

Information Article

**United Arab Emirates** (UAE)

**Aviation Disaster Family Assistance Planning**



Note - This information article is based on the UAE GCAA's (General Civil Aviation Authority) Civil Aviation Regs Part III CAR-FAP 'Aviation Disaster Family Assistance Planning' – dated 1 June 2018

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To view the UAE's aviation disaster family assistance planning regulation (official version), please follow the below link:

<http://www.aviationemergencyresponseplan.com/wp-content/uploads/2018/08/CAR-FAP-AVIATION-DISASTER-FAMILY-ASSISTANCE-PLANNING-ISSUE-01-2.pdf>

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The information which follows on below is an informal / unofficial **rewrite** of the original UAE GCAA CAR - as identified / linked to at the top of this page

It (the rewrite) has been produced (by the owner of website <https://aviationemergencyresponseplan.com/>) specifically for the purpose of achieving better understanding of the associated subject matter material contained in the formal / official (original) version

Accordingly, very minor changes to the text of the original have been made in places herein, to achieve this purpose

Where such changes *have* been made, they are intended solely to improve clarity / understanding / consistency etc. of the associated text i.e. they are not meant to change the 'intent' of the original wording whatsoever

As an example of a minor 'change' made for the purposes of 'consistency', the original document uses four different terms to describe the same thing i.e. 'Commercial Air Transport Operator', 'Air Transport Operator', 'Air Operator' and 'Operator'. Where appropriate, the following 'informal' version replaces all such terms with the single term 'air operator'

Current version of the **rewrite** is dated October 2020 (as reviewed February 2023)

## FOREWORD

1. An aircraft accident is an unexpected and potentially catastrophic event

Concern for persons suffering distress, loss etc. in the past, as a result of aircraft accidents, has led to increased efforts within the aviation industry to establish means by which the needs of associated accident victims (regardless of whether or not they survived an associated aircraft accident) together with the needs of their (not having been on board the associated accident aircraft) families / relatives / friends / equivalent persons, might be better addressed and managed

2. During its 32<sup>nd</sup> Session in October 1998, the International Civil Aviation Organization (ICAO) Assembly considered the above issue
3. In 2001 (ICAO Resolution A32-7 refers) ICAO issued a circular on 'Guidance on Assistance to Aircraft Accident Victims and their Families' (Circular 285). In 2005, associated provisions were included in 'ICAO Annex 9 - Facilitation', to enable expeditious / easy entry into a State (country) (in which an accident has occurred) of family members of aircraft accident victims

In 2013 further guidance was published in 'ICAO Doc 9998 - **Policy** on Assistance to Aircraft Accident Victims and their Families'. An accompanying guideline / amplification 'manual' (ICAO Doc 9973 which replaced the aforementioned ICAO Circular 285), was also published

In February 2016, ICAO issued a **Recommended Practice** which stated that: "Contracting States should establish legislation, regulation and/or policies in support of assistance to aircraft accident victims and their families." (Annex 9, Chapter 8, Recommended Practice 8.46 refers)

NB: See para 6 (next page) for updated info re this para 3

4. The 'State of Occurrence', with the support of air operators and airport authorities, is primarily responsible for oversight of the provision of assistance to victims of an aircraft accident and their families. When the location of the accident is not definitively established as being in the territory of any state, the 'State of Registry' (of the air operator involved) shall oversee such assistance
5. This GCAA regulation reaffirms the commitment of the United Arab Emirates (UAE) to:
  - a. Ensure adequate and sufficient assistance is provided to aircraft accident victims and their families / equivalent persons
  - b. Establish legislation, regulation and policy required to implement effective coordination and control of the efforts to provide the required family / humanitarian assistance
  - c. Require that **air operators** flying to / from / within the United Arab Emirates have viable family / humanitarian assistance plans and ensure that same are regularly exercised, supervised and audited, as necessary

- d. Require that UAE **airport operators** implement family / humanitarian assistance plans (which should be part of their 'parent' airport emergency plan - AEP) in coordination with the appropriate air operators - and ensure that same are regularly exercised, supervised and audited as necessary
  - e. Require that air operators have proper arrangements with UAE airports at which they operate, to facilitate the provision of said family / humanitarian assistance services
6. Conformity with the ICAO Recommended Practice (Annex 9, Chapter 8, \* **Recommended Practice** 8.46 refers) **is mandatory for UAE purposes** (despite its 'recommended practice' status) - unless any other means of compliance exists which is acceptable to the GCAA

\* **UPDATE TO ABOVE** Para 6 - In mid-**2022** ICAO Annex 9, CH 8, Clause 8.46 was renumbered as **8.47** - and the associated '**recommended practice**' upgraded (by ICAO) to a (mandatory compliance) ICAO **Standard** - which effectively applies just about world-wide

Furthermore, a new Clause **8.48 (recommended practice)** was also introduced at that same time (by ICAO) - 'requesting' ICAO states / countries to 'recommend' to their own **airline** and **airport** operators etc. - that they adopt the principles of aviation related family / humanitarian assistance, as already described above

7. 'Acceptable Means of Compliance' (AMC) serves as a means by which GCAA Civil Aviation Regulations (CAR) can be met. However, regulated entities may decide to demonstrate compliance with the requirements using other means i.e. by proposing alternative means of compliance acceptable to the GCAA
8. Guidance Material (GM) is non-binding explanatory and interpretation material on how to achieve the requirements of the CARs and the AMCs. It contains information, including examples, to assist the user in the interpretation and application of GCAA CARs and associated AMCs
9. Regulation update: At the next opportunity:
- a. Chapters 1, 2 and 6 of this regulation will be moved to CAR PART VI
  - b. Chapter 3 will be moved to CAR-OPS 1 and CAR-OPS 3
  - c. Chapter 4 will be moved to CAR PART IX
  - d. Chapter 5 will be moved to CAR-FOR ([See pages 18 - 22](#))

Should the reader note any errors in this document - please inform the GCAA Regulatory section at:

[regulations@gcaa.gov.ae](mailto:regulations@gcaa.gov.ae).

**RECORD OF ISSUES and DATE OF APPLICABILITY**

Issue: 01

Date of Issue: 05<sup>th</sup> December 2017

Date of Applicability: 01<sup>st</sup> June 2018

## TABLE OF CONTENTS

FOREWORD	3
RECORD OF ISSUES AND DATE OF APPLICABILITY	5
1. INTRODUCTION	7
2. RESPONSIBILITIES	7
3. UAE AIR TRANSPORT OPERATORS FAMILY ASSISTANCE PLANS	8
4. AIRPORT OPERATORS FAMILY ASSISTANCE PLANS	12
5. FOREIGN AIR TRANSPORT OPERATORS FAMILY ASSISTANCE PLANS	13
6. DEFINITIONS	14

## 1. INTRODUCTION

1.1 The principal objective of aviation related 'family / humanitarian assistance' operations relates to the provision of services, information etc. for addressing the needs and concerns of aircraft accident victims and their families / equivalent persons

1.2 An aircraft accident occurring in the UAE or an accident occurring overseas involving a UAE registered aircraft, may require a response on a national (UAE) level

Such response would typically involve many government departments, authorities and non-government organisations - including the Air Operator and Airport Operator involved - as appropriate. An important element of the response is the UAE **National Aviation Disaster - Family Assistance Plan**, activated in consultation with the UAE **National Emergency Crisis and Disasters Management Authority** (NCEMA)

1.3 The objective of this regulation is to establish the regulatory and coordination frameworks for the 'National Aviation Disaster Family Assistance Plan' and the family / humanitarian assistance plans of air operators (including codeshare etc. flights) operating to, from and within the UAE

1.4 This regulation forms part of the Commercial Air Transport Operators 'Air Operators Certificate'

## 2. RESPONSIBILITIES

2.1 When required, the 'National Aviation Disaster Family Assistance Plan' shall be activated fully, or in part, by the Director General of the GCAA, in consultation with the Director General of NCEMA

2.2 The GCAA shall conduct oversight of Air Operator and Airport Operator produced 'Family / Humanitarian Assistance Plans' - by carrying out audits, inspections etc. and by monitoring the results of exercises, drills etc. The GCAA requires (its) acceptance of all aspects of such Plans, including those regarding documentation, training and exercising

2.3 The GCAA shall:

(a) Appoint a National Aviation Disaster Family Assistance **Coordinator** - reporting directly to the Director General GCAA. This position shall be filled by a suitably trained, competent and experienced person, on a permanent full-time basis. He / she will have the necessary authority to ensure that appropriate actions are taken by all responsible entities, in order that a proper / sufficient level of care is afforded to appropriate aircraft accident victims (alive or deceased) and associated / involved families / equivalent persons

(b) Establish a UAE National Aviation Disaster Family Assistance **Committee**, chaired by the National Aviation Disaster Family Assistance Plan Coordinator and comprising representatives of all involved government, semi-government, industry, voluntary etc. entities

2.4 The name and contact details of the National Aviation Disaster Family Assistance Coordinator shall be published appropriately

2.5.1 The National Aviation Disaster Family Assistance Coordinator shall:

(a) Develop, implement and maintain an effective UAE National Aviation Disaster Family Assistance **Plan** to deal with aircraft accidents occurring within UAE territory and, with adaptation, aircraft accidents to UAE registered air operators, occurring outside UAE territory

- (b) Ensure that **UAE** air operators' Family Assistance Plans include provisions to respond appropriately to accidents occurring **outside** UAE territory
- (c) Ensure that air operators' and airport operators' Family / Humanitarian Assistance Plans are consistent with the UAE National Aviation Disaster Family Assistance Plan
- (d) Coordinate the UAE National Aviation Disaster Family Assistance Plan with associated elements of the NCEMA
- (e) Facilitate contact between the appropriate government, semi-government, voluntary entities, the concerned air operator, the concerned airport, accident victim survivors and families of all victims etc. - as soon as is practicable, following an aircraft accident which requires same
- (f) Direct and facilitate the operations of the **Joint Family Support Operations Centre** (JFSOC)
- (g) Coordinate, where practicable / possible / safe so to do, a visit to the accident site for surviving victims (as appropriate) and families / equivalent persons of all victims, after consultation and agreement with the Head of the associated Investigation Authority. Such visit must not impede said investigation
- (h) Maintain contact with surviving victims - and families / equivalent persons of all victims - to advise them on the progress of the associated air accident investigation
- (i) Coordinate briefings for surviving victims and families / equivalent persons of all victims (concerning the air accident investigation) with the Investigator-in-Charge and the Head of the Investigation Authority, **prior to** providing same and / or any equivalent **public** briefings
- (j) Invite surviving victims and families / equivalent persons of all victims, to attend public briefings re the associated air accident investigation
- (k) Inform surviving victims and families / equivalent persons of all victims (in advance of publication), of the content of associated investigation reports to be published by the Investigation Authority
- (l) Notwithstanding its *non-executive* authority, the National Aviation Disaster Family Assistance **Committee** shall:
- Coordinate associated Family / Humanitarian Assistance planning in general
  - Coordinate the component plans of concerned / involved stakeholders
  - Meet at least biannually and communicate the minutes of each meeting to Committee members, the senior management of each entity represented on the Committee and members of the NCEMA Committee
  - Publish an annual report providing information on the operational readiness of the 'Aviation Disaster Family Assistance Plan' to cope with the aftermath of an aircraft accident

