/VRCs & Dangerous Goods
▪ *Family (Humanitarian) Assistance Centre* - FAC / HAC	F/HAC located at ******* (usually in a land-side hotel different from CRC (L) and SRC (L) hotels) **F/HAC Emergency Bag** stored at ******** Contents **same** as for LACC bag *except* for PVCs & Dangerous Goods

Station Emergency Bag / Box / Folder - *continued*

Requirement	How Requirement Met
▪ **_Hospitals Deployment Team_**(s) PLUS (+) ▪ **_Mortuary Deployment Team_**(s)	**Hospital Emergency Bag(s)** stored at ********* Contents **same** as for LACC bag but *not including* Dangerous Goods documentation **Mortuary Emergency Bag(s)** stored at ********* Contents **same** as for LACC bag but *not including* Dangerous Goods documentation
▪ <u>Uninjured</u> <u>Crew</u> <u>Reception</u> <u>Centre</u> - Landside / CRC (L) PLUS (+) ▪ <u>Uninjured</u> <u>Passenger</u> <u>Reception</u> <u>Centre</u> - Landside / SRC (L)	CRC (L) located at ******* (usually in a land-side hotel - different from SRC (L) & F/HAC hotels) **CRC (L) Emergency Bag** stored at ********* Contents **same** as for LACC bag *except* for FECs & Dangerous Goods SRC (L) located at ******* (usually in a hotel different from CRC (L) and F/HAC hotels) **SRC (L) Emergency Bag** stored at ********* Contents **same** as for LACC bag *except* for FECs & Dangerous Goods

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 <u>not</u> the same as an *airline's* (or airline 'reps' - e.g. *GHA*) '*Local Accident Control Centre* (LACC)' where latter is located at the *same* airport. They have differing functions and are typically located in different *on-airport* locations (see definition '**Local Accident Control Centre - LACC**')

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 to the airline

Family (*Humanitarian*) Assistance Centre - FAC (HAC)

Note - the more correct, appropriate and *preferred* term to use here is '*HUMANITARIAN* Assistance Centre' (*HAC*). However, the equivalent term '*Family* Assistance Centre' and similar is / are still (20**24**) 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) - once 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 might e.g. provide the humanitarian, welfare, information, financial etc. support 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* <u>not</u> 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 could easily 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. 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 - 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* need to 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 such *departure* airport[s]) will go to seek associated information

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* 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* (around 195) *UN countries* *must* so comply (via a [mandatory compliance] associated ICAO 'Standard') - the *vast* majority (more than around 90%) still had not (in early 20**24**) 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 and / or equivalent situation

Family, Relatives & Friends Enquiry Card - FEC - (See Att. 1A [page 99] 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] are considered to be 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 locations) - to capture potential *victim* related information, as might be *KNOWN* to and provided by - *POTENTIALLY ASSOCIATED* **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). At the ECC, said FECs are 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 100] for an example

Similarly, FECs (or local equivalent) 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 available or reliably known

As the crisis progresses and identification of victims becomes more possible, associated *FECs* (containing valid / relevant information) are used to continually update 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. (See Appendix J1 page 117 and J2 page 119 for examples). 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 the definition of '**Passenger / Victim Record Card** (P/VRC) - page 87

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** - waiting at said airport's 'arrivals' / equivalent area - to receive loved ones, friends, colleagues etc. from such flights

MGFR waiting for an inbound flight experiencing 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 the 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 for latter) 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 in any ways possible (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 special 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 - and also in the local / associated *AEP*

Once MGFR eventually leave the FRRC, the airline might offer them the services of the '**Family** (Humanitarian) **Assistance Centre**', as appropriate / applicable to actual circumstances 'on the day'

Many (but not all) *airport* operators will have made provision for an *FRRC* (or equivalent facility) in their own *AEPs*. If this has <u>not</u> 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 without delay. That *airports* (in ICAO States [Countries]) have a definite and 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 is typically the first location 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 <u>not</u> 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 appendix **E** to this document (page **108**) 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 representative FCC should be set up for its own (airline 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 where possible, the FCC is initially manned by local airline and / or airline rep staff (e.g. *GHA*). Additionally (*or* otherwise), an element of the deploying airline's GO Team augments or sets up and mans the FCC, after arrival in the local area

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*' to remote / relatively remote etc. accident sites. A Forward Go Team should be 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 the accident location

'Generic'

A term used in this (our) series of guideline and guideline / template documents - denoting that what is 'being written about / described' therein 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. If generic information is applied to 'real' situations - it will invariably be necessary to adapt the 'generic' - in order to make it *specific* to the *actual* terminology etc. in use

Go (Team) Aircraft

The aircraft which will transport the 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 destination airport and / or en route conditions

GO aircraft target take off time from airline HQ / main base or hub (or similar) should be within 3 to 4 hours (sooner for *scheduled* airlines e.g. within 2 hours) of emergency notification to the airline.

Charter / holiday package type passenger airlines will take longer e.g. typically 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

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 a *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 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 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 Team + the 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 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 *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 will typically comprise members of the airline's *Family* (*Humanitarian*) *Assistance Team* (if appropriate) - which might number several hundred persons or possibly even more - for the larger airline (some can run into the low thousands!)

The airline's on-duty *Crisis Director* will appoint a suitable, senior airline manager (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. The generic title of the latter is *'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 (See 'depiction' page **131**)

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 appropriate support (to crisis / accident victims and / or their associated FR) - in the days and weeks (possibly months or even longer in extremis) 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 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 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 should form a HAT from its *own* personnel. As this is impossible and / or impracticable for many airlines - an appropriate, 3rd party, *commercial* organisation should be *pre*-contracted accordingly - to conduct this vital role, on behalf of such airlines. Associated / appropriate budget should be planned for, provided, allocated, spent etc. accordingly - and similar for the required / 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 that same airline's on duty *Crisis Director* (**via** '*Leader GO Team*' where appropriate) - for overall co-ordination / control / welfare etc. of all relevant aspects of a deployed *GO Team* emergency response - as related to "**people**" type issues specifically

Said persons are typically sourced from e.g. the airline's HR, Customer Services etc. departments / 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 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**' also involved

Incident *(ICAO)* - equates to '**ABCX Airways**' <mark>YELLOW</mark> 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)

Usually a circular, restricted access area (around 100-200 metre radius), centred on the accident site itself - typically 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, the latter usually 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, in order to better and more expeditiously, effectively, efficiently 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 might be required here if 'more appropriate' (with valid reason) candidates are available and willing to assume such lead. (NB: The JFSOC concept is [202**4**] 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* ops. *LGT* will typically be selected from those available 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 staff regularly trained / exercised etc.

Note, however (and in contrast to the aforesaid), that for an *airline HQ / main* operating base / *hub airport* located crisis, the LACC will now typically (*instead*) be located at the accident *airline's* main traffic / ramp (*airport services*) ops 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). Whist 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

A storage facility for deceased accident victims - as simple e.g. as a field, an aircraft hangar, a refrigerated truck container, a frozen fish warehouse etc. (temporary mortuaries) **OR** purpose built mortuaries in hospitals, at undertakers / funeral directors 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

The above subject is complex and suffers (in the catastrophic aircraft accident etc. type scenario) from a distinct lack of clear, explanatory guidance material (as there isn't much of it about!). Accordingly, the author of *this* glossary has attempted to clarify such matters. As the associated explanation runs to more than **25** pages, it is *not* included *herein*. ('Boxed' info at top of next page provides details of the associated *link* to said 'explanation')

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 will typically be tasked with providing *expert* emergency response support and guidance etc. to the Leader GO Team; the GO Team as a whole; whoever etc.

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 (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, who will typically be listed on a <u>*separate*</u> 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 is a series of 'corroborating' actions - designed to increase the accuracy of said passenger manifest to the greatest extent possible 'on the day'. It is typically conducted in association with a major 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 **100** 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. associated, completed *FECs*; P/VRC *continuity sheets* etc.)

P/VRCs might initially contain 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 / *SRC s* / *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 develop a specific type of *hard copy* P/VRC (termed herein the *'P/VRC [4 in 1] form'*). The latter is simply a modified P/VRC with 3 carbon sheets (or equivalent) 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 + 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 every one 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 info from the various, *other* P/VRCs in (concurrent) use for that *same* victim, at any particular point in time. It is thus 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) - 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 appendices J1 & J2 to this glossary, as required, for UK examples of latter)

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

ABCX Airways - **Phone Home** / Call Home **Scheme**

A typical '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 'Emergency Call 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), you can be of great assistance now by participating in the '*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 everyone you contact *not* to contact / call ABCX Airways or the ABCX Airways Emergency Call Centre - unless the nature of the 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 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' as per above. 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 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 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) the team's admin, logistical, support, accommodation, health & safety, security and other requirements

The vast majority of any 'rear' GO Team typically comprises the Humanitarian (Family) Assistance Team. For some airlines with well-developed ERP systems 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*.

(**Note**: 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 will simply be known as just the "GO Team" (with no use of the terms '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)

A SITREP's purpose is to pass relevant and current crisis information quickly and in a generally standardised format, as required - to a wide list of relevant receivers

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

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

Airlines are typically required to produce their own (*airline*) **ERP**s for each such station operated to - with each such ERP typically being 'built around' the appropriate airport's **AEP** - as associated with that station

Furthermore, where a contracted *GHA* (or similar) 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 <u>entire</u> emergency response plan) *might be considered to be the most difficult to accomplish to the required standard*

This is also typically applicable to *GHA*s producing, maintaining and invoking 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 above definition (as per previous page) requires expanding 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 (charter / leased flights; business / corporate aviation; industry aviation [e.g. mining; oil] etc.)

Furthermore, it ('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 / uninjured holding areas (at 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, 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 largest / 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 and volunteers etc. - typically provide humanitarian, welfare and other support to the uninjured passenger survivors at the SRC (A), whilst capturing important information onto airline produced hard copy forms (4 in 1 P/VRCs) 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 the airline HQ's CMC - usually via the airline's local 'Station LACC'

Once (if) the authorities have established there has been no 'crime' associated with the accident, all 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 representative) 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 it eventually arrives on site) will continue to provide humanitarian, welfare, financial, security and other support to uninjured passenger survivors. It is here also, that FR will usually 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 - or arrangements made by the airline for them to continue their journey, return to original departure point or to travel to other destinations etc. - as required

'ABCX Airways' Station Managers / GHAs / airline representatives 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. This 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 plans. If not, the local station manager / GHA / airline rep etc. should lobby (typically via the *local* **A**irline **O**perators' **C**ommittee - 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

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, 'victim' is a term used herein, which refers collectively to *all* on board the accident aircraft (*air victims*) - together with any *other* persons *directly* involved (third parties) as a consequence of said accident i.e. the latter referring specifically here to '*ground victims*' - being those killed, injured and / or traumatised (immediately for those so killed / injured and [as appropriate] in due course for traumatisation) as a *direct* consequence of the said aircraft 'hitting the ground' or similar / equivalent impact event

(Note that the term '*victim*' does not refer to the dead alone nor is it a term which should be associated with others who might be termed herein as *indirectly* involved [*no matter how closely*] by the emergency e.g. family, relatives & friends [FR] of victims - where such FR had *not* been travelling on board the accident flight - and who *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 the 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 specially trained airline and / or airport and similar staff / persons (who might e.g. typically man an airline / airport 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

Note - attachments **1a** to **1b** …………. + appendices * **D** to **K** continue - starting page **99**:

* Note: There is no appendix **C** in this document

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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/**F**emale/**C**hild/ **I**nfant		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 & 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/**F**emale/ **C**hild/**I**nfant		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 - ☐ Missing   ☐ Un-injured   ☐ Hospitalised (non-life threatening)
☐ Hospitalised (life threatening)   ☐ Dead   ☐ Unknown

Victim's Current Location	

Victim's Intentions: ☐ Travel to local address ☐ Continue Journey ☐ Proceed to SRC (L)
☐ 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* & *P/VRC*

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 (same as) with the term '*Passenger*' Record Card

IMPORTANT NOTE

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

It is anticipated, however, that use of the airline produced FEC and PRC *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-2024)

See also appendices J1 & J2 of this document (starts page 117) for examples of the above referred to UK Police Forms

NB: *2024 update* re the above / associated appendices J1 and J2 (as shown 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

Appendix **D** - to GHA ERP Guideline (*note that an 'Appendix C' is deliberately not used herein*)

Crew List (GD) & Passenger List (Passenger *Manifest*) - Verification Procedure - General

GENERAL INFORMATION

Crew List (GD)

The 'accident etc.' airline will typically manage the simple / quick task of "verifying" an accident flight's *crew list* (as documented in a flight's '*General Declaration - GD*' form) via its Operations Control + Crew Control departments at airline HQ - together with input from that same airline's Station Manager / rep - at the station(s) / airport(s) of *last* departure of (before) said accident flight

Once verified, this '*final*' version of the crew list should be passed without delay to the accident airline's team centrally overseeing the entire (for crew *and* passengers) verification process i.e. typically to the airline's **Airports Department** (known in some airlines as 'ground operations') - **Crisis Support Unit 'duty person'** - operating from the airline's **Crisis Management Centre** (or other appropriate location e.g. his / her 'normal business' workstation) at **airline HQ**

Note - Take care to account for any last minute crew changes at the accident flight's * station(s) (airport[s]) of last departure (e.g. due sickness, probably known to local station staff [typically Station Manager / Ground Handling Agent etc.] - but which may [e.g. due to human error] have not been passed on to airline HQ)

  * The 'departure' airport for an aircraft's 'first flight of the day' also counts for this purpose of course

Also ensure that any persons (other than crew etc.) who might have been seated on cockpit jump seats, cabin crew seats in the main cabin etc. (i.e. mainly certain authorised staff on duty travel - not able to take a normal passenger seat for whatever reason) are adequately accounted for

Passenger List (Passenger Manifest)

For 'professionally run / quality' airlines, the accident flight's passenger manifest / list (where one is required e.g. by legislation, regulation, best practice etc.) *will almost always be available* (typically quite quickly) - and *will almost always be accurate*, but not necessarily 100% so. For other airlines, this may not be the case due a number of reasons not expanded upon here. Lastly, circumstances beyond any airline's control might lead to a passenger manifest not being available at all or, if available, not being quickly accessible; not being accurate etc.

