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| **Airline Emergency Response Gap Analysis Checklist – EASA Compliant- V1** | |
| This Checklist is a consolidation of EASA / IATA / ICAO requirements and recommended practices – the purpose is to enable a benchmarking of your organisations ERP  To review the mentioned items – assess effectiveness of the requirement or objective & identify the ERP reference which addresses the mentioned objective.  Note that EASA related requirements are effectively – mandatory and are auditable | |
| **General Guidance Regarding ERP**  This Emergency Response Plan was developed on the basis of ORO.GEN.200 and AMC1 ORO.GEN,200(a)(1);(2);(3)(5) point (f) (cf. Section 8.6 of the Safety Management Manual) and is designed to help the organization respond to events such as accidents, serious incidents or any other abnormal event triggering a crisis.  The number of phases that need to be implemented must be established in order to prevent potential confusion that could result when an emergency situation arises.  Senior management must identify the responsibilities within their organization and respond to family member needs of the crew or passengers and provide assistance to the emergency services as well as the authority in charge of any investigation. | |
| **Events which may activate the Emergency Response Plan**  The following events may result in a Crisis Situation and activate the Emergency Response Plan:   1. Aviation accident/Serious incident 2. Disaster in the premises: fire, explosion, pollution, flood 3. Loss of the working resource: workshop, offices, hangar, aircraft 4. Impacts of a disaster within the vicinity of the establishment 5. Climatic event: snow, storm, flood, lightning 6. Natural disaster: earthquake, volcanic eruption 7. Food poisoning, epidemic 8. Death, suicide at the workplace 9. Multiple victims connected to a disaster, illness or contagion 10. Accident to the public transportation of the personnel 11. Social movements: strike, blocking of the accesses 12. Internal or external threat: attack, bomb alert, sabotage, terrorism, 13. Loss of energy: electricity, gas 14. Loss of communication means: internet, landlines or mobile telephones 15. Major media event   Accident during missions: business trip, abroad. | |
| **Employee Roles & Responsibilities**  All employees should know their role should a serious event occur including how to raise the alert, immediate first aid drills and what immediate actions to take to try and resolve the crisis or to prevent the situation deteriorating.  It is recommended that organization carries out regular emergency training exercises to practice and refine their procedures and to train personnel.  Note 1 - Wherever possible the normal activity of the organization must be maintained.  To this end, employees whose activity is not affected by the situation should continue to carry out their normal duties.  Note 2 - Personnel should, however, contact their family and friends to reassure them in an attempt to prevent an influx of external communications.  Note 3 If the presence of an employee is not required at the accident/incident site, or at the location of the Crisis Management Team, they should be discouraged from going to these locations so as not to hinder the emergency services and/or any investigation team(s).  **It is important that personnel not involved in the management of the situation do not contact the Crisis Management Team or speak to the media.** | |
| Audit Standard EASA – ICAO & IATA (Best Practice) | |
| ***Additional Guidance is shown in Bold Italics – Basic Questions include Management & Oversight –Ownership of Procedures - Competence & Training “as required” Completeness, Compliance & Validity of Procedures.***  ***In all cases identify the reference of ERP and Associated Procedure*** | |
| **Audit Criteria** | **Compliant Y or N – Provide ERP /Associated Procedure Reference for Compliance or detail Corrective Action Request & Reference** |
| **EASA Requirements - Mandatory**  **Introduction - AMC1 ORO.GEN.200(a)(3)**  **Management system -** Concerning the emergency response plan (ERP)  An ERP should be established that provides the actions to be taken by the operator or specified individuals in an emergency.  The ERP should reflect the size, nature and complexity of the activities performed by the operator.  The ERP should ensure:   * An orderly and safe transition from normal to emergency operations; * Safe continuation of operations or return to normal operations as soon as practicable; and * Coordination with the emergency response plans of other organisations, where appropriate. |  |
| **AMC1 ORO.GEN.200(a)(5) Management system**  Concerning Management System Documentation — General  The operator’s management system documentation should at least include the following information   * Emergency response planning (procedures)   Note - Guidance to follow in case of fire caused by Portable Electronic Devices (PEDs) is provided by the International Civil Aviation Organisation, ‘Emergency response guidance for aircraft incidents involving dangerous goods’, ICAO Doc 9481-AN/928. |  |
| **General Guidance Regarding ERP**    This Emergency Response Plan was developed on the basis of ORO.GEN.200 and AMC1 ORO.GEN,200(a)(1);(2);(3)(5) point (f) (cf. Section 8.6 of the Safety Management Manual) and is designed to help the organization respond to events such as accidents, serious incidents or any other abnormal event triggering a crisis.  ***The number of phases that need to be implemented must be established in order to prevent potential confusion that could result when an emergency situation arises.***  ***Senior management must identify the responsibilities within their organization and respond to family member needs of the crew or passengers and provide assistance to the emergency services as well as the authority in charge of any investigation.*** |  |
| **ICAO Requirements (Best Practice)**  Coordination of emergency response planning   * Coordination of emergency response planning refers to planning for activities that take place within a limited period of time during an unplanned aviation operational emergency situation. * An emergency response plan (ERP) is an integral component of a service provider’s Safety Management process to address aviation-related emergencies, crises or events. * Where there is a possibility of a service provider’s aviation operations or activities being compromised by emergencies such as a public health emergency /pandemic, these scenarios should also be addressed in its ERP as appropriate. * The ERP should address foreseeable emergencies as identified through the SMS and include mitigating actions, processes and controls to effectively manage aviation-related emergencies.   The overall objective of the ERP is the safe continuation of operations and the return to normal operations as soon as possible.   * This should ensure an orderly and efficient transition from normal to emergency operations, including assignment of emergency responsibilities and delegation of authority. It includes the period of time required to re-establish “normal” operations following the emergency. * The ERP identifies actions to be taken by responsible personnel during an emergency. * Most emergencies will require coordinated action between different organizations, possibly with other service providers and with other external organizations such as non-aviation-related emergency services. * The ERP should be easily accessible to the appropriate key personnel as well as to the coordinating external organizations. |  |
