



## Information Article

### Guideline Information for Uninjured Aircraft Crew etc.

(Typical) **Actions, Expectations etc.** (in the shorter term) - following a **MAJOR Aircraft Accident**



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#### Relevance:

Airline Emergency / Crisis Response - filling in the lack of current information re:

- What might typically be expected of **uninjured crew** survivors - **immediately** following a major aircraft accident ..... AND
- What can they then expect to happen to them 'after that / next' (i.e. in the shorter term)?

Note - It is suggested that this 'information article' be used by passenger carrying airlines as a component of initial and recurrent crew 'Safety Emergency Procedures (SEP)' training

Where the airline employs a dedicated 'Crisis / Emergency Response Planning' person(s) - then it would be ideal for such person(s) to deliver this training





Note 1 - fictitious **scheduled** passenger airline 'ABCX Airways' has been used herein to give some context to what follows

Note 2 - The terminology used below is representative only. It might be similar but will not necessarily be the same as that used by many 'real' airports, airlines, ground handlers etc. - as there is typically no 'standard terminology' in use for same, at time of writing

## Introduction

This document provides information / advice to flight and cabin crew on "what to do" (expect etc.) - immediately and subsequently, post a "very serious" (i.e. catastrophic) aircraft accident - in which they have been directly involved

By "immediately post-accident" we are assuming herein that 'the associated accident' has just occurred

By "directly involved" we are assuming herein that such crew were actually operating the accident flight and / or were 'positioning' (dead-heading) on same

This information article starts at the accident site itself, on a timescale commencing immediately post-accident - and assumes that the accident has occurred on (or very near to) an airport

The assumption is also made that all "**on board**" crew emergency checklists and actions have **already** been completed in accordance with standard and / or emergency procedures - and that the aircraft has just been completely evacuated or otherwise emptied of passengers and crew - however this might have been accomplished

***For accident situations not covered by the above circumstances*** (e.g. well off-airport / 'remote location' accidents), these notes may serve as guidance - where / if appropriate and applicable

An associated checklist for crew use will be found - starting on page **11**





### At the Accident / Incident Location

**IMPORTANT NOTE:** - If Fire & Rescue + Medical Service teams etc. are *already* at the accident scene, *they* will typically be responsible for much of what is described on this and the next page

If such is the case, the *uninjured* Captain / First Officer / appropriate Cabin Crew member (if / as available) - should identify him / herself to the associated 'person(s) in charge' (as per above) and offer any assistance / documentation (e.g. crew list, passenger manifest; dangerous goods etc.) required / available

### FLIGHT DECK CREW

**Captain** (First Officer or other pilot(s) if Captain / Commander not available) **to lead and / or assist in below tasks** - as appropriate to actual circumstances 'on the day':

- In addition to complying with any standard company procedures on vacating the aircraft, take with you (or instruct other crew to take) originals / copies of the:
  - **Crew List** (General Declaration)
  - **Passenger List** (Passenger Manifest)
  - **Dangerous Goods** (e.g. NOTOC / HAZMAT / Load-sheet etc.) documentation

All of the above known (as per *this* info article *only*) as '*aircraft emergency documents*'

- Where circumstances 'on the day' so dictate (and as available) - take with you (or instruct other crew to take) e.g. megaphones, torches, first aid kits, asbestos gloves, fire-axes, fire extinguishers etc. - and anything else available which might be of use during the 'aftermath' (as dictated by actual circumstances 'on the day')

Only consider the immediately above and below bullet points where such actions will **not** put crew member(s) in further danger and / or will **not** adversely affect their primary, emergency response duties

- Once outside of the aircraft attempt to gather **all uninjured crew** and brief them (as / if available) to:
  - Direct and control (use megaphones, shout etc.) *uninjured* passengers (including those with minor injuries only) in the task of moving (as required) *injured* victims (including crew) away from any dangers associated with the accident / incident site itself e.g. fire, explosion, contamination etc.

