



HOW TO FIND YOUR WAY AROUND THE FREE DOCUMENTATION, SERVICES etc. ('FREE STUFF') - INCLUDED IN THIS / OUR WEBSITE



There is a lot of **FREE** material (documentation) and services included in / via this (our) website:

<https://aviationemergencyresponseplan.com/all-about-the-free-stuff/>

BUThow might you better access / use it (the free material etc.) if you don't readily know where (whatever it is that interests you) in the website it is located and, furthermore, don't have the time / inclination etc. to read through everything (i.e. the entire website) to find out?

As an aviation-related emergency / crisis / contingency response planner (and / or similar discipline / job), much (if not most) of what you need to assist in doing your job **can** be found via this website

Consider taking the time to read this relatively short document (say 30 minutes or so of reading) - and it should fairly quickly assist in guiding you to any of the particular free documents, information and / or services etc. on this / our website - which might be of interest to you





FREE MANUALS (Guidelines), DOCUMENTATION & SERVICES

Introduction

You would presumably not be reading *this* article right now - unless you have already found your way to this / my website (and thus this 'FREE STUFF' webpage article)

For example, most internet searches for terms such as '*airline emergency plan*'; '*aviation emergency response plan*'; '*airport emergency plan*' etc. - will typically find my website somewhere on the first or possibly second result pages - looking something like the * screen shot shown on the [next](#) page

* Note - Search engines are constantly updating their results. Consequently, you may not see exactly the same 'search result' words used (for this website - i.e. the one you are reading about right now) as shown in the screenshots contained in this document

Clicking on the latter search result typically (but not always) then takes the 'searcher' directly to our 'GUIDELINES' webpage (with title 'AIRLINE ERP - GUIDELINES' [which sits under the dropdown navigation menu entitled 'FREE DOCUMENTS'] - see screen shots shown on pages [4](#) and [5](#) for further clarification)

Most free *documentation* on this website can be found via this same 'FREE DOCUMENTS' dropdown menu and / or is cross-referred to (via links) within the 'GUIDELINES' webpage itself

Update

From August 2020 we started trialling an absolutely **100% FREE 'on line' training** service. For more details follow the below link:

<https://aviationemergencyresponseplan.com/training-2/>

From *August 2021* the 'on-line' training service became a permanent feature of 'what we do'





https://www.aviationemergencyresponseplan.com (Parent Website)

The screenshot shows a Google search for "airline emergency plan". The search bar is at the top, with the text "airline emergency plan" entered. Below the search bar, there are tabs for "All", "Images", "News", "Videos", "Shopping", "More", "Settings", and "Tools". The search results show "About 35,500,000 results (0.38 seconds)". A "A privacy reminder from Google" box is displayed. The first search result is "Emergency Planning and Response for Airlines (Classroom, 4 days ...)" with a link to <https://www.iata.org/training/courses/.../emergency-planning-management-talp04.aspx>. The second result is "[PDF] Emergency Planning and Response for Airlines - IATA" with a link to <https://www.iata.org/training/courses/.../training-talp04-emergency-planning.pdf>. The third result is "[PDF] emergency response plan - IATA" with a link to <https://www.iata.org/whatwedo/safety/health/Documents/airlines-erp-checklist.pdf>. The fourth result is "Emergency/Crisis Planning & Response (ERP) Ops for Airlines" with a link to <https://aviationemergencyresponseplan.com/guideline-template/>. A red arrow points from a text box to this link. The taskbar at the bottom shows icons for Windows, Edge, Firefox, Chrome, and Word.

airline emergency plan - Google

https://www.google.com/search?q=airline+emergency+plan&oq=airline+emergency+plan&aqs=chrome..69i59j69i60l2j69i61.9225j0j8&sourceid=chrome&ie=UTF-8

Google

airline emergency plan

All Images News Videos Shopping More Settings Tools

About 35,500,000 results (0.38 seconds)

A privacy reminder from Google

REMIND ME LATER REVIEW

Emergency Planning and Response for Airlines (Classroom, 4 days ...)

<https://www.iata.org/training/courses/.../emergency-planning-management-talp04.aspx>

Learn about the design, implementation and optimization of an Emergency Response Plan (ERP) according to industry practice and regulatory requirements.

[PDF] Emergency Planning and Response for Airlines - IATA

<https://www.iata.org/training/courses/.../training-talp04-emergency-planning.pdf>

This course gives you the skills you need to take on a leadership role in an airline emergency response organization. Learn about the design, implementation ...

[PDF] emergency response plan - IATA

<https://www.iata.org/whatwedo/safety/health/Documents/airlines-erp-checklist.pdf>

IATA recommends that all air carriers have emergency response plans to deal ... passengers and/or crewmembers on a particular flight display symptoms.

Emergency/Crisis Planning & Response (ERP) Ops for Airlines

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

2 days ago - 'Emergency/Crisis Planning & Response (ERP) Ops for Airlines' templates. Also covers Ground Handling, Natural Disasters, Pandemics, ...

Aviation Emergency Response Plan | AviationManuals | LLC

14:11 30/01/2019

Google 'page 1' search results for term 'airline emergency plan'

The 'guideline-template' webpage of my website





https://www.aviationemergencyresponseplan.com (Parent Website)

Emergency/Crisis Planning & Re: x

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

Apps | AIS - Home | Fly On Track | How to Make Ginger | How to Disable Direc

Other bookmarks

Aviation Emergency Response Plan Solutions

HOME ABOUT US SERVICES FREE DOCUMENTS CONTACT

GUIDELINES

You are here: [Home](#) > Guideline / Template

FREE Guidelines / Templates – for the preparation of documents relating to:

Emergency/Crisis Planning & Response (ERP) Ops for Airlines

+

Airport – Emergency Plan Ops +

Aviation Related – Business Continuity Plan Ops +

14:14
30/01/2019





https://www.aviationemergencyresponseplan.com (Parent Website)

The screenshot shows a web browser window displaying the website <https://www.aviationemergencyresponseplan.com/guideline-template/>. The website has a blue header with the logo and navigation links: HOME, ABOUT US, SERVICES, FREE DOCUMENTS, and CONTACT. The 'FREE DOCUMENTS' dropdown menu is open, showing a list of links: ALL ABOUT THE FREE STUFF, AIRLINE ERP-GUIDELINES, AIRPORT AEP-GUIDELINES, SMALL AIRLINE ERP-GUIDELINES, INFORMATION ARTICLES, and WHAT HAPPENS NOW?. A callout box points to this menu with the text 'FREE DOCUMENTS dropdown menu opened'. The main content area features a large red 3D 'GUIDELINE' text with a magnifying glass over it. Below this, a breadcrumb trail reads 'You are here: Home > Guideline / Template'. The main heading is 'FREE Guidelines / Templates – for the preparation of documents relating to:'. Below this, the text reads 'Emergency/Crisis Planning & Response (ERP) Ops for Airlines', followed by a plus sign, 'Airport – Emergency Plan Ops +', and 'Aviation Related – Business Continuity Plan Ops +'. The browser's taskbar at the bottom shows various icons and the system clock indicating 14:15 on 30/01/2019.





