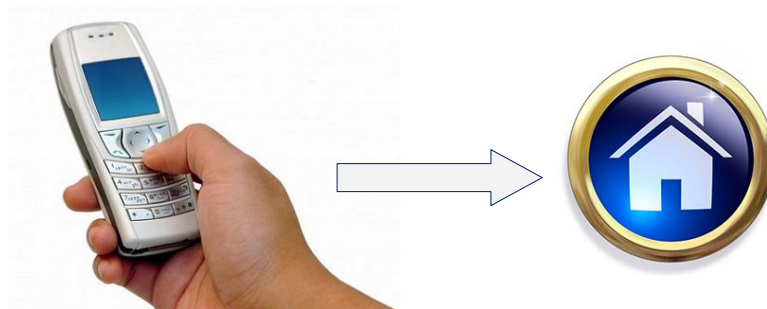




Information Article

'Phone Home Scheme'



Relevance:

Airline Crisis Response - initiative to reduce the number of potential telephone calls made to an airline and / or airline's **emergency (telephone) call centre** and / or **commercial call / contact / reservation / customer service etc. centres** - at time of major airline emergency / crisis

Note - details of the airline's 'phone home' scheme should appear at or near the front of the airline's ERP (Emergency Response Plan) and other, related documents





ABCX Airways - Phone Home Scheme

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 family, relatives and friends of passengers and crew believed to have been on board the crisis flight

(For a catastrophic & 'high profile' aircraft accident, more than 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 were neither a crew member nor passenger on this 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 at the time

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 considered to be most urgent

If we all do this promptly, thousands of unnecessary calls coming into our Emergency Call Centre will be prevented, thus releasing precious call centre operator time 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 families and friends etc. (of crew) might not always know which flights they are operating and / or in which part of the world they might be at any particular time

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 so do) 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