(Ideally, move them **at least** 200 metres **upwind** of actual accident site.  
'Upwind' is the direction **from** which the wind [if any] is blowing)





- ***Apply immediate first aid*** etc. (use First Aid Kits where required and available) to the injured, prioritising treatment for those assessed as having immediate, life threatening injuries - followed by those with serious injuries, then the remainder. Where feasible, try to identify any ***uninjured*** passengers having medical / first aid skills and ask them to assist accordingly
- ***Do not give first aid*** etc. to any person 'assessed' as 'near dead / death imminent' until the first two issues in the bullet point immediately above have been addressed - and, even then, only after careful consideration of actual circumstances prevailing 'on the day'
- ***Where necessary and possible***, attempt to shelter the injured (first priority) and the uninjured (second priority) from the elements (rain, snow, wind, heat / sun, cold etc.)
- ***Attempt to 'control' any on site problematic "people"*** type issues (e.g. give direction and support, prevent panic, stop violence etc.) - until external assistance arrives. This includes (rarely) related problems amongst crew-members
- ***Leave the dead where they are*** (i.e. do not move from accident site) - unless there is a risk of (further) major damage to bodies and / or associated 'evidence' might be destroyed. This 'non-moving' procedure is a requirement of air accident investigating agencies in most countries. (If bodies ***are*** to be [must be] moved [for whatever valid reason], only do so if there is ***no*** significant risk [of whatever type] to those 'doing the moving')
- (Where appropriate) ASAP deliver (or arrange for delivery of) aircraft emergency documents to senior, external person in charge of the Fire / Rescue effort on site. (This person will usually be identifiable by his clothing e.g. the words ***"Fire Chief / Commander"*** or similar on his coat and / or helmet - and / or a ***distinctly identifiable [coloured / marked] vehicle*** - which might be ***flying a flag and / or have flashing lights and / or be labelled "mobile command post / mobile incident post" or similar***. If in doubt, deliver the documentation to the most senior, on site Fire & Rescue officer present)

### **CABIN CREW**

**Customer Experience Manager** (Cabin Manager / Chief Purser etc. - or otherwise most senior, uninjured cabin crew member available - is to lead and assist in below task - under overall direction of Flight Crew [as available for latter - otherwise at 'own discretion'])

- If circumstances 'on the day' so require - comply, insofar as is possible and appropriate, with the guidance given further above for Flight Crew. In particular, ensure that aircraft emergency documents are delivered to Fire & Rescue services etc. - in the event that the flight crew are unable so to do





### After Leaving the Accident Site / On Arriving at the Airport Building (Terminal) etc.

#### All Crew

(If / as appropriate **only**) Before leaving the accident site, uninjured crew are to **attempt** (if safe / practicable etc.) to identify and record which other **crew** members might have been killed / are missing - **together with** which other **crew** may have already been moved (or voluntarily accompanied injured crew or passengers) to e.g. hospitals, mortuaries etc. **OR** who might still remain at the accident site (whether dead, injured or uninjured) - for whatever reason. This info is to be passed to **local** airline or airline rep staff (preferably Airport Services Manager / Station Manager / Equivalent Person - if available) by the quickest, possible means

Where possible, such (i.e. the above) information should **also** be passed on without delay (by whatever means are available 'on the day') by e.g. an appropriate / appointed, uninjured crew member - directly to 'someone relevant' at ABCX Airways headquarters / HQ (e.g. to the Operations Control Centre Duty Manager; Flight Operations / Cabin Crew Management etc.) - together with any other pertinent information concerning the accident / incident - as appropriate

If such contact with airline HQ is not possible - attempt (and continue to attempt as required) such contact via any appropriate organisation / person / means available

It is typically (but not always) standard **airport** crisis / emergency response procedure for **uninjured crew** to be separated from **uninjured passengers** upon leaving the accident site - and thereafter whilst they remain on airport premises. This is intended to prevent potential abuse of / harm to the crew - by / from such passengers and / or the latter's associated 'families, relatives and friends - FR' who might also be present

Such uninjured crew will probably be received initially at an **airside** airport location, known herein as the "**Uninjured Crew Reception Centre (Airside) - CRC (A)**". This is more than likely to typically be a vacated First or Business Class Lounge, a VIP lounge, airline (or airline representative) airside offices etc.

