



World Food Programme

Fighting Hunger Worldwide

Aviation Emergency Response Training

Kathmandu

Feb. 2016

Part 1

Introduction

*NO AIRLINE IS EVER
IMMUNE TO AN
ACCIDENT*

*NO ONE CAN PLAN IN A
MOMENT*

Course Structure

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- **Day One**
 - **Introduction**
 - **legal Issues (Part 2),**
 - **Manual Content & Individual Responsibilities (Part 4)**
 - **ERP as part of SMS Frame work (Part 3),**
 - **ERP Priorities & Challenges**

Course Structure

- **Day Two**
 - **Introduction (SEC & DSP)**
 - **Manual Content & Individual Responsibilities (Part 4)**
 - **On-Site Post-Accident Organization & Go Teams (Part 5)**
 - **Humanitarian Response (Part 6)**

Part 2

Legal Issues and Basic Requirements

IATA Standards
IOSA Requirements

*ORG, FLT, DSP, CAB,
MINT, CGO, GRH, SEC*

4 Emergency Response

4.1 Emergency Response Plan

ORG 4.1.1 The Operator shall have a corporate emergency response plan (ERP) for the central management and coordination of all activities should it be necessary to respond to a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of operations.

An emergency (or crisis) response plan is based upon an assessment of risk appropriate to the size and type of operations, and includes consideration of a major aircraft accident and other potential aircraft and/or non-aircraft events that would require a full corporate emergency response.

In some states, emergency or crisis response is assumed by a governmental authority rather than by the operator. In such case, an emergency response plan focuses on and addresses interaction with and/or participation in the governmental response to an emergency or crisis.

Effective ERP (1)

Includes:

- Industry best practices, and
- Ensures community expectations are addressed.

Additionally, an ERP (2)

- Specifies general conditions for implementation**
- Provides a frame work for an orderly implementation**
- Ensures proper coordination with external entities at all potential locations**
- Addresses all potential aspects of an event, including casualties**

Additionally, an ERP (3)

- Ensures regulatory requirements associated with specific events are satisfied
- Provides a scenario for the transition back to normal operations
- Ensures regular practice exercises as a means to achieve continual improvement

ORG 4.1.2

The Operator shall have a designated manager with appropriate qualifications and authority to manage and be responsible for the development, implementation and maintenance of the corporate ERP.

The exact title of the manager designated as responsible for the corporate ERP may vary depending on the organization.

In order to manage a corporate ERP, an individual's qualifications would typically include training and background experience that ensures the requisite knowledge in emergency response principles.

Such experience and knowledge is necessary, even though various ERP functions are typically delegated to designated personnel throughout the management system.

ORG 4.1.3

If the Operator has individual departmental or station emergency response plans within the organization, the Operator shall ensure such individual plans are coordinated with the overall corporate emergency response plan under the ERP manager.

Certain operational departments might have individual ERPs, especially where departments are located remotely (e.g. maintenance or cargo).

Station ERPs might be individually tailored to meet varying requirements at each station.

Coordination is always required to ensure each individual ERP within an operator's organization contains or addresses the applicable common elements of the corporate ERP.

ORG 4.1.4

The Operator shall ensure the ERP as specified in ORG 4.1.1 includes provisions for the appropriate coordination with the emergency response plans of other applicable organizations relevant to the particular event or crisis.

An ERP typically defines

- Coordination procedures for action by key personnel
- External entities that will interact with the organization during emergency situations
- ERPs of external entities that will require coordination
- Method(s) of establishing coordination with external ERPs. Expanded guidance may be found in the ICAO SMM Document 9859.

Handling the Incident

The Four C's

Communication,

Co-ordination

Command and

Control

ORG 4.1.10

The Operator shall have a process in the ERP to provide an accurate manifest to the appropriate authorities in the event of an aircraft accident. Such manifest shall list crewmembers, passengers and cargo, to include dangerous goods.

ORG 4.1.12

The Operator shall have published procedures and assigned responsibilities to ensure a coordinated execution of the corporate ERP.