Assuming that ABCX Airways fits into the former (first) category above, it will be necessary to *further / additionally* check (verify / reconcile / confirm) the most accurate passenger manifest list available (however it might have been produced / obtained), to try to make it as close to '100% accurate and complete', as possible - given the actual circumstances 'on the day'

This latter process / procedure is widely known by the term '*Passenger Manifest Verification / Reconciliation / Confirmation (*PMV*)*' - and typically involves the use of *independent*, *corroborating* information to further enhance the accuracy of said manifest. There are several ways of achieving this, generally in combination (and as available of course):

Airlines Using '**Normal' Paper Tickets** (Ticket Coupons) and **Boarding Cards**

'Pulled' Ticket Coupons

Collect the ticket coupons which will have been taken (pulled) from the accident flight's checked-in passenger tickets (i.e. as they checked-in) - and arrange them (by *last* name) in *alphabetical* order. Now check each pulled ticket coupon, one by one, and find the corresponding name on the *most accurate* and *current passenger manifest list available* (most passenger manifest lists show names alphabetically - by last name [surname or family name] - followed by first name[s] and / or initials)

If a coupon name matches a manifest name more or less exactly, then the latter may be considered to be *potentially* 'verified' and that particular person *potentially* 'assumed' to have been actually on board the accident flight aircraft - unless there is reasonable evidence to believe otherwise. This potential verification is then combined with *other forms* of potential verification using different sources - if available (e.g. boarding card information) - to eventually further confirm (strengthen the reliability of) the verification

Repeat the process for all remaining coupons. As batches (e.g. 10 at a time) of names are verified, pass on this information without delay to the accident airline HQ's Crisis Management Centre by telephone, backed up by Email, FAX, SITA message etc.

At the end of the procedure, list any names on the manifest which were *unable* to be potentially verified, for whatever reason (but give the reason if possible e.g. conflicting spellings / gender; missing etc.). Try again (one more time) to make a match with these remaining, unverified names

Finally, pass the list of any remaining 'unverified names' to the airline HQ's Crisis Management Centre by telephone, backed up by Email, FAX, SITA message etc.

Note - Very few airlines still use (as at 202**4**) *ticket coupons*. The associated info provided above (re same) will be removed herein - when the world-wide use of ticket coupons ceases

Boarding Cards

Carry out a similar process to that described above for ticket coupons - but this time using the airline retained portion of boarding cards

Note - A portion of the 'old fashioned' boarding card is typically retained by the airline as the passenger leaves the departure gate to board the aircraft. The other portion (the stub) is typically retained by the passenger to present to the cabin crew on entering the aircraft. Alternatively, the complete boarding card can be fed by gate staff into an automated 'gate reader' which sends 'boarded' information to the airline's *DCS* (**Departure Control System**) - where it is used to compile the **boarded** passenger list for the flight. A later variation involves scanning of a bar code on the boarding card. In such cases the associated '*boarded*' passenger list is typically the *most accurate and current passenger list available* <u>at that particular point in time</u>

E Tickets

Boarding cards may still be issued for customers checking-in with *E Tickets*. If so, the 'boarding card' process (adapted as required) described just above - might still need to be followed

Alternatively, the E ticket itself often now serves as the boarding card, with the E ticket bar code being scanned on boarding, as already described further above

Furthermore, it is now possible to have an E Ticket (including integrated boarding pass) stored e.g. on personal, mobile electronic devices such as smart phones etc. This 'electronic' information is 'machine read' on check-in, on boarding etc. - and updated again once the flight departs

Additionally, the computer system storing all such E Ticket data is typically *updated* (by the associated **DCS**) *at each stage* of the process of getting the customer through the airport and into the air i.e. after check-in; after boarding and after the aircraft has actually departed (flown)

Therefore, this latter data must also be obtained and used as an integral part of the verification cross-checking process - where appropriate. In fact, in the circumstances describe above, the 'flown' passenger list may effectively be regarded as being almost 100% confirmed / verified by default **BUT** - as human error can never adequately be accounted for - corroborating measures should still be used as described herein

> Note - the 'boarded' passenger list and the 'flown' passenger list will be the same unless a passenger subsequently leaves the aircraft after boarding has taken place - but before take-off (rare but possible). In such circumstances the 'flown' passenger list should have been corrected / updated accordingly - but there is a risk here that this might not be done - almost always due to some form of 'human error'

Additions, Deletions and other Changes

Ensure that any *'additions and / or deletions list - ADL'* and *'last minute change - LMC'* type info (if any) concerning all on board has been collected and accounted for when conducting the verification process. Human error is again the danger here as any actual additions, deletions or other changes may not have been recorded and / or been recorded inaccurately (usually inadvertently)

Accordingly, it will typically be necessary to directly contact all appropriate persons involved with the complete check-in and boarding process for an accident flight, to try to confirm with them that all actual additions, deletions or other changes (if any) were accounted for, in the required manner

Other Sources of Corroborating Information / Data

Includes 'loyalty scheme' (frequent flyer) type records, Advance Passenger Information - API / APIS (security) type data, immigration records, reservation (ticket booking [PNR]) records, Information subsequently (post-accident) provided by family, relatives and friends associated with accident flight's passengers etc. (This list is not exhaustive)

No Passenger Manifest Available

Sometimes (rarely) no passenger manifest will be available. There are a number of reasons (not expanded upon here) why this might be so. Accordingly, PMV procedure is going to be much more difficult (impossible in some circumstances) to apply effectively and efficiently. Nevertheless, there will usually be some form of corroborating information (as to who was on board) available 'somewhere' and, circumstances permitting - same must still be sought and used

WHY VERIFY?

Apart from the obvious 'humanitarian' reason for requiring the most accurate list available of all persons on board e.g. a catastrophic aircraft accident flight (and also for legal / quasi-legal and 'best practice' purposes in some jurisdictions e.g. Australia, Brazil, European Union, UAE, USA etc.) - some airlines use the PMV status / results to guide what information might be provided to enquiring family, relatives and friends (**FR** who, by definition, had not been on board an associated accident flight) - primarily regarding (in the first instance) whether or not the person(s) (potential victim[s]) being enquired about is / are believed to have been on board the accident flight concerned

For example, if a name being enquired about appears on an **unverified** passenger list - a typical airline response to enquiring FR might be:

*'……………… The **name** of the person you are enquiring about appears on the passenger list for this flight - but this does not necessarily mean that this person was actually on board the flight. We are checking further on this matter and will contact you immediately we have more information ………………'*

For example, if a name being enquired about appears on a **verified** passenger list the airline response might typically be:

*'……………… To the best of our belief the **person** you are enquiring about was on board this flight. We are checking further to try to obtain further confirmation of this, together with finding out the condition and location of this person, if appropriate. We will contact you immediately we have more information ………………'*

LOCATIONS at which **PMV TASK** should be **PERFORMED**

Accident Flight's Station(s) / (Airport[s]) **of Last Departure**

For passenger airlines still using paper-type boarding cards (whether individual cards or as an integral part of a paper E Ticket) and (rarely today) paper ticket coupons - the PMV is typically best conducted at the station(s) (airport[s]) of last departure of the accident flight, as this is where such corroborating 'paper' documentation is typically stored - until such time as it might be routinely forwarded to airline HQ and / or destroyed

It is also likely that such station(s) (airport[s]) has / have access to associated loyalty scheme and API / APIS data (and, if not, the latter two can probably be relatively easily / quickly obtained from airline HQ). PNRs, Immigration Records, ADLs and LMCs might similarly be locally available - as appropriate

For multi-sector flights (e.g. airports A to B to C etc. - typically operated under the same flight number) **ALL** appropriate departure stations (airport[s]) will need to carry out their own, individual part / portion of the overall PMV process. *This entire process* **MUST** *be centrally overseen and co-ordinated by the appropriate staff* (e.g. from airport services / ground ops) *at airline HQ*

The main disadvantage of the above system relates to a potential lack of manpower at station (airport) level e.g. in terms of availability, appropriate training / exercising / knowledge, facilities etc.

Airline HQ

For passenger airlines operating what might be termed 'ticketless' operations - it is typically more advantageous to perform the PMV at airline HQ location itself - as the vast majority of corroborating (usually 'electronic') data should already be available here. The small amount of associated data which might not be centrally held is often (but not always) capable of being quickly obtained - provided the associated processes / procedures are already in place

The main advantage of this option typically (but not always) relates to the adequate provision of appropriately trained and exercised manpower at airline HQ

ABCX Airways - PAX MANIFEST & CREW LIST VERIFICATION - a suggested PROCEDURE

Passenger Manifest

1. A *verified* passenger manifest for the 'accident flight' should be made available to the Crisis Management Centre (CMC) at airline HQ, *within a target time of 1.5 hours* (or sooner) of the time that associated *initial* crisis notification was made to that airline. This verified manifest is to be forwarded by the CMC, in turn & without delay, to the airline's Emergency (Telephone) Call Centre facility and other pre-defined recipients

2. All Airports (Ground Ops) Crisis Support Unit (CSU) staff at airline HQ plus all airline Station Airports Services (Traffic / Ramp / Terminal etc.) staff (including GHAs [Airline Representatives] & others TBA) - *shall be pre-trained and exercised in the PMV task*. The training (initial and recurrent) and exercising process shall be overseen by the Airports CSU at airline HQ. Documented records of training and exercising shall be maintained

3. As the PMV task progresses, the person in charge locally (usually at accident flight's station[s] of last departure) shall regularly contact the Airports CSU rep at e.g. 20-30 minute intervals (via departure Station's own 'airline' local accident control centre [LACC] if required), to advise of those passenger names for which it was not possible to make verification - *up to that specific point / time in the PMV process*. For each and every one of these contacts with Airports CSU at airline HQ - be sure to advise the latter of the last name on the manifest, which has been reached so far (up to that point) in the process

4. Plans must be in place to also verify crew and other personnel who may *not* show by name (for whatever reason e.g. *typically due human error*) on any of the Passenger Manifest, the General Declaration (Crew List) or any other related documentation such as ADLs (Addition / Deletion Lists); LMCs (Last Minute Changes); PNRs etc. Be *very careful* to account for everyone possible - e.g. Jump Seat passenger(s); Duty (Business) Travel passenger(s); Positioning crew & engineers; Interline passengers; Persons accompanying human remains; Unaccompanied Minors, Infants etc.

5. Where applicable, suitable and appropriate, procedures *must also* be put in place to verify those parts of a passenger manifest where the equivalent of 'boarding cards' have been pre-issued as an integral part of an E ticket - whether in paper and / or digital formats

IMPORTANT: It is imperative that any accident flight be "PD'd" (i.e. standard airline **P**ost **D**eparture procedure enacted / completed) immediately upon notification of the accident to the *Station(s) of last departure* for the accident flight (i.e. *if* PD procedure **not** already enacted)

This should ensure that all departure messages concerning the accident flight have been / will be transmitted (including transmission of load messages etc.). The 'PD' task is to be completed by the appropriate traffic / ramp staff from the airline concerned and / or the GHA representing that airline

Airports (Ground Ops) CSU at airline HQ shall make appropriate arrangements for Station Managers and GHAs to include this latter requirement (PD procedure enacted) in their own local (station) emergency response procedures for ABCX Airways flights

Crew List (General Declaration)

The 24H Operations Control Centre Duty Manager at airline HQ should accomplish the *crew* verification task by working with the airline HQ's crewing department. The task is very simple and quick - merely requiring 'Crew Control' to confirm or amend the crew names on the related 'Crew List / General Declaration' - in order to reflect accurately the crew which *actually* manned the accident flight. The verified crew list is then to be forwarded to the *CMC* at airline HQ without delay

The station(s) of last departure of the accident flight must also be consulted in this process to ensure that any crew change information which *might be known only to that station(s)* is accounted for e.g. last minute cabin crew change at the station due sickness - but where this information had *not* been passed on (for whatever reason - typically human error) to airline HQ

FURTHER READING

For a significantly, more in-depth look, at how the PMV process can impact (beneficially and adversely) on accident victims and their * associated (not directly involved) family, relatives & friends .... Follow the below link:

https://www.aviationemergencyresponseplan.com/information/

* Note - the term '**associated** (i.e. not *directly* involved) **family, relatives and friends**' as used above - refers to the family, relatives and friends (of accident victims) **not** travelling on board the accident flight

When the webpage opens, scroll down the list of information articles displayed until you get to the one entitled:

* Information Article - **Guidance for Victims & Families etc.** - following a Catastrophic Aircraft Accident i.e. .... '**What Happens Now**'???