(Uninjured passengers will similarly [and typically] also be 'held' in an airport, airside location, known herein by the ABCX Airways term "**Uninjured (Passenger) Survivor Reception Centre (Airside) - SRC (A)**")

The **CRC (A)** and **SRC (A)** should ideally be separate facilities i.e. in different (airside) locations

Where available and possible, a local (ABCX Airways) and / or other airline representative person(s) should be assigned to the uninjured crew at the **CRC (A)**, so as to assist (humanitarian, welfare, provide legal support etc.) in whatever ways possible (Similar applies for passengers at the **SRC (A)** - except for legal support)





At the **CRC (A)** *uninjured crew* can expect to be:

- “Processed” (e.g. complete a form giving info about ‘yourself’, closest relative etc.)
- Provided with basic humanitarian assistance / welfare (e.g. basic first aid [as required], food & beverage, emergency clothing, security, access to communications etc.)
- The pilots (if present) might be subject to a medical examination and ‘interview’ by local Police etc. and / or Aircraft Accident Investigation authorities and / or similar

Note - the medical and interview for the pilots may need to be completed at facilities located away from the **CRC (A)** - possibly in a secure location (police station; prison etc.)

Where required and feasible, local airline / airline rep staff might enlist legal advice / support (i.e. provide a lawyer / solicitor) for any pilots / crew being ‘interviewed’ by the ‘authorities’ - particularly if they have been ‘detained’, for whatever reason

In general, uninjured crew can expect to remain at the **CRC (A)** until the “authorities” give permission for them to be released landside i.e. into local airline / airline rep care. The amount of time spent at the **CRC (A)** may vary from a short duration to a period of many hours - possibly more

When uninjured crew are eventually released (from the **CRC (A)**) to e.g. airport **landside**), it is ABCX Airways standard procedure that (if possible) said crew be transported to a “discrete and off-airport” airline arranged hotel / other suitable accommodation - known herein by the ABCX Airways term “**Uninjured Crew Reception Centre (Landside) - CRC (L)**” - where the airline will arrange for the continuation of humanitarian, welfare and similar types of support

Note 1 - not all airports follow the procedures outlined above - typically because they might have their own procedures or **they have no procedures at all** for handling uninjured crew separately from uninjured passengers. In the latter case, uninjured crew will usually be included in the same airport procedures (if any) used for handling uninjured **passenger** survivors

Note 2 - where it is obvious to **uninjured crew** that **inadequate care, welfare, support etc. is being provided to uninjured passengers** (by / from e.g. the fire & rescue services / the medical services / the airport authority / the airline representative / or it [such care etc.] simply just does not exist etc.) - then said uninjured crew might consider providing such services themselves, insofar as they are able to, until suitable relief is forthcoming e.g. arrival of appropriate off-airport support; arrival of the ABCX Airways GO Team from airline HQ / wherever etc.







### Leaving the Airport for the CRC (L) Hotel - or Similar / Equivalent Accommodation

Once cleared so to do, airline or airline rep local staff etc. should rapidly remove uninjured crew from the airport in as discrete a manner as possible. Such crew should typically (if possible) remove all overt signs of uniform and / or change into civilian clothes (local airline / airline rep staff might be able to assist with this) - before leaving the CRC (A)

The local airline / airline rep etc. person(s) assigned to the CRC (A) should accompany uninjured crew from the CRC (A) to the CRC (L). Suitable security measures for the journey and arrival should have already been arranged and initiated

### At the CRC (L)

If feasible - local airline / airline rep staff will have already pre-advised the CRC (L) (if appropriate) of the names and number of uninjured crew due to arrive from the airport CRC (A) (An assumption is made here [for now] that the CRC (L) will be set up in an appropriate [off-airport] **hotel**)

