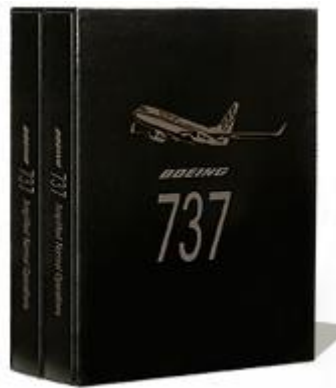




Information Article

Collection & Safeguarding of appropriate Documentation - post Aircraft Accident



Relevance:

Airline Crisis Response - Statutory / Regulatory / Insurance (etc.) Requirements

Note - The following lists are not exhaustive and are to be treated as 'typical only' (i.e. they are **generic** and are not airline [aircraft operator] specific)

www.aviationemergencyresponseplan.com (Parent Website)





AIRCRAFT ENGINEERING

Typical (Crisis Aircraft) Related Records & Documents for Collection & Safeguarding

- Copy Air Operator's Certificate (AOC) or equivalent
- Certificate of Registration
- Certificate of Airworthiness (C of A)
- Airworthiness Review Certificate - ARC (EASA Form 15a / 15b if European Carrier).....OR
- Certificate of Maintenance Review (where appropriate e.g. for 'expiring' type Cs of A)
- Certificate of Insurance
- Aircraft Radio Licence
- Aircraft Noise Certificate
- Weight & Balance Manual
- Aircraft type, model, serial number and registration
- Date of manufacture of airframe
- Length of aircraft service with the accident airline; + with any previous operator(s); + initial entry into service date ex-manufacturer
- Total aircraft flight hours; total landing & take-off cycles; total flight pressure cycles
- Time since last phase check / overhaul (e.g. A and C Checks or equivalents)
- Type, model, serial number and hours for each engine
- Engine installation and overhaul records (including current mod states)
- Records of component installation (last 30 days), maintenance/ overhaul and current mod states. (Include flight / navigation instruments)
- Modification Log Book
- Seating Configuration
- Tech Log (if available)
- Tech Log Sector Record Pages - last 10 sectors
- Acceptable Deferred Defects records - last 10 sectors (if not part of Tech Log Sector Records)
- ENG Check Sheet(s) - last 10 sectors
- Fuel Uplift sheets - last 10 sectors
- Hard Copy Log Books (Engines / Airframes etc.)
- List of radio & navigation equipment on board
- Copy of loaded FMS data base (as applicable)
- Details of Owner / Lessor etc. - of Aircraft & Engines

Other Records and / or Documentation

Any other documents as required by the airline's Insurance and Legal Crisis Support Units; the Air Accident Investigation Authority conducting the investigation; other Statutory / Regulatory / Legal authorities etc. (Arrange for delivery of above to ENG Crisis Support Unit (CSU) - to forward (in turn) to airline's Crisis Management Centre (CMC) in due course (by hand if necessary) together with 5 full sets of copies (where possible and practicable for latter))





Flight Operations - Typical Crisis Related Records & Documents / Collection & Safeguarding

Flight Deck Crew - Personal & Professional Records

Co-ordinate with airline's Crewing, Crew Records and HR Crisis Support Unit for extracts from crew information (i.e. flight crew of accident flight) as follows:

Personal

- Name, staff number and title / position (e.g. Captain; First Officer etc. for latter)
- Nationality and Place of Birth
- Date of Birth
- Next of Kin / other close family details
- Home Base address + Overseas address (as applicable)
- Contact Information
- Passport - Number + Date and place of issue

Professional

- Licence number & type + place & date of issue
- Total Flying Hours
- Flying Hours last 28 days
- Flying Hours last 12 months
- Total Flying Hours on Aircraft Accident Type
- Full details of duty pattern and rest record past 6 months
- Check and training record past 12 months
- Relevant Aircraft Type(s) & Route / other appropriate qualification(s)
- Date of last Medical, Results & Validity (+ medical history if relevant)
- Period of service with the airline
- Details of previous flying roles / experience
- Disciplinary record
- Flying Log Books should be made available

'On the Day' Operational Documentation - as associated with Accident Flight

Arrange for collection and safeguarding of following documents concerning the accident flight (originals if possible), to be forwarded, in due course, to airline Crisis Management Centre via Flight Operations Crisis Support Unit. In addition to any originals, ensure that 5 full sets of copies are also made (where possible and practicable for latter):

- Passenger Manifest
- General Declaration (Crew List)
- Load sheets complete with any Last Minute Changes, offload records etc.
- All Dangerous Goods documentation
- Cargo Manifest (including Cargo Consignment notes [Airway Bills]; Receipts for Diplomatic Mail etc.)