Click on the article to open it - and then find and read *Section 11* entitled:

Who was actually on board the accident aircraft?

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

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

The 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 *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 can address higher priority matters

Stations are free to alter the wording of the *'generic'* sample cards which follow, 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. 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 information cards should also be used (adapted) for use with regard 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 deemed to be '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

Appendix F to GHA ERP Guideline

Deliberately Blank

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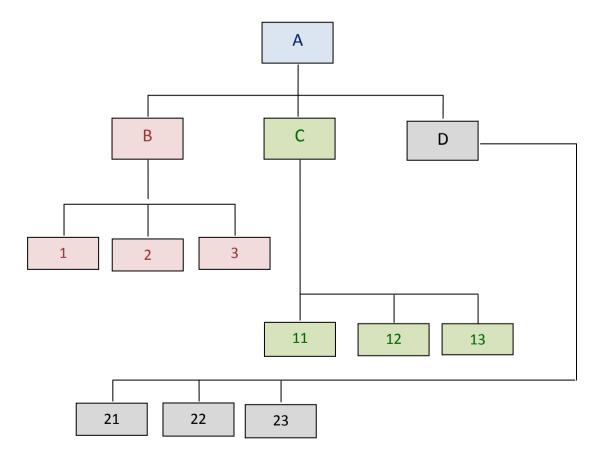
One of the simplest types of alerting & activation system requires the person commencing the alert (e.g. person **A**) to make telephone calls to persons **B**, **C**, **D**, E and F etc. In turn, person **B** would then pass on the alerting message to persons **1**, **2**, **3**, **4**, **5** etc.

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

The system's main advantage is its 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) and the associated procedures to be constantly updated and / or maintained

On the following page is an example (template) of a typical 'memorandum of understanding' document (MOU) which station managers / other airline reps (including GHAs) might wish to consider using / adapting *when negotiating with local hotels* etc. - for the provision of facilities for:

- An 'Uninjured Crew Reception Centre - Landside CRC (L)'
- An 'Uninjured Passenger Reception Centre - Landside SRC (L)'
- A 'Humanitarian Assistance Centre' - FAC (Family Assistance Centre - FAC)

The provision (by a station) of these three facilities (typically located in *separate* hotels) is a requirement of the ABCX Airways Emergency Response Plan - for *each* such station to which the airline operates

Note - as the following example / template MOU relates to a *serious crisis situation*, its use should be considered *in addition to any other contracts, agreements etc. already in place* (if any) for use of such hotels etc. by the airline and / or airline representative e.g. during 'normal' and 'disruption' type operations

This memorandum of Understanding (MOU) is made on (insert date) between (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways locally at [insert Station name]) and (insert name of hotel plus city / town / location name etc.) - both taken together being known as the 'Parties' to this MOU

The Parties hereby agree that when (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways) requests that (insert name of hotel) makes its accommodation and facilities available to (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways) during time of crisis for the latter (as usually but not exclusively related to an aircraft accident) - then (insert name of hotel) shall make all reasonable effort to comply with the request - if circumstances (e.g. availability of rooms & facilities) 'on the day' so permit

Under the terms of this MOU (insert name of hotel) should provide to (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways locally) the below facilities (where available) - in the shortest possible timescale, and for as long as is necessary:

- As many guest rooms as possible or as requested (room sharing to be assumed where appropriate)
- Food, beverage and similar
- All other 'normally available' hotel facilities including telephone, internet access, newspapers etc.
- Increased security at the hotel where possible and reasonable to do so
- Use of hotel contracted doctor(s) and similar medical staff
- Use of large rooms (e.g. conference rooms) or similar for briefings, childcare etc.
- Business Centre facilities
- Hotel or hotel arranged transportation
- Issue of cash (on a very short term 'advance of funds' basis) where so requested
- Availability of other forms of credit

In order to facilitate provision of the above (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways locally) may request that (insert name of hotel) arranges for current guests to voluntarily be moved to other, appropriate accommodation in return for a financial inducement (or equivalent) which shall be funded / provided by (insert title e.g. ABCX Airways or name of Supervisory Agent / Ground Handling Agent Company representing ABCX Airways locally)

ABCX Airways agrees to pay / repay all bills, invoices, cash advances etc. (as related to the provision of the above facilities / services) within 30 days of same being presented by (insert name of hotel) - as based on the hotel's normal / usual rates, fees and charges for the provision of such services / expenditure for the time period(s) concerned - together with a mutually agreed and reasonable 'mark-up' (insert details of mark-up here)

Where cash has been advanced to ABCX Airways or its representative(s) as per above - then a reasonable rate of interest may be charged by (insert name of hotel) on the repayment amount for the time period for which the advance remains outstanding. This rate shall be (insert percentage here) per annum. This rate shall be reviewed and mutually agreed to annually by the Parties - and this MOU updated accordingly

Signed   or (Insert name of hotel plus city / town name etc.)

Signed   for (Insert title e.g. ABCX Airways or local representative)

Date

Appendices:

Appendix J1 - GHA ERP Guideline - UK Police '**MISPER**' form (equivalent of ABCX Airways **FEC** form)

RESTRICTED
(when completed)

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

Misper

Force		Holmes ref	
Location where form completed		Inv grading	

CALLER

Surname		Forenames	
Relationship		Next of kin	Yes No Not specified

Address

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

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

MISPER

Surname		Forenames	
Other name		Sex	Male Female Unknown

Address

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

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

Date of birth	or Age from	to	Height from	to

Ethnic appearance

- White/North European
- White/South European
- Black
- Asian
- Chinese, Japanese or any other South East Asian
- Arabic/North African
- Unknown

Date of Issue- November 2013

RESTRICTED
(when completed)

Page 1 of 2

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)

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'**

Appendix J2 - GHA ERP Guideline - UK Police '**Survivor/Evacuee Form**' (equates to 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)

Page 1 of 2

Date of Issue- November 2013

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)**'

Capital letter '**I**' (as in 'eye')

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: 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 - 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 is vital - and should be adequately recognised and accounted for by all concerned, in addition to what is documented on page 121 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.*

*Reminder before reading **Section 5***

Sections 1, 2 and 3 above constitute the **ABBREVIATED** version of this guideline - which is specifically targeted at *very experienced* and *knowledgeable* **GHA** emergency response planners / managers / team leaders **ONLY** - i.e. Those able to confidently plan / update their own, local (GHA) ERP as per the *abbreviated* portion of this guideline *alone*

For **GHA** emergency planners etc. requiring a 'more complete / comprehensive' GHA ERP guideline - and / or where further guidance is needed, *supplementary* Sections **4** and **5** of this document should *also* be consulted and used to put together a *full* (non-abbreviated) version of the **GHA ERP**

To make this absolutely clear - the intent here is that only persons who are *very* confident in using the *abbreviated* version - should use Sections 1 to 3 accordingly. Those requiring the *full* version *must* combine Sections 4 and 5 with Sections 1 to 3

If in doubt, the full version (Sections 1 - 5) **should ALWAYS be consulted/prepared/used**

SECTION 5

STATION ERP - SPECIFIC INFORMATION GATHERING REQUIREMENTS

INTRODUCTION to SECTION 5

The *first* part of Section 5 comprises a series of diagrams *pictorially* depicting typical requirements for an *on-airport* emergency response (catastrophic aircraft accident type scenario) as stipulated by the *International Civil Aviation Organisation* (ICAO) - and thus typically mandatory for *airport* crisis response purposes - as documented in an associated, local *Airport Emergency Plan* (AEP)

In turn, the *airlines* and their local reps (typically *GHA*s) operating at any particular airport should prepare their own emergency response plans (ERP) - typically based on that airport's *AEP*

Terms, abbreviations etc. used in the diagrams are those used by 'ABCX Airways' in its own crisis response plans. However, the same or similar terms are used by most airlines / airports worldwide

Abbreviations / acronyms used will be the same as those found on page 10 - unless stated otherwise

Note - *crew* victim movements will typically be similar to those of *passenger* victims in principle - *except* that, where possible locally, *uninjured* passengers and *uninjured* crew should be separated (and remain separated thereafter) upon leaving the aircraft accident site i.e. separate transport; separate reception centres / hotels; separate re-uniting location(s) etc.

The *second* part of Section 5 requires answers and / or information and opinion to be provided by / from the Station Manager / GHA / Airline Rep him / herself i.e. *significant work / research etc. needs to be done here by such persons*, in order to complete this section correctly / successfully

Abbreviations / acronyms used will be the same as those found on page 10 - unless stated otherwise

Reminder 1 - A study / review of the *Glossary* at Section 4 (starts page 57) will facilitate understanding of this Section 5 - and thus (hopefully) lead to the provision of better (more useful) answers and / or information; opinion etc.
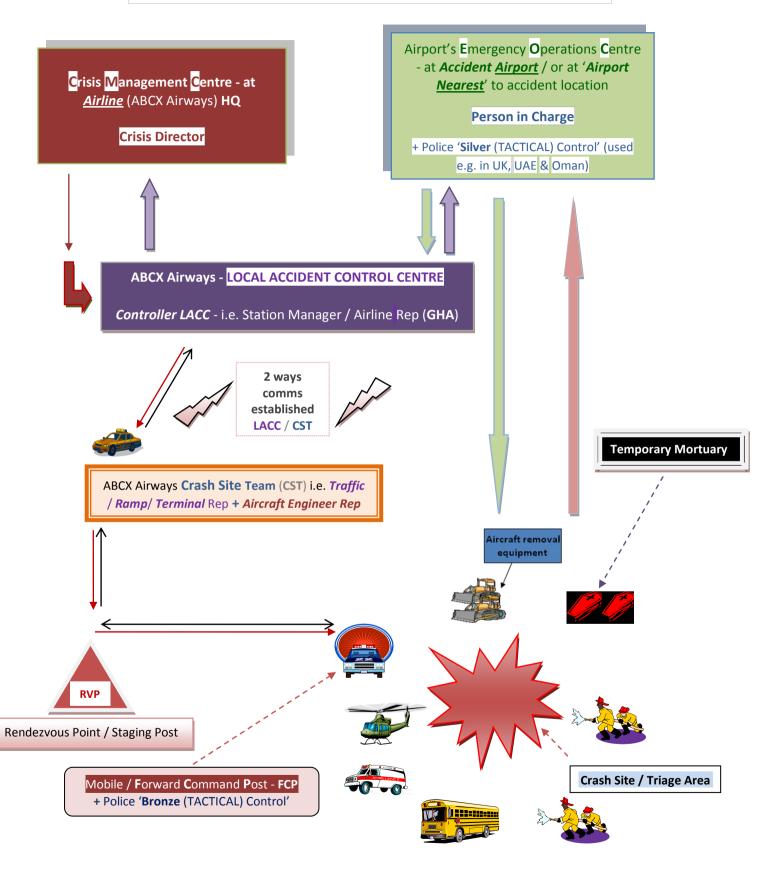
Reminder 2 - The reader is advised that much of what is written herein will absolutely 'not exist / happen etc. at all' in some countries - mainly (but not exclusively) those classified by the United Nations as 'least developed and, to a lesser extent, as 'developing'. However, even in some 'developed' countries, same can / does apply at *some airports*, to *some airlines* and *some GHAs* etc.