On arrival at the CRC (L) - uninjured crew should be allocated rooms in the normal way and local Per Diems (cash allowances) issued in due course. Room sharing might be required if room availability is tight

Where possible, a local airline or airline representative staff member(s) should be assigned to the CRC (L) during “non-sleeping hours” e.g. from about 06-2200 local time - to continue to assist uninjured crew in whatever ways possible e.g. money, clothing, transport, communications, emotional support etc. At other times, a local airline or airline representative person should be “on immediate call”

Suitable ‘extra’ security for crew at the CRC (L) should be arranged locally by the local airline representative / whoever

Where possible, locally provided humanitarian, welfare and similar support should continue to be provided to uninjured crew at the CRC (L) - pending arrival of the (parent airline) ABCX Airways ‘GO Team’

All crew at the CRC (L) should refrain from discussing the accident with the media or the general public (including any passengers). Apart from purely personal circumstances, the same applies when in contact with families, relatives and friends. Furthermore, crew behaviour should be low profile and discrete at all times





Note - the CRC (L) will not necessarily be located in a hotel. *In extremis* e.g. it might be necessary to accommodate *uninjured crew* in the same location (wherever that might be) as *uninjured passengers* - and possibly also with (not having been on board the accident flight) *Family, Relatives and Friends (FR)* of the latter - a highly undesirable situation for a number of valid reasons (not discussed further here)

Also *in extremis* - uninjured crew and passengers could be accommodated in emergency premises e.g. school hall, gymnasium - even a sports stadium (the latter has actually happened) etc.

### ABCX Airways GO Team

For a major aircraft accident *away from* Airline HQ / accident airline's main operating base / hub location - ABCX Airways is expected to despatch a GO Team to the accident airport (or 'adequate airport nearest', if e.g. the accident airport etc. is not available for flight operations) as quickly as possible

For GO Team deployment by air (which is the situation assumed herein - and also assuming that ABCX Airways is an [international] scheduled, passenger carrier) the GO Aircraft (with GO Team on board) should be airborne within around 3 to 4 hours of initial crisis / emergency declaration to the airline - or even earlier if possible (*but* probably more like 6 to 9 hours for most typical *charter* [holiday package / tour operator] type airlines)

The GO Team comprises expert support and reinforcements etc. for the accident Station / Airport / location and includes airline personnel from across a wide range of disciplines e.g. Finance, Legal, Cargo, HR, Airports Services, Flight Operations, Customer Services (Cabin Crew), Engineering, PR (media / public relations) etc. However, the vast majority of the GO Team is typically expected to comprise the airline's "*Humanitarian Assistance Team (HAT)*" - capable of offering / providing direct emotional, welfare and other support to accident victims (including crew) + any associated FR also 'on site'

A specialist component of the HAT, known as '*Peer Support*' - comprising HAT trained pilots and cabin crew - will be assigned directly to the crew of the accident flight (and any associated FR of crew who also happen to be present), both at the CRC (L) and at any appropriate hospitals (and possibly at mortuaries also)

Should crew from the accident flight be required to remain at the CRC (L) or 'in-country / in situ' (i.e. away from 'home base' [as relevant]) for some time, the airline will typically try to arrange for FR of same to be 'transported' so as to join their loved ones at such location(s)

Note - depending on accident location, airline resources etc. - it can take up to 24 to 36 hours *or longer* post-accident - for the GO Team to arrive at / or near to the accident location







### Crew Families / Next of Kin / Equivalent Persons

It is typically an airline HQ responsibility to **initially** contact family, relatives and friends etc. (of 'the' accident flight's crew and of any staff passengers on board the accident flight) with associated details and, thereafter, support such persons accordingly - in all relevant / humanitarian ways. The exception to this is 'notification of death' which will typically (but not always) be managed by the appropriate 'authorities' involved

Uninjured and injured crew (as appropriate for latter) from the accident flight should be aware of the above and act / communicate accordingly and carefully (particularly when carrying out the checklists shown further below), as required