ORG 4.1.12 Cont'd

Personnel are typically assigned with specific responsibilities through-out the organization for the implementation of procedures associated with the ERP. Such responsibilities and procedures might include:

- **Assemblage of required personnel**
- **Travel arrangements**
- **Provision of facilities, equipment and other resources**
- **Humanitarian and other assistance to individuals involved**
- **Management of continuing normal operations**
- **Control of areas impacted by the event**
- **Liaison with relevant authorities and other external entities**

The following areas would normally be considered in developing plans for liaison with external entities associated with any event:

- Fire
- Police
- Ambulance
- Coastguard and other rescue agencies
- Hospitals and other medical facilities
- Medical specialists
- Civil aviation or defense agencies
- Poison control centers
- Chemical or radiation specialists
- Environmental agencies
- Insurance companies.

Additionally, contact and arrangements are typically made with certain operational business partners, including code share and wet lease operators.

Emergency response planning is an element of the Safety Policy and Objectives component of the SMS framework.

Part 3

ERP as part of SMS Framework

COMPONENT 1.0 SAFETY POLICY AND OBJECTIVES

ELEMENT 1.1 SAFETY POLICY

ELEMENT 1.2 MANAGEMENT COMMITMENT AND SAFETY ACCOUNTABILITIES

ELEMENT 1.3 KEY SAFETY PERSONNEL

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

ELEMENT 1.5 SMS DOCUMENTATION AND RECORDS

COMPONENT 2.0 SAFETY RISK MANAGEMENT (SRM)

ELEMENT 2.1 HAZARD IDENTIFICATION AND ANALYSIS

PROCESS 2.1.1 SYSTEM DESCRIPTION AND TASK ANALYSIS

PROCESS 2.1.2 IDENTIFY HAZARDS

ELEMENT 2.2 RISK ASSESSMENT AND CONTROL

PROCESS 2.2.1 ANALYZE SAFETY RISK

PROCESS 2.2.2 ASSESS SAFETY RISK

PROCESS 2.2.3 CONTROL/MITIGATE SAFETY RISK

COMPONENT 3.0 SAFETY ASSURANCE

ELEMENT 3.1 SAFETY PERFORMANCE MONITORING AND MEASUREMENT

PROCESS 3.1.1 CONTINUOUS MONITORING

PROCESS 3.1.2 INTERNAL AUDITS BY OPERATIONAL DEPARTMENTS

PROCESS 3.1.3 INTERNAL EVALUATION

PROCESS 3.1.4 EXTERNAL AUDITING OF THE SMS

PROCESS 3.1.5 INVESTIGATION

PROCESS 3.1.6 EMPLOYEE REPORTING AND FEEDBACK SYSTEM

PROCESS 3.1.7 ANALYSIS OF DATA

PROCESS 3.1.8 SYSTEM ASSESSMENT

ELEMENT 3.2 MANAGEMENT OF CHANGE

ELEMENT 3.3 CONTINUOUS IMPROVEMENT

PROCESS 3.3.1 PREVENTIVE/CORRECTIVE ACTION

PROCESS 3.3.2 MANAGEMENT REVIEW

COMPONENT 4.0 SAFETY PROMOTION

ELEMENT 4.1 COMPETENCIES AND TRAINING

PROCESS 4.1.1 PERSONNEL EXPECTATIONS (COMPETENCE)

PROCESS 4.1.2 TRAINING

ELEMENT 4.2 COMMUNICATION AND AWARENESS

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

a. Performance Objective

The organization will develop and implement procedures that it will follow in the event of an accident, incident or operational emergency to mitigate the effects of these events.

ELEMENT 1.4 EMERGENCY PREPAREDNESS AND RESPONSE

b. Design Expectations

The organization will establish procedures to:

- (1) Identify hazards that have potential for accidents, incidents or operational emergencies;
- (2) Coordinate and plan the organization's response to accidents, incidents or operational emergencies; and
- (3) Execute periodic exercises of the organization's response.

Emergency Response Priorities

Emergency Response Priorities

- 1. Search and Rescue of Survivors**
- 2. Care and assistance of Family Members and Survivors**
- 3. Search and Retrieval of Fatalities**
- 4. Cooperation with the Ensuing Accident Investigation and other Regulatory Requirements**
- 5. Resumption of Normal Airport Operations**

Challenges

Challenges

- Instant and overwhelming media attention
- Tens of thousands of telephone calls
- Influx of distressed and traumatised family members
- Involvement of multiple agencies and authorities
- Recovery and return of personal effects
- Re-integration of traumatised employees

Challenges

- Technical investigation
- Legal settlements/civil litigation
- Possibility criminal proceedings or regulatory action
- Responding on behalf of others
- Memorial ceremonies
- Disposition of the human remains
- Protecting reputation & brand

Thank You
End of this session