



Emergency Response Plan

Revision: Original

18 October 2012

Serial Number: _____

Assigned to: _____

Position: _____

AIRCRAFT N _____ (if applicable)

Date of Assignment: _____

If found, please return this Emergency Response Plan to:

**Your Company
6421 South Dorset Road
Spokane, WA 99224
USA
Tel. 509-838-8121**

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Record of Revisions

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Insert all revisions immediately.

Record a brief description of the revision, effective date and the initials of the person inserting the revision.

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Emergency Response Plan

Section 1 - General Information

1. OVERVIEW

This **EMERGENCY RESPONSE PLAN (ERP)** provides duties, responsibilities, instructions and guidance for Your Company managers and other personnel in the event of an aircraft accident, incident or other occurrence of a serious nature. All YCO personnel should be familiar with the notification and communication procedures contained herein, and the various checklists that are to be used as control measures.

A coordinated response to an accident involving company aircraft is an essential and required component of safety management. Due to the variable nature of circumstances surrounding an accident or incident, checklists and procedures may require modification. This could also be necessary to comply with local requirements if an incident or accident occurs outside of the United States.

2. RESPONSIBILITY AND AUTHORITY

The Safety Officer is responsible for the quality of the YCO Emergency Response Plan. The Safety Officer is authorized to bring proposed changes before the Safety Committee for review and acceptance, in accordance with procedures set forth in the YCO **SMS Manual Introduction**. All proposed changes must be accepted by the Safety Committee.

3. EMERGENCY RESPONSE PERSONNEL

A. ACCIDENT RESPONSE TEAM LEADER

A member of your flight department's management team should be designated as the YCO **Primary Accident Response Team Leader**. An alternate team leader should also be designated, in the event the primary team leader is involved in an accident. Travel on the same aircraft by these two persons should be avoided whenever possible. In the event these persons do travel together, an additional alternate team leader should be designated who is familiar with the procedures set forth in this ERP.

B. EMERGENCY RESPONSE CENTER MEMBERS

Assembled at the direction of the President, ERC members direct YCO actions, collect data, organize the dissemination of information to various persons and agencies, and maintain all records and reports associated with the event. ERC members are as follows:

President:	Name, First, Last	Tel. 999-999-9999	email address
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VP Business Ops:

Safety Officer:

Director of Maint:

Quality Assurance Mgr:

Director of Ops:

Chief Pilot:

Other possible stakeholders:

Legal / Risk Management / Human Resources / Public Relations / Switchboard (operator or administrator)

4. DEFINITIONS

Definitions used in this Emergency Response Plan are similar to those used by NTSB to distinguish aircraft accidents and incidents. Refer to the YCO **Event Investigation Program** for NTSB definitions of aircraft accidents and incidents.

- **AIRCRAFT ACCIDENT** - An event associated with the operation of aircraft that takes place between the time any person boards the aircraft with the intention of flight, and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.
- **SUBSTANTIAL DAMAGE** - Damage or failure that adversely affects the structural strength, performance, or flight characteristics of the aircraft and that normally requires major repair or replacement of affected component/s. Generally the following damages are not considered to be substantial damage:
 - Engine failure or damage limited to an engine
 - Bent fairings, dents or small punctured holes in skin
 - Ground damage to propeller blades
 - Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wing tips.
- **FATAL INJURY** - Any injury that results in death within 30 days of the accident.
- **SERIOUS INJURY** - Any injury that:
 - Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
 - Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - Involves any internal organ;
 - Involves second / third degree burns, or any burns affecting more than 5 percent of the body surface.
- **AIRCRAFT INCIDENT** - Any situation other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.
- **GROUND ACCIDENT/INCIDENT** - An occurrence that involves damage to company aircraft, property, or personnel when no intent for flight exists. This can be damage or injury incurred while towing an aircraft (not during pushback, since then intent for flight exists), driving a vehicle, or falling down stairs, but is not limited to these events.
- **MISSING AIRCRAFT** - An aircraft is considered to be missing when its position is unknown, and with the supply of fuel normally carried, it can no longer be airborne.
- **OVERDUE AIRCRAFT** - An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received by ATC or YCO:
 - For 30 minutes after its last notified estimated time of arrival (ETA);
 - For 5 minutes after the estimated time of landing, after having landing clearance;
 - Within 10 minutes after takeoff.
- **SIGNIFICANT EVENT** - An event where one or more fatal or serious injuries occur, an aircraft receives substantial damage, or facilities / property are substantially damaged.