### Media / PR

Crew from the accident flight should not make statements or otherwise deal with the Media, unless authorised so to do by Airline HQ or the ABCX Airways person appointed to lead the (any) deployed GO Team - as applicable

A suitable response to the Media in such circumstances might be

*"..... I am not authorised to make statements to or answer questions from the media. Please contact the ABCX Airways Crisis Communications Centre at airline HQ in .....for all media issues concerning the information you are enquiring about....."*

### Hospitalised Crew

It is anticipated that **hospitalised** crew will be assisted locally e.g. by ABCX Airways airline or airline rep staff (e.g. possibly [external, specialist organisation such as] International SOS / MEDAIRE for the latter - if so engaged by the airline) - and / or possibly by organisations such as e.g. Red Cross / Crescent; Salvation Army; Clergy (Faith Representatives); other voluntary organisations etc.

Uninjured crew might also be able to provide limited support to their injured colleagues and, in extremis, to injured passengers - if / as appropriate to actual circumstances 'on the day'

The airline's GO Team (**HAT / Peer Support** element) is expected to take over or assist with this task upon eventual arrival in situ

### Reality

The above is desirable airline, airport and ground-handling agent etc. standard procedure post major aircraft accident. It is a reasonable expectation for such procedure or similar to be provided in some **BUT BY NO MEANS ALL** such circumstances





In **extremis** (even for an accident occurring 'on-airport) **absolutely** no support of any kind **will be** available / provided etc.

Reality on the ground, on the day of the accident, might be far different from what has been described above - often for the worst, rather than the better

All crew should bear this in mind e.g. many airports and airline representatives etc. in 'developing countries' will **not** be able to provide anything like what has been described herein

A similar situation (to a greater or lesser degree) can be anticipated at **some** airports / with **some** airlines - based / operated **even** in the **most developed countries**





## Attachment 1 to 'Guide for Uninjured Crew - immediately Post Major Accident'

**Checklist for Uninjured Crew****Immediate and Shorter Term Aftermath of a *Major* Aircraft Accident**

This checklist is for use **only in the case of an *on-airport* OR '*near airport*' aircraft accident**

Checklist assumes that Fire, Rescue, Medical etc. Services do **not** arrive 'on-site' (actual accident location) for around 5 - 10 minutes post / after actual time of accident occurrence

	Action	☑ ?
1	<p>Captain (aircraft commander) to take command of the 'immediate aftermath' crisis response - and thus operation / conduct of <b>this</b> checklist also. If Captain 'not available' command passes <b><i>in order of availability</i></b> to:</p> <ul style="list-style-type: none"> <li>▪ Senior member of flight crew who <b><i>is</i></b> fit / capable to take command / lead</li> <li>▪ Senior member of cabin crew who <b><i>is</i></b> fit / capable to take command / lead</li> </ul> <p>The 'lead' for certain tasks can be delegated to other crew members - circumstances 'on the day' so requiring</p>	
2	<p>Where circumstances permit + risk is considered acceptable - direct an appropriate crewmember(s) to locate and gather together the <b><i>aircraft emergency documents</i></b>, remove them from the aircraft during evacuation and safeguard them thereafter. These documents are:</p> <ul style="list-style-type: none"> <li>✓ Passenger Manifest (Passenger List)</li> <li>✓ Crew List (General Declaration)</li> <li>✓ Dangerous Goods documentation (e.g. NOTOC)</li> <li>✓ Anything else appropriate</li> </ul>	
3	<p>Where circumstances permit / require + risk is considered acceptable - direct an appropriate crewmember(s) to locate and gather the 'appropriate' <b><i>emergency equipment</i></b> to take off the aircraft during / post evacuation. Said equipment typically comprises (list is representative only) :</p> <ul style="list-style-type: none"> <li>✓ First Aid Kit(s)</li> <li>✓ Megaphone(s)</li> <li>✓ Fire Extinguishers</li> <li>✓ Torches</li> <li>✓ Asbestos Gloves</li> <li>✓ Other emergency / medical equipment available - and as appropriate to actual circumstances 'on the day'</li> </ul>	