Note - the simplified diagram (**next** page) 'indicates' where the accident flight's *airline / airline representative* (*GHA* for latter) fits into the overall emergency response effort for an *on-airport* aircraft accident

It should be clearly understood that the accident airline's rep (e.g. typically operating from the accident station's *Local Accident Control Centre*) is *not* 'in charge' of 'the' crisis - and that the airline's *Crash Site Team* is just one of several other *(on and off-airport)* *teams* - which typically deploy to / for an *on-airport* accident
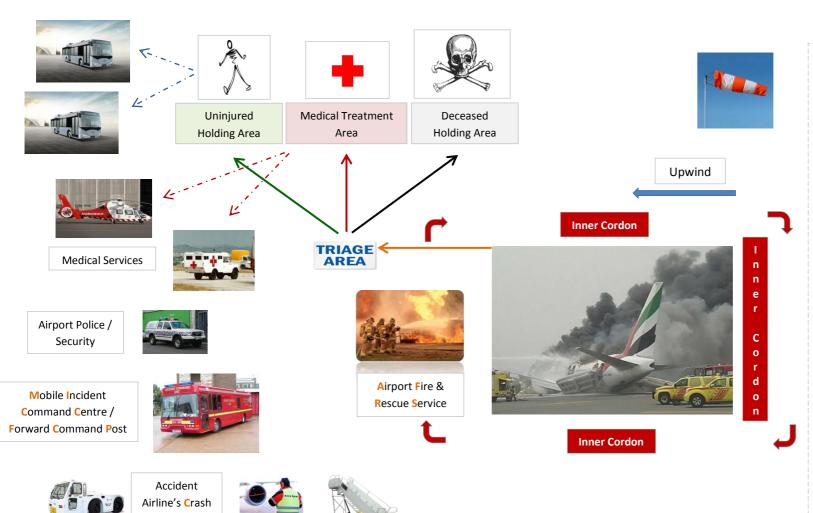
SITUATIONAL CONTEXT of *Accident Station's* **LOCAL ACCIDENT CONTROL CENTRE**

Crisis Management Centre - at *Airline* (ABCX Airways) **HQ**

Crisis Director

Airport's **E**mergency **O**perations **C**entre - at *Accident Airport* / or at '*Airport Nearest*' to accident location

Person in Charge

+ Police '**Silver** (TACTICAL) Control' (used e.g. in UK, UAE & Oman)

ABCX Airways - LOCAL ACCIDENT CONTROL CENTRE

Controller LACC - i.e. Station Manager / Airline Rep (**GHA**)

2 ways comms established LACC / CST

ABCX Airways **Crash Site** Team (**CST**) i.e. *Traffic / Ramp / Terminal* Rep **+ Aircraft Engineer Rep**

Temporary Mortuary

Aircraft removal equipment

RVP

Rendezvous Point / Staging Post

Mobile / **F**orward **C**ommand **P**ost - **FCP** **+ Police '**Bronze** (TACTICAL) Control'**

Crash Site / Triage Area

Uninjured Holding Area

Medical Treatment Area

Deceased Holding Area

Upwind

Inner Cordon

Medical Services

Inner Cordon

TRIAGE AREA

Airport Police / Security

Mobile **I**ncident **C**ommand **C**entre / **F**orward **C**ommand **P**ost

Airport Fire & Rescue Service

Accident Airline's **C**rash **S**ite **T**eam

Inner Cordon

TYPICAL CRISIS RESPONSE ACTIVITIES AT / NEAR TO ACCIDENT SITE (On airport accident assumed)

CST - This 2 person team represents the accident airline at the **MICC** / **FCP**. Amongst other things it e.g. delivers the accident flight's Crew List, PAX List & Dangerous Goods info to those needing same
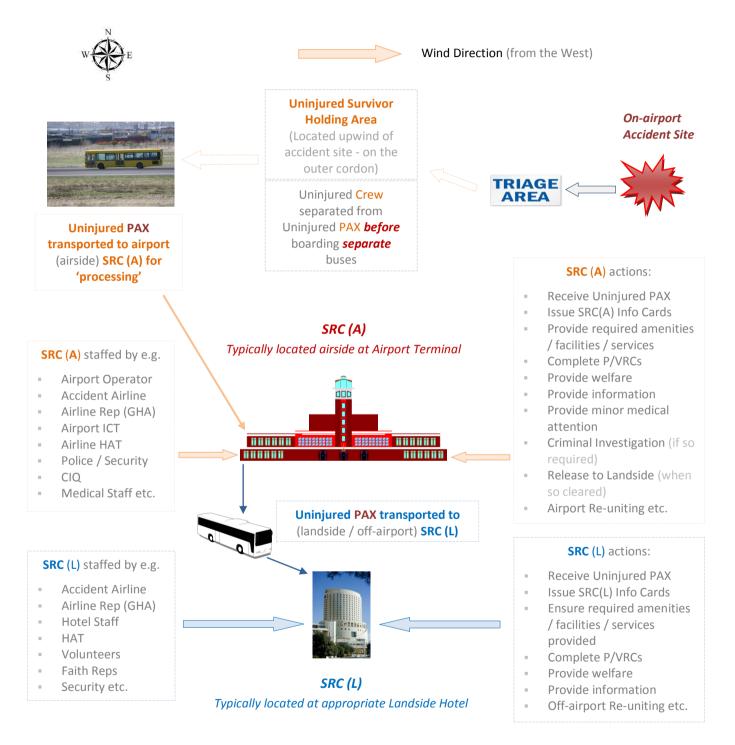
The *MICC* / *FCP* conducts operational [Bronze] command & control (delegating as required) of all resources shown opposite - whilst same are operating at / near to the accident site. Each agency present in the diagram should send a liaison rep to the MICC / FCP

For simplicity, diagram is not 100% complete e.g. *outer cordon* not shown - but all agencies shown opposite [except AFRS] operate from the outer cordon; *off-airport* responding resources not shown; *Tactical* [Silver] & *Strategic* [Gold] lines of command & control etc. have been omitted for both on-airport & off-airport agencies etc.

Typical Movement of Uninjured *Passengers from an* (*on-airport*) *Accident Site*

Wind Direction (from the West)

Uninjured Survivor Holding Area
(Located upwind of accident site - on the outer cordon)

Uninjured Crew separated from Uninjured PAX *before* boarding *separate* buses

On-airport Accident Site

TRIAGE AREA

Uninjured PAX transported to airport (airside) **SRC (A) for 'processing'**

SRC (A)
Typically located airside at Airport Terminal

SRC (A) staffed by e.g.

- Airport Operator
- Accident Airline
- Airline Rep (GHA)
- Airport ICT
- Airline HAT
- Police / Security
- CIQ
- Medical Staff etc.

SRC (A) actions:

- Receive Uninjured PAX
- Issue SRC(A) Info Cards
- Provide required amenities / facilities / services
- Complete P/VRCs
- Provide welfare
- Provide information
- Provide minor medical attention
- Criminal Investigation (if so required)
- Release to Landside (when so cleared)
- Airport Re-uniting etc.

Uninjured PAX transported to (landside / off-airport) **SRC (L)**

SRC (L) staffed by e.g.

- Accident Airline
- Airline Rep (GHA)
- Hotel Staff
- HAT
- Volunteers
- Faith Reps
- Security etc.

SRC (L) actions:

- Receive Uninjured PAX
- Issue SRC(L) Info Cards
- Ensure required amenities / facilities / services provided
- Complete P/VRCs
- Provide welfare
- Provide information
- Off-airport Re-uniting etc.

SRC (L)
Typically located at appropriate Landside Hotel

Note - Instead of going to the SRC (L) (after release from the SRC [A]) uninjured PAX may instead 1. Go to any other local accommodation (including homes); 2. Carry on with journey; 3. Return to journey start point; 4. Anything else achievable (Accident airline will assist with 1. to 4. above - insofar as is possible / practicable)

Note 2 - It is highly desirable that uninjured **CREW** typically (but not always e.g. if crew are only form of assistance to uninjured PAX) remain separated from PAX after leaving the 'uninjured survivor' holding area

Typical Movement of Injured *and* Deceased *Victims from an* (*on-airport*) *Accident Site*

Wind Direction (from the West)

Injured Victim Holding Area
(Located upwind of accident site - on the outer cordon)

Deceased Holding Area / Temporary Mortuary

TRIAGE AREA

On-airport Accident Site

Injured Victims transported to Hospital(s)

HOSPITAL

Deceased Victims transported to Mortuary etc.

- Respect culture/custom/religion etc.
- Post Mortem / autopsy
- Identification
- Repatriation (as required)
- 'Official' Enquiry etc. (as required)
- Burial / cremation etc.

Notes: 1. **PRC**s **/ VRC**s (or equivalent local forms) to be completed for hospitalised victims (if possible). **2.** P/VRCs to be completed for any accompanying, **uninjured** FR type victims (travelling companions from accident flight) also present at hospital(s). **3**. **FECs** (or equivalent local forms) to be completed for *any other* FR / MGFR present at hospital(s) - (unless any such FR / MGFR has *already* been re-united with his / her associated, hospitalised victim[s]). **4**. Apply same principles / actions (as per items 1 to 3 above) to any mortuary / mortuaries in use for **deceased** victims. **5**. The accident airline and / or its local airline reps should have enquired beforehand as to whether or not its staff and reps (e.g. the HAT) will be allowed access to the potential hospital(s) involved. If not, appropriate agreements, SOPs etc. should have been *pre*-negotiated so as to ensure that the accident airline and / or its reps is / are given access to the appropriate information, in order that it / they can carry out the appropriate humanitarian / equivalent duties. Nevertheless, in some countries / jurisdictions etc. the airline might still be denied such access / info. **6**. The latter (item 5) *might* also apply to some mortuaries. **7**. In some countries / jurisdictions / circumstances it is possible to encounter insensitive / inhumane / degrading etc. handling of the injured and (particularly) the deceased. **8**. In some countries / jurisdictions / circumstances etc. only some (or even none) of what has been written on this page can be expected to take place

Typical Movement of MGFR waiting at Accident Airport (+ locally living FR also)

- Put out PA messages for appropriate MGFR to go to appropriate airport info desk / wherever (flight number, departure airport, scheduled arrival time etc. to be provided)
- Likewise for Flight Info Display System - FIDS
- At airport info desk etc. - trained airport / airline / GHA staff 'screen' enquiring MGFR to ensure some form of 'valid' involvement with someone on board the 'accident flight'
- 'Valid' MGFR requested to go to the airport's FRRC (pre-prepared 'map' issued)
- MGFR 'checked' again at FRRC entrance & (if still assessed as 'valid') given access

IMPORTANT - wording / actions re any of the above to be appropriately sensitive, diplomatic, compassionate etc.

- Issue FRRC 'info cards' as MGFR enter
- Briefly advise MGFR 'why they are here'
- Advise MGFR that they can typically leave FRRC at any time
- Direct MGFR to the 'unprocessed MGFR' area of the FRRC
- Complete 'FECs' with MGFR
- Direct MGFR to the 'processed MGFR' area of the FRRC
- Provide MGFR with appropriate welfare (humanitarian assistance of all [available] types)
- Provide MGFR with appropriate facilities
- Provide MGFR with ongoing info updates
- When (if) possible / appropriate update MGFR on efforts to reunite them with those they were waiting to 'meet & greet'
- When FRRC closes brief MGFR on what 'services' might be 'available' to them next e.g. use of the airline provided '*Humanitarian* (Family) *Assistance Centre - HAC*

Humanitarian Assistance Centre(s)

Notes: **1**. - A local **HAC** is typically set up by the accident airline ASAP after accident occurrence. Where possible, it is located in a suitable, relatively local (to the accident site) hotel(s). **2**. Airline provided / arranged HAC services should be available 24H to MGFR and other locally living FR. Such 'local' persons can opt to be accommodated in the HAC or stay at local residences. For those not choosing HAC accommodation, invitations are typically made for them to attend 'daily' HAC briefings - or otherwise to view such briefings via one or other forms of 'visual' electronic conferencing system **3**. For 'non-local' FR requiring HAC accommodation and services etc, see info on next page. **4**. In the HAC itself a wide array of humanitarian / welfare etc. assistance services should ideally be available. **5**. It is typically 'expected' of the accident airline that it meets all reasonable costs and expenses associated with HAC ops. **6**. In some countries / jurisdictions / circumstances etc. only some (or even none) of what has been written on this page can be expected to take place

Typical Movement of non-*MGFR* type / non-*local* type Family, Relatives and Friends
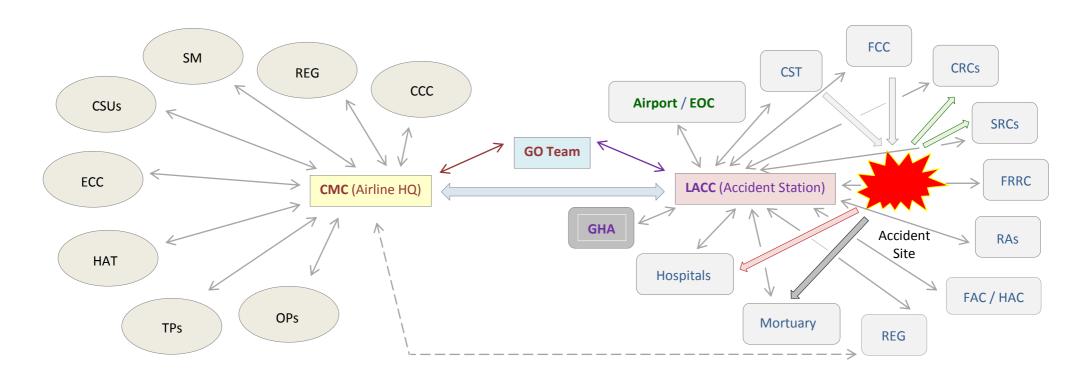
Humanitarian Assistance Centres

Notes: 1. - In the shorter term post major aircraft accident, most FR will typically be communicating with the accident airline via the latter's Emergency Call / Contact / Info Centre (ECC). Amongst many other matters, the ECC should eventually ask 'qualifying' FR (**_NOT_** living relatively locally to the accident location) 'whether or not they wish to be transported to and accommodated at the airline's local HAC'? For those wishing to take-up this offer, the airline will typically arrange, manage and pay for much of what is required. **2**. - See appropriate notes on previous page for more details re the HAC itself. **3**. - It is expected that some non-local (to HAC) FR will elect **_not_** to take up the above offer to travel. In such circumstances the accident airline might consider (with permission of the appropriate FR) sending (for a limited duration) some of its HAT members to visit such FR in their local locations, offering appropriate humanitarian and related services. **4**. - Re **FRRC** (see previous page) and HAC ops - note that it _might_ be necessary to **additionally** set up and operate both types of centre at the origin / departure / upline airport(s) from which the accident flight departed prior to the accident occurrence at the arrival / destination / downline airport (which we are writing about here). Again, the accident airline and its local reps are typically responsible for so doing. **5**. - In some countries / jurisdictions / circumstances etc. only some (or even none) of what has been written on this page can be expected to take place