### 3. **UAE AIR TRANSPORT OPERATORS' FAMILY / HUMANITARIAN ASSISTANCE PLANS**

3.1 UAE air operators conducting commercial air transport ops, shall establish, maintain and implement an effective and efficient family / humanitarian assistance plan (F/HAP). The latter shall provide for sufficient and qualified resources in order to provide timely and effective assistance to surviving aircraft accident victims and the families / equivalent persons of **all** victims, including notifications and all aspects of emotional etc. logistical and other required support



An air operator may contract all or part of its F/HAP requirements to an appropriate third party service provider(s), subject to the following requirements:

- (a) The air operator remains ultimately responsible and accountable for the effective preparation, implementation, efficacy and deployment of its F/HAP
- (b) Appropriate and unrestricted access to associated F/HAPS is granted to the GCAA, in order to verify continued compliance with the intent of this regulation

#### **Acceptable Means of Compliance (AMC) with 3.1**

In order to improve effectiveness, the F/HAP should contain mechanisms for periodic testing of its adequacy and review of associated results. Such mechanisms should involve all participating agencies and associated resources. Means to demonstrate such effectiveness may be (but are not limited to) annual full-scale and tabletop exercises - followed e.g. by (intermediate) partial exercise / tabletop exercises (typically required to ensure that any deficiencies found during full-scale exercises have been corrected). A series of modular drills / tests could also be considered. The GCAA should be notified of the date and time of exercises / drills / tests etc. at least 30 working days in advance. Findings, corrective actions taken etc. (from all such exercise evaluations etc.) shall be provided to the GCAA

#### **Guidance Material (GM) for 3.1**

Training should be commensurate with the roles and responsibilities held by personnel involved in the F/HAP, so as to ensure associated competency and readiness for its implementation / operation

3.2 The initial issue and subsequent revisions / amendments to the air operator's F/HAP shall be acceptable to the GCAA. If any part of the F/HAP is contracted to a third party service provider(s), a current copy of the signed contract, in addition to the plan, shall also be provided to the GCAA

3.3 Air operators shall integrate their FAPs into their overarching Emergency Response Plan (ERP), as required by CAR-SMS (i.e. CAR Part X). Said ERPs shall be written so as to ensure that:

- (a) It (the F/HAP) is capable of being immediately activated:
  - i. On direction of the GCAA Director General for an aircraft accident (as part of the UAE National Aviation Disaster Family Assistance Plan) and
  - ii. As required by the air operator or GCAA for other, appropriate / equivalent occurrence

(b) The GCAA is immediately informed if the F/HAP is unilaterally activated by the air operator

3.4 Air operators shall ensure that a trained and competent person is appointed to manage the F/HAP, monitor its effectiveness, efficiency etc. - and report to the senior management team accordingly on all associated matters - as required

Depending on the size and complexity of their operation / business etc. - air operators should appoint a **full time** F/HAP manager. Where circumstances so permit, the appointed person can be considered for additional duties e.g. typically as related to other elements of air operator ERP management

3.5 Air operators shall ensure that before boarding a flight, passengers are **requested** to provide the name and contact details of a person (emergency contact person) who may be contacted in the event of an emergency associated with any associated flight(s). If a passenger elects not to provide same, he / she can still be accepted for the flight. However, the latter circumstances are to be clearly recorded and securely retained by the air operator and / or its representative

**GM for 3.5**

The 'emergency contact person' should preferably be the next of kin (or equivalent relationship) of the person providing the information - and should **NOT** be travelling on the same flight as the latter

3.6 Information collected and retained as per 3.5 above shall not be communicated to third parties other than those directly involved in the air operator's F/HAP - and shall also not be used for commercial etc. purposes

3.6.1 On receipt of notification that a 'relevant' aircraft accident has occurred, the following elements of the F/HAP shall be activated / observed / complied with etc.

(a) The Air Operator's Crisis (Emergency Response) Management Center (CMC)

(b) Secure and adequately resourced facilities, to be used as Family (Humanitarian) Assistance Centres (FAC / HAC) at **each** affected airport and / or as required at other locations

**GM for 3.6.1(b)**

It is important that air operators and appropriate / associated **airport** operators pre-establish and implement an **integrated** plan for the provision of Family / Humanitarian Assistance facilities, at all such **airports**

(c) The air operator shall make suitable arrangements with the appropriate authorities to ensure security and availability of the required facilities and the JFSOC

(d) The following information (as available) is to be provided (by the air operator and / or its authorised representative) to the UAE GCAA (without delay) on receipt of notification of a relevant aircraft accident:

- i. Date / time and location of accident, number of passengers and crew on board and number of injuries and fatalities
- ii. Aircraft type, flight number, routing and demographics of passengers and crew
- iii. Names / contacts of person(s) in charge of the air operator's family /humanitarian assistance response; the person(s) conducting passenger name list (PNL) (passenger manifest) reconciliation and the person(s) conducting families / equivalent persons notifications
- iv. Names, contacts and locations of the facilities (worldwide as required) designated as the Family / Humanitarian Assistance Centre(s) (FAC / HAC) and the JFSOC

(e) The passenger name list / manifest and crew name list (general declaration etc.) remain confidential and classified until / if publication becomes possible / permissible. Where so possible / permissible, the PNL shall be issued / released as soon as verification of passenger names is accomplished **AND** next of kin / equivalent person etc. has been notified and consulted accordingly

(f) No information regarding the air accident investigation is communicated to the public (unless so directed and authorised by a competent, legal and designated authority)

(g) Within **one hour** from time of the accident, toll-free telephone number(s), catering for **domestic UAE** calls (with sufficient capacity and personnel to handle anticipated call volumes) is / are provided and publicised

Similarly, **international** enquiry telephone numbers (preferably also toll-free) should be provided and publicised as soon as is possible following the accident occurrence

(h) Timely notification (updated as required) to appropriate family members / equivalent persons that the names of their relatives, 'loved-ones' etc. (victims) appear on the preliminary, verified PNL

(i) Subject to (h) above, notification to family members / equivalent persons is provided prior to releasing associated passenger names into the public domain. The air operator typically (but not always) has no obligation to release said names into the public domain unless the associated family etc. so agree / request etc. and the air operator has additionally obtained any other permissions reasonably necessary

(j) A website, containing appropriate, timely and updated information re the aircraft accident etc. is activated within two hours of accident notification to the air operator (and / or equivalent organisation) of the accident flight

**GM for 3.6 (j):**

Such website (commonly known as a "dark site") typically takes the form of a pre-prepared and formatted site into which accident details and useful information is provided, updated and made publicly available to all. Use of 'social media' for the same purpose is increasingly becoming necessary (almost certainly essential today [late 2020])

(k) Secure and private facilities at the affected departure and arrival airports (+ intermediate airports if appropriate) are provided for surviving victims, family members / equivalent persons etc. (of all victims) - in coordination with associated **airport** operators and other relevant agencies

(l) Where the nature and safety etc. of the accident site so permits and with appropriate permissions (e.g. from the lead air accident investigator involved; from the state / country involved) - arrange / facilitate (where so required / requested / possible) for surviving victims and family members / equivalent persons (of all victims) to travel from their points of origin, to a suitable location near the accident site - for the purposes of an escorted visit to said site. Associated accommodation, sustenance, escort, services etc. should be provided. The air operator will typically pay for all of the above (possibly to be reclaimed eventually from the appropriate insurer? [If this risk is so insured])

(m) Within the UAE, appropriate counselling services are provided (by an organisation recognised by and acceptable to the relevant government authority etc.) for social, emotional and psychological support of surviving victims ..... and / or families / equivalent persons etc. of all victims

- (n) An air operator representative (accompanying the appointed GCAA representative if required) is appointed, having sufficient authority to take decisions on behalf of said operator - and / or have immediate access to those who have such authority
- (o) Appropriate privacy and security arrangements for surviving victims, and the families / equivalent persons of all victims, are provided and maintained at all times
- (p) An 'immediate financial assistance' scheme (minimum of AED 80,000 [approx 22,000 USD]) is provided to entitled family / equivalent entitled person(s) of relevant victims. This payment shall be taken into account in the reckoning of any *final* compensation amounts to be paid, as appropriate
- (q) Consult surviving victims and the families / equivalent persons of all victims re any memorial services and / or erection of memorial structures (including inscriptions) - and facilitate accordingly
- (r) Consult surviving victims and families / equivalent persons of all victims - re funeral / equivalent arrangements
- (s) Where appropriate, provide assistance with (immigration etc.) entry into the UAE (on a temporary basis) for family members / equivalent persons and make appropriate arrangements for their care and support etc. - both during travel and whilst in the UAE
- (t) Facilitate the formation of a 'surviving victim / family (and equivalent person) association', if so desired by those concerned
- (u) Disposition of human remains is conducted according to the wishes of family members / equivalent persons. The air operator and /or its representative will assist in this as far as is permitted / possible
- (v) Personal effects (PEs) are stored and returned to surviving victims and / or appropriate (associated) family member / equivalent person, unless they are needed for accident investigation and/or criminal investigation purposes. Unclaimed PEs shall be securely retained by the air operator and/or its representative for a period of at least 24 months from the date of the aircraft accident

3.7 Air operators shall make appropriate arrangements to facilitate and coordinate the provision of family / humanitarian assistance services, at any of their 'involved' operating *airports*

#### 4. AIRPORT OPERATORS FAMILY / HUMANITARIAN ASSISTANCE PLANS

4.1 In order to prepare for an aircraft accident - UAE *Airport* Operators shall establish, implement and maintain a family / humanitarian assistance plan. The latter shall provide for sufficient, qualified, trained, exercised etc. resources (including 'people') in order to provide timely and effective assistance to any involved / affected / associated Air Operator(s)

4.2 Airport Operators shall integrate their family / humanitarian assistance plans into their overall emergency response plan (*Airport Emergency Plan - AEP*) - as required by Part XI of UAE CARs.