4	<p>Direct and control movement of the <b>uninjured / very slightly injured (nominated crew and <u>all</u> passengers</b> [with the exception {for passengers} of what is contained in the next para just below]) - to a suitable '<b>uninjured assembly area</b>' - at least <b>200 metres upwind</b> of the accident site</p> <p>Concurrent with the above also direct selected and / or volunteer <b>uninjured</b> persons - to assist nominated, uninjured crew to move the <b>injured</b> and / or <b>infirm</b> (e.g. both being incapable of moving themselves) to a '<b>Casualty Collection area</b>' - also at least <b>200 metres upwind</b> of accident site - BUT (if feasible) slightly separate (e.g. around 50 metres) from the '<b>uninjured assembly area</b>' referred to in the last para above</p> <p>Remark: Why move such persons? Answer: Due risk of accident aircraft exploding; catching fire etc. - if not already so impacted by such risks</p>	
5	<p>Leave the <b>dead</b> where they are unless:</p> <ul style="list-style-type: none"> <li>It is necessary to move them to prevent (further) damage to the body</li> <li>It is necessary to move them to 'preserve evidence' - which might be used during the subsequent air accident investigation</li> </ul> <p>In either case the dead are <b>only</b> to be moved if there is no significant risk or hazard to those persons 'doing the moving'</p>	
6	<p>Delegate fit and capable persons (crewmembers if possible) to take the lead (be in charge) at each of the '<b>uninjured assembly area</b>' + the '<b>casualty collection area</b>' - referred to a little further above</p>	
7	<p>Commence <b>triage</b> operation at the '<b>casualty collection area</b>' i.e. <b>identify</b> and <b>mark</b> (or <b>physically separate</b>) in some way the <b>injured</b> with respect to the associated, predicted priority of medical treatment to be given / needed. These priorities are:</p> <ol style="list-style-type: none"> <li><b>Immediate</b> (for life-threatening type injuries / circumstances)</li> <li><b>Urgent</b> (for serious injuries / circumstances)</li> <li><b>Non-urgent</b> (requiring non-urgent medical treatment)</li> </ol> <p>Call for any 'medical / first aid' trained persons present - to assist nominated crew</p>	
8	<p><b>IF</b> there are enough medically trained / experienced persons available - <b>commence <u>medical treatment</u> / <u>first aid</u></b> whilst triage process is also underway - strictly in compliance with the priority order derived as per checklist item <b>7</b> above</p> <p><b>IMPORTANT</b> - If there are <b>NOT</b> enough persons to be adequately assigned to both above tasks concurrently - <b>standard medical practice advises that the triage operation should be accomplished BEFORE administering medical or first aid treatment</b> - difficult as this may be to understand or practise for non-medically trained persons</p>	