Catastrophic Aircraft Accident - TYPICAL *COMMUNICATIONS* & *INFORMATION* FLOWS

OPs = Other Parties; **REG** = Legal / Regulatory etc. **SM** = Senior Management; **TPs** = Third Parties providing airline with emergency response support services. For other abbreviations see page **10**

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IMPORTANT NOTE to **STATION MANAGE**R and / or **GHA** and / or other **AIRLINE REP**

The *next* (*second*) part of *Section 5* (starts next page) requires the Station Manager / GHA (Airline Rep etc.) to complete the answer / information blocks on the right hand column of *each* table shown

This latter task will require research / work / effort / time etc. but is vital - as the answers (info obtained) will be invaluable when training and exercising local staff in their emergency response procedures at their own station / airport - and thus better prepare them for the 'real thing'

The objective here is that during *actual* crisis response ops *it should only be necessary to use the Section 3* (as shown elsewhere herein) *checklists* to guide such response - assuming that the info in this Section 5 has *already* been adequately trained, exercised etc. - on a recurrent /regular basis

Much of the required information / answers etc. should be found in the local / relevant airport's '**Airport Emergency Plan** - **AEP**'. Such info will typically (but not always) be *overriding* i.e. any particular airline Station *ERP* should comply with the associated (parent) *AEP* requirements (i.e. the AEP for the airport at which said airline station is located). Where such AEP might be considered as '*not being fit for purpose*' - advice on how to proceed should be taken from *airline HQ*

It is *NOT* acceptable for the required information, as referred to above, to be:

a. Left incomplete

b. Completed inaccurately

c. Cross-referred to (i.e. as contained in *other* [separate] documents) *unless* such latter docs are *easily and freely available* to Station / GHA (airline rep) staff - at the relevant local station / airport e.g. 'potential crisis' related communications directories etc.

d. Completed in any language other than English *

* Versions for purely local use may additionally be produced in any desired language - provided that the *primary / master* version(s) is / are completed in English

Where it has not been possible for the Station Manager / GHA (airline rep etc.) to complete an item(s) of required information and / or provide a suitable answer etc. the following should typically be provided / documented instead:

❖ Brief reason(s) for why the information / answer is missing and / or incomplete
❖ Brief description of proposed action(s) to be taken locally to actually obtain the missing and / or incomplete information / answer - and by when
❖ Regular recorded and verifiable updates on associated progress re above - as required

Station Managers / GHAs etc. should be particularly careful to include (and maintain) up to date directories of required telephone and other *vital* contact information (which must include mobile / cell and residence [home phone numbers as available) - such directories being checked for accuracy and currency *at least* 3 monthly. Associated records should be maintained

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People - Station and / or GHA (Airline Representative) Staff

Question / Information Required	Answer / Information
▪ Name of * Station Manager **AND / OR** ▪ Name of GHA (Senior Airline Representative) ** Also known as Airport Services Manager; Out-port manager etc.*	Stn Mgr = XXXXXXX GHA = XXXXXXX
Provide **full** primary *telephone* contacts for the above i.e. office, mobile/cell phone, home etc.	**Stn Mgr** ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX **GHA** ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX
No **1** Alternate Person to Stn Mgr (as applicable) - provide full contact information same as above	Name ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX
No **2** Alternate Person to Stn Mgr (as applicable) - provide full contact information same as above	Name ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX
No **1** Alternate Person to senior GHA person (as applicable) - provide full contact information same as above	Name ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX
No **2** Alternate Person to senior GHA person (as applicable) - provide full contact information same as above	Name ▪ Office XXXXXXX ▪ MP XXXXXXX ▪ Home etc. XXXXXXX

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People - Station and / or GHA (Airline Representative) Staff

Details of own (internal [i.e. Station and / or GHA]) Alerting & Activation System

Question / Information Required	Answer / Information
Describe here, in the necessary detail / clarity, the 'system' in use at *your* Station - to *internally* alert and activate all *other local* ABCX Airways and / or GHA staff - of a crisis situation Note 1 - The above assumes that the **main contact / duty 'airline representative / GHA' key person**(s) **at the Station** - or their pre-designated alternates - have **already** been alerted / activated by e.g. airline HQ; ATC; local Police etc. **Now** it is necessary to additionally insert here details of how the **remainder** of local staff are alerted and activated Note 2 - You may find it useful to use a 'cascade or callout alert / notification tree' type diagram to describe the local Station's airline representative / GHA internal alerting & activation system .* If so, consider placing such a diagram (for guidance) in a suitable appendix, to your local crisis response plan(s)	= *insert answer / information required here*

* You will find an example of a generic callout tree 'cascade' diagram on page 114 of this document

Note - there are now (2024) extremely effective, efficient and reasonably inexpensive *automated* alerting and activation systems available (to be purchased / leased) on the worldwide market. Very serious consideration should be given to procurement (purchase or lease) of such a system

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - More Contact Information

Question / Information Required	Answer / Information
ABCX Airways - Operations Duty Manager (24H Operations Control Centre at **Airline HQ**)	Crisis Hotline xxxxxxx (24H) xxxxxxx Mobile (Cell) Phone xxxxxxx Landline Telephone xxxxxxx FAX xxxxxxx SITA xxxxxxx email
Crisis Management Centre - Airline HQ Open during crisis response ops only	**Crisis Director** xxxxxxx Deputy Crisis Director xxxxxxx CMC Administrator xxxxxxx **Airports** Desk in CMC xxxxxxx airportscmc@abcxairways.co.uk
Crisis Communications Centre - Airline HQ Open during crisis response ops only	
Accident Station's and / or **'GO Team Airport Nearest'** **L**ocal **A**ccident **C**ontrol **C**entre Provide (as available) ABCX Airways *LACC* location + contact details plus details of 'who' is expected to man *LACC* during crisis (Note that LACC [as available] will typically be located in Station Manager's / airline rep's [e.g. GHA] main office) Important Reminder - Do not confuse the airline / airline representative's *LACC* with the Airport Operator's - ***Emergency Operations Centre***. They are different facilities, at different locations (but typically at the same airport) - with different functions (see page 139)	*Appropriate LACC location, contacts and other major details* ***must*** *be inserted here by local Station Manager* ***or*** *GHA / Airline Representative* ***or*** *'whoever'* Note - at minimum an *LACC* should provide *local* functions related to (list is far from being exhaustive): ▪ Appropriate Command, Control, Co-ordination and Communication ▪ Humanitarian Assistance in all of its forms (accident victims, friends & relatives, own staff etc.) ▪ Log-keeping ▪ Resources / logistics ▪ Administration ▪ IT / telecommunications (ICT) support ▪ etc. ....on behalf of ABCX Airways

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - (Accident Airline's) **Crash Site Team**

Question / Information Required	Answer / Information
Station - ABCX Airways **Crash Site Team** (CST) For aircraft accidents at / on most airports it is an **AEP** requirement for the *accident airline* (and / or its local rep[s] e.g. **GHA**) to deploy a liaison person to the accident site ASAP. Such person typically has an '*airports / traffic / ramp / terminals*' etc. background - being specifically selected (+ trained / exercised) to take on the role The above person will deploy with latest copies of the accident flight's crew list (Gen Dec), passenger list, dangerous goods details and estimate of fuel on board the accident aircraft - - for delivery to the person in overall charge at the accident site itself Additionally, a suitably qualified and experienced *aircraft ground engineer* (typically provided by or arranged for by the accident airline or its local representative) is expected to deploy to the accident site (in company with the above 'airports' etc. person) so as to offer appropriate technical expertise to emergency responders The term which ABCX Airways uses for this two person team is - *Name of Airline* **'Crash Site Team'** - **CST** On the right hand side of this table (answer box) describe (as per above) in detail how the CST will be selected and deployed during an ABCX Airways aircraft accident at your station Note - in most circumstances the CST will be required to deploy via various assembly point locations (RVP; Staging Area; Equipment Assembly Point etc.) before proceeding (typically under escort) to the accident site itself	*For Station Manager / GHA (Airline Rep) etc. - describe here, in the necessary detail / clarity - how 'you' will activate and deploy the CST for an aircraft accident at or close to your Station* Note - Concerning the aircraft ground engineer, it might be necessary for you (and / or airline HQ etc.) to make formal AND / OR informal / ad hoc **pre**-arrangements, with a suitable *local* aircraft engineering organisation, in order for the CST engineer's alerting, activation and deployment requirement to go smoothly, during an actual crisis This will typically be the case where **no ABCX Airways** contracted (aircraft) engineering support is available at your Station Contact ABCX Airways Aircraft Engineering Dept at airline HQ for assistance (via airline's crisis / emergency response planning manager [or equivalent person]) - if you are experiencing difficulties in getting this task fulfilled i.e. do this before any such emergency can occur and not 'on the day' itself

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - (Accident **Airport**'s) ***Emergency Operations Centre*** - **EOC**

Question / Information Required	Answer / Information
State exact **Location** of Airport Operator's Emergency Operations Centre (**EOC**) - or equivalent local facility (whatever it is called / named / entitled at your Station / Airport) (Attach clearly legible location diagram / map for how to get to EOC)	= *Insert required information here*
Primary contact information for airport's **EOC**	**1** ▪ Landline xxxxxxx ▪ Mobile Phone xxxxxxx ▪ 24H Hotline (if any) xxxxxxx **2** ▪ Landline xxxxxxx ▪ Mobile Phone xxxxxxx
Details of airport's person(s) expected to be appointed **in-charge of EOC** - plus details of the primary alternate person	**1** Name / Title ▪ Office xxxxxxx ▪ MP xxxxxxx ▪ Home xxxxxxx **2** Name / Title ▪ Office xxxxxxx ▪ MP xxxxxxx ▪ Home xxxxxxx
Is *accident airline's* station manager / airline rep expected to deploy a liaison person(s) to the airport **EOC** during crisis response ops. If *YES* - who (names / titles) is expected to attend + what are the contact details for the **EOC** position(s) provided for this specific person(s)?	= YES or NO = Name / Title 1 + Name / Title 2 (Alternate) ▪ Landline 1 xxxxxxx ▪ Landline 2 xxxxxxx ▪ MP xxxxxxx

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - (Accident **Airport**'s) Emergency Operations Centre - EOC / continued

Question / Information Required	Answer / Information
Does airport have a *Mobile Command Post* (MCP) - or equivalent facility (possibly known as e.g. Forward or Incident Command Post etc.) which deploys ASAP to accident location etc.?	= YES or NO
If YES, describe the MCP (Type [e.g. vehicle], size / capacity, colouring and identifying marks / beacons / equipment available / comms available / contact info etc.)	= Insert required information here
Where is **MCP** expected to deploy to / be located at - during crisis (aircraft accident) response ops - and will it be expected to deploy both on and off airport etc. as required?………… etc	= Insert required information here
Does *accident airline / airline rep* need to send a liaison person to the deployed *MCP*?	= YES or NO
Where are airport related *Rendezvous Point(s)* and / or *Staging Area(s)* and / or *Equipment Assembly Points* located? (Being gathering area(s) for emergency response vehicles, equipment etc. - prior to proceeding, typically under escort, to accident site. [Attach clearly legible location diagrams if appropriate])	= Insert required information here

For a **UK**, **Ireland**, **UAE** or **Oman** *on-airport* accident *only* - list *anticipated* locations (+ expected contact details if available) for joint agency (i.e. *off-airport* Police, Fire and Ambulance etc.):
 	
  ▪ **GOLD** (Strategic) Control?
 	
  ▪ **SILVER** (Tactical) Control?
 	