Referring to the screen shot (**drop-down** menu) shown on the previous page, note that **five** different types of free **documents** are listed (and thus freely accessible) directly i.e.

- * **AIRLINE ERP - GUIDELINES**
- ** **AIRPORT AEP - GUIDELINES**
- **SMALL AIRLINE ERP - GUIDELINES**
- **INFORMATION ARTICLES - ARTICLES**
- **WHAT HAPPENS NOW? - DOCUMENT**

* **ERP** = 'Emergency Response Plan' (A term typically used by many [but not all] **airlines** & **ground handlers** world-wide). The term '**ERP**' as used herein (i.e. in the document you are reading now) is typically associated with and used in the context of the **catastrophic aircraft accident** type situation **only**

** **AEP** = 'Airport Emergency Plan' (Term typically used world-wide by many [but not all] **airports**)

Notes:

1. The term '**guidelines**' (as used herein) refer to a very comprehensive series of **FREE** documents (which we have produced) to guide the design, development, production, implementation, testing, exercising, review and maintenance of several different types of **aviation related** emergency / crisis / contingency response plan (as per the associated titles)

Guidelines etc. are targeted in the main at **catastrophic accident** type response planning for **air carriers / aircraft operators** (particularly the medium to large sized [scheduled] passenger airline - operating international services, including within, to / from and over the USA and its territories). Such guidelines etc. are typically found via the '**AIRLINE ERP - GUIDELINES**' (see second item shown on the [previous] page **5** dropdown menu) webpage

Note, however, that **OTHER** free documents / plans are **ADDITIONALLY** available on and / or via this same '**AIRLINE ERP - GUIDELINES**' webpage itself - covering:

- **Aircraft INCIDENT** Response Planning - *Aircraft Operator / Air Carrier*
- **Aviation related BUSINESS CONTINUITY Planning** (BCP) - *Airlines / Airports / GHAs*
- **PUBLIC HEALTH Crisis** Response Planning - *Aircraft Operator / Air Carrier*
- **NATURAL DISASTER** Response Planning - *Aircraft Operator / Air Carrier* (primarily dealing with Hurricanes / Typhoons)

Note - The 4 documents above are adaptable for use by other aviation type entities e.g. GHAs

- A link to the **separate** **Emergency Response Planning** (catastrophic air accident type scenario) webpage for the **Ground Handling Agent** (GHA)
- A link to the **separate** '**Airport Emergency Plan - AEP**' webpage

Note - Self-contained / integral sections of the **AEP** preparation guideline document **already** contain information related to '**Public Health**' and '**Natural Disaster**' type crises





2. The third item on the (page 5) dropdown menu is a guideline for the design, development, production, implementation, testing, exercising, review and maintenance of the **'Airport Emergency Plan - AEP'**
3. The fourth item (on that same dropdown menu) is dedicated to providing information designed to assist **'smaller / simpler air carriers / aircraft operators'** (e.g. 'feeder' / commuter airlines; business aviation; industrial aviation etc.) in their ERP preparation and implementation efforts. However, this same document is also targeted at larger carriers / operators which might be considered to be 'resource-poor' (especially in manpower and / or funds etc.) from the ERP viewpoint
4. The term **'Information Articles'** (fifth item on dropdown menu) refers to around 50 **free** documents - all of interest in one way or another to the aviation related emergency response planning community (i.e. with emergency / crisis / contingency response roles + associated responsibilities / accountabilities etc.)

Some articles are short and sharp (e.g. 2 pages) - whilst others are somewhat longer (typically 20 to 30 pages for the larger ones [a small number are significantly longer!])

5. The sixth dropdown menu item has been specifically prepared to **provide essential information and advice to * air accident victims** (and also to their [non-flying] family, relatives & friends) on what they can expect to happen to them / be done for them etc. - in the immediate, short, medium and longer term time-frames - post-accident
 - * Air accident victims would have been on board the 'accident aircraft' itself (AIR victims) AND / OR can also refer to persons killed / injured / traumatised etc. ON THE GROUND (ground victims) - as a **DIRECT** result of the accident aircraft hitting the ground / surface
6. There are two other (different / separate) parts of our website which also offer **free or partially free services** (as opposed to free "**documentation**"). One webpage sits under the dropdown menu shown beneath the website's main navigation button **'SERVICES'** - and is entitled **'FREE ASSISTANCE'**. If interested, take a look at the latter to see what it is all about

The other webpage is part of that same (**'SERVICES'**) dropdown menu - and is entitled **'SOCIAL RESPONSIBILITY'**. Again, take a look at this latter webpage if so interested

Lastly, the **'REVIEW / AUDIT'** webpage (also sits under the **'SERVICES'** dropdown menu) provides the opportunity for 'customers' to 'contribute' towards an appropriate 'good cause'

7. For avoidance of doubt, everything referred to in Notes 1 to 6 just above should be regarded as a **'non-commercial / not-for-profit'** part of the website (Reminder: see also 'Update' note on page 2)

In contrast, most everything else in / on the website **is** typically of a commercial nature (i.e. us selling our services)





8. Part of this website's '**HOME**' page is shown in the page 9 screen shot. However, most users accessing this website via internet searches will typically (but not always) 'land' on the free 'Guidelines' page instead (see pages 3 & 4). This is deliberate

You will note from looking at the 'home page' that the 'official' website title is '**Aviation Emergency Response Plan Solutions**' - abbreviated to '**AERPS**'

9. All our **guideline** etc. documents are '**WORKS of REFERENCE**'

As such the vast majority of them are 'large' (as they need to be to adequately deliver what is required of them) - e.g.

- The 10 (separate) component 'volumes' making up CRPM (Crisis Response Planning Manual) Part 1 (**AIRLINE ERP**), taken together, comprise more than 1300 pages
- The *separate* 'aviation related **BUSINESS CONTINUITY plan** - (BCP)' guideline is almost 450 pages long (split into 2 separate parts)
- The checklists document alone for the *separate* **AIRPORT EMERGENCY PLAN** (AEP Volume 2B) exceeds 700 pages (the other part [General Info - Vol 2A] adding a further 200 pages)

No apology is made for what is described just above because, as works of reference, the documents must include just about everything which might possibly be referred to / needed by potential user(s)