5. GENERAL POLICIES

A. EMERGENCY PREVENTION

YCO personnel and managers understand that the safety of coworkers and the general public are everyone's primary concern. All YCO personnel also understand that in an imminent danger situation, they have the authority to take whatever action is necessary to avoid injury or prevent an accident. This includes emergency cessation of flight operations, maintenance activities and/or ground operations. Prompt and decisive action may be necessary in such cases. Remember, it is better to err on the side of safety rather than risk the potentially severe consequences of an emergency.

B. PROMPT COMMUNICATIONS

In an emergency of any type, management shall be notified as expeditiously as possible. Names and telephone numbers for notification of all YCO management personnel and ERC personnel are provided herein for this purpose. All information received regarding the accident / incident / occurrence shall be forwarded and communicated to the Accident Response Team Leader as soon as possible. Prompt communications may aid in deciding on an immediate course of action that could greatly reduce the potential for injury and risk.

C. MITIGATING RISK IN AN EMERGENCY

The guidance and procedures contained herein are intended to reduce, control or mitigate the effects of various emergencies that may be encountered by YCO personnel. Such mitigating strategies include evacuation of people, contacting emergency responders and firefighting agencies, containing spills of hazardous substances, shutting down of electrical power, etc. In all risk-mitigating actions, preservation of life is the highest priority.

D. CONFIDENTIALITY

All information relative to an accident, incident or other emergency should be treated as extremely sensitive and held in strictest confidence; no information should be given to any employee or other person. "Heat of the moment" statements may be admissible as evidence in court trials involving liability even though they may be hearsay. Therefore, it is YCO policy and in the best interest of all concerned to decline responses to questions that seek an expression as to the cause of any accident. All communication with regard to an accident / incident or other emergency will come from senior management only, and all inquiries should be referred for response.

NOTE:

All personnel involved in an aircraft accident / incident or other emergency should *write down any details* that can be recalled . . . times, dates, persons, places, etc...from memories and/or conversations concerning the accident/incident/event. These records could become valuable in subsequent investigations and actions.

E. PRESS AND MEDIA RELATIONS

- Make no statements regarding the accident / incident / emergency to anyone;
- Do not, under any circumstances, speculate as to the cause of an accident / incident or other emergency;
- All press and/or media inquiries should be referred to management personnel on duty.

F. NOTIFICATION OF RELATIVES AND AIRCRAFT OWNERS

Relatives of personnel, passengers and crew will be notified **only by management** after adequate information has been obtained and the status of those involved in the accident / incident or other emergency has been confirmed; **Only management personnel** will notify aircraft owners, when aircraft are involved.

G. COPING WITH EMOTIONAL DISTRESS

Events surrounding a serious accident or other tragedy can result in emotional distress and trauma that must not be overlooked. Friends and co-workers may be hospitalized or critically injured; regulatory agencies and family members want answers; uncertainty and worry often clouds good judgment, and stress levels are high for everyone involved. Some people need to remain involved and be kept active in order to cope with this type of stress; others are almost unable to function, and require immediate attention by social workers who are trained to cope with these situations.

H. RELIEF FROM DUTY

Under these circumstances, any person who is unable, due to emotional distress, to perform any of the duties or to accept responsibilities assigned by this Emergency Response Plan, need not continue without assistance and relief. Senior management must be cognizant of the situation, and relieve any person from duty who is unable to perform the tasks and actions set forth herein. In this case, substitution of personnel is acceptable and encouraged. All persons suffering from severe emotional distress should receive the personal assistance and counseling of a social worker as set forth in the Family Assistance Plan in Section 16 of this ERP.