Note - **BRONZE** (Operational) Control will always be located at or near to the accident site itself
	= Insert required information here
	
	= Insert required information here

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - *Local* Emergency Services and Similar

Question / Information Required		Answer / Information
Airport **Police** Contacts	=	xxxxxxx
Local *Off*-Airport **Police** Contacts	=	xxxxxxx
Airport **Fire & Rescue** Service Contacts	=	xxxxxxx
Local *Off*-Airport **Fire & Rescue** Service Contacts	=	xxxxxxx
Airport **Medical / Health Services** Contacts	=	xxxxxxx
Local *Off*-airport **Ambulance** Service Contacts	=	xxxxxxx
Local **Hospital(s)** Contact Information	=	xxxxxxx xxxxxxx xxxxxxx xxxxxxx
Local **Army, Navy, Air Force etc.** Contacts Information	=	xxxxxxx xxxxxxx xxxxxxx
Local **SAR** and **Coastguard** Contacts	=	xxxxxxx xxxxxxx
Local **Mortuaries** Contacts	=	xxxxxxx
Local **Undertaker(s)** (Funeral Directors) Contacts	=	xxxxxxx
Associated **Government** Agency Contacts	=	xxxxxxx
Other		

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Passenger Manifest Verification Procedure (PMV)

Question / Information Required	Answer / Information
	See *Checklist* No **9** (found in section **3** of *this* document - page **35**)

Note - also see Appendix **D** to this document (page **102**) for additional brief notes concerning Passenger Manifest Verification

IMPORTANT NOTE

Accurate and rapid completion of the PMV task must be a ***very high priority*** for any ABCX Airways Station Manager and / or GHA (Airline Representative) to complete at time of crisis. The task can be delegated to a suitably senior <u>***and***</u> experienced person if necessary

It is vital that a complete and clear understanding of the procedure is achieved by all staff who might possibly be assigned this task

The PMV procedure must be regularly practiced / drilled. Station Managers / GHAs (Airline Representative) + other, involved staff should conduct at least one 'self-originated' Passenger Manifest Verification exercise per month - using a departed live (real) ABCX Airways flight as the basis of the exercise

Records of all PMV exercises conducted as per above should be retained for Quality Control and audit purposes

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Facilities - ✚ *Local Hospital* Information

Question / Information Required	Answer / Information
General description major local **Hospitals** (stating whether government or privately operated)	Hospital **1** = xxxxxxx
Distance/average driving time to / from airport?	= xxxxxxx
Number of beds?	= xxxxxxx
Number of mortuary / morgue spaces?	= xxxxxxx
List special facilities e.g. burns unit; number of intensive care beds etc.	= xxxxxxx
Airline attendance permitted?	= xxxxxxx
Personal rating on a scale of 1 to 10 *	= xxxxxxx
Describe major local **Hospitals** (stating whether government or privately operated)	Hospital **2** = xxxxxxx
Distance/average driving time to / from airport?	= xxxxxxx
Number of beds?	= xxxxxxx
Number of mortuary / morgue spaces?	= xxxxxxx
List special facilities e.g. burns unit; number of intensive care beds etc.	= xxxxxxx
Airline attendance permitted?	= xxxxxxx
Your personal rating on a scale of 1 to 10 *	= xxxxxxx

* When compared to accepted international standards (Station Manager / GHA opinion required here)

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Facilities - ***Local Hospital*** Information

Question / Information Required	Answer / Information
Describe major local **Hospitals** (stating whether government or privately operated)	Hospital **3** = xxxxxxx
Distance/average driving time to / from airport?	= xxxxxxx
Number of beds?	= xxxxxxx
Number of mortuary / morgue spaces?	= xxxxxxx
List special facilities e.g. burns unit; number of intensive care beds etc.	= xxxxxxx
Airline attendance permitted?	= xxxxxxx
Your personal rating on a scale of 1 to 10 *	= xxxxxxx
Describe major local **Hospitals** (stating whether government or privately operated)	Hospital **4** = xxxxxxx
Distance/average driving time to / from airport?	= xxxxxxx
Number of beds?	= xxxxxxx
Number of mortuary / morgue spaces?	= xxxxxxx
List special facilities e.g. burns unit; number of intensive care beds etc.	= xxxxxxx
Airline attendance permitted?	= xxxxxxx
Your personal rating on a scale of 1 to 10 *	= xxxxxxx

* When compared to accepted international standards (Station Manager / GHA opinion required here)

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Facilities ✝ Local Mortuary Information

Question / Information Required	Answer / Information
Station Manager and / or GHA (Airline Rep) to research and describe the mortuary / morgue etc. facilities available locally (e.g. within a 50-100 km radius of airport), for mass fatalities e.g. number of mortuary / morgue spaces available; in what locations; with what facilities etc. Include any mortuary / morgue spaces available at local hospitals - even if already included elsewhere In addition to detailing any *permanent* mortuary / morgue information available - also provide details of plans (if any) to set up *temporary* mortuaries for the mass fatality type situation (e.g. in freezer / chiller trucks / similar; cold store facilities; suitable aircraft hangars; ice-skating rinks / artificial ski slopes etc.) Also include here the contact and other relevant details of appropriate undertakers / funeral directors etc. even if already included elsewhere 24 hour telephone contact information for all of the above is also to be included	*Insert all required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

✝ **Gathering of Information re Fatalities**

Question / Information Required	Answer / Information
Describe here (clearly and in the necessary detail) - the expected, local process for how the accident *airline* rep at the accident station / airport (i.e. **Station Manager** and / or *GHA*) will be provided with (and / or will otherwise obtain) the necessary information from the authorities / whoever - as to which passengers, crew (and possibly persons on the ground) have been killed or have subsequently died - as a result of the aircraft accident	Station Manager and / or GHA (Airline Rep) to insert required information here - including all required main details - and as written / reproduced in a very clear but relatively brief format

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Station **Emergency Bag / Box / Folder**

Requirement	*How Requirement Met*
Each ABCX Airways **Station Manager** / **GHA** (or other, relevant Airline Rep) shall make up a set of simple, inexpensive *emergency bags* / *boxes* / *folders* etc. - stored at suitable, easily accessible and 'well known' locations - from where airline / GHA / other staff - deploying during crisis response situations - can quickly and easily collect them. Separate bags etc. must be <u>pre</u>-prepared for each of the following locations i.e. the job needs to be done **NOW** - **TODAY** - i.e. before any crisis occurs! ▪ *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:	*LACC* located at ******** **LACC Emergency Bag** stored at ********* LACC Bag typically contains (pre-prepared): - Crisis Contacts Telephone Directory - Relevant Emergency Checklists - Passenger Records Cards (P/VRC) (or local, equivalent forms) - Family, Relatives and 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. **+** * 5 copies final (flown) Passenger List / Manifest; + 5 copies crew list (GENERAL DECLARATION); + 5 copies Dangerous Goods documentation (if any) * The above docs 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' *********************)
▪ *Crash Site Team* - *CST* - *NB: 2 separate bags required* (1 for AIRCRAFT ENG + 1 for AIRPORTS / GHA etc.). CST Aircraft Engineer should also consider taking a small toolkit & appropriate Personal Protective Equipment	**CST Emergency Bags** stored at ********** CST Emergency Bags Contents = *same* as for LACC bag. Aircraft Engineer's bag to *additionally* contain relevant aircraft 'crash charts / cut here etc. type diagrams'

Station **Emergency Bag / Box / Folder** - *continued*

Requirement	How Requirement Met
▪ **Uninjured Crew Reception Centre - Airside / CRC (A)** **PLUS (+)**	CRC (A) located at ******** **CRC (A) Emergency Bag** stored at *********** Contents *same* as for LACC bag *except* for FECs & Dangerous Goods (i.e. latter 2 __not__ required)
▪ **Uninjured Passenger Reception Centre - Airside** / SRC (A)	SRC (A) located at ********** **SRC (A) Emergency Bag** stored at ********** Contents *same* as for LACC bag *except* for FECs & Dangerous Goods
▪ **Airport Information Desk**(s)	Airport information Desk(s) located at ********** **Airport Information Desk Emergency Bag(s)** stored at **********. Contents *same* as for LACC bag *except* for P/VRCs & Dangerous Goods
▪ **Family, Relatives & Friends Reception Centre - FRRC** **PLUS (+)**	FRRC located at ********** **FRRC Emergency Bag** stored at ********** Contents *same* as for LACC bag *except* for P/VRCs & Dangerous Goods
▪ **Family (Humanitarian) Assistance Centre - FAC / HAC**	F/HAC located at ******** (usually in a *land-side* hotel BUT different from **CRC (L)** / **SRC (L)** hotels) **F/HAC Emergency Bag** stored at ********** Contents *same* as for LACC bag *except* for P/VRCs & Dangerous Goods

Station Emergency Bag / Box / Folder - *continued*

Requirement	How Requirement Met
▪ **Hospitals Deployment Team**(s) **PLUS (+)**	**Hospital Emergency Bag(s)** stored at ********** Contents ***same*** as for LACC bag but ***not including*** Dangerous Goods documentation
▪ **Mortuary Deployment Team**(s)	**Mortuary Emergency Bag(s)** stored at ********** Contents ***same*** as for LACC bag but ***not including*** Dangerous Goods documentation
▪ **Uninjured Crew Reception Centre** - **Landside / CRC (L)** **PLUS (+)**	CRC (L) located at ********** (typically in a land-side hotel - ***BUT*** different from SRC (L) & F/HAC hotels) **CRC (L) Emergency Bag stored** at ********** Contents ***same*** as for LACC bag ***except*** for FECs & Dangerous Goods
▪ **Uninjured Passenger Reception Centre - Landside** / SRC (L)	SRC (L) located at ********** (typically in a land-side hotel - ***BUT*** different from CRC (L) and F/HAC hotels) **SRC (L) Emergency Bag** stored at ********** Contents ***same*** as for LACC bag ***except*** for FECs & Dangerous Goods

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - Handling of Victims - ***Crew*** Members + Equivalents Person(s)

Question / Information Required	Answer / Information Provided
Note - ABCX Airways urgently requests of 'all persons appropriately concerned / involved' - that any **uninjured *crew*** (from the accident flight) be separated (and continue to be separated thereafter) from accident flight passengers (+ any FR, the general public, the media etc.) - immediately after they (said crew) are removed from the accident site itself	
Has the above request been agreed to / acted upon at your ***airport*** (e.g. has an associated procedure been produced, trained, exercised?)	= *YES or NO*
If not - state why not and also briefly describe what is being done to rectify this situation (e.g. lobbying with 'who-ever' via the local Airline Operator's Committee - AOC etc.)	= *Insert required information here*
If such a procedure *is* in place, provide location + a very brief description of the CRC (A) - or local equivalent facility (also provide location on a map or diagram)	= *Insert required information here*
Location + very brief description of CRC (L) * **Note** - CRC (L) should be located in a suitable hotel or similar. Latter hotel should be different from SRC (L) hotel and *also* different from the FAC (HAC) hotel (Provide location on a map or diagram)	= *Insert required information here*
What extra security will be provided for uninjured crew at CRC (A) and / or CRC (L)?	= *Insert required information here*

* Refer to appendix H of *this* document (page 115) for an example of a typical agreement which the airline / airline representative might use when negotiating with appropriate hotels

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - Handling of Victims - *Crew* Members + Equivalents Person(s) / continued

Question / Information Required	Answer / Information Provided
Who (specify title[s] and how many persons) from ABCX Airways / GHA / other resources - will be deployed to man the *CRC (A)* - or local equivalent facility?	= *Insert required information here*
Briefly describe the duties of such deployed staff	= *Insert required information here*
What documentation will such deployed staff use - e.g. dedicated airline CRC (A) checklists; airline **Passenger / Victim Record Cards** / local equivalent forms; CRC (A) Info Cards etc.	= *Insert required information here*
What comms etc. equipment will be used by such staff (e.g. TETRA [radio/phone/data]; smart / mobile phone etc.) + also include related contact info if possible e.g. actual phone numbers, radio frequencies etc. to use etc.	= *Insert required information here*
How will minor first-aid, food & beverage, replacement clothing etc. be provided to the uninjured crew (as required)?	= *Insert required information here*
What facilities will be provided to uninjured crew for communicating with airline HQ, families etc.?	= *Insert required information here*
How will 'uninjured crew' be provided with minor medical assistance e.g. for treating shock; possible smoke inhalation etc. - if so required?	= *Insert required information here*
How will uninjured crew be provided with 'mental welfare [psychological first aid]', religious / faith, humanitarian & similar support?	= *Insert required information here*
How will uninjured crew (particularly pilots) be provided with *local* legal support - if so required?	= *Insert required information here*
Who (title[s] + numbers) from the accident **airline**, involved **GHA**, other appropriate resources etc. is / are / will 'deploy' in support of the *CRC (L)* when (if) it becomes available? Briefly describe associated duties	= *Insert required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - Handling of Victims - **Passengers**

Question / Information Required	Answer / Information Provided
Location and brief description (including security arrangements) of **SRC (A)** - or local, equivalent facility (provide location on a map / diagram etc.)	= *Insert required information here*
Has a procedure to separate uninjured crew from uninjured PAX (upon leaving the accident site) been put in place? If not, how is it proposed to separate such crew from such PAX whilst *both* are (possibly / potentially) contained *together* in the SRC (A) and / or SRC (L)??	= *Insert required information here*
Location and brief description (including security arrangements) of **SRC (L)** * Note - SRC (L) should be located in a suitable hotel or similar. SRC (L) hotel should be different from CRC (L) hotel and different from the FAC (HAC) hotel. (Provide SRC (L) location on a map or diagram)	= *Insert required information here*

* Refer to appendix **H** of *this* document (page **115**) for an example of a typical agreement which the airline / airline representative might use when negotiating with appropriate hotels

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - Handling of Victims - **Passengers** ………. *continued*

Question / Information Required	Answer / Information Provided
Who (specify title[s]; number of persons etc.) from *ABCX Airways* / *GHA* / other resources - will be deployed to man the SRC (A) / local equivalent facility?	*= Insert required information here*
Briefly describe duties of above deployed staff	*= Insert required information here*
What documentation will be used by such deployed staff e.g. dedicated airline SRC (A) checklists / SRC (A) Info Cards; airline passenger / Victim Record Cards (P/VRC) / local equivalent forms etc?	*= Insert required information here*
What comms etc. equipment will be used by such staff (e.g. TETRA [radio/phone/data]; smart / mobile phone etc.) + also include related contact info e.g. actual phone numbers, relevant radio frequencies etc?	*= Insert required information here*
How will *uninjured* PAX be provided with minor medical assistance, if so required e.g. treating shock; minor smoke inhalation etc.?	*= Insert required information here*
How will *uninjured* PAX be provided with 'mental welfare [psychological first aid]', religious / faith, humanitarian and similar support?	*= Insert required information here*
How will food / beverage, replacement clothing etc. be provided to *uninjured* PAX?	*= Insert required information here*
What communications facilities will be provided to *uninjure*d PAX?	*= Insert required information here*
Who (specify title[s]; number of persons etc.) from *ABCX Airways* / *GHA* / other resources is expected to deploy in support of the *SRC (L)*? Briefly describe associated duties at SRC (L)	*= Insert required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People and Facilities - Handling of **Meeters & Greeters / Family, Relatives & Friends** (MGFR)