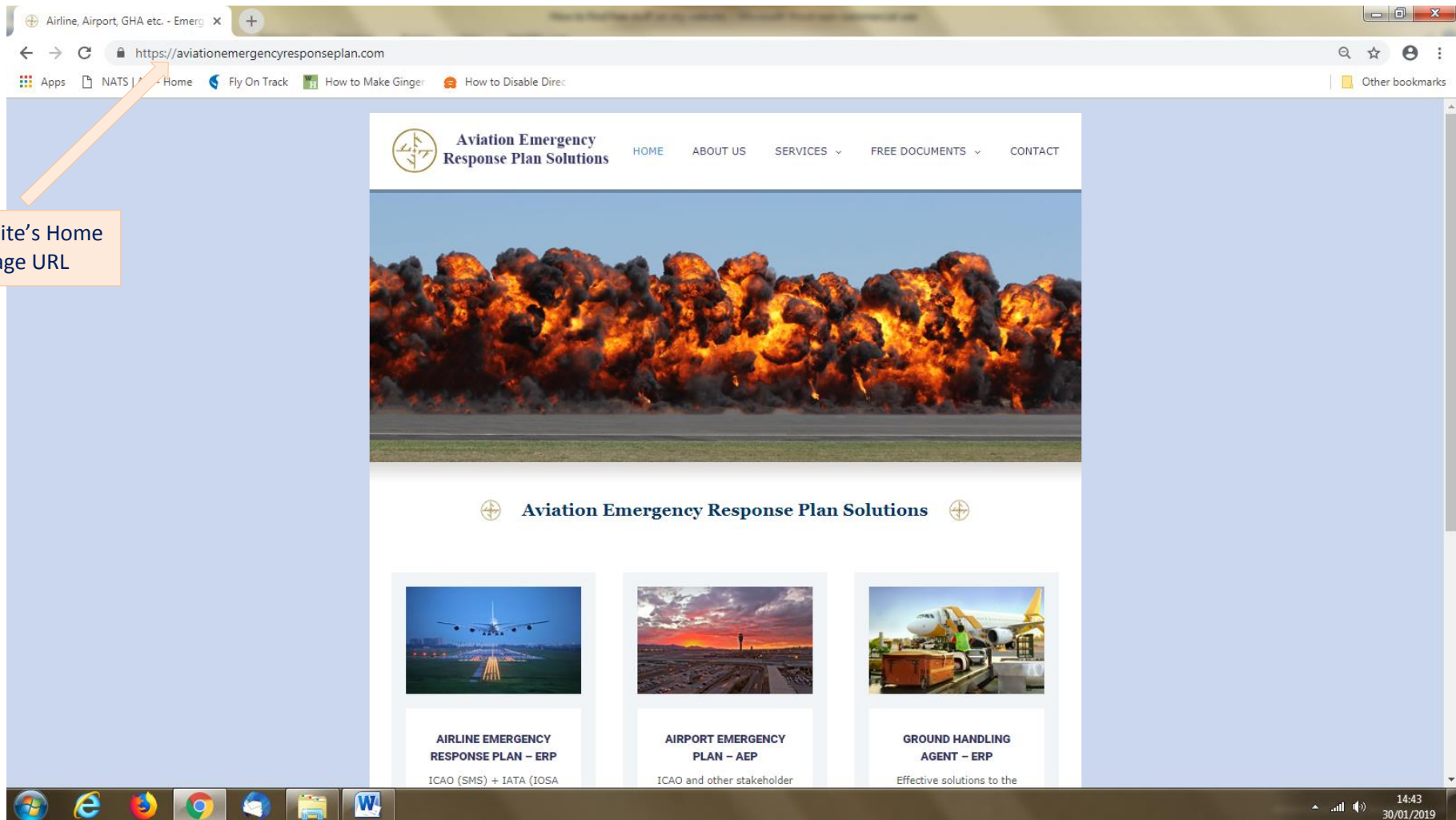
It is anticipated that the larger and / or more complex users of our guidelines / templates series of documents might need to at least refer to (if not use in one way or another) just about everything contained therein

Note, however, that a much more concise (around 85 pages) guideline document (see item 3. on previous page) *is* also provided for ERP related 'guidance' to 'smaller / simpler air carriers / aircraft operators'





<https://www.aviationemergencyresponseplan.com> (Parent Website)



Website's Home
page URL





<https://www.aviationemergencyresponseplan.com> (Parent Website)

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FREE DOCUMENTS

More on 'FREE ERP GUIDELINES / TEMPLATES'

<http://www.aviationemergencyresponseplan.com/guideline-template/>

An airline typically requires * several different types of plan to guide responses to (associated) different types of contingency / emergency / crisis (including [*but not limited to*] the catastrophic aircraft accident type situation)

* For example - an airline also needs to respond to aircraft **incidents** (in contrast to aircraft 'accidents') and an associated 'incident plan' is thus required. A similar concept applies e.g. to **public health** (pandemic and similar) contingency plans; **business continuity** plans etc.

It would obviously be incorrect / misleading to label them all as 'emergency response plans'. So, in this website, we have 'generically' named them '**Crisis Response Planning Manuals - CRPM**'

To reiterate, in this website we use the term '**Crisis Response Planning Manual**' as an overarching title for **all** such plans - and then differentiate them by using '**Parts**' e.g. CRPM **Part 1** covers the catastrophic aircraft accident situation; CRPM **Part 3** is the business continuity plan - and so on:

AIRCRAFT OPERATOR - **EMERGENCY RESPONSE PLAN** (CRPM Part **1** - *as published on our website*)

The first free guideline you come to (on scrolling down in the '**AIRLINE ERP - GUIDELINES**' webpage [which sits under the 'FREE DOCUMENTS' drop-down menu) covers aircraft operator (typically the larger, more complex passenger airline) planning and response etc. - for / to the **catastrophic aircraft accident / aviation disaster type situation**

A screen shot of one of the more 'interesting bits' from this webpage is shown on page **13**. What you see there is, in fact, a 'suite / collection' of **10 component** documents which, *taken together*, comprise an **entire ERP** preparation guideline document for a typical large, commercial (international & domestic) passenger airline

Why did we do it this way?

Well, for some years now many airlines have split their **ERPs** into (separate) component documents depending on the associated subject matter. As good a collective name as any for these components when *taken together / collectively* might be '**suite**' - and this is the term used in this / our website and all associated documentation

So, returning to the page **13** screenshot - it **is** CRPM **Part 1** (the entire ERP) that you are looking at - **BUT** split into its 10 separate 'suite' components

Note that each such component has been assigned a different '**volume**' number (1 to 10) as associated with the specific subject of concern e.g. CRPM Part 1 / **Volume 5** relates to airline **GO Team ops**; CRPM Part 1 / **Volume 10** deals with airline **Emergency Response Exercises** etc.