Appropriate part(s) of the AEP shall contain documented procedures to ensure that:

- (a) The Airport's Family / Humanitarian Assistance Plan shall be activated immediately for an associated aircraft accident (and also [but not necessarily immediately] for other associated 'occurrences') where support of an air operators own 'Family / Humanitarian Assistance Plan' is considered necessary and / or so requested

(b) The GCAA will be informed immediately when a UAE **airport** Family / Humanitarian Assistance Plan is activated

4.3 The initial issue of and amendments to an Airport Operator's family / humanitarian assistance plan shall be accepted by the GCAA. If any part of said plan is subcontracted to a third party service provider - a current copy of the signed contract shall additionally be provided to the GCAA

4.4 The Airport Operator shall appoint a trained and competent person to act as 'family / humanitarian assistance coordinator'. He / she will be responsible for coordinating the airport's family / humanitarian assistance plan with the equivalent plans of the appropriate air operators etc.

4.5 The airport operator shall not issue any information to the public regarding the accident investigation, passenger name lists, victim's details etc. (unless so authorised and directed by a competent, legal and designated authority)

4.6 Any changes to the Airport Operator's family / humanitarian assistance plan are to be communicated immediately to the GCAA

## **5. FOREIGN AIR TRANSPORT OPERATORS FAMILY ASSISTANCE PLANS**

5.1 Foreign air transport operators conducting commercial air transport operations to, from and within the UAE will provide to the GCAA a letter, signed by the accountable manager, confirming that the operator has a family / humanitarian assistance plan (which is equivalent to the plan described in Part 3 of **this** Regulation)

Said operators shall activate such plan in the event of an accident involving any of its aircraft, which occurs in the territory of the UAE

5.2 A current copy of every such letter of commitment shall be provided by the GCAA to the (UAE's) 'National Aviation Disaster Family Assistance Coordinator'

## 6. DEFINITIONS

### Air Accident

An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the times that a person(s) boards an aircraft with the intention of flight - until such time as all such person(s) has / have disembarked

..... in which:

- a) A person is fatally or seriously injured as a result of:
  - being in the aircraft, or
  - in direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
  - direct exposure to jet blast, *except* when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
- b) The aircraft sustains damage or structural failure which:
  - adversely affects the structural strength, performance or flight characteristics of the aircraft, and
  - would normally require major repair or replacement of the affected component, *except* for engine failure or damage, when the damage is limited to a single engine (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the air skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or
- c) The aircraft is missing or is completely inaccessible

### Air Accident Investigation Authority

A government agency, body, commission etc. having primary responsibility for the investigation of aircraft accidents, as per ICAO Annex 13

### Commercial Air Transport Operator (Air / Aircraft Operator)

A person, organisation or enterprise engaged in (or offering to engage in) commercial aircraft operations

### Airport Operator

A person, organisation or enterprise engaged in the operation of an airport

## Emergency Response Exercise

An activity designed to:

- Promote emergency response preparedness
- Evaluate emergency response operations, policies, plans, procedures, facilities etc.
- Train and exercise designated persons in emergency response duties; and
- Demonstrate operational capabilities related to emergency response

## Family / Humanitarian Assistance Center (F / HAC)

The Family / Humanitarian Assistance Centre (F / HAC) is the focus of associated services for family / equivalent persons (of / as related to associated aircraft accident victims [deceased or otherwise]), during the time that they (family / equivalent persons) are located at or near to the accident location or equivalent location elsewhere

The air operator (as related directly to the aircraft accident situation) is typically (but not always) responsible for finding, overseeing, paying for and operating the F / HAC

F / HACs are specifically prepared to meet the immediate and relatively shorter-term needs of such family / equivalent persons - including (list is far from exhaustive):

- Safety and security
- Physiological needs (food, sleep etc.)
- Information and associated actions (e.g. location of and reconciliation with victims [e.g. for the uninjured living / the injured living / the deceased / those missing etc.; e.g. search and rescue updates; e.g. updates on deceased victim recovery and identification process etc.)
- The aircraft accident investigation process and progress
- The provision of 'psychological first aid' for those in need of same
- ..... and much more

More than one F / HAC (at different locations - even worldwide if so required) may be required, depending on actual, accident circumstances

## Family Member

This term is not easily defined. Consequently, air operators (and others appropriately involved) should interpret it in as broad and inclusive a sense as is possible / reasonable - considering the actual circumstances prevailing 'on the day'

## Joint Family Support Operations Centre (JFSOC)

The JFSOC coordinates all post-air accident family member activities and resolves family assistance concerns and challenges during the on-scene / earlier phases of the response

Facilitated by the National Aviation Disaster Family Assistance Coordinator, the JFSOC includes representatives from each organisation providing assistance, so as to ensure efficient use of resources, sharing of information and the provision of appropriate and professional services to those in need of same

### **National Emergency Crisis and Disaster Management Authority (NCEMA)**

Within the UAE, NCEMA *strategically* manages and coordinates emergency / crisis / disaster and business continuity (resilience) management by using national capacity and capabilities to preserve lives, properties and business

### **Passenger Name List (PNL)**

A list of all passengers on-board an aircraft flight

### **Providers of Family / Humanitarian Assistance**

Entities having roles to play in providing family / humanitarian assistance to surviving accident victims together with the families / equivalent persons of all victims. Such entities include e.g. government departments and agencies; air operators; airport operators; airport ground handlers, third parties (such as non-governmental aid agencies, commercial organisations etc.); family associations - and so on

### **State of Occurrence**

The State (country) in the territory of which an accident or incident occurs

### **Survivor**

An aircraft accident victim who is not fatally injured

### **Verified Passenger Name List**

A list of passengers (who had been on-board an aircraft involved in an accident) which has been verified (made as accurate as possible in the circumstances prevailing) by use of an associated verification procedure / system

### **Victim**

Occupants of an aircraft and / or persons outside of that aircraft - being unintentionally and directly involved in an associated accident to said aircraft

Victims comprise both those on board the accident aircraft (air victims) and other persons (being on the ground) similarly impacted (ground victims). An example of the latter might be persons on the ground killed, injured etc. as a direct consequence of an aircraft hitting the ground



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**Important:** In the context of the document which you are reading right now (and particularly re the definition of 'victim' on the previous page) - ***great care is required*** when using the associated words 'family', 'family member(s)' etc.

This is because 'families / family members' might be on board an accident flight - in which case they are termed 'air victims' as defined on the previous page. A similar argument applies to 'ground victims'

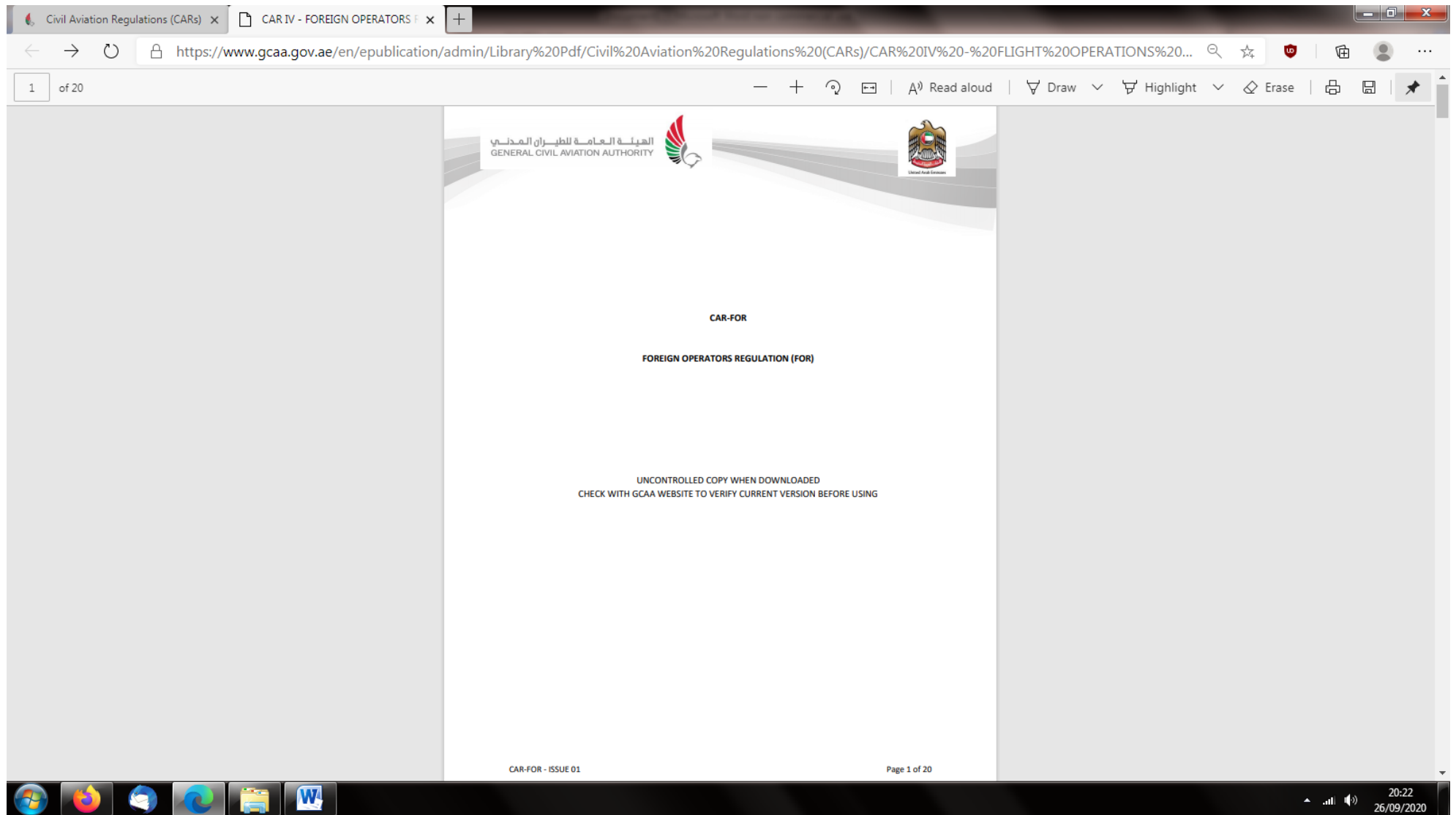
However, in the same context, 'family' etc. can also refer to persons anywhere in the world who, ***NOT being either air or ground victims*** of an associated aircraft accident, might nevertheless have an appropriate familial / equivalent connection with such victims. Herein such persons are referred to as '***families / equivalent persons***' i.e. **NOT** as air or ground victims

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On the next four pages the reader will find screenshots of the relevant pages of CAR-FOR (GCAA Civil Aviation Regulations for Foreign Air Carriers) - Issue 01

They have been included to demonstrate how sub-clause 9. (See page 4 of the document you are reading now) works i.e. the document in question (sub-clause 9.d) has subsequently been relocated from CAR Part III - CAR-FAP ..... to CAR-FOR

At time of writing (October 2020), it would seem that none of the other docs (sub-clauses 9a. 9b. and 9c. on page 4 refer) have yet been similarly transferred?