MGFR assumed herein to be at or otherwise located relatively close (geographically) to the accident airport

Question / Information Required	Answer / Information Provided
Briefly describe the process for how MGFR (e.g. those waiting at the airport for 'what was to become' the 'accident' flight) are 'discretely / tactfully' notified of the crisis, segregated from any (non-involved / other) MGFR / general public - and taken / directed to the airport's **Family, Relatives & Friends Reception Centre** - FRRC (or local equivalent facility)	= *Insert required information here*
Insert here location and brief description of FRRC - including security arrangements. (also show on map / diagram)	= *Insert required information here*
Who (specify title[s] and how many persons / staff) from **ABCX Airways** / **GHA** / others will / are expected to deploy in support of the FRRC?	= *Insert required information here*
Briefly describe the duties of such deployed persons / staff etc.	= *Insert required information here*
What documentation will be used? e. g. **FRRC** checklists; Family, Relatives & Friends Enquiry Cards - FEC (or local equivalent forms); FRRC Info Cards etc.	= *Insert required information here*
What comms etc. equipment will be used by such staff (e.g. TETRA [radio/phone/data]; smart / mobile phone etc.) + also include related contact info e.g. actual phone numbers, relevant radio frequencies etc?	= *Insert required information here*
How will food & beverage etc. be supplied to the FRRC?	= *Insert required information here*
How will MGFR etc.be provided with 'mental welfare [psychological first aid]', religious / faith, humanitarian and similar support?	= *Insert required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

People & Facilities - Handling of **Meeters & Greeters / Family, Relatives & Friends** (MGFR) / cont'd

Question / Information Required	Answer / Information Provided
Briefly describe how MGFR waiting at FRRC / local equivalent facility will eventually be transported to the **FAC** (HAC) Hotel(s) - should they wish to go there * **Note -** FAC (HAC) should be located in a suitable hotel or similar. FAC hotel should be different from CRC (L) hotel and also different from the SRC (L) hotel	*= Insert required information here*
Location + brief description of FAC / HAC- including security arrangements. (Also show location on map / diagram)	*= Insert required information here*
Who (specify title[s] and how many persons) from **ABCX Airways** / **GHA** / others etc. will / are expected to deploy in support of the FAC?	*= Insert required information here*
Briefly describe the duties (roles and responsibilities) of such deployed staff	*= Insert required information here*
What documentation will be used? e. g. FAC checklists; Family, Relatives & Friends Enquiry Cards - FEC (or local equivalent forms); FAC Info Cards etc.	*= Insert required information here*
What comms etc. equipment will be used by such deployed staff (e.g. TETRA [radio/phone/data]; smart / mobile phone etc) Also include related contact info e.g. actual phone numbers, relevant radio frequencies etc?	*= Insert required information here*
How will MGFR be provided with 'mental welfare [psychological first aid]', religious / faith, humanitarian and similar support?	*= Insert required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

Re-uniting (Reconciliation) Procedure

Question / Information Required	Answer / Information Provided
Describe (briefly but clearly) the procedure for how accident victims are expected to be re-united with their associated FR Include two scenarios: 1. Re-uniting *on*- airport 2. Re-uniting *off*-airport (but still in the * shorter term following the accident) * Shorter term typically referring herein to the first 24 to 48 hours following the associated accident etc. Note: Account must be taken of the highly likely scenario - whereby said accident victims will have *already* been in contact with associated FR or vice versa (typically via mobile phone, text, email, social media etc.) *before* such time as the 'authorities / airline / airport / whoever' have actually finished the re-uniting procedure 'on paper' etc. i.e. before the physical re-uniting process itself has *formally* commenced If such situation is not managed effectively, efficiently, quickly, sensitively etc. - there is a real risk of damage to the airline's (and airport's) reputation This is particularly so where the process is generally outside of airline / airport control (e.g. handled by local 'authorities' and similar)	= *Insert required information here*
Additionally describe (briefly but clearly) the procedure for how accident victims are expected / anticipated to be re-united with their loved ones and similar persons - in the ** longer term ** longer term typically referring here to days / weeks / possibly months, post- accident - as appropriate to actual, prevailing circumstances at the time	= *Insert required information here*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

GO Team from Airline HQ - **Arrival at Station (*or* at 'GO Team Airport Nearest') + Local Deployment**

Question / Information Required	Answer / Information Provided
For an aircraft accident (__not__ occurring at / __very__ close to accident airline's HQ location) it is likely that said airline will deploy a * **GO Team** to - (or as near as practicable / possible to) the actual accident location * A GO Team can number up to several hundred persons (possibly more) - the majority of whom are members of the accident airline's 'Humanitarian (Family etc.) Assistance Team - **HAT**'. ABCX Airways Station Managers, GHAs etc. should base associated __pre__-planning around 200 - 300 HAT persons arriving as part of the initial GO Team. (Note - some airlines can deploy a significantly larger GO Team) If said accident occurs **at** or **near to** an airline (ABCX Airways) **scheduled** airport - (*other than at **airline HQ** / **main operating base** Airport*) - the airline's associated Station Manager / GHA should __pre-plan__ (re GO Team ops) for the following: GO Team (if deployed by air [and considering a **scheduled**, passenger airline specifically] - which is the scenario used herein) will typically depart origin airport around **3 to 6 hours** (or sooner) from the time that the aircraft accident had been initially notified to airline HQ. By adding 3 to 6 hours etc. to the average flight time from GO Team origin airport - to operating airport nearest to accident site - an **approximate** earliest and latest ETA can be calculated for arrival of said GO Team at latter airport. This airport might be the accident airport itself (**if** still operating) or the nearest suitable airport available. **Charter / lease** etc. airlines will take considerably longer to do likewise For airports where closure means shut down of the associated, geographical region to most **air** access (e.g. Male in the Maldives; Seychelles etc.) - the GO Team deploys to the nearest suitable airport (GO Team Airport Nearest) and then uses other forms of transport to get to the accident site (e.g. for **Male** again - GO Team could deploy to Colombo, Sri Lanka by air - and then move by ship and / or amphibian air taxi to Male)	*Insert here the anticipated periods (after accident notification received by airline HQ) required for the GO Team to arrive at the accident station (assuming that accident has occurred on / near the station BUT that the **airport is still operational** for the GO Team aircraft). You will have two different times - one being estimated earliest time and the other being estimated latest time* *Do likewise, but this time assuming that accident station's airport is **closed** i.e. the GO Team will operate into the nearest suitable airport. In this case an additional calculation is required re the additional time taken to move from this latter airport to the accident airport - by whatever, suitable form of transport is available (See **'Male'** example at bottom of adjacent column)* *Give your answers in hours and minutes post-accident occurrence time*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

GO Team from Airline HQ - Arrival & Deployment - continued

Question / Information Required	Answer / Information Provided
▪ Arrangements for rapid **CIQ clearance** - for **GO Team and GO Kit up**on arrival * * International Civil Aviation Organisation (ICAO) standards etc. - *ICAO Annex 9, Chapter 8* - (mandatory for all ICAO members - which includes almost every country in the world) requires 'local' *CIQ* (Customs, Immigration and Quarantine / Port Health') authorities' to facilitate (make easy) the arrival in country of teams such as the **GO Team** (and also of travelling families & friends of accident victims) travelling to / near to the associated aircraft accident location For example - a person visiting country X might normally require a visa for that country - in advance of actual arrival. During time of crisis (e.g. aircraft accident) ICAO Annex 9, Chapter 8 requires the country issuing the visa to 'relax the rules' by e.g. issuing a visa on arrival instead - or indeed, waving the need for a visa at all, in such circumstances	*Insert details of required arrangements here:*
▪ **Provision of a suitably experienced and qualified 'airline station** (local) **traffic / ramp / terminals etc.' person**(s) - to be assigned as 'local liaison' to (at same location) deployed 'ABCX Airways' GO Team Managers	*Describe here how this will be achieved*
▪ **Provision of an updated crisis brief and issue of local 'information packs'** - provided to / distributed to GO Team - on arrival ** ** Information packs to typically include items such as a **local *crisis contacts*** directory; local maps; notes on local culture/custom/religion; details & contacts of local, key personnel; details of local emergency services, hospitals; local logistics & resources etc.	*Describe here how this will be accomplished*

STATION = *xxxxxxx* (Insert Station Name + 3 letter IATA code)

GO Team from Airline HQ – Arrival & Deployment - continued

Question / Information Required	Answer / Information Provided
▪ Requirement to **rapidly issue** (airport) **airside passes** (or equivalents) **to those members of the GO Team requiring such immediate access upon local arrival** e.g. the 'Airline Accident Investigation Team'	*Describe here how this will be achieved*
▪ **Airport Authority / Airport Management Company / Airport Operator - liaison person** assigned to Leader GO Team	*Describe here how this will be achieved*
▪ **Provide /assist in providing / arranging for all necessary local equipment, facilities, services etc**. - as required by / for GO Team ******* ******* e.g. - Security; passes & permits; mobile / smart phones; portable radios; hi-vis clothing; personal protective equipment; basic office facilities, equipment and stationery; transportation; tools; accommodation; food & beverage; finance / credit resources; interpreters etc.	*Describe here how this will be done + list the anticipated local equipment, facilities, services etc. to be provided - + comprehensive details of how they might best be procured*

Reminder - Airline GO Team may also deploy via surface transport, if circumstances' on the day's so dictate

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Appendix **L** to GHA ERP Guideline

Starting on the *next* page will be found *instructions* which (ABCX Airways) *airline HQ* (airports / ground operations department) can forward to all of its (ABCX Airways) on-line / destination stations

The instructions have been designed to assist on-line station managers / station airline representatives (GHAs / Supervisory Agents) etc. in complying with and completing the relevant requirements, recommendations etc. of *this* GHA ERP Guideline (i.e. the document you are now reading) when completing / reviewing / updating etc. their own, equivalent plans

Said instructions have been included herein for the convenience, information etc. of all concerned. However, they should *not* be *acted upon* until appropriate instruction so to do - has been received from the relevant / associated airline HQ

ABCX Airways

Instructions for *Preparation of an*..........................

Emergency Response Plan - for *Local* Use at *ABCX Airways* on-line *Stations*

Intended Use for these Instructions

These instructions and the accompanying *guideline* document (provided *separately* to stations by ABCX Airways HQ [latter {ABCX Airways} - latter otherwise known herein as '*the airline*']) describe how '*designated airport based staff*' (responsible for all / most aspects of airport ground handling for / on behalf of ABCX Airways during *normal* operations [i.e. **ABCX Airways** own staff and / or contracted **GHA** and / or contracted **Supervisory Agent** staff]) are *additionally* required to prepare, maintain, train and exercise an **emergency response plan** (ERP) for said airline - as related specifically / solely to the (on-line station) airport at which they (designated airport based staff) are employed / based / serve etc.

Accordingly such staff should use these instructions + any provided **airline** guidelines + the local (parent) **airport**'s emergency plan (AEP) + any appropriate **GHA** ERP etc. - to better prepare said airline's *specific* **ERP** *for that specific station / airport*

DEFINITION

(Aircraft Operator **On-line Station** [Also known as 'Outstation', 'Outport'])

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

Who should Use these Instructions

These instructions are provided for use / guidance etc. by designated (airport based) *ground handling* personnel, as referred to in the first para at top of this page. Such personnel typically include / comprise:

- Persons (if any, being in the *direct* employ of an associated *airline*) - responsible for *directly* managing / overseeing / performing all aspects of *normal* airline ground handling operations at the specific airport (airline station) at which they are based (and / or other designated airports for which they might *also* be similarly responsible).......................................AND / OR

- *Third party* (sub-contracted persons in the *indirect* employ of an associated [customer] *airline*) responsible for *indirectly* managing / overseeing / performing all aspects of delegated, *normal airline* ground handling operations at the specific airport (airline station) at which they are based (and / or other designated airports for which they might *also* be responsible) - on behalf of and as required by said *airline*

The third party persons referred to just above (previous page) may be:

- Employees of the 'ground handling agents - GHA' contracted by 'the' airline to provide associated ground handling services at any specific airport which it (said airline) serves and at which (typically) the associated GHA is based or otherwise available / provides its services .... **AND / OR**

- Employees of a 'specialist' ground handling organisation (known herein as a *'supervisory agent'*) charged by a customer airline (as required) with oversight of operations conducted by associated (other) ground handling agents also contracted by that same airline - at designated airline (on-line and / or ad hoc) airline stations

Note - 'supervisory agents' are typically (but not exclusively) employed by 'tour operator /package' type airlines

Terminology - 'Station Manager'

From the bullet point info just above, it will be noted that various entities may provide the 'person in charge' of airline ground handling ops at specified airports. The generic term used for all such persons herein (regardless of parent organisation) is *'station manager'*

Off-line / Ad Hoc Destination Airports (including any airport used during an emergency)

These instructions do *not* cover off-line / ad hoc airport destinations operated to only occasionally by the airline. However, a simple ERP checklist for use by such airports will be found at attachment B to these instructions. This latter checklist will be forwarded (by ABCX Airways - as required) to any such appointed (off-line / ad hoc) airport(s) ground handling organisation (together with appropriate instructions for use) prior to operation of the airline into any such airport(s) (or, in extremis, as soon as possible following an ABCX Airways aircraft accident at such airport)

Instructions

These instructions typically relate to completion of the (*separate* document) * *guideline* - which should be provided to all *airline* on-line *stations* by airline HQ. The intended use of same, together with accompanying guidance, has already been referred to in the first two paras at the top of the previous page. If there are queries re any aspect of these instructions - contact the appropriate airline person at:

Insert appropriate contact information here....................................... (To be completed)

* Note - the *guideline* document referred to in the para just above comprises, in fact, pages 0 to 159 of the document *which you are reading right now*. The '*instructions*' (again, as per para immediately above) are also included herein, starting page 164

Instruction 1

Obtain the *airline's* (station) '*ERP* Guideline' document from airline HQ (if you do not already have it)

Instruction 2

Study said **ERP** guideline thoroughly. If you have any queries - make ***telephone*** contact with the appropriate **airline** person listed (see note at bottom of previous page) to obtain clarification etc.