- Computer (Operational) Flight Plan
- ATC flight plan
- Meteorological brief
- NOTAM brief
- Journey Log
- All other appropriate documentation

Note - **Airline Engineering** Crisis Support Unit will be performing a similar function for all related engineering documentation e.g. fuel uplift sheets; de-icing records etc.

Flight Operations Manuals & Similar Publications

A **complete** set of the (up to date as at accident date) Flight Operations Manuals (+ any appropriate, associated documentation) for the accident aircraft type of concern is to be collected and safeguarded. These manuals / documents are **not** to be amended thereafter

Other Records and / or Documentation

Any other documents as required by Insurance and Legal Crisis Support Units, Air Accident Investigation Authority - etc.





Cabin Crew - Typical Crisis Related Records & Documents / Collection & Safeguarding

Cabin Crew - Personal & Professional Records

Co-ordinate with Crewing, Crew Records and HR Crisis Support Units (CSU) (as appropriate and in accordance with their appropriate CSU Emergency Response Plan procedures) for extracts from accident crew information, as follows:

Personal

- Name and staff No
- Nationality and Place of Birth
- Date of Birth
- Next of Kin / other close family details
- Home Base address + Overseas address (as applicable)
- Contact Information
- Passport - Number + Date + Place of issue

Professional

- Total years of service as cabin crew
- Period of cabin crew service with the accident airline
- Period of cabin crew service on Aircraft Accident Type
- Full details of duty pattern record last 28 days
- Check & Training record last 12 months
- Promotion and qualification record
- Disciplinary record

Arrange for delivery of above to Cabin Crew CSU and forward to airline's Crisis Management Centre (CMC) in due course (by hand if necessary) together with 5 full sets of copies

'On the Day' Operational Documentation - as associated with Accident Flight

Arrange for collection and safeguarding of following documents concerning the accident flight (originals if possible), to be forwarded, in due course, to CMC via Cabin Crew CSU. In addition to any originals, also ensure that 5 full sets of copies are also made

- All 'on the day' operational type documents concerned solely with cabin crew aspects of the aircraft operation





Cabin Crew Manuals & Similar Publications

A **complete** set of (up to date as at accident date) Manuals for the accident aircraft type of concern is to be collected and safeguarded. These manuals are to **not** be amended thereafter

Other Records and / or Documentation

Any other documents as required by Insurance and Legal CSUs, Air Accident Investigation Authority - etc.





Airline Insurance Dept. - Crisis Related Records & Documents / Collection & Safeguarding

INITIAL INFORMATION

As a rough guide, the information immediately required for initial notifications to Brokers / Loss Adjustors / Solicitors etc. - is typically expected to be as follows:

Aircraft

- Type & Model
- Serial Number
- Registration Number or Letters
- Time since new

Flight Details

- Place of last landing - plus scheduled and actual date / time of landing
- Intended next destination - plus scheduled and actual date / time of landing (as applicable)
- Intended final destination - plus scheduled date / time of landing
- Last date / time and position from which an aircraft report (routine or otherwise) was received

Accident Information

- Accident flight's scheduled and actual departure & arrival dates / times (local and GMT date / times required) - as appropriate
- Date and local time + GMT date / time of accident
- Location of accident (Latitude & Longitude + Geographical Description)
- Brief details and cause of accident - if known
- Approximate extent of damage to aircraft
- Details of deaths and / or injuries to Passengers and Crew - and majority of the nationalities believed to have been on board
- Details of action taken (planned) by 'local authorities' to move / safeguard accident aircraft
- Brief details of damage caused to Third Party property - if any

DETAILED INFORMATION / DOCUMENTATION

Aircraft

- Details of ownership of aircraft and engines - including any purchase, leasing, charter and lien agreements
- Certificate of Registration
- Certificate of Airworthiness
- Airworthiness Review Certificate OR Certificate of Maintenance Review (as appropriate)
- Certificate of Insurance
- Aircraft Radio Licence