<https://www.aviationemergencyresponseplan.com> (Parent Website)

Also note well that **CRPM Part 1** deals *exclusively* with the *catastrophic AIRCRAFT* accident type situation **ONLY** - and nothing else - hence its secondary (common use) title of (name of aircraft operator [airline]) **'emergency response plan - ERP'**

The latter is the *only* CRPM (there are five others i.e. Parts 2 to 6) to be commonly known by this secondary / alternative term of 'emergency response plan / ERP'

The additional information shown on pages [14](#) and [15](#) hopefully clarifies a little further what has already been described on this and the previous page

Note - 'ABCX Airways' is a fictional, [scheduled] passenger airline used to provide some context in our website / documents, where so required. The airline is 'large' and can be assumed to operate a worldwide 'commercial air transport' network of short, medium and long haul passenger and cargo flights, using mid to wide bodied aircraft. This airline is *not USA based / headquartered* but operates to / from the USA - in addition to over 100 other countries. (It is 'home-based / headquartered' in a 'well-developed' country in Europe)





<https://www.aviationemergencyresponseplan.com> (Parent Website)

Emergency/Crisis Planning & Res: x

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

Apps | NATS | AIS - Home | Fly On Track | How to Make Ginger | How to Disable Direc

Other bookmarks

Airline ERP – Component Documents

- Schematic diagram – System & Terminology used for **CRPM Documents System Layout**
- CRPM Part 1 (ERP) / Volume 1 – **Policy & Executive Summary** (Bird's Eye View / Big Picture)
- CRPM Part 1 (ERP) / Volume 2 – **Command & Control Ops**
- CRPM Part 1 (ERP) / Volume 3 – **Humanitarian Assistance Ops**
- CRPM Part 1 (ERP) / Volume 4 – **Emergency Call Centre Ops**
- CRPM Part 1 (ERP) / Volume 5 – **GO Team Ops**
- CRPM Part 1 (ERP) / Volume 6 – **Destination Airport** (Station / Outstation / Outport) **ERP**
- CRPM Part 1 (ERP) / Volume 7 – **Crisis Support Unit Ops**
- CRPM Part 1 (ERP) / Volume 8 – **Joint Emergency Response Ops** (e.g. with Alliance; Codeshare; Mutual Aid Partners)
- CRPM Part 1 (ERP) / Volume 9 – **Crisis Communications**
- CRPM Part 1 (ERP) / Volume 10 – **ERP – Exercise Planning**

All 10 'volumes' of the CRPM Part 1 'suite'- **collectively** comprise the airline '**ERP**'

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ABCX Airways

Crisis Response Planning Manual (CRPM)



CRPM PART 1 (**ERP**) - Catastrophic Aircraft Accident

CRPM PART 2 - Aircraft Incident

CRPM PART 3 - Business Continuity

CRPM PART 4 - Public Health Crisis

CRPM PART 5 - Natural Disaster (Hurricane)

CRPM PART 6 - Training Manual



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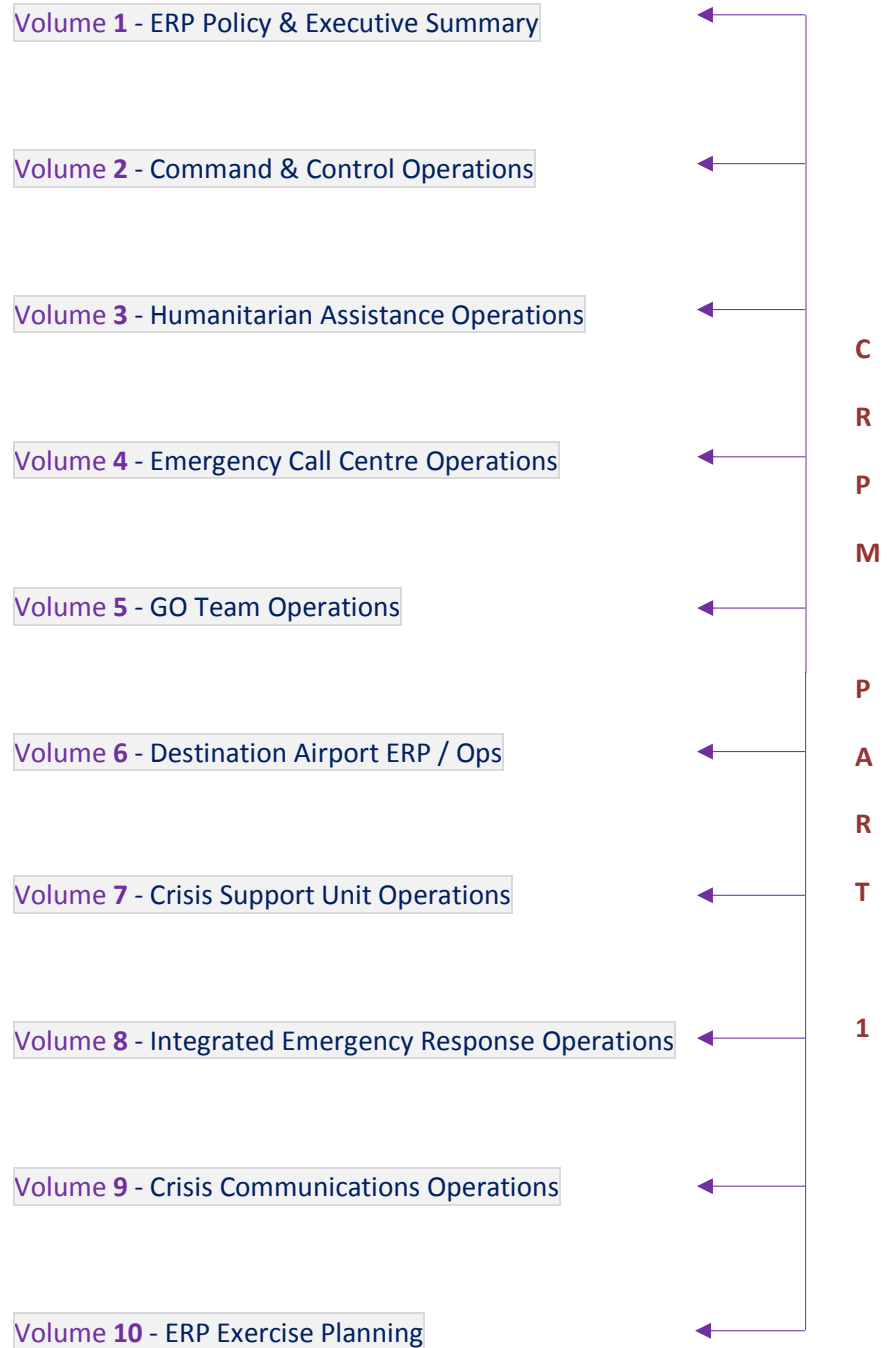
Only CRPM PART 1 has the secondary title **EMERGENCY RESPONSE PLAN - ERP**





CRPM PART 1 - Catastrophic Aircraft Accident (Emergency Response Plan - **ERP**)

CRPM PART 1 (ERP) is split into 10 component '**volumes**':





<https://www.aviationemergencyresponseplan.com> (Parent Website)

The reader will note that each of the CRPM Part 1 Volumes shown in the page 15 screenshot has a corresponding title e.g. 'CRPM Part 1 (ERP) / Volume 2 - **Command & Control Operations**

By clicking on the appropriate title (i.e. on the **live** website) a link is activated which takes you / the reader directly to the **PDF** document (guideline etc. plan) associated with that particular volume

The **WORD** version of every such PDF document is also available upon request to the website author / owner (via the website's 'CONTACT' page) - as per the information shown in the below screenshot