Civil Aviation Regulations (CARs) x CAR IV - FOREIGN OPERATORS F x

https://www.gcaa.gov.ae/en/epublication/admin/Library%20Pdf/Civil%20Aviation%20Regulations%20(CARs)/CAR%20IV%20-%20FLIGHT%20OPERATIONS%20...

3 of 20

**HIGHLIGHTS OF CHANGES INTRODUCED IN THIS ISSUE**

The following were introduced through NPA 2018-01:

SECTION GEN	- Incorporation of Applicability, Scope, Abbreviations and Definitions under Section GEN.
FOR.GEN.003 (b)	- Incorporation of bullet points in numeral values - (8) Title of "Duty" changed to "Duty Period" - (18) Definition of Ramp Inspection added - (23) Definition of State of Registry reworded
FOR.GEN.004 (b)	- Minor editorial changes, without change to intended objective.
FOR.GEN.010	- Minor editorial changes, without change to intended objective - Deletion of point (b).
FOR.GEN.015	- Minor editorial changes, without change to intended objective. - addition of "Crew Licences, Certificates and other authorisations".
GM1 FOR.GEN.020	- Applicability changed to Overseeing Authority "involved in CAT" only.
FOR.GEN.025	- In point (a), addition of "non-compliance with CARs and associated procedures, instructions, policy", - Point (a)(5) addition of "initiate a judicial", without change to intended objective.
GM2 FOR.GEN.025 (a)(3); (a)(4)	- Addition of "State".
GM4 FOR.GEN.025 (c)	- Replaced "conformance" with "compliance".
FOR.GEN.035	- Addition of requirement: UAE GCAA E-Publication subscription.
FOR.OPS.001	- Extended validity of the Foreign Operator Registration Number.

CAR-FOR - ISSUE 01

Page 3 of 20

الهيئة العامة للطيران المدني  
GENERAL CIVIL AVIATION AUTHORITY

United Arab Emirates

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4 of 20

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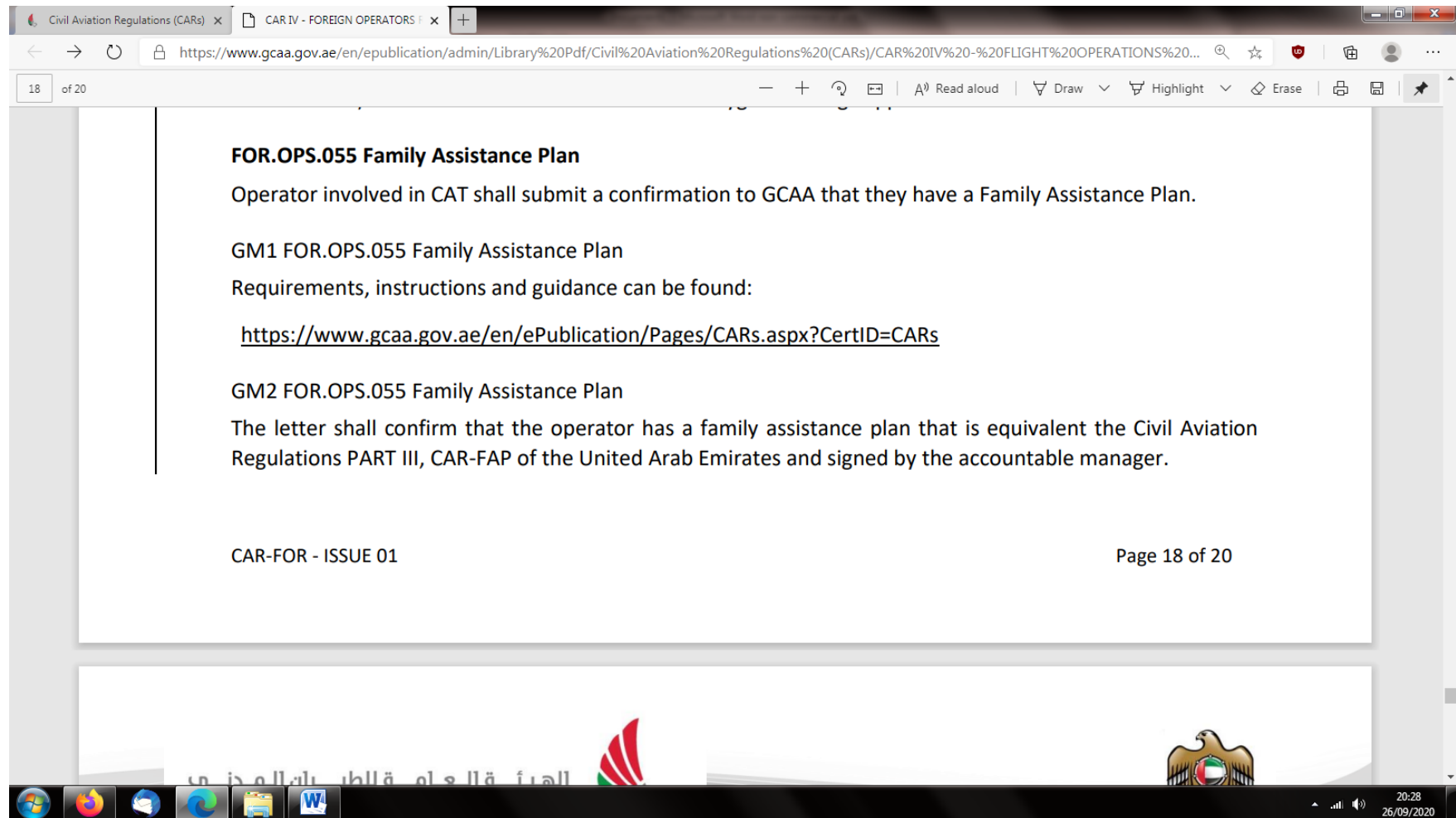
United Arab Emirates

GM2 FOR.OPS.001 (a)	- Addition of enforcement action for operators engaged in CAT.
FOR.OPS.010	- Performance based Navigation requirements revised to meet airspace requirements.
GM2 FOR.OPS.015	- ANA contact e-mail added.
GM2 FOR.OPS.020	- ANA contact e-mail added.
FOR.OPS.025	- Addition of ICAO standard: Annex 10 Volume IV.
AMC1 FOR.OPS.025	- UAE GCAA standard removed. - ANA contact e-mail added.
GM1 FOR.OPS.035	- Addition of ICAO reference: Annex 18.
FOR.OPS.045	- Title revised to "use of substances impairing flight crew and cabin crew performance", instead of "use of psychoactive substances".
FOR.OPS.045 (c)	- Addition of "tested".
FOR.OPS.050	- Limitations set for Smoking on board.
FOR.OPS.055	- Addition of requirement for Family Assistance Plan.
FOR.NOC.001	- Addition of termination clause in GM2.
FOR.NOC.010	- (a) "Authorisation" changed to "No Objection Certificate." - (b) and (c) shifted to GM1. - GM1 added as application guidance, for operators involved in CAT. - GM2 added as application guidance, for operators not involved in CAT.
FOR.NOC.035	- Addition of "aircraft part".

The following were introduced post NPA 2018-01:

FOR.GEN.003 (b)	- (4) Definition of Basing revised to exclude parking, incorporating Safety Decision 2018-01. - (10) Definition of Maximum Certificated Take-Off Mass added. - (11) Definition of Maximum Operational Passenger Seating Capacity added. - (21) Definition of Safety Assessment of Foreign Aircraft reworded.
FOR.GEN.004	- Addition of "Means of Compliance" in the Title. - Addition of language requirements.
FOR.GEN.005	- Applicability changed to all flights, instead of "non-scheduled". - Exclusion clause added. - Addition of FOA contact e-mail, in GM1. - Previous GM1 has been transferred to GM2.
GM1 FOR.GEN.010	- Deleted

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**IMPORTANT NOTE:**

Everything in this document (the one you are reading right now) which follows on from this point has no ***direct*** relationship with:

**General Civil Aviation Authority - United Arab Emirates**

**CIVIL AVIATION REGULATIONS**

**PART III**

**CAR-FAP**

**AVIATION DISASTER - FAMILY ASSISTANCE PLANNING**

However, it ***does*** have ***indirect, relevant context*** - please read on:





For considerably more detail re aviation related family / humanitarian assistance operations, please take a look at the related ICAO documents found at the end of the below links:

***Links:***

ICAO's '[Policy](#) on Assistance to Aircraft Accident Victims and their Families' - (First Edition 2013) - Doc **9998** AN/ 499

ICAO's '[Manual](#) on Assistance to Aircraft Accident Victims & their Families' - (First Edition 2013) - Doc **9973** AN/486

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## **Additional and Adequate Definitions Required to Achieve a Better Understanding of the Aviation Related 'Family / Humanitarian Assistance' Plan**

Note from the author / owner of the '[www.aviationemergencyresponseplan.com](http://www.aviationemergencyresponseplan.com)' website (see also boxed 'note to reader' on page 2 of this document)

'.....The definitions shown on pages 14 to 16 of this document (the one you are reading now) are typically **inadequate / deficient** for the purposes of gaining a reasonable understanding (in general) of the aviation related 'Family / Humanitarian Assistance Plan'

As an example, the definition of an 'aircraft accident' includes a situation where someone on board a commercial passenger airline flight might 'break a leg' (classified as a 'serious injury'). The latter, whilst technically an 'aircraft accident', would obviously **not** warrant anything like what has been described on pages 3 to 13 further above

Consequently, **additional** definitions are provided on the following pages in order to make up (to a degree) for said inadequacy / deficiency. They are taken from the 'Glossary' found under the '**Information**' webpage (<https://aviationemergencyresponseplan.com/information/>) of the above website

Where necessary, the reader is requested to use flexibility in interpreting these definitions, as they have been written in generic but reasonably realistic terms e.g. for a generic, fictitious but realistically (representative) passenger airline (example used herein known as 'ABCX Airways'); a generic airport(s) (example - 'XYZ' International Airport [XIA]), and so on .....