I. EMPLOYEE ASSISTANCE

After all urgent matters have been addressed, persons involved in an aircraft accident or other serious emergency may need counseling or emotional reassurance, depending on the severity of the situation and their level of involvement and exposure to traumatizing events. Management offers this counseling and other benefits through the YCO EMPLOYEE ASSISTANCE PROGRAM. Contact a department manager for more information.

6. NOTIFICATION RESPONSE ACTIONS

A. FIRST PERSON - SWITCHBOARD

An initial call regarding an accident involving company aircraft will require information to be collected. Use the ACCIDENT MESSAGE and AIRCRAFT MISHAP REPORT forms in Section 17 to collect this information, if possible. Get accurate details and immediately call the **Accident Response Primary Team Leader**. Then continue calling members of senior management.

NOTE:

Since initial alerts of an accident will most likely be communicated via telephone, leave messages and/or delegate continued attempts to reach all stakeholders. Failure to alert all stakeholders may severely limit the effectiveness of the Plan.

B. FLIGHT CREW MEMBERS

If the situation warrants:

- Declare an emergency / Evacuate aircraft per Aircraft Flight Manual or Company Operations Manual.
- Notify local authorities
- Observe and note witnesses
- Secure the scene / Render first aid
- Contact Team Leader
- Do not speak to the media or make statements to government officials

7. ALERTS

Once the Accident Response Team Leader has been notified of an aircraft accident, calls will be made to key personnel, providing alerts to all concerned stakeholders that an accident has occurred.

A. SENIOR MANAGEMENT

If a company-wide, coordinated YCO response is desired, Senior Management will contact (or delegate the contact of) all team members, and inform each member of the facts that are known regarding the event.

B. LEGAL REPRESENTATIVE

The YCO Legal Representative should begin preparation of a media statement, and further work with the YCO Risk Manager and insurance representative(s) in order to preserve evidence.

C. RISK MANAGER

The YCO Risk Manager should work with the company's legal representative and insurance representative(s) to preserve evidence, and review the provisions of YCO's insurance policies.

D. HUMAN RESOURCES SPECIALIST

The YCO Human Resources Specialist should begin to compile an accurate list of passengers and crew members, including their medical conditions, if possible. The needs of concerned families must also be addressed. In addition, the human Resources Specialist will coordinate medical coverage and needs of all personnel involved, and further compile personnel records of flight crews.

E. PUBLIC RELATIONS REPRESENTATIVE

Confirm with senior management and/or the Accident Response Team Leader, that all members of the Accident Response Team have been contacted. Work with Senior Management on a statement for the media. Be cooperative and be prepared.

F. ACCIDENT RESPONSE TEAM LEADER

The Accident Response Team Leader shall assess whether the accident or occurrence requires the complete Response Plan and notify Senior Management.

The Team leader shall further:

- Verify information received in initial contact
- Assess the situation and amend the plan to meet the needs of the situation
 - Notify FAA and NTSB
 - Direct all calls to Senior Management, Public Relations, and Department Managers.
 - Contact local Law Enforcement
 - Confirm crew and passenger manifest
 - Make arrangements to preserve any wreckage
- Retrieve Records relating to flight, weather, crew, maintenance
- Inform flight department and other employees and amend flight operations as necessary including involving company personnel at the accident site.

G. APPROPRIATE DEPARTMENT MANAGERS

Appropriate department managers (or their delegates) will:

- Secure all pertinent flight records.
- Secure all pertinent maintenance records.
- Report all actions taken to the Accident Response Team Leader.

H. NOTIFICATION OF AUTHORITIES

The Accident Response Team Leader (or delegate) shall immediately notify the Federal Aviation Administration (FAA) Communications Center Duty Officer, the YCO Principal Operations Inspector (POI), Principal Maintenance Inspector (PMI) and if applicable, the Principle Cabin Safety Inspector (CSI). The Team Leader may delegate these duties to his representative or the Safety Officer.