AIRCRAFT OPERATOR - AIRCRAFT **INCIDENT** RESPONSE PLAN (CRPM PART 2 - *published on website*)

See screen shot page [19](#)

This is the next free guideline you come to following on (i.e. on scrolling down in the '**AIRLINE ERP - GUIDELINES**' webpage) CRPM Part 1 (ERP)

Airlines experience aircraft related **incidents** on a comparatively regular basis. Most are typically handled as part of 'normal operations' - but some (i.e. '**serious incident**' and '**incident**'as defined by the International Civil Aviation Organisation - ICAO) may require a more formal response

By definition, aircraft related incidents do **not** involve death or **serious** injury. Accordingly, our CRPM Part 2 document is a 'short and sweet' (around 30 pages) standalone guideline for how an airline might put together and operate its 'incident response plan'

Note that this plan is easily adaptable to other types of significant airline incident which are **not** aircraft related. It is also easily adaptable for non-airline use e.g. by ground handling agents

AVIATION RELATED - **BUSINESS CONTINUITY PLAN** (CRPM PART 3 - *published on website*)

See screen shot - also page [19](#)

Scrolling down further from CRPM Part 2 (Incident Response Plan) [above](#) - we come to the 'Business Continuity Plan - BCP' (CRPM Part 3)

This document has been typically based upon a **generic**, large and relatively complex 'organisation'

Throughout the BCP the author has provided, in appropriate places, examples of content which have been put into an **aviation context** - primarily as related to airlines and / or airports and / or ground handlers etc.

An (aviation related) BCP may be activated for a number of reasons, most (but not all) of which will typically **not** relate to **emergency** planning and / or response ops

As an exception, a catastrophic aircraft accident (assume a large [wide-body] and full passenger aircraft here) at an airline's main / major hub operating airport will almost immediately cause (as a consequential **side-effect**) massive **disruption** for both the accident airline **and** the airport (amongst others)

Thus there will be a requirement to operate both the ERP (**to manage the accident situation**) and the BCP (**to manage the disruption situation**) **concurrently** - but semi-independently. The latter situation is adequately accounted for in our BCP guideline document (CRPM Part 3)

The message to be understood clearly here is that airlines, airports, GHAs (ground handlers) etc. require **both** an ERP and a **separate** BCP - plus supporting infrastructure and resources etc. - for each





AIRCRAFT OPERATOR - **PUBLIC HEALTH INCIDENT PLAN** (PANDEMIC) (CRPM PART 4 - *published on website*) - See screen shot (in document you are reading right now) page 20

Scrolling down further from the BCP you will find the 'public health incident plan' - **CRPM Part 4**. If you want some context as to what this latter document is all about - think:

- [SARS](#) (SARS- CoV-1)
- [Bird Flu](#) (Avian Influenza)
- [Swine Flu Pandemic](#)
- [MERS](#) (Middle East Respiratory Syndrome)
- [Ebola](#) Epidemic
- SARS (SARS- CoV-2)..... [Covid-19 Pandemic](#)

Then think again about any of the above causing a world-wide pandemic (as did the swine-flu virus of 2009/10 and the **COVID-19 pandemic** [started March 2020 and still very active {and deadly} at time of writing {November 2021}])

Now relate the above to flight etc. (airline) operations (+ airports etc. also) - and 'what you would do / might do / be expected to do' etc. if e.g. bird flu has just 'gone pandemic' and someone (one or more persons) on one of your aircraft / at your * airport etc. is exhibiting associated signs and symptoms?

* CRPM Part 4 has been written with **aircraft operators / air carriers** in mind. The equivalent for **airports** will be found in (as part of) the / our (*separate* document) **AEP preparation guidelines** (see page 22)

Lastly, swine-flu killed considerably less than 0.1% of those infected. ** Bird-flu (based on 2021 prognoses) might **potentially** be capable of killing between 40 - 60 % of those infected (should it ever 'go pandemic') - which could **potentially** translate as many, many millions of deaths

** If (hypothetically) the 'bird to bird' form mutates to a 'human to human' type virus at some future time and 'retains' the same (historical) infection to death rate (40-60%). Most experts around the world (including the World Health Organisation - WHO) believe this (Bird Flu pandemic) to be a matter of '**when**' - not '**if**'

COVID-19 (as at November 2021) had already infected many (hundreds of) millions - of which around *** 5million had died

*** For differing but valid reasons (not expanded further upon herein) the **death** numbers referred to in the last sentence just above are likely to have been a **very** significant underestimate - which would thus have had a direct 'knock-on' relationship with the associated number of infections. For example, if there had (in reality) been **10 million** deaths (as at November 2021) - **which is (very approximately) likely in reality** - the associated number of infections might have been as high as **1 billion** to **2 billion** - based **respectively** on reasonably realistic **infection to death ratios** of 100:1 (1% of those infected died) and 200:1 (.5% of those infected died)

IMPORTANT NOTE: As at late October 2021 this CRPM Part 4 guideline was nearing completion of a re-write to better reflect the consequences of COVID-19 impacts on passenger airlines etc. and how this might influence future (and associated) effective 'pandemic' type contingency planning / response ops. Our CRPM Part 4 / **Volume 1 (General / Background Info)** went live in July 2021. **Volume 2** (more specifically targeted at future, proposed mitigations of similar pandemic impacts on airlines / aviation) was published early November 2021

A reminder that '**BIRD Flu**' still remains a very significant threat to the world (and thus to aviation too)! Post the COVID-19 pandemic, there should now be no 'excuses' for airlines etc. mishandling such a contingency, should it (Bird Flu / equivalent) ever reach pandemic status!





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Apps | NATS | AIS - Home | Fly On Track | How to Make Ginger | How to Disable Direc | Other bookmarks

- CRPM Part 1 (ERP) / Volume 9 – **Crisis Communications**
- CRPM Part 1 (ERP) / Volume 10 – **ERP – Exercise Planning**

1b. Airline – Aircraft Incidents

Aircraft incidents as referred to here are as per the International Civil Aviation Organisation (ICAO) definition

A guideline document for producing an aircraft 'incident response plan (**IRP**)' is linked to immediately below (Note that the IRP guideline document is a much simpler and shorter [30 pages only] document than the complete [all 10 volumes] airline ERP):

- CRPM Part 2 – Aircraft **Incident Response Plan – IRP**

1c. Airline – Business Continuity Plan

- CRPM Part 3 – **Aviation Related Business Continuity Plan – BCP**

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1c. Airline – Business Continuity Plan

- CRPM Part 3 – **Aviation Related Business Continuity Plan – BCP**

1d. Airline – Public Health Incident Plan (Pandemic)

- CRPM Part 4 – **Public Health Incident Plan**

1e. Airline – Natural Disaster Plan (Hurricane)

- CRPM Part 5 – **Natural Disaster (Hurricane) Response Plan**

1f. Airline – ERP Training Manual

- CRPM Part 6 – ERP Training Manual (*to be issued*)