9	Persons who subsequently die after being moved to the 'casualty collection area' should be removed to a separate but nearby area (temporary body holding area) - positioned at some distance from the 'casualty collection area' - <b>BUT</b> in the opposite direction to where the 'uninjured assembly area' is located	
10	Where appropriate, possible, feasible etc. - attempt to 'shelter' the <b>injured</b> (to the greatest degree practicable) from the 'elements' and associated, adverse effects e.g. extreme heat / cold; rain; snow; strong wind etc.	
11	Record a headcount of all persons present if practicable so to do	
12	Take appropriate action to prevent, resist, quell etc. any panic, unruly / aggressive / dangerous etc. behaviour etc. - amongst passengers and (if necessary) crew. Seek help in this from other 'non-involved' uninjured passengers (and crew) if possible	
13	On eventual arrival (at accident site etc.) of 'emergency services': <ul style="list-style-type: none"> <li>✓ Identify <b>Fire &amp; Rescue Chief</b>. Provide a very quick brief and deliver (to him / her) the 'aircraft emergency documents' (as available). <b>It is VITAL</b> that <b>dangerous goods information</b> (type(s) and location(s)) in aircraft) and <b>total number of persons who had been on board</b> are <b>verbally</b> briefed to the Fire Chief at this point <b>and no later</b> (circumstances permitting)</li> <li>✓ Identify the <b>Medical Chief</b>. Provide a very quick brief on what has been achieved in the way of triage and medical / first aid treatments so far - and also the situation re the 'temporary body holding area'</li> <li>✓ Identify the <b>Police / Security Chief</b>. Provide a very quick brief - and also the situation re the 'temporary body holding area'</li> <li>✓ Circumstances permitting, provide any / all other assistance as requested by emergency services present - particularly technical advice re the accident aircraft, if appropriate</li> </ul>	
14	On arrival of the airline's local representative (if any) provide a very quick brief and advise him / her that the Fire and Rescue Chief already has the 'emergency documents (or not - as the case may be). If an <b>airline</b> aircraft engineer is <b>also</b> present, brief him on any associated technical matters - as appropriate (particularly with regard to the 'black boxes' [FDR, CVR, QAR etc.] and their locations)	
15	Request that airline's local rep contacts airline HQ as soon as possible - and regularly passes on relevant info - including latest situation reports etc.	
16	Gather uninjured crew together (unless still assisting with crisis duties) and board dedicated transport as / if it becomes available. Ask all such crew to make a note of the location and status of (other) crew not on the transport, if so known (dead, injured, missing / unknown, still assisting at accident site; escorting injured to hospitals etc.) <p>Note - Where necessary, request transport for crew which is <b>separate</b> to any provided for passengers (<b>unless</b> there is an obvious need for uninjured crew to continue caring for uninjured passengers e.g. due lack of adequate <b>local</b> resources)</p>	





17	<p>As soon as circumstances permit - contact airline HQ and provide full crisis details as currently known - particularly status / location(s) of passengers and crew. Also ensure airline HQ has your full contact details</p> <p>If you are the aircraft commander or his / her designee - request airline HQ to notify the appropriate authorities of the 'reportable accident' (if not already done / obvious) on your behalf</p>	
18	<p>As soon as circumstances permit - each <b>uninjured</b> crewmember should make contact with their closest relative(s) / nearest 'loved one(s)' - and advise him / her / them that 'they are involved but uninjured'. Same applies to crew with minor injuries only. Other than purely personal discussions - <b>no other information concerning the accident</b> (including the status and location(s) of other crew members and passengers [even the uninjured]) <b>should be discussed</b></p> <p>Where such contact by uninjured crew is <b>not</b> possible - request that airline HQ makes such notifications to closest relatives / nearest 'loved ones', without delay (if not already done)</p>	
19	<p>On arrival at the '<b>uninjured crew reception centre</b>' <u>at the airport</u> - try to ensure that adequate humanitarian, welfare and any other required support is provided. (Note: In some jurisdictions it is possible [but not certain] that uninjured crew might be 'held' at this centre for a significant amount of time)</p> <p>Note - if at all possible (and if not already provided), request that the 'airport reception centre for uninjured crew' is <b>NOT</b> located in the same centre / location as that used for uninjured passengers (<b>unless</b> - there is an obvious need for uninjured crew to continue caring for uninjured passengers e.g. due lack of adequate, <b>local</b> resources)</p>	
20	<p><b>Flight Crew</b> should be prepared to take a medical examination(s) and give a formal interview re the accident</p> <p>If either or both of the above are to be conducted at another facility, try to find out the address or name (+ contact details) of said facility - and ensure that any uninjured crew remaining at the centre are provided with this information - and that same is passed on to the airline's local rep and airline HQ without delay</p> <p>Said flight crew should request to be re-united with the rest of the uninjured crew immediately after said medical and interview etc. have been completed</p>	