### Acronyms for 'Additional & Adequate' Definitions (see previous page)

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



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



## 'Catastrophic' Aircraft Accident

An aircraft accident typically triggering a **Red** Alert type crisis response by the involved airline(s)

A precise definition is avoided for good reason. However, it is **\* unlikely** that such an accident would be classified as catastrophic (purely from the accident airline's overall **operational** crisis response viewpoints) unless **relatively large** numbers of fatalities and / or serious injuries were involved

**\*** For example, 5 passengers out of 400 on board are killed in an aircraft accident - the remainder being either uninjured or suffering minor injuries only

Whilst such a situation is obviously going to be 'catastrophic' for the small number of families (FR) of the deceased - from an airline (**operational / big picture**) viewpoint, it might typically warrant 'just a partial' crisis response, especially re the humanitarian aspects - i.e. typically not requiring the **'full'** response required if e.g. 200 were killed, 100 seriously injured and 100 missing

To clarify further, this '5 fatalities' scenario would typically **NOT** warrant **full** Crisis Management Centre (CMC) manning - and probably only a **very limited** activation of the airline's emergency call / contact centre and humanitarian assistance teams (if such teams exist in the first place of course! [Many airlines still {as at late 2020} do not have such teams])

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

Similarly, severe damage to an airframe, with no associated deaths or serious injuries to the occupants or other persons, would never be classified by ABCX Airways as a catastrophic aircraft accident

The decision as to what comprises a catastrophic aircraft accident should be made 'on the day' by the airline's on duty (and appropriately trained, exercised and pre-authorised of course) **Operations Control Centre Duty Manager** (or equivalent person) at airline HQ

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

**Note** - contrast the above 'airline' definition with the **ICAO** definition of 'accident' shown further above

The point to make here is e.g. that certain categories of aircraft damage meeting the meaning of the ICAO term 'aircraft **accident**' - would almost certainly **not** require the operational airline response envisaged for a 'catastrophic' aircraft accident

A serious injury (such as a broken leg) to just one person is also technically an ICAO defined aircraft accident (but is something which would be handled by most airlines - almost as part of 'normal' operations)

Such contrasts between similar 'international / regulatory' type definitions and those used herein should be similarly accounted for when considering the **actual** type and degree of operational (crisis) response required 'on the day' - and to be planned for before 'the day'



(Uninjured) <b>Crew Reception Centre (Airside)</b>	-	<b>CRC (A)</b>
(Uninjured) <b>Crew Reception Centre (Landside)</b>	-	<b>CRC (L)</b>

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

The **CRC (A)** should ideally have adequate privacy, security, capacity, seating, toilets, catering provision etc. - and be physically **SEPARATE** from any similar facility set up for **uninjured passengers** (to prevent possible unwelcome attention [e.g. aggression and / or abuse] to the uninjured crew)

Typically, Airline / GHA / Police / Airport Operator / other staff will man the **CRC (A)**, assisting uninjured crew in any ways possible (e.g. humanitarian, welfare and similar support), whilst also capturing important information (provided by uninjured crew) onto hard copy forms (\* '**Passenger / Victim Record Cards**' - P/VRC [or local equivalent forms] - see attachment **1B** to this glossary for an example), for eventual distribution to e.g. the accident airline's local rep + copies provided to the relevant authorities (Customs & Immigration, Police, Airport Operator, etc.)

\* It has been assumed herein that '**Passenger / Victim Record Cards**' will be used to take information from both **uninjured passengers** and **uninjured crew**

Most importantly, the ABCX Airways LACC should forward all completed P/VRCs to airline HQ ASAP - from where crews' family, relatives & friends' might be notified accordingly

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

Once (if) the 'appropriate authorities' establish that no 'crime' is associated with the accident, uninjured crew should be released from the **CRC (A)** and transported (under airline / GHA / other escort) - to the '**Uninjured Crew Reception Centre [Landside] - CRC (L)**', which is typically (but not always) a **hotel**, with which local airline / airline rep staff had made appropriate, prior arrangements

Such crew should put on civilian clothes (if possible) and / or remove all overt signs of uniform before leaving the **CRC (A)**, so as not to attract undue attention. Humanitarian, welfare & similar support to uninjured crew should continue to be provided on arrival at the **CRC (L)**

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

Shorter term reconciliation (reuniting) of uninjured crew with their FR will typically be accomplished at the **CRC (L)**, where appropriate / possible at this early stage of the emergency response



FR (of the uninjured crew) **not** living locally to the CRC (L) might be 'invited' by the accident airline to join their 'loved ones' at the CRC (L) and / or other airline provided local accommodation. The airline will typically make and pay for all such arrangements - including transport, accommodation, meals etc. where appropriate

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

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

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

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

**Note 1** - Only a relatively small number of '**airport** operators' had (as at 2020) made provision for a CRC (A) as part of their own **airport** emergency plans (although this situation is gradually improving). For those that have not, local airline staff and / or their representatives should lobby (e.g. via the local 'Airline Operators Committee [AOC]') for a CRC (A) to be established. Typical locations include e.g. a vacated or unused VIP, First or Business Class **airside** lounge; a suitable airline office (**airside**); a suitable GHA office (**airside**) etc.

**Note 2** - There will be fairly rare occasions where uninjured crew might be required to care for the uninjured passengers after leaving the accident site triage facility e.g. lack of supporting / responding ground staff from the airport, airline, airline representative, government authorities; remote location accident etc.

### Crisis Management Centre - CMC

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

It is 100% vital that 'someone' at the airline temporarily 'manages' the **entire** emergency / crisis itself - until the CMC is in a position to take over (24 / 7 / 365 airline ops assumed here). (Finding a 'CMC Team' to 'take over' can typically take around 30 - 60 minutes in a 'best case' scenario to considerably [much] longer in the 'worst case'. [Think of a major crisis occurring at 15 minutes before midnight on New Year's Eve! {Western Calendar}])





The only airline department / business unit capable of undertaking such ‘temporary management’ is the airline’s **Operations Control Centre (OCC)** - and the OCC Duty Manager assumes the appropriate responsibility - assisted (manpower and ‘normal’ operations permitting) by other OCC staff. Selected OCC staff will be **specifically trained and exercised** (on a recurrent basis) accordingly

All other ABCX Airways airline (subordinate) emergency response centres (including ‘ABCX Airways’ airline stations [LACCs]) which might be activated world-wide during crisis - are subordinate to the CMC at all times, i.e. the CMC is in **OVERALL** command of **ALL** airline / airline representative emergency response activities, functions, teams etc.

### **Crisis Support Unit - CSU**

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

Examples of typical ABCX Airways CSUs include (list is not exhaustive) the OCC, Flight Operations, Cabin Crew, Airport Services (Ground Ops), Finance, Legal, Insurance, Flight Safety, Aircraft Engineering, HR, Corporate Communications / PR, Security (ground and aviation) etc. It should be noted that the vast majority of airline departments / business units would be required to adopt and contribute manpower to the CSU concept

Depending on the particular CMC system / manning model in use, CSU reps can man **some** CMC positions at time of crisis .....**and / or** may also be required to work from their ‘normal’ workplace locations. 24H CSU operations should be anticipated using an appropriate ‘shift / roster’ system

Many (but not all) CSUs will **also** need to contribute CSU staff to any deployed airline ‘GO Team’

Airlines with low manpower resources may not be able to adopt the full CSU model as described above - but there should always be ‘workaround’ solutions available in such circumstances

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

### **Emergency Call (Contact / Information) Centre - ECC**

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

An ECC’s primary purpose is to take and record crucial information from all sources (primarily by the making & taking of telephone calls) with the ultimate aim of matching aircraft accident victims with their associated FR, in the shortest possible timescale





Once a match has been made, the ECC should typically notify associated FR accordingly, providing (amongst other things) relevant information and updates on the condition and location of the associated accident victim(s)

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

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

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

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

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

Note 4 - A significant number of airlines have (as at late 2020) no ECC capability whatsoever

### Dark Site

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

Dark sites are typically developed for areas of known risk / vulnerability to an organisation e.g. for an airline the dark site will typically be pre-prepared for a catastrophic aircraft accident type scenario

Organisations typically use dark sites to assist their overall crisis response effort - particularly in the provision of up to date and accurate information to those directly (or even indirectly) affected by the crisis and, of course, to the media

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

Today, it is quite common for airlines to additionally use 'Social Media' to augment Dark Site ops



### Disaster Victim Identification - DVI

Disaster Victim Identification (DVI) is the internationally accepted term describing processes & procedures for recovering and identifying deceased persons and human remains in relation to multiple fatality incidents

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

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

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

### Emergency Response Team - ERT

A collective term used herein - to include **all** of the 'ABCX Airways' emergency response teams world-wide e.g. the **Crisis Management Centre** plus the **Crisis Support Units** plus the **Crisis Communications Team** plus the **Humanitarian Assistance Team** plus the **Emergency Call Centre Team** plus the **GO Team** plus directly and / or indirectly involved **Station(s) / Destination Airport(s)** etc. The term is also meant to include (loosely or otherwise) all other parts of the airline (including the airline's parent company / group, if any; the airline's subordinate agencies, if any etc.) plus appropriate representatives of the airline such as **Station Ground Handling Agents / Supervisory Agents / Airline Representatives in general** - together with and any **contracted third parties** providing emergency / crisis response services to the airline

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

Note - the more correct, appropriate and **preferred** term to use here is '**HUMANITARIAN Assistance Centre (HAC)**'. However, the equivalent term 'Family Assistance Centre' and similar is still in **very common use** world-wide. Both terms may be / are used herein (depending on the context - & generally with the same or broadly similar meaning as each other)

The FAC / HAC is the facility (typically) to which **locally living** (i.e. relatively local to the accident airport / location) '**Family, Relatives & Friends**' (FR - [including 'meeter & greeter' type FR i.e. **MGFR**]) of accident victims might eventually proceed (if they wish to go there), once their 'processing' is completed at the initial '**Family, Relatives & Friends Reception Centre**' (FRRC) facility