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AIRCRAFT OPERATOR - **NATURAL DISASTER** (HURRICANE / TYPHOON) **PLAN** (CRPM PART 5 - *published on website*)

Note - see screen shot page [20](#)

Next comes a guideline targeted in the main at **package holiday / tour operator** type passenger airlines which operate to **hurricane** (typhoon / tropical cyclone etc.) **prone** destination airports

Compared with catastrophic aircraft accidents (which are statistically extremely rare) - seasonal hurricane occurrence in certain parts of the world is inevitable. The strongest hurricanes are capable of killing / injuring thousands of people and / or causing huge amounts of damage / destruction

The purpose of our 'Natural Disaster (Hurricane) Plan' is to guide such airlines + their (appropriate) destination airport representatives (and possibly associated 'tour operators' and [in turn] their resort representatives also [especially where the airline is 'owned' by the tour operator]) - in how they might better plan to respond when any particular hurricane becomes something more than simply a general threat to the operation and / or to passengers / customers - and, of course, involved / impacted airline staff and similar

Note 1 - whilst **non**-package holiday / tour operator type aircraft operators (e.g. scheduled, passenger airlines) obviously also need to account for hurricane impacts on their operations - their responsibilities concerning passengers typically cease once the latter have been safely delivered to their destinations

This is typically **not** so for package (inclusive) holiday / tour operator type passenger airlines - where there is often an ongoing duty of care (**in conjunction with associated tour operators** etc.) not just during the flight(s) - but also during the entire holiday / vacation / tour etc.

Note 2 - The finalised Natural Disaster (Hurricane) Plan should be used as a template for any other types of natural disaster for which any particular airline decides that it needs to account and plan for e.g. earthquake; tsunami; tornado; volcanic eruption; severe flooding; severe forest fire etc.

AIRCRAFT OPERATOR - **CRPM TRAINING MANUAL** (CRPM PART 6 - *not published / available*)

This is a **notional** document only i.e. such a guideline will **not** be produced (on this website) in reality due to the insurmountable difficulties of producing such a training manual which provides a satisfactory 'fits all' solution for all intended users worldwide

So why is it here?

To remind intended users of the CRPM that they (themselves) **must** produce a (CRPM Part 6) training plan (which is suitable for their own intended and specific purposes) related to all other 'parts' of their CRPM i.e. Parts 1 to 5, where appropriate and relevant





AIRPORT EMERGENCY PLAN for AIRPORT OPERATORS (**AEP** - *published on website*)

See screen shot page [25](#)

In theory at least, every commercial (licenced) airport in the world is required to have its own emergency response plan, typically known (ICAO terminology) as the '*(Name of Airport)* **Airport Emergency Plan - AEP**'. That this is adequately accomplished is typically the oversight responsibility of an appropriate regulator (e.g. a national 'Civil Aviation Authority' or equivalent)

The required content of a typical AEP is quite different from that of airline and GHA ERPs

Airline and **GHA** ERPs for a particular airport are typically required to adhere to the requirements of that airport's **AEP** - and **NOT** the other way around

If completed adequately, the AEP for a large, international airport is likely to be quite a large document e.g. up to 20 different responding organisations might be required to deal with up to 10 different types of airport related emergency - and how this is to be accomplished must be documented; associated checklists, maps etc. produced: training and exercise requirements written and conducted - and so on

Limited guidance on how to prepare, produce and maintain an AEP is provided by the International Civil Aviation Organisation (ICAO)

However, much more specific and very detailed **FREE** guidance on how to produce an AEP is included in our website (i.e. the website which this document [the one you are now reading] is all about)

You will find this guidance at:

<https://aviationemergencyresponseplan.com/airport-emergency-plan-aep/>





<https://www.aviationemergencyresponseplan.com> (Parent Website)

Aviation Related HUMANITARIAN ASSISTANCE PLAN

Follow below link for further details of this **FREE** guideline document:

<https://aviationemergencyresponseplan.com/humanitarian-assistance/>





EMERGENCY RESPONSE PLANNING for GROUND HANDLING OPERATORS (GHA ERP - published)

See screen shot page 25

This document is specifically written for ground handling operators (otherwise known as 'ground handling agents - GHA')

To avoid confusion with the aircraft operator ERP - the GHA ERP does **NOT** use the term 'Crisis Response Planning Manual - CRPM' in its title i.e. it is simply the 'GHA ERP'

The latter provides guidance for how GHAs might prepare for and respond (i.e. typically at the airport(s) at which they operate) - when acting locally, *on behalf of a client aircraft operator* which experiences a catastrophic aircraft accident at or near to that airport **OR** in any other appropriate circumstances at the request of such airline and / or at the request (possibly direction) of the local airport operator / authority / whoever appropriate

This *GHA specific* document is deliberately similar in layout and content to the equivalent *airline* (aircraft operator) 'CRPM Part 1 (ERP) / Volume 6' guideline document (see page 13) as, ideally, both documents should correlate and be consistent with each other to a significant degree

The latter is done so that both plans are consistent with each other and also reflect the overriding requirements of the associated *Airport Emergency Plan* (AEP) - at any specific airport(s) to which the airline operates and at which the associated GHA serves

Why does a GHA need its *own*, specific ERP (note that many [if not most] GHAs [as at 2021] unfortunately do **not** yet have such plans)?

Because:

- The local GHA has ownership of the plan and, therefore, the desired 'buy-in' of same by its staff should be made easier
- The local GHA has control of the quality of the plan (which should be of the highest quality of course)
- The local GHA can ensure that its ERP is (must be) fully compliant with the associated Airport Emergency Plan - AEP
- * During contract negotiations with customers (assumed here for simplicity to be passenger airlines) the GHA can ensure that such airlines adapt their own ERPs to the GHA ERP - and not the other way around (Reminder - the GHA ERP, in turn, complies with the airport emergency plan)
- Training and exercising of same is facilitated

* An *extremely undesirable* and prevalent situation arises for GHAs if they agree to use a client airline's own ERP - in order to guide their (GHA) response to a catastrophic aircraft accident to said client's aircraft, whilst it is operating at or near to the airport where said GHA is based / operates

The problem here is that the GHA will end up with as many airline **ERPs** (all different from each other) for that airport, as it has airline clients there - the vast majority of which will **not** (in reality) be aligned with the overriding requirements of the associated / local **AEP**. Quite simply, almost all GHAs will be unable to adequately cope with all of the differing requirements of each client airline ERP. Far better to have a specific, local **GHA** ERP (as described further above) - **based on the local AEP**, and to which client airlines **MUST** make their own ERPs (for that particular airport) conform - as required





https://www.aviationemergencyresponseplan.com (Parent Website)

Emergency/Crisis Planning & R X +

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

1f. Airline – ERP Training Manual

- CRPM Part 6 – ERP Training Manual (*to be issued*)

2. Airport Emergency Plan (AEP)

See *separate* web page [AIRPORT EMERGENCY PLAN AEP](#)

For more on *Airport* preparation and response for / to *business continuity* type matters, click [here](#)

3. Aviation Related – Humanitarian Assistance Plan

See *separate* webpage [PROVIDING HUMANITARIAN \(Family\) ASSISTANCE to AIR ACCIDENT VICTIMS etc.](#)

4. Ground Handling Agent (GHA) – Emergency Response Plan

See *separate* web page [EMERGENCY RESPONSE PLAN – GHA – CATASTROPHIC AIRCRAFT ACCIDENT](#)

For *GHA* preparation and response for / to *aircraft incidents*, click [here](#)

For *GHA* preparation and response for / to *business continuity* type matters, click [here](#)

Feedback & Comment etc.