Instruction 3

Do **_not_** move on to instruction 4 until you thoroughly understand what is are required of you - as per instruction 2 above

Instruction 4

Obtain a copy of the current *airport* emergency plan (*AEP*) i.e. the airport for which you are / will be specifically preparing the associated *airline* (station) ERP

Instruction 5

Study said **AEP** so as to fully understand its operation, requirements, limitations etc. - particularly as related to **aircraft operators** (especially passenger airlines) and **ground handling agents / operators**

Instruction 6

If you are a ground handling agent / supervisory agent, obtain a current copy of your own GHA ERP / Supervisory Agent ERP (if any) for the **airport** for which you are preparing / will prepare the associated **airline** (station) **ERP**

Instruction 7

Further to instruction 6, *if* a GHA ERP and / or Supervisory Agent ERP is / are available - study it / them to the extent necessary to fully understand its / their operation, requirements, limitations etc.

Instruction 8

8.1

Start preparation of the **airline** (station) **ERP** (as per above) in accordance with:

- Instruction / information provided in the associated airline's guideline document

- Appropriate requirements of associated airport's AEP

- Appropriate requirements of associated GHA ERP / Supervisory Agent ERP (if any)

- The flow chart found at attachment A (page 167)

8.2

Decide if you are going to complete the *abbreviated* OR *full* version of the *airline* (station) **ERP** (The guideline itself makes clear the differences. However, if you are in any doubt - you **_must_** complete the **full** version or otherwise make contact with airline HQ for advice)

8.3

Where there is any conflict between what the *airline guideline* is asking for and what is required by the local *airport AEP* - then (generally speaking) the AEP requirement should typically be overriding

However, note that (just like airline and GHA / Supervisory Agent ERPs) AEPs range in quality etc. from 'excellent' to 'appalling' to 'non-existent'. If you are not satisfied that an AEP is of the required quality (does not exist etc.), take advice from *airline* HQ on how to proceed

8.4.1

If you are a GHA and a *GHA ERP* for your *airport* already exists, then incorporate any such appropriate GHA specific requirement(s) into any associated *airline* (station) **ERP** being prepared - as required / applicable. However, and before so doing, check that said GHA requirement(s) do not conflict with said AEP and also (in general terms) with the associated airline's requirements. Where there *are* unavoidable conflicts, contact *airline* HQ for advice

Similar to the above also applies to supervisory agents

8.4.2

If you are a GHA and your GHA *ERP* is 'top quality' (comprehensive, effective, efficient, in compliance with local AEP etc. - which itself [said AEP] should also be considered to be 'top quality') - then it might be better to base / adapt the airline (station) ERP directly upon / to the (your) GHA ERP - rather than basing it on said airline's own provided guideline document. If this is proposed, discuss with airline HQ accordingly before starting. Similar to aforesaid applies to supervisory agents

8.5

When the first draft of the airline (station) ERP has been completed as per above, the GHA originator / person responsible shall forward a copy to airline HQ without delay for comment / feedback etc.

8.6

Airline HQ will, accordingly, provide associated written feedback to GHA (as soon as possible) on submitted first draft as per 8.5 above

8.7

GHA originator will agree (if appropriate) with written feedback from airline HQ - and then update the draft (first attempt) airline (station) ERP to incorporate 'what has been agreed' (i.e. to hopefully produce a 'final' version. However, steps 8.5 to 8.7 can be repeated as often as necessary so as to achieve the required objectives)

8.8

The local (station) person(s) ultimately responsible for developing, maintaining etc. the *airline ERP* (for any specific station and as aforesaid) **shall ensure that it** (said airline ERP) **is *trained*** and ***exercised*** locally (as applicable to all appropriate staff) on a regular, recurrent basis. Associated reports and records shall be maintained and retained (by said person) as evidence of compliance. Associated corrective / preventive action shall be taken as required

8.9

The local (station) person(s) ultimately responsible for developing, maintaining etc. the *airline ERP* (for that station and as aforesaid) **shall periodically review, maintain and update said ERP** - in accordance with an appropriate, documented procedure. Associated reports and records shall be maintained and retained (by said person) as evidence of compliance

8.10

Airline HQ is ultimately responsible for ensuring that each of its *airline* (station) *ERPs* (as referred to above) complies at all times (insofar as is possible / practicable / advisable / permitted) with *airline* (i.e. its own), local *airport* and any *other* legal / regulatory / valid etc. requirements.

To this effect said *airline* shall conduct a rolling, on-site *audit* programme for all (of its) station ERPs. Associated reports and records shall be maintained and retained (by *airline* HQ) as evidence of compliance - and appropriate 'corrective action' taken when so required

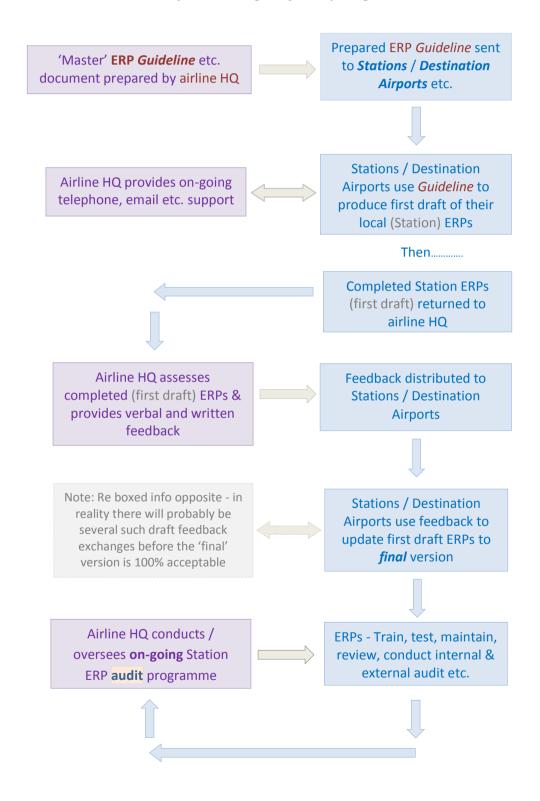Attachment **A**: Use of Station ERP Guideline - Flow Diagram

Attachment **B**: Emergency Response Checklists for use by ***Off-line / Ad hoc*** Airport Destinations

Attachment A to Appendix L to GHA ERP Guidelines

Emergency Response Planning for **Countries / Areas / Regions / Stations / Destination Airports**

ABCX Airways - Flow Diagram for Preparing a Station ERP Guideline / Template

'Master' **ERP** *Guideline* etc. document prepared by airline HQ	Prepared ERP *Guideline* sent to **Stations** / **Destination Airports** etc.
Airline HQ provides on-going telephone, email etc. support	Stations / Destination Airports use *Guideline* to produce first draft of their local (Station) ERPs

Then…………

	Completed Station ERPs (first draft) returned to airline HQ
Airline HQ assesses completed (first draft) ERPs & provides verbal and written feedback	Feedback distributed to Stations / Destination Airports
Note: Re boxed info opposite - in reality there will probably be several such draft feedback exchanges before the 'final' version is 100% acceptable	Stations / Destination Airports use feedback to update first draft ERPs to *final* version
Airline HQ conducts / oversees **on-going** Station ERP **audit** programme	ERPs - Train, test, maintain, review, conduct internal & external audit etc.

Attachment B to Appendix L to GHA ERP Guidelines

Emergency Response Checklist for use by * *Off-line / Ad hoc* etc. type Airport Destinations

* *Including any emergency landing airport*

CHECKLIST xx - **AIRCRAFT ACCIDENT** - **Off-line / Ad Hoc** Destination Airport Checklist (i.e. no ABCX Airways staff or '**regular use**' GHA available at / near to accident aircraft's off-line / ad hoc airport destination)

- This is a generic checklist designed for use if an *ABCX Airways* aircraft accident occurs *at* or *near* an *ad hoc* departure or arrival airport *OR* in case of e.g. en-route diversion to such an ad hoc airport etc.

- This checklist is to be completed (action taken) by the ABCX Airways appointed *ad hoc Ground Handling Agent / Airline Representative* (if any) at said *ad hoc* airport - following an accident to an ABCX Airways aircraft at or in the vicinity of said airport

- ABCX Airways will typically provide this checklist to the ad hoc GHA / Airline Rep *before* the ad hoc flight is scheduled to operate at that airport. For en-route diversions - ABCX Airways shall email etc. this checklist (to the airport diverted to) as quickly as possible after accident occurrence

- ABCX Airways will support the ad hoc GHA / Airline Rep / whoever - by telephone and / or by sending representation to the airport as soon as possible / practicable following an accident

- This checklist is deliberately short and simple. The ad hoc GHA / Airline Rep / whoever - is requested to add to / expand it at his / her discretion - to cover all other locally required responses and actions required by accident circumstances 'on the day' - but which are not already covered below

	Action	☑ ?
1	Ensure all appropriate emergency services are aware of accident and are responding *(Insert appropriate contact details for emergency services here ....)*	
2	Ensure initial medical attention for accident survivors is provided / arranged *(Insert appropriate contacts for who you will check this with here ....)*	
3	As soon as possible - *telephone* ABCX Airways Operations Control Centre and pass on all accident details available (updated information should be passed on in turn) **Accident reporting hotline** + xx (0)xxxx xxxxxx.............OR + yy (0)yyyy yyyyyy ops.control@abcxairways.com FAX +zz (0)zzzz zzzzzz; SITA - XXXOOZB	
4	Provide *regular* telephone etc. updates to ABCX Airways - re on-going accident response situation etc.	

5	Send a suitable representative to accident site ASAP - representing both your organisation and also ABCX Airways. Rep to take with him / her - 1) Latest Passenger List 2) Crew List 3) Dangerous Goods information (if any). Rep to also make arrangements to safeguard airline property (including aircraft and cargo) + any property etc. belonging to those persons travelling on the accident flight	
6	Send a suitable representative to associated airport authority / operator's emergency operations centre (as required) - representing both your organisation and ABCX Airways *(Insert contact & location details for airport emergency operations centre here ....)*	
7	Provide / arrange for a private, secure and suitably equipped airport area (usually located **airside**) to be made available for any **uninjured** crew and passengers arriving from accident site. Provide a representative at this area to assist with the welfare / humanitarian assistance etc. of all concerned. Record appropriate details re said uninjured persons and pass on to ABCX Airways without delay *(Insert appropriate contact & location details for this area here ....)*	
8	Ensure that on-going medical attention is being provided to injured e.g. at hospital(s) *(Insert appropriate hospital(s) contact & location details here ....)*	
9	As required, provide / arrange for a private, secure and suitably equipped airport area (usually located **landside** and must be separate from the facility documented at 7 above) to be made available for any meeters and greeters at the airport who **might** have been waiting for the accident flight. Provide a representative here to assist with associated welfare / humanitarian assistance of all concerned. Record appropriate details of meeters and greeters and pass on to ABCX Airways without delay *(Insert appropriate contact & location details for this area here ....)*	
10	Collect / secure all flight and related documentation for / from the accident flight. Make 2 sets of copies	
11	**IMPORTANT** - Direct all media (TV, Press etc.) queries to ABCX Airways at airline HQ	
12	Arrange / provide suitable and secure accommodation (e.g. hotel), transport, welfare, humanitarian assistance etc. for uninjured survivors - once they are cleared to leave the airport facility documented at 7 above. Also assist with onward flights (and similar) where appropriate. Also assist (as appropriate) with any reunions to be made with meeters & greeters (see 9 above) or anyone else appropriate	
13	Ensure that ongoing medical and emotional care continues to be provided, as required	
14	Ensure that appropriate arrangements are made regarding the deceased	
15	Maintain full written record (**log**) of all actions taken, information obtained / provided	
	End	