The FAC is typically located in a hotel(s) near to the accident airport / site. Its purpose is to provide FR with a more comfortable, longer term environment (than the airport or accident site FRRC itself) - where the accident airline & others might typically provide the humanitarian, welfare, information, financial & other support required / available, in the shorter term post-accident occurrence



Depending on several factors (not covered here) it is possible that the FAC be required to accommodate large numbers of FR (e.g. 1,000 - 2,000 persons and possibly more)

Activation, setup, management and costs of a FAC are **typically** (but not exclusively - as is the case e.g. in UK and USA) responsibilities of the accident airline and / or its local representative(s)

Local Airline / GHA / airline representative staff and 'volunteers / others' (from organisations such as the Red Cross / Crescent, local 'welfare' and similar authorities, voluntary humanitarian and welfare groups, faith groups, hotel staff etc.) - should typically receive and handle FR at the FAC, until others e.g. the airline's own '**Humanitarian** (Family) **Assistance Team**' (HAT) might eventually become available to take over the task

The accident airline's HQ should deploy a significant number of HAT personnel (if available) to eventually manage & support the response at the FAC. However, note well that it might take considerable time (24 - 48 hours in extremis) for an airline HAT to arrive 'on site'

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

Note that no one is 'forced' to use FAC facilities e.g. locally living FR might prefer to go to / remain at their local residences, homes etc. instead. If so, the accident airline might typically invite such FR to attend daily 'accident update' briefings and support services etc. at the FAC

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

Once (if) the accident airline (and / or others) makes appropriate matches / reconciliations between accident flight victims and their associated FR, the latter (possibly now located at the FAC) will be re-united with their associated victim(s) (who might typically be located at any / all of '**Survivor Reception Centres - Landside**', **Hospitals** and **Mortuaries**, as appropriate)

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

For accidents involving many deaths, longer term search & rescue ops etc. - the FAC might be operational for a considerable time. Expenses etc. associated with same can run into millions of (US) Dollars! Such risk should thus be insured by airlines

A separate FAC(s) might **also / additionally** need to be set up, manned & operated near to the **departure airport(s)** of an accident flight - despite the accident not occurring at such location(s) - e.g. the departure airport is typically the first place that many FR (living locally / relatively local to a particular departure airport) will choose to go in order to seek information about such accident

**Note - such FR might be 'invited' to **firstly** go to an **FRRC** (set up at the departure airport[s]) for initial 'processing', receiving care & information etc. When the local FAC is ready to receive such FR, they transfer accordingly and the FRRC closed**

All 'ABCX Airways' Station Managers / airline reps' are required to **pre-identify and pre-arrange for a suitable FAC facility** as part of their local 'ABCX Airways' emergency response plan preparations



The details are then documented in the 'ABCX Airways Emergency Response Plan' for the particular Station / destination airport

**Note 1** - specific operating procedures for the FAC / HAC are mandated in some countries e.g. the USA (where statutory requirements apply). Similar applies to Humanitarian Assistance Centre operations in UK

### Family, Relatives & Friends - FR

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

- Next of Kin (closest relative / equivalent person)
- Other family members, relatives / similar
- Friends
- Business colleagues / similar
- Meeters and Greeters (*of all categories*) waiting to meet victims at the emergency flight's destination airport and / or FR who have gathered at the **departure** airport(s) of the emergency flight - after it had departed (i.e. after it is 'off-blocks') and subsequently experienced a crisis
- Any other person(s) having a reasonably valid relationship with the victim(s)

### Family, Relatives & Friends Reception Centre - FRRC (Typically landside - at or very near airport)

For most arrival flights at an airline Station (an international airport is assumed here), there is usually a multitude (typically anywhere from 10 to 1,000 +) of FR (MGFR) waiting at the airport 'arrivals' or equivalent area, to receive loved ones, friends, colleagues etc. from arriving flights

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

The airport and airline (and / or GHA / airline representative) should **PRE**-agree and include in their respective emergency response plans, **precise details of how the procedure** (in the paragraph immediately above) **is to be accomplished** i.e. this information is to be documented in the 'ABCX Airways' ERP for that particular Station and also in the local **Airport Emergency Plan** (AEP)

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



Airport / Airline / GHA / HAT / Police / other staff and 'volunteers' would typically set-up & man the FRRC, assisting MGFR in any way possible (humanitarian, welfare, information and other support), whilst attempting to capture important information (about associated accident victims whom the MGFR have reason to believe were on board the accident flight), using special airline forms (Family, Relatives & Friends Enquiry Cards - FEC) - or local version equivalents forms

In conjunction with local **Airport Operators** - all 'ABCX Airways' Station Managers / airline representatives are required to *pre-designate and make suitable, pre-planned arrangements for an FRRC* - as part of their own, local emergency response plan preparations. This information is to be documented in the 'ABCX Airways Emergency Response Plan' for the particular Station concerned - and also in the local **AEP**

Once MGFR have left the FRRC, the airline should typically offer them the services of the '**Family (Humanitarian) Assistance Centre**', as appropriate & applicable to actual circumstances 'on the day'

Many (but not all by any means) **airport** operators have already have made provision for an FRRC (or equivalent facility) in their own AEPs. If this has **not** been done, the local ABCX Airways airline representative (Station Manager and / or GHA) should lobby (e.g. via the local Airline Operators Committee - AOC) for such a facility to be established without delay. That **airports** (in ICAO States [Countries]) have a definite and defined responsibility for so doing is covered in ICAO Doc 9973 - AN/486 - 'Manual on Assistance to Aircraft Accident Victims and their Families'

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

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

**Note 1** - the FRRC & the FAC are **different** facilities, at **different** locations & with **different** functions

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

**Note 3** - see attachment 2 to this glossary

### Go Team

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



The GO Team / Kit is typically made up of trained **manpower** reinforcements + the associated **equipment / resources** necessary to support same + supplement local accident response efforts

ABCX Airways teams (the GO Team) on board the GO aircraft typically comprise the airline's Air Accident Investigation Team + Support Staff (**Forward GO Team**) + the Humanitarian Team and the Operations Support & Administration Team (**Rear GO Team**)

The Humanitarian Team will largely consist of the airline's **Family (Humanitarian) Assistance Team** - whilst the Ops Support & Admin Group would be mainly sourced from airline HQ based **Crisis Support Units (CSU)**

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

Most **CSUs** will be required to contribute relatively small numbers (one or two) of staff (e.g. from Aircraft Engineering, Flight & Cabin Crew Management, Safety, Security, Airport Operations, Finance, Insurance, Legal etc.) + equipment (e.g. aircraft recovery and salvage equipment) to a deployed GO Team. However, the vast majority of any airline GO Team will typically comprise members of the airline's Family (Humanitarian) Assistance Team (if appropriate) - which might number several hundred persons - or even more

The airline's on-duty **Crisis Director** should appoint a suitable and senior airline manager (e.g. a fellow, trained Crisis Director or [exceptionally] a trained Crisis Controller) to head the entire Go Team, the generic title of this manager typically being '**Leader GO Team**'

**Note 1** - In appropriate circumstances, it might be necessary for the GO Team to deploy fully and / or partially using surface transport e.g. car, bus, rail, ship. **Note 2** - see attachment 6 to this glossary

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

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

The HAT comprises specially trained & exercised airline and / or other (e.g. outsourced) personnel providing the initial and on-going (generally [but not always] face to face) humanitarian, welfare, emotional and other support to crisis victims and their associated FR - in the days and weeks (possibly months or even longer in extremis) post crisis. (As used herein the 'crisis' typically relates to a catastrophic aircraft accident / aviation disaster type situation)

The HAT is manned in many airlines by appropriately trained and exercised **volunteers**

Amongst other duties, the HAT might be described as providing psychological 'first aid' to accident victims and others involved (e.g. FR of such victims) who have been adversely (psychologically) impacted as a result of a particular crisis (Note - airline staff, including HAT members themselves, can and do fall under the category of 'others')





In the initial phases of an **airline HQ / main operating base / airport hub** located aircraft accident - the HAT typically deploys ASAP to local (Uninjured) **Crew** Reception Centres, (Uninjured) **Passenger** Reception Centres, the RA (A) & RA (O), the FRRC and the FAC (HAC) - augmenting and / or taking over from other initial (non-airline) responders, as applicable. The HAT might also deploy to hospitals, mortuaries, FR homes etc. (if permitted, safe, culturally acceptable so to do etc.)

A **HAT** must also be capable of deploying as part of any airline provided **GO Team** - with broadly similar roles and responsibilities to those already described further above

Some restrictions on HAT use **for an accident away from airline HQ / main operating base or hub location** might be e.g. long travelling times to get to the accident site from airline HQ location (e.g. 36 to 48 hours in extremis) and also, sometimes, local politico / legal / other requirements for the airline involved - e.g. as with accidents occurring in **Australia, Brazil, China** (incl. Hong Kong), **the European Union, South Korea, the UAE, the USA** etc.

In anticipation of long HAT deployment travelling times to a particular station, airport etc. - **ALL** local airline / airline rep staff (e.g. traffic, cargo, engineering, commercial and tour operator [charter airlines only] representatives etc.) at such stations / airports - should themselves receive **abbreviated** (initial and recurrent) HAT training - as provided by the airline or sub-contracted trainer. Periodic exercising in same should also be scheduled and carried out

Where HAT operations are 'mandated' e.g. as in Australia, Brazil, China, European Union, South Korea, the UAE, the USA (and perhaps a very, very small number of other countries), the airline should "buy in" (pre-arranged) commercial **third party / external** (local or 'nearby') Humanitarian Assistance services where possible - so as to be able to provide a relatively rapid humanitarian assistance team capability - until the airline's own HAT can arrive on site to augment and / or take over same

(Note - The above paragraph typically **only** applies if the accident airline is **not main based or headquartered in or very near to** any of the countries listed above - as appropriate)

A small but integral part of any airline HAT should be a **Peer Support** team - which endeavours to link HAT type support in a 'like on like' manner e.g. pilot to pilot; cabin crew to cabin crew; aircraft engineer to aircraft engineer etc.