We would be pleased to consider (for corrective and / or improvement action purposes) any constructive feedback / comment you

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<https://www.aviationemergencyresponseplan.com> (Parent Website)

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FREE DOCUMENTS

'FREE INFORMATION ARTICLES'

Simply find the webpage below, browse through the list of available articles (around 50+ as at mid-2021), and click on any of interest in order to download and read

<https://aviationemergencyresponseplan.com/information/>

The **next** page screen shot will give you some idea of what *part* of the above webpage looks like:





<https://www.aviationemergencyresponseplan.com> (Parent Website)

FREE - Airline etc. Emergency Response - Useful Information Articles

- [Information Article](#) - ICAO Annex 9, Ch 8, 8.41 - 8.46 - ['Assistance to Aircraft Accident Victims & their Families'](#)
- [Information Article](#) - * [Air Accident Investigation Process](#) - [Briefing Victims and their Families](#) etc.
- [Information Article](#) - [Air Accident Investigation](#)
- [Information Article](#) - Air Accident or Incident - [Aircraft Recovery / Removal / Salvage](#)
- [Information Article](#) - [Airport Emergency Plan](#) (AEP) - a brief introduction for aircraft operators, GHAs etc.
- [Information Article](#) - * [Airport Emergency Plan - USA Style](#)
- [Information Article](#) - * [Airport Terminal Evacuation Plan](#) - a real life example
- [Information Article](#) - Airport Emergency Plan (AEP) - [Exercise Audit Checklist](#)
- [Information Article](#) - [Blood-borne Pathogens](#)
- [Information Article](#) - * [Communicable Diseases](#) (ICAO)
- [Information Article](#) - A proposed method of managing [Concurrent ERP + BCP + Normal Business Ops](#)
- [Information Article](#) - Typical Manning & Equipment Models for Airline [Crisis Management Centres](#)
- [Information Article](#) - Immediate & Shorter Term [Crew Procedures- Post Major Aircraft Accident](#)
- [Information Article](#) - [Crisis Communications](#) (a brief introduction)
- [Information Article](#) - Crisis Comms Case Study (Part 1 - background material) - [Malaysian Airlines flight MH 370](#)
- [Information Article](#) - Crisis Comms Case Study (Part 2 - case study itself) - [Malaysian Airlines flight MH 370](#)
- [Information Article](#) - Typical [Crisis Response Command & Control Systems](#) (national level)
- [Information Article](#) - Airline [Crisis Support Units](#) (CSU) - Typical Roles, Responsibilities & Accountabilities
- [Information Article](#) - [Dangerous Goods](#) (transport by air)
- [Information Article](#) - Crisis Comms - [Dark Site & Social Media](#) (+ Case Study - 'flydubai' fatal accident - 19 March 2016)
- [Information Article](#) - [Data Protection Aspects of Airline Emergency Response Ops](#)
- [Information Article](#) - [Disaster Victim Identification](#) (DVI) + & [Personal Effects](#) (PEs) Recovery Operations
- [Information Article](#) - [Documents, Records etc.](#) - required for Collection & Safeguarding post major Aircraft Accident
- [Information Article](#) - Some aviation related aspects of the 2014/2015 [Ebola](#) Virus Disease outbreak
- [Information Article](#) - The Airline [Emergency Call Centre](#) (ECC)
- [Information Article](#) - * [Evidence Preservation at Accident Sites](#)
- [Information Article](#) - [Glossary of Terms](#) - Aircraft Operator - Emergency Response Plan
- [Information Article](#) - * [GO Kit](#)
- [Information Article](#) - [GO Team Operations](#)





<https://www.aviationemergencyresponseplan.com> (Parent Website)

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OUR FREE SERVICES

See the screenshots on the next [seven](#) pages

If anything is of interest the links are:

<https://aviationemergencyresponseplan.com/expert-support/>

<https://aviationemergencyresponseplan.com/social-responsibility/>

IMPORTANT NOTE

If you are reading this ANDyou represent an aviation related organisation (particularly an **airline** or an **airport** or a **ground handling operator** - or even a '**civil aviation authority** and similar)which is fully 'owned' and based in any of the world's 46 '**least developed countries**' (as designated by the United Nations in 2021) - then you might wish to [contact](#) us - as all and any **commercial** services (we offer) - which you see anywhere on our * AERPS website (and for which we typically charge consultancy fees) - **are provided absolutely 100% FREE** to you - with the exception of actual and reasonable travel and subsistence expenses incurred by the AERPS consultant, in providing such services

* <https://aviationemergencyresponseplan.com/>

Additionally, appropriate aviation related organisations from Ghana, Papua New Guinea and Zimbabwe can also avail themselves of the above free service, if so desired

Note: The following screenshots might refer to 48 UN LDCs. As at mid-2021 the number of LDCs had reduced to 46

Reminder: See also 'Update Note' on page [2](#) of this document





<https://www.aviationemergencyresponseplan.com> (Parent Website)

The screenshot shows a web browser window displaying the 'Aviation Emergency Response Plan Solutions' website. The browser's address bar shows the URL <https://aviationemergencyresponseplan.com/expert-support/>. The website's header includes a logo and navigation links: HOME, ABOUT US, SERVICES (with a dropdown arrow), FREE DOCUMENTS (with a dropdown arrow), and CONTACT. A large image of an airplane on a runway is in the background. A dropdown menu is open from the 'SERVICES' link, listing the following options: AIRCRAFT OPERATOR, GROUND HANDLING AGENT, AIRPORT OPERATOR, AVIATION BUSINESS CONTINUITY, HUMANITARIAN ASSISTANCE, TRAINING, EXERCISING / TESTING, REVIEW / AUDIT, SOCIAL RESPONSIBILITY, FREE ASSISTANCE, and TERMS & CONDITIONS. Two orange arrows point to the 'FREE ASSISTANCE' and 'SOCIAL RESPONSIBILITY' options. Below the image, the text reads: 'You are here: [Home](#) > Expert Support'. Further down, it says 'Airlines / Airports / GHAs etc.' followed by 'FREE Emergency Planning & Response ADVICE etc.' and definitions for AEP, BCP, and ERP. The footer of the page includes the URL <https://aviationemergencyresponseplan.com/expert-support/#> and the text 'FREE Expert Advice'. The Windows taskbar at the bottom shows various application icons and the system clock indicating 16:32 on 30/01/2019.