| **Detailing the ERP Contents**  Here we describe the Operators intentions and commitment to dealing with emergency  situations together with the corresponding mitigations and recovery controls.  Note - The Emergency Response Plan should be considered as an element within the risk management plan with multiple elements addressed as part of the risk register process   * Describe the emergency plan that outlines roles and responsibilities in the event of a major incident, crisis or accident. * Related to the emergency condition to continue to follow the standard risk assessment process to identify then analyse hazards, perform an assessment to determine the risks and finally determine appropriate mitigations. * The overall objective of the ERP is to ensure a smooth and efficient transition from normal operations to emergency operations with a post emergency return normal operations following stand down. * Describe the procedures for documenting all aspects of the Emergency timeline to ensure availability of detailed records of all activities decisions related to the initiation and development of the emergency. * Describe the alert notification and personnel activation processes. * Identify & describe the arrangements with other organisations for support or for the provision of emergency services. * Describe the procedures for initiation of emergency mode operations. * Describe the procedure for ensuring the welfare of all affected passengers & crew and for notifying next of kin. * Ensure the Provision of adequate plans to support any injured persons and to deal sympathetically with any deceased.   Note - Ensure the procedures available when required to enable medical testing related to drugs and alcohol.   * Describe the additional humanitarian procedures for passenger family and next of kin * Describe procedures for communication both through PR & Social Media noting the importance of correctly managing the media in ensure the protection of stakeholders from misinformation and rumour. * Describe the procedures for addressing legal & insurance related issues. * Describe the processes for preservation of Technical Data and other evidence, including steps to notify external governmental agencies ensure appropriate steps to secure any affected area. * Describe the emergency preparedness and response training to be carried out for personnel involved in emergency response. * Describe the evacuation plan – note the potential involvement of other agencies * Identify the procedure for post–occurrence review including debrief and implementation of any changes following lessons learned. * Describe the procedures for providing training to ERP stakeholders and the periodic testing of the ERP system |  |
| C**onsidering IATA IOSA Requirements – Obligatory for for IATA – IOSA Operators**  The Operator shall ensure the ERP 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.  **Emergency Response Plan Elements**  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 crew members, passengers and cargo, to include dangerous goods.  The Operator shall have published procedures and assigned responsibilities to ensure a coordinated execution of the corporate ERP.  Personnel are typically assigned with specific responsibilities throughout the organization for the implementation of procedures associated with the ERP.  Such responsibilities and procedures might include:   * Assemblage of required personnel; * Travel arrangements, as required; * Provision of facilities, equipment and other resources; * Humanitarian and other assistance to individuals involved in the event, as required; * Management of continuing normal operations; * Control of areas impacted by the event, as applicable; * 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; * Coast guard 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. |  |
| C**onsidering IATA IOSA Requirements – Obligatory for for IATA – IOSA Operators**  **ERP Training Requirements**  The Operator should ensure all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures.  Training for personnel with responsibilities under the ERP could be conducted externally or in-house by an operator's own qualified staff, and would typically include drills, desktop exercises, and/or simulations.  Attendees typically include both management and operational personnel from the  headquarters and, as applicable to the operator's structure, station locations.   * Ideally, specific and/or personalized training would also be conducted for key senior managers (e.g. CEO). * Training programs are generally tailored for personnel based on the role performed under the ERP. * Typically, persons involved in family assistance and crisis communications, as well as members of the corporate emergency response group or committee (as applicable), would be required to complete ERP training. * The curriculum for ERP training normally includes * general subjects associated with emergency response management * Role-specific subjects that address issues associated with Family Assistance /special assistance * Cultural sensitivity * Telephone enquiry * Team call-out and assembly * Crash site discipline * Effects retrieval. |  |
| C**onsidering IATA IOSA Requirements – Obligatory for for IATA – IOSA Operators**  **Simulation**  The Operator shall ensure the corporate ERP is rehearsed periodically to:   * Familiarize personnel with responsibilities and procedures; * Ensure ready functionality of all equipment and facilities; * Expose deficiencies in the plan and its execution, and ensure such deficiencies are addressed.   The ERP typically has provisions that ensure all aspects of the ERP are rehearsed or practiced at regular intervals, and practice exercises include the involvement of all personnel that would be called upon during an actual emergency or crisis situation.  In some locations, the extent of ERP rehearsals might be limited by the relevant authority. (In such cases, a modified rehearsal that ensures overall ERP readiness in accordance with the specifications stated in this provision is acceptable.)  Rehearsal of an ERP typically results in the discovery of, and thus an opportunity to correct,  deficiencies in the plan.   * Such deficiencies could include outdated contact information (e.g. names, * telephone numbers, email addresses) and/or plan execution discrepancies (e.g. organizational changes, personnel turnover). |  |

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| Identify Any Additional Items Here |  |

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| All Audit Findings have been transferred to corrective action requests  Identify Reference CAR or State N/A |
| Auditor Signature Name  Date |
| Audit Closed QM Signature    Date |