To accomplish this volunteers from such staff categories become trained HAT members, deploy with the HAT in the usual way and then offer their services to their 'peers' as described above. Of course, they can also be used for 'general' HAT duties if so required

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

A suitably experienced, senior and specifically trained airline manager, responsible to the airline's Crisis Director (via Leader GO Team) for overall co-ordination and control of all relevant aspects of GO Team emergency response as it relates to **"people"** type issues. Such senior manager might typically be provided by the airline's HR and / or Customer Services departments



### Immediate Care Team (ICT)

An **airport based & sourced** team - capable of rapid crisis response deployment (on airport [+ exceptionally off airport]) - in order to care for and support crisis victims and their family, relatives & friends (FR)

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

The ICT provides a **shorter term** response only until other dedicated / specialist teams can take over (e.g. the accident airline's humanitarian [family / special] assistance team) - at which time ICT staff typically revert to their normal airport duties. Due the multi-disciplines of contributing staff, regular ICT training & exercising is essential

The ICT typically deploys to the following locations:

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

..... and, exceptionally, to the 'hospitals and / or mortuaries' used during the crisis i.e. 'off-airport'

### Joint Family Support Operations Centre - JFSOC

A facility - usually located within or near to the HAC (FAC), from where **all** parties **jointly** concerned with the humanitarian, welfare, information and other longer term support and management (post major aircraft accident) of Accident Victims and their FR, might operate jointly / together

Establishment & payment of / for a JFSOC operation is typically an airline responsibility but is expected to be manned by all interested parties (not just the airline) e.g. Police, Government (appropriate level / department), Medical / Health, Welfare & Social Services, Legal / Regulatory Authorities, Non-Government Organisations (Red Cross / Crescent etc.), Embassy / Consulate Representatives, Faith reps etc.

The senior person from the senior organisation (usually local authority / local government) present at the JSFOC will typically be 'invited' by the airline to lead this facility. However, some flexibility is required here if more appropriate (for whatever reason) candidates are 'available and willing' to assume this responsibility

Specific procedures for FAC and JFSOC operation apply in some countries - typically the USA but also some others, including the UAE





### Next of Kin / Closest Relative / Equivalent Person

For the purposes of this glossary, the terms '**Next of Kin**' / '**Closest Relative**' / '**Equivalent Person**' / '**Emergency Contact Person**' etc. typically refer to the closest **related** person (**NOT** being an accident victim) as associated with a specific accident victim. Note that the word 'related' as used in the last sentence - can and does have many different interpretations

The whole subject is both complex and suffers (in the context of a catastrophic aircraft accident and similar scenarios) from a distinct lack of clear, explanatory guidance material - mainly because there isn't much of it about

However, the author of this glossary has attempted (in a separate 'Information Article') to clarify this situation. The explanation runs to more than 25 pages so is not suitable for direct inclusion here (but see info below for the appropriate link)

Interested readers will find the associated 'information article' at:

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

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

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

Click on the article to read it

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

A passenger manifest is typically a list of all persons on board a flight (except for crew and possibly other operational airline staff typically listed on a separate document known as a 'General Declaration' [Crew List])

For the greater majority of reputable passenger carrying airlines the passenger manifest is quite accurate (near 100%) - but not absolutely so, mainly due to human error

The Passenger Manifest Verification (**PMV**) procedure involves a variety of 'corroborating' tasks designed to increase the accuracy of a passenger manifest to the greatest extent achievable. This procedure is typically conducted in association with a major aircraft accident response

The actual 'corroborating' work is typically (but not always) the responsibility of the Station Manager / GHA / Airline Rep (ideally delegated to staff who actually 'checked-in' the passengers on the accident flight) at the '**station(s) of last departure of the accident flight**' - acting under the oversight of the Airport Services / Ground Ops Department's 'Crisis Support Unit' **at airline HQ**



ABCX Airways - **Passenger / Victim Record Card - P/VRC** - (see Att. **1B** to this Glossary for an example)

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

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

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

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

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

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

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



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

### ***CRCs / SRC s / Hospitals / Mortuaries and Similar***

At the above (typical) crisis related 'action' locations, where airline and other responders may be dealing with accident **victims** directly or indirectly, associated information needs to be obtained and recorded by different groups - typically the Police, Immigration, Airport Operator (and possibly others) - and, of course, by the accident airline (and / or airline rep) itself

For this purpose, airlines might want to develop a specific type of **hard copy P/VRC** (termed herein the '**P/VRC [4 in 1 form]**'). This is simply a modified P/VRC with 3 carbon sheets (or equivalent) underneath - each fitted between 3 'extra' hard copies of the top sheet P/VRC. Hence a person takes down P/VRC details of a victim, and then distributes the top original + 3 copies to the various organisations which need the information most - including the accident airline itself (the latter should try to retain the original, top sheet version for its own use). Accordingly, the airline '**P/VRC (4 in 1 form)**' should be used at every airline Station, where permitted so to do by the local Authorities

### ***The 'Master' P/VRC***

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

Accordingly, 'someone' needs to maintain a '**master**' P/VRC for each, individual victim - said master accurately reflecting (in a timely manner) a **consolidated version** of all information provided on the various other P/VRCs in (concurrent) use for that same victim, at any particular point in time. Consequently, it is likely that any particular 'master' P/VRC will change frequently (as it is updated from the 'other' P/VRCs) during the early phases of a crisis response

The obvious choices of which airline facility (emergency centre) should maintain the **master** P/VRCs come down to either of the airline ECC or the airline CMC. As the ECC will probably start to run down its operation around 3 days or so into the crisis - the CMC is the obvious choice

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

**Note 1** - In some countries / at some airports, the local equivalents of FEC and P/VRC forms are provided by the appropriate 'authorities' and / or airports. In such circumstances, it is typically **compulsory for only** these forms to be used. It is obviously imperative that the accident airline gains access to copies of all such completed forms without delay. The United Kingdom and Ireland are examples of states (countries) where the compulsory use of the appropriate **local** forms (as supplied and managed by Police) applies. (See Attachments **4** and **5** to this glossary)

**Note 2** - See also definition below - 'Family, Relatives & Friends Enquiry Card (FEC)



**Family, Relatives & Friends Enquiry Card - FEC** - (See also attachment 1A to this Glossary for an example)

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

It is expected that hard copy **FECs** will be used at the 'Family, Relatives and Friends Reception Centre' and / or at the 'Family (Humanitarian) Assistance Centre' (or equivalent locations) to capture *victim* related information **AS KNOWN TO and PROVIDED BY POTENTIALLY ASSOCIATED FAMILY, RELATIVES and FRIENDS** (and / or equivalent person[s])

Airline copies of such completed FECs should be forwarded to the airline's Emergency Call / Contact / Information Centre - ECC (or equivalent facility) via airline HQ Crisis Management Centre (CMC) - where they will typically be used to update any associated victims' '*Passenger / Victim Record Cards*' (or any locally used *equivalent* form) i.e. once / if P/VRCs etc. become available - which will typically only be possible after the airline knows (to a fairly high degree of certainty) the identity / names etc. of the accident victims

Similarly, FECs (or local equivalent forms) will be used at the airline's ECC (or equivalent facility) to take information from FR calling in by telephone (i.e. directly to the ECC) - again, in circumstances where the identification of accident and / or ground victims is not available (for whatever reason) and / or reliably known

As the crisis progresses and possible identification of victims becomes possible with time, FECs containing valid / relevant information will be used to update the corresponding, associated P/VRCs

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

**Note 2** - In some countries / at some airports, local equivalents of the FEC and P/VRC forms are provided by the 'authorities' (e.g. Police) and / or the airports themselves. In such circumstances, it is generally *compulsory* for *only* these forms to be used. The United Kingdom is an example of such a country where this applies (see attachments 4 and 5 to this glossary for examples). It is obviously *imperative* that the accident airline gains access to copies of all & any such completed forms *without delay*

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



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

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

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

(For a catastrophic & 'high profile' aircraft accident, 50 - 100,000 calls could feasibly be made to this 'Emergency Call Centre', during the first 24 hours post crisis occurrence)

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

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

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

Also ask everyone you contact **not** to call ABCX Airways or the ABCX Airways Emergency Call Centre - unless the nature of the call is most urgent

If we all do this promptly, thousands of unnecessary calls coming into our Emergency Call / Contact Centre will be prevented, thus releasing precious call centre capacity to deal with those most in need

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

### **IMPORTANT NOTE**

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



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

An identified and typically 'pre-planned' facility (usually located at the 'accident' airport) - set aside by the Airport Operator / Police etc. - for the purpose of reuniting FR / MGFR with their associated, uninjured victims from the accident flight. An RA (A) is typically only used in the shorter term post-accident

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

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

As per the definition above but now covering locations at which FR / MGFR might be reunited with their relevant, associated victims from the accident flight, *if latter not already accomplished at the RA (A)*

The RA (O) might typically be located in the **SRC (L) hotel** (for reuniting with uninjured victims); and / or in a **hospital** (for reuniting with injured victims) and / or in a **mortuary** - for 'reuniting' with the deceased. Provision of an RA (O) is typically the accident airline's / airline rep's responsibility

### Rear GO Team (Humanitarian + Operations & Administration Support Teams)

The element of an airline GO Team planned to operate from the nearest suitable "civilised" location to the accident site. This could range from a Station / Airport to a City to a Town, and possibly even a large or small village. Wherever the location, it should ideally be able to support (insofar as possible) the team's admin, logistical, accommodation, health & safety, security and other requirements

The vast majority of any GO Team typically comprises the Humanitarian (Family) Assistance Team.