<https://www.aviationemergencyresponseplan.com> (Parent Website)

Airlines/Airports/GHAs - FREE X

<https://aviationemergencyresponseplan.com/expert-support/>

Aviation Emergency Response Plan Solutions HOME ABOUT US SERVICES FREE DOCUMENTS CONTACT

You are here: [Home](#) > Expert Support

Airlines / Airports / GHAs etc.

FREE Emergency Planning & Response ADVICE etc.

AEP = 'Airport Emergency Plan'

BCP = 'Business Continuity Plan' (For all Aviation Related Organisations)

ERP = 'Emergency Response Plan' (For Aircraft Operators & Ground Handlers)

16:36 30/01/2019







https://www.aviationemergencyresponseplan.com (Parent Website)

Airlines/Airports/GHAs - FREE

https://aviationemergencyresponseplan.com/expert-support/

FREE Consultancy, Training etc. – for 'Least Developed Countries – LDC'

A **FREE** consultancy service (including plan writing; training, exercising etc.) on just about all aspects of aviation related contingency (emergency / crisis / incident / business continuity) response planning – may be provided to certain aviation related organisations which fully 'belong' to a country, designated by the United Nations as 'least developed'

Forty seven (47) countries were (as at 2019) so designated

Interested parties please see the '[Social Responsibility](#)' page of this website for further information

ERP Review; AEP Review etc.

We can provide a complete review and written report of your airline ERP; airport AEP; GHA ERP; Aviation BCP etc.

The report and review will be provided **free of consultancy fees** (reasonable expenses excepted). In such circumstances the 'client' is 'requested' to make a reasonable **donation to a pre-agreed charity / good cause** i.e. as mutually pre-agreed (the amount & the charity / good cause) between the consultant and the client

Interested parties should **contact** us to see if the service can be provided and, if so, under what special terms and conditions

Note: Further to the above we also offer a **FREE** (no obligation) service whereby if you send us a **soft** copy (PDF) of your current aviation related emergency response plan (airline, airport, GHA etc.) we will take a relatively brief look at it.

We will then revert to you with our assessment of how effective and efficient (fit for purpose) it is, in our professional opinion. (Brief reasons for how the assessment was made would also be included). If this **free** service is of interest, please get in **touch**

You are here: [Home](#) > Expert Support





<https://www.aviationemergencyresponseplan.com> (Parent Website)

The screenshot shows a web browser window with the URL <https://aviationemergencyresponseplan.com/social-responsibility/>. The website header includes the logo "Aviation Emergency Response Plan Solutions" and navigation links: HOME, ABOUT US, SERVICES (with a dropdown arrow), FREE DOCUMENTS (with a dropdown arrow), and CONTACT. The main content area features a large green sign with the text "SOCIAL RESPONSIBILITY". Below the sign, a breadcrumb trail reads "You are here: Home > Social Responsibility". The page title is "Social Responsibility – Part 1". The main heading is "FREE Aviation Emergency Response Planning Services for Least Developed Countries (LDC)". To the right of this text is a blue box containing the United Nations logo and the text "LEAST DEVELOPED COUNTRIES". The browser's taskbar at the bottom shows icons for Internet Explorer, Google Chrome, and Microsoft Word, along with the system clock showing 16:38 on 30/01/2019.





<https://www.aviationemergencyresponseplan.com> (Parent Website)

LDC – United Nations Definition:

'Least Developed Countries' (LDC) comprise those states (countries) facing severe difficulties in achieving sustainable development. In 2019 there were 47 LDCs

The latter are designated by the United Nations (UN) and can be found (listed alphabetically) in the sidebar. All but 14 are in Africa

* Vanuatu is expected to 'graduate' from LDC status in December 2020 and Angola in February 2021

For more information on UN designated 'Least Developed Countries' – click [here](#)

FREE Services

Quite simply – and concerning the provision of **aviation related** emergency response planning services of **all** types – the AERPS consultant offers same to any LDC, **ABSOLUTELY FREE of professional fees**. (Excepting reasonable expenses / costs etc. actually incurred by the consultant in providing such free services)

This free service may be provided to **any** aviation related organisation (airline, airport, ground handler, civil aviation authority etc.) which fully **'belongs'** to an LDC

It can be provided 'from a distance' (i.e. the consultant working from home base) and / or from a working base in the LDC itself

MAJOR PROJECTS are included e.g. writing & implementing airline / airport / GHA etc. emergency response plans from the ground up + all associated training, exercising etc.

Specific Terms and Conditions apply – the main one concerning the safety, security and health of the AERPS consultant if asked to operate 'locally' i.e. if based in an LDC itself

Please use the [contact](#) form to get in touch if the above is of interest – and such specific terms and conditions can then be discussed / clarified thereafter

- Afghanistan
- Angola*
- Bangladesh
- Benin
- Bhutan
- Burkina Faso
- Burundi
- Cambodia
- Central African Republic
- Chad
- Comoros
- Democratic Republic of Congo
- Djibouti
- Eritrea
- Ethiopia
- Gambia
- Guinea
- Guinea-Bissau
- Haiti
- Kiribati
- Laos
- Lesotho
- Liberia
- Madagascar
- Malawi
- Mali
- Mauritania
- Mozambique
- Myanmar
- Nepal
- Niger
- Rwanda
- Sao Tome & Principe
- Senegal
- Sierra Leone
- Solomon Islands
- Somalia





<https://www.aviationemergencyresponseplan.com> (Parent Website)

The screenshot shows a web browser window with the address bar displaying <https://aviationemergencyresponseplan.com/social-responsibility/>. The browser tab is labeled "FREE Aviation Emergency Plan". The website content includes:

- MAJOR PROJECTS are included** e.g. writing & implementing airline / airport / GHA etc. emergency response plans from the ground up + all associated training, exercising etc.
- Specific Terms and Conditions apply – the main one concerning the safety, security and health of the AERPS consultant if asked to operate 'locally' i.e. if based in an LDC itself
- Please use the [contact](#) form to get in touch if the above is of interest – and such specific terms and conditions can then be discussed / clarified thereafter

Social Responsibility – Part 2

Save Trees

[+ Read more](#)

You are here: [Home](#) > Social Responsibility

Right sidebar:

- Mozambique
- Myanmar
- Nepal
- Niger
- Rwanda
- Sao Tome & Principe
- Senegal
- Sierra Leone
- Solomon Islands
- Somalia
- South Sudan
- Sudan
- Tanzania
- Timor-Leste
- Togo
- Tuvalu
- Uganda
- Vanuatu*
- Yemen
- Zambia

Note – Ghana, Papua New Guinea and Zimbabwe can also apply for any AERPS FREE services / consultancy – if so desired

Note: This webpage is a 'NON-COMMERCIAL' / 'NOT for PROFIT' part of this website

FREE (in a blue ribbon graphic)

Taskbar: Windows Start button, Internet Explorer, Firefox, Google Chrome, Microsoft Word, and a folder icon. System tray shows the time as 16:40 on 30/01/2019.

