**Emergency Response Activation & Control Checklist**

**Phase 1 Activation**

On receipt of notification, obtain details as much as possible and forward the copy of ERP Occurrence Report to On-Site to Ground Handling Agent.

Ensure Ops Control Center has verified the information with both Air Traffic Control (ATC) and Ground Handling Agent (GHA) (but do not delay if verification is not

available).

Analyze situation and decide whether to activate the Emergency Response Center (ERC)

Call and brief the Accountable Manager (AM) – call next

Call and notify ERM, assess level of activation authorized and instigate call out accordingly

Activate call out process for Emergency Response Team (if activated)

Emergency Response Team members per contact list and have all report to the ERC

Call in additional Ops Control Center personnel if required

Continue to keep in contact with Airport Handling Agent (or authorized contact) and record details

**Phase 2 Ongoing Management**

Ensure ERCC is operational and that the team is in place, allocate duties if required

Ensure Administration / Log Keeper is in place. OPEN LOG

Ensure that whiteboard (containing accident information) is written up

Start collecting the facts - Put the information on the white board

Write up details in Emergency Response Center (ERC) on whiteboard and / or place written summaries on for logging into the Shared Database

**Emergency Response Team Briefing** – update team with latest details. Outline the plan for care of passengers, crew and aircraft, the plan for media and details of who will go on the Go Team. Relay information to AM in person at ERC, or via a telephone conference.

NOTE: Briefings should be carried out every 30 minutes during the initial hours of activation and incident log is updated

Secure all relevant Flight / Flight Planning records for investigators (Make Copies – “2”)

Secure all Technical Information

Ascertain if the ERM wishes to organize a Go Team aircraft. If so, organize accordingly

Make up handover file for the AM and ERM (NOTE: Handover file should include known detail regarding aircraft, flight crew and passenger status i.e. accident location, flight crew and passenger onboard, any injury or fatality, crew last recurrent training etc.

**Human Resources**

Liaise with Operations Control Center to obtain flown passenger name list (PNL). Pass to Human Resources.

Activate media plan and ensure first press release in progress Liaise with HR, Flt Ops, and Operations Control Center to ascertain status of passers and crew. Ensure that passengers and crew are being cared for at airport or scene of incident

Establish plan for Family Assistance. Consider:

Next of Kin Notifications

Care of passengers

Care of crew

Care of staff

Once plan is agreed, disseminate to HR, Flt and OPS Control Center

Confirm media plan

Update ERCC

**Normal Operations to Continue**

Continue to run Ops normal program when released and input information to ERC if required

Consider sending relief aircraft to collect any pax awaiting uplift on aircraft involved in incident i.e. stranded at airport

Consider continuation flying program for next 4-7 days

**Phase 3 Go Team & Onsite**

If a Go Team is to be sent to the site – appoint a Go Team Lead and Go Team Member(s)

Consider how to handle calls from friends, relatives and media e.g. opening a Telephone Enquiry Center

Establish contact with contracted emergency service providers i.e. Fire Station or Medical Services as soon as is possible (consider whether to activate or place on standby).

Advise them where you wish their first responders to meet with Go Team Personnel

Confirm Go Team departure arrangements / details

Once Go Team is activated, liaise with Operations Control Center and prepare briefing. Instruct Operations Control Center to carry out briefing once plan is confirmed

Liaise with Finance and determine what actions have been taken regarding:

Finance support for next 48 hours (for GO Team, Aircraft Handling, Hotel, Transportation and Food)

Legal protection for crews and crews’ families

Insurance issues (e.g. Single Drawing Rights / SDR)

Arrangements for Go Team support on-site

Review Crisis Communications response and discuss with AM.

Consider on-going website requirements

Ascertain what administration support is required for the Go Team and support as required

**Phase 4 Return to Normal OPS**

Liaise with the Accountable Manager regarding cessation of the ERP and return to normal operations