- Aircraft Noise Certificate
- Time since last major overhaul / inspection
- Copy of last phase check
- Tech Log (if available)
- Tech Log Sector Record Pages - last 10 sectors
- Acceptable Deferred Defects records - last 10 sectors (if not part of Tech Log Sector Records)
- Complete set of appropriate Aircraft Manuals (issue status as at date of accident)
- Airframe hours
- Approved time between engine overhaul
- Airframe / Engine logbooks
- List of radio and navigation equipment carried on board accident aircraft

Engine Type(s) / Model(s)

Engine Serial Numbers

No 1

No 2

No 3

No 4

Engine Time (from new)

No 1

No 2

No 3

No 4

Engine Time (since last overhaul)

No 1

No 2

No 3

No 4





Accident Information

- Available photographs of wreckage / damage to the aircraft
- Full details of occurrence and probable cause
- Transcript from CVR (Cockpit Voice Recorder)
- Readout and Analysis from QAR (Quick Access Recorder)
- Readout and Analysis from FDR (Flight Data Recorder)
- Transcript of relevant Air Traffic Control & Accident Flight's RT communications
- Action plan for recovery / salvage / repairs of / to aircraft
- Estimated bill of repairs to aircraft
- Full details of damage to Third Party property
- Copies of accident/investigation reports issued by local authorities
- Any other relevant information / documentation available or as may be required

Crew

- Crew manifest (General Declaration)
- Flight Crew licences
- Relevant Route Training details (for pilots / flight-deck crew)
- Operational, ATC and other Flight Plans provided to crew
- Meteorological briefings and reports provided to crew
- NOTAMs & similar provided to crew
- All other crew briefing documents - as appropriate
- Journey Log
- Copy of relevant flight operations and cabin crew manuals (issue status as at date of accident)

Flight Crew - More Specific Details Required:

- Name
- Date of Birth & Age
- Licence Number and Type plus Date of First Issue
- Total Flying Hours
- Total Hours on Type
- Date of Last Proficiency Check
- Date of Last Route Check
- Date of Last Medical and its Validity
- Total Flying Time last 30 days - with Types Flown
- Length of Rest Periods Last Seven Days
- Any Operational / Route Problems reported by Crew?

Cabin Crew - More Specific Details Required:

- Full list of Cabin Crew





Airline Management Details Required:

As requested by Insurers etc.

Passengers

- Passenger seating plan
- Passenger manifest - with details of nationality, sex, age
- Copy of flight coupons or other flight documents issued to passengers
- Charter or Inclusive Tour Contract - as applicable
- General conditions of carriage of passengers and cargo, tariffs - etc.
- Estimate of fatal / non-fatal injuries (to include any ground victims)

* Also provide passenger information re:

- Fatalities (including documents & details of identification; death certificates and post mortem examination reports)
- Nature of non-fatal injuries
- Contact details for next of kin / closest relative
- Hospital and / or funeral arrangements
- Copies of correspondence with passengers, next of kin or legal representatives
- Details of Social Security workmen's claims

* The above also applies to **crew**

Baggage, Cargo and Mail + anything else carried in aircraft's hold

- Load and balance sheets & associated documentation
- Cargo manifest & associated documentation i.e. dangerous goods, airway bills, NOTOC etc.
- Mail documentation
- Baggage manifest
- Livestock and other animal type documentation
- Details of damage / injury to checked baggage / cargo / mail / animals / livestock etc.
- Details of any human remains being transported

General

Any components suspected of being instrumental in the cause of an accident should be carefully preserved in co-ordination with accident investigators - and must not be released to any third party (including the manufacturer) before consultation with Company insurers

Regarding third party personal injury and property and property damage claims - all correspondence shall be referred to the Company insurers





Airline Logs - Crisis Related Records & Documents / Collection & Safeguarding

All logs (records of events by time) which had been maintained during an air accident crisis response are to be collected (post crisis) and safeguarded

The term 'log' includes loose documents, diagrams, maps, informal documents, jottings etc.

The term 'log' includes hard, soft copy and voice recorded material

Every airline department / business unit involved in such crisis response should have been maintaining their own specific logs - which are to be collected and safeguarded as above

All airline crisis response centres (including the Crisis Management Centre; Crisis Communications Centre; Emergency Call Centre, Accident Station(s) etc.) should have been maintaining their own specific logs - which are to be collected and safeguarded as above. This includes individual position / workstation logs within such centres

The airline's GO Team elements should have been maintaining their own specific logs - which are to be collected and safeguarded as above