National Transportation Safety Board (Region): **Tel: 999-999-9999**

FAA Comm. Center Duty Officer (Cincinnati FSDO): **Tel: 999-999-9999**

FAA POI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PMI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PAI:	Name, First, Last	Tel: 999-999-9999	email addressv
Unit Supervisor:	Name, First, Last	Tel: 999-999-9999	email address

In carrying out notifications of FAA and company personnel, if a person cannot be contacted immediately, the caller shall go on to the next name until the list is completed and then return to those persons that have not been contacted.

NOTE:

Do not postpone notifications or delay action while awaiting the return call of someone who cannot be contacted.

Be wary of any individuals seeking information. Provide information only to properly identified local and federal officials. Ask to see proper identification and do not be intimidated.

NOTE:

All statements to the press will be made through the Public Relations Department, Unless otherwise authorized by senior management.

8. POST-ALERT DUTIES & RESPONSIBILITIES

The following actions shall be taken and duties performed in the event of an aircraft accident. The Safety Officer may also direct that these actions be taken in the event of an aircraft incident, based on the Safety Officer's assessment of the incident.

A. ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- Keep the rest of all flight operations running.
- Establish reliable telephone communications with the accident site (cell phone use at the accident site will be high, and batteries may expire when communications are critical)
- The Accident Response Team Leader will complete (or delegate completion of) the **AIRCRAFT ACCIDENT / INCIDENT REPORT SP031** as found in the YCO **SMS Forms Catalog**.
- The Accident Response Team Leader will direct the immediate collection, inventory, assembly and sequestering of all flight records, which may include but are not limited to: Flight Plan / Dispatch / Release, Load Manifest, Passenger Manifest, Dangerous Goods Declarations and Pilot Notices, Aircraft Log Pages, pertinent Maintenance Records, etc.). All flight records will be given to the Emergency Response Center Chairman upon request.
- The Accident Response Team Leader will maintain a separate call log, apart from the EMERGENCY TELEPHONE AND ACTION LOG (as found in Section 17), to record all incoming and outgoing calls (including those calls requesting accident information) with date, time, and content of call.

9. ACCIDENT INVESTIGATION

- The U.S. NTSB will normally conduct the investigation of the accident in the United States.
- The Canadian TSB will normally conduct the investigation of the accident in Canada.
- At an overseas locations, the national government will conduct the investigation and may invite the NTSB and FAA to assist.
- YCO may or may not be invited to participate and provide personnel for the investigative team.

Until the arrival of the NTSB or FAA, YCO is responsible for the preservation of the wreckage, mail, cargo, and all records pertaining to the accident. Refer to the YCO **Event Investigation Program** for more information.

10. BUSINESS CONTINUITY / RECOVERY

An aircraft accident or other significant event may result in the death or incapacitation of one or more senior managers or key management personnel, and loss of business facilities. Such a loss could seriously jeopardize the company's ability to continue with operations. In order to mitigate risk associated with such an event, Your Company has developed and maintains a **Business Continuity / Recovery Plan**. This Plan includes:

- Roles and responsibilities of contingent management personnel;
- Copies of insurance contracts;
- Location(s) of offsite data backup storage media;
- Procedures for data recovery;
- Regulatory reporting requirements;
- Plans for setting up a secondary work site, and work recovery procedures.

Refer to the YCO **Business Continuity / Recovery Plan** for more information.