21	<p>It is possible (but fairly rare) for Flight Crew to be 'detained' (put in prison / similar) - depending on accident circumstances, the country where the accident occurred etc.</p> <p>Should this occur, try to find out the name and address of the 'detention' facility and the reason(s) for the detention - and ensure that any uninjured crew remaining at the airport reception centre etc. are provided with this information</p> <p>Also pass on the appropriate details to the airline's local representative and / or airline HQ without delay - and further request that appropriate legal representation is provided soonest to those so detained</p>	
22	<p>Note - When released from the 'uninjured crew reception centre' - the formal responsibility for 'looking after' uninjured <b>crew</b> typically passes from the 'authorities' etc. to the airline (possibly via the airline's local representative [e.g. GHA] in the shorter term). The same generally applies to uninjured passengers - although such crew and passengers should ideally continue to remain separated from each other (upon release from the airport) if possible</p> <p>Assuming that <u>uninjured crew</u> are <b>not</b> in a location which would permit them to easily and quickly return to their homes (latter is <b>undesirable anyway</b> for a number of reasons e.g. exposure to the media) - the airline can now be expected to transport the uninjured crew to a discrete, off-airport facility (usually a hotel) known as the 'uninjured crew reception centre / off-airport'. A similar (but <b>separate</b>) facility should be made available to <u>uninjured passengers</u> - circumstances on the day so permitting</p>	
23	<p>Before leaving the airport, uninjured crew should remove all overt signs of uniform. Ideally a change to 'civilian' clothing should be made if same can be provided e.g. as arranged by the escorting airline representative</p> <p>Try to ensure that a suitable security escort is provided for the journey to the 'uninjured crew reception centre / off-airport' and also that adequate security is provided at such facility</p>	
24	<p>Upon arrival at the 'uninjured crew reception centre / off-airport' - try to ensure that adequate humanitarian, welfare, financial and other similar support is continued / provided for uninjured crew - including full use of all hotel facilities (as appropriate). Also try to arrange for appropriate security to be provided specifically for said crew</p> <p>The assigned local airline rep should be able to facilitate the above until the eventual arrival 'in situ' of the GO Team from airline HQ - at which point said team will assume 'responsibility' for the uninjured crew</p> <p>Reminder - in extremis the GO Team might take 24-36 hours (or longer) to arrive</p>	





25	<p>Uninjured crew should make all and every effort to support their injured colleagues in local hospital(s) (the term 'support' to be interpreted in the widest possible sense), until the airline GO Team can take over. The local airline rep should be asked to assist with this</p> <p>Uninjured crew might also be required to 'identify' deceased colleagues</p>	
26	<p><b><i>Where there is an obvious need for uninjured crew to continue providing on-going support to uninjured passengers (and also possibly to injured passengers in hospital[s]) e.g. due lack of adequate local resources / procedures etc.</i></b> - then this should be accomplished with assistance from the local airline representative / whoever - until such time as the airline GO Team can take over the responsibility (up to several days for latter in extremis)</p>	
27	<p>In conjunction with the airline GO Team (after arrival of latter 'in situ' and as applicable) - prepare to possibly receive uninjured <b>crews'</b> FR at the <b>'uninjured crew reception centre / off-airport'</b> - should uninjured crew be required to remain 'in the area' for some time</p> <p>Note that families and friends of hospitalised / deceased / missing crew members might <b>also</b> be part of this same group - and should be afforded the appropriate respect, considerations and courtesies</p>	
28	<p>Be prepared for uninjured crew representation at any memorial services / monument dedications eventually set up locally</p> <p>Note - Monuments to the dead can be erected very quickly - possibly whilst the uninjured crew are still at or near to the local accident location</p>	
29	<p>Return to home base (as applicable) when appropriate clearances and arrangements for this have been received and made</p>	
30	<p>Be aware that all surviving crew will almost certainly experience 'post-traumatic stress' and similar conditions (to a greater or lesser degree) - either in the shorter term and / or possibly in the longer to much longer terms</p> <p><b><i>Appropriate medical and psychological / psychosocial treatment should be actively provided and / or sought in appropriate circumstances</i></b></p>	
End of Checklist		