For some airlines having sophisticated ERP systems in place - the GO Team could easily be as large (or even exceed [in which case e.g. send 2 x GO Aircraft]) as the seating capacity of the largest 'GO' aircraft available to fly them - typically several hundred persons *or possibly many more*

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

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

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

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



Furthermore, where a contracted GHA (or similar) serves a client airline at a particular station (airport) - then the term 'station' is typically used and interpreted in the same way by the GHA - as it is by the airline, and such usage has been assumed herein

For example - a 'station ERP' can be produced by an airline; by a GHA on behalf of a client airline or by a mix of the two. For example - a 'station Local Accident Control Centre' can be set up and operated by an airline; by a contracted GHA on behalf of that airline or via a mix of both. For example - a 'station Crash Site Team' can be provided & deployed by an airline; by a contracted GHA on behalf of that airline or via a mix of both

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

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

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

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

#### Additional Explanatory Material

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

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

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

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

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





(Uninjured Passenger) <b>Survivor Reception Centre (Airside)</b>	-	<b>SRC (A)</b>
(Uninjured Passenger) <b>Survivor Reception Centre (Landside)</b>	-	<b>SRC (L)</b>

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

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

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

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

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

Airport / Airline or Airline Rep / GHA / HAT / ICT / Police / Immigration / other staff and volunteers etc. - provide humanitarian, welfare and other support to the uninjured passenger survivors at the **SRC (A)**, whilst capturing important information onto airline produced hard copy forms (4 in 1 P/VRCs) or local equivalents - which would then be distributed to the relevant authorities (for example Accident Airline, Immigration, Police, Airport Operator etc.). Further **Airline** copies of completed PRCs are also forwarded to the airline HQ's Crisis Management Centre - usually via the airline's local 'Station LACC'

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

The airline (and / or airline representative) should then offer uninjured passenger survivors transportation from the **SRC (A)** to the (Uninjured Passenger) **Survivor Reception Centre (Landside)** - **SRC (L)** which is usually a **hotel** typically (but not always) located reasonably close to the airport - and with which the airline would (should) have made prior arrangements

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





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

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

Many (but not all by any means) **Airport** Operators will already have made provision for an **SRC (A)** within their own airport emergency plans. If this has not been done, the local station manager / GHA / airline representative should lobby (typically via the local AOC) for such a facility to be established

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

## Triage

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

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

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

\* Information Article - **Triage**

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

## Victim

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

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

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



### **Volunteers**

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

### **END OF GLOSSARY**

Note - attachments 1 to 6 to the 'GLOSSARY' follow on below:



### Attachment 1A to Glossary / ABCX Airways - FAMILY, RELATIVES & FRIENDS ENQUIRY CARD **FEC**

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

Form completed by - Name / Contact:

Date/Time:

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


**Attachment 1B to Glossary / ABCX Airways - (4 in 1) PASSENGER & CREW (VICTIM) RECORD CARD VRC**

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

Form completed by - Name / Contact

Date/Time:

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



**Attachment 1C** to Glossary - Notes on use of **FEC** & P/**VRC** (Forms)

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

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

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

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

Click on this information article to open and read it

\* Note the above information article uses the term '**Victim Record Card**'. Apart from the title, the **Victim Record Card** **is identical** to the **Passenger** Record Card in all ways

**IMPORTANT NOTE**

For amplification / explanatory purposes, note that e.g. the UK Authorities (i.e. the UK Police) will **not** permit use of the airline FEC and PRC at UK airports. Instead, the UK Police will use their own '**Survivor / Evacuee Form**' (equivalent of airline P/VRC) & '**MISPER**' form (equivalent of FEC)

A similar principle applies in a relatively small number of *other* countries and their airports etc. - where the appropriate authorities etc. provide their own equivalent forms - and will not permit use of airline produced / specific forms (e.g. Ireland; Oman; UAE etc.)

It is anticipated, however, that use of the airline produced FEC and PRC **will** be permitted at many (probably the vast majority of) airports / locations around the world - particularly where no local equivalent forms exist whatsoever (which was the unfortunate reality as at late 2020)

See also attachments **4** & **5** of this glossary for examples of these UK Police Forms



## Attachment 2 to Glossary

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

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

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

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

Stations should consider adjusting (but not substantially changing) the wording of the '**generic**' sample cards which follow (as required), to suit local circumstances

Information cards should be printed in sufficient numbers based on the absolute maximum estimated to be required when set against a '\* worst case' scenario

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

Cards should be strategically pre-stored at a location(s) which will permit rapid distribution during crisis e.g. in the **appropriate** emergency bags / boxes / folders

Note - there will be no requirement for the airline or airline representative to produce such information cards - where the local **airport** emergency plan or equivalent has already provided for similar documentation / information to be available - provided that the quality, content and context of same is 'fit for purpose'



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

You may leave this Centre at any time

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

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

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





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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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



## Attachment 3 to Glossary

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

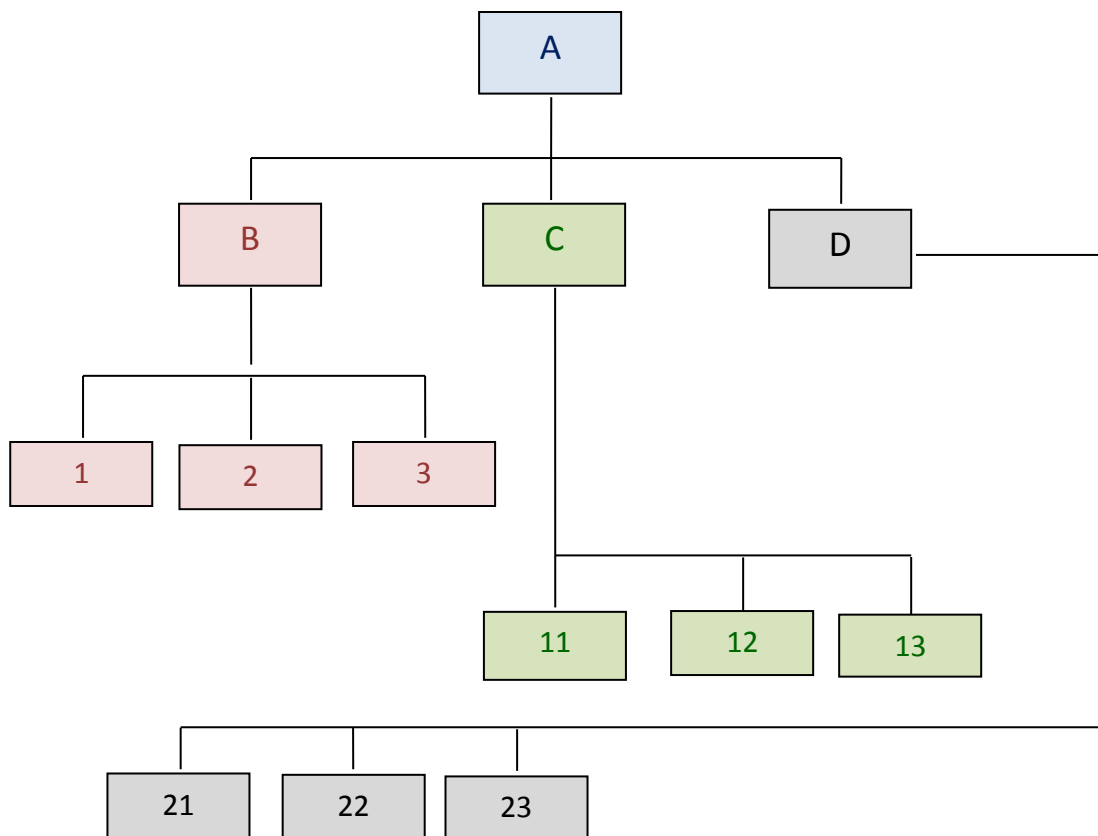
One of the simplest types of alerting & activation system would require the person commencing the alert (e.g. person **A**) to make telephone calls to persons **B, C, D, E** and **F** etc. In turn, person **B** would then pass on the alerting message to persons **1, 2, 3, 4, 5** etc.

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

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

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

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





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

RESTRICTED (when completed)		UK Police - 'MISPER' Form (Equivalent of airline 'FR Enquiry Card')	
<h2 style="text-align: center;">Misper</h2>			
Force	<input type="text"/>	Holmes ref	<input type="text"/>
Location where form completed	<input type="text"/>	Inv grading	<input type="text"/>
<b>CALLER</b>			
Surname	<input type="text"/>	Forenames	<input type="text"/>
Relationship	<input type="text"/>	Next of kin	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not specified
<b>Address</b>			
Type (home/business/contact/other)	Address	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Telephone number(s)	Mobile number(s)	Email(s)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<b>MISPER</b>			
Surname	<input type="text"/>	Forenames	<input type="text"/>
Other name	<input type="text"/>	Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown
<b>Address</b>			
Type (home/business/contact/other)	Address	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Telephone number(s)	Mobile number(s)	Email(s)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date of birth	<input type="text"/>	or Age from	<input type="text"/> to <input type="text"/>
		Height from	<input type="text"/> to <input type="text"/>
<b>Ethnic appearance</b>			
<input type="checkbox"/> White/North European	<input type="checkbox"/> White/South European	<input type="checkbox"/> Black	<input type="checkbox"/> Asian
<input type="checkbox"/> Chinese, Japanese or any other South East Asian	<input type="checkbox"/> Arabic/North African	<input type="checkbox"/> Unknown	
Date of Issue- November 2013		RESTRICTED (when completed)	
		Page 1 of 2	

**RESTRICTED**  
(when completed)**Vehicle**

VRM  Make  Model   
Body type  Colour

**Information sharing statement**

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

**Additional information**

☐ Descriptive form ☐ Involvement form ☐ Additional misper form

Person completing form  Time and date   
Surname  ID No

**RESTRICTED**  
(when completed)

Page 2 of 2



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

**RESTRICTED**  
(when completed)

**Survivor/Evacuee**

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

Force <input type="text"/>	Holmes ref <input type="text"/>
Location where form completed <input type="text"/>	Reception centre ref <input type="text"/>

☐ Survivor ☐ Evacuee

Surname <input type="text"/>	Sex	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Unknown
Forenames <input type="text"/>	Date of birth <input type="text"/>	or Age from <input type="text"/> to <input type="text"/>		
Other name <input type="text"/>	Nationality <input type="text"/>			

**Address**

Type (home/business/contact/other) <input type="text"/>	Address <input type="text"/>	Postcode <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Telephone number(s) <input type="text"/>	Mobile number(s) <input type="text"/>	Email(s) <input type="text"/>
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**Location details**

Location at time of incident	<input type="text"/>
Location now	<input type="text"/>
Destination	<input type="text"/>

**Additional information**

Date of Issue- November 2013

**RESTRICTED**  
(when completed)

Page 1 of 2

**RESTRICTED**  
(when completed)**NOK details**

Surname  Forenames   
Relationship

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

**Address**

Type (home/business/contact/other) Address Postcode  
    
    
Telephone number(s) Mobile number(s) Email(s)

**Information sharing statement**

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

☐ Descriptive form

Person completing form  Time and date   
Surname  ID No

**RESTRICTED**  
(when completed)

Page 2 of 2



## Attachment 6 to Glossary

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

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

**I. Assistance to Aircraft Accident Victims and their Families**

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

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

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

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

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

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

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

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

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

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





**Further Explanatory / Useful Information** (i.e. not part of the above as originally produced by ICAO)

At most major, commercial airports, **non-based** (at any particular airport) **aircraft** operators (passenger airlines for purposes used here) rarely have significant numbers of their own staff serving their (own) associated flights. Instead, they contract the services of an appropriate '**ground handling agent - GHA**' so to do. **Thus the associated role of such GHA in airport (aircraft accident) emergency response ops is vital - and should thus be additionally accounted for by all concerned**, in addition to what has already been written on page **64** above

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

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