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Section 2 – Emergency Response Planning

1. ORGANIZATIONAL MEETING

Plan ahead to respond in a logical, coordinated manner to the news of an accident involving a company aircraft by putting together a team of key personnel, or stakeholders, each of whom will have specific, pre-assigned responsibilities in the event of an accident. Your Accident Response Team should be composed of a representative from each of the following departments (or their equivalents in your management structure) AND an alternate member, in the event a primary team member is involved in the accident:

President:	Name, First, Last	Tel. 999-999-9999	email address
VP Business Ops:	Name, First, Last	Tel. 999-999-9999	email address
Safety Officer:	Name, First, Last	Tel. 999-999-9999	email address
Director of Maint:	Name, First, Last	Tel. 999-999-9999	email address
Quality Assurance Mgr:	Name, First, Last	Tel. 999-999-9999	email address
Director of Ops:	Name, First, Last	Tel. 999-999-9999	email address
Chief Pilot:	Name, First, Last	Tel. 999-999-9999	email address

Other possible stakeholders:

Legal / Risk Management / Human Resources / Public Relations

A. CHECKLISTS

Checklists provide Team Members with their individual responsibilities and serve as a control to ensure the timely and coordinated completion of all responsibilities.

B. FLIGHT DEPARTMENT

Flight Crewmembers should always ensure accurate crew, jumpseat and passenger information exists in flight plans / flight releases / load manifests prior to departure. **Always file a flight plan**, even for positioning flights, “deadheads”, or other non-revenue flights, regardless of the weather.

C. ACCIDENT RESPONSE TEAM LEADER (AND ALTERNATE)

It is recommended that these individuals not be onboard the same aircraft at the same time. The most desirable candidates would be individuals who are thoroughly familiar with your corporate aircraft operations, such as the supervisor of aviation operations, chief pilot, aircraft dispatcher or chief of maintenance.

D. ACTIVATING THE PLAN

The news of an accident involving your aircraft will most likely come from a government agency like the Federal Aviation Administration (FAA) or the National Transportation Safety Board (NTSB). That call will probably be answered by your switchboard operator or after-hours answering service. The initial phone call should trigger a series of phone calls among the members of your Accident Response Team. Ultimately, all key departments represented by your primary and alternate Team members will become aware of the aircraft accident and will have begun to carry out their specified duties and responsibilities.

E. ANNUAL ERP EXERCISE

At least once annually, Your Company shall conduct a simulation of an aircraft accident in order to exercise the duties and responsibilities of all personnel and to examine and measure the effectiveness of the processes established in this ERP. All managers should be involved in each simulation. At the discretion of management, certain federal, state, and local airports or other authorities may also be involved.

F. PRIORITY OF ACTIONS

During an accident response, everyone should have the same goals, following this priority of actions:

- **Protect people** - Life saving operations take first priority.
- **Protect property** - Property should be protected from unnecessary additional damage.
- **Preserve evidence** - Treat the area as if it were a crime scene and provide 24-hour security until the investigation team arrives. Identify witnesses, get their addresses and phone numbers.
- **Notify and investigate** - Report the accident. Do not delay reporting if detailed information is not immediately available.
- **Recovery operations** - Everything at the site is under the control of the NTSB until released.

G. PROTECT PEOPLE

- Many times in the urgency to assist accident victims the rescuers may place themselves in jeopardy and become victims themselves. Risk assessment and mitigation procedures should be enforced.
- Ensure ALL crew and passengers involved in an aircraft accident are cleared by medical authority prior to returning to duty.
- Keep non-essential personnel well clear, and preferably upwind.
- Hazards at an aircraft accident site can include:
 - **Biological Hazards** -- Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and many others. See OSHA's 29 CFR 1910.1030 for control measures.
 - **Toxic Substances** -- Fuel, oil, hydraulic fluid, and exotic aircraft materials such as beryllium, lithium, chromium, and mercury. You must also consider the cargo the aircraft was carrying.
 - **Pressure Vessels** -- Tires (often above 90 psi), hydraulic accumulators, oleo struts, oxygen cylinders, and fire extinguishers. They may look OK, but they may have been damaged in the crash.
 - **Mechanical Hazards** -- Metal under tension, heavy objects, composite materials, and innumerable sharp edges.
 - **Fire Hazards** -- Unburned fuel, hot metal (or other components), aircraft batteries, pyrotechnics, and the ignition of grass as a result of the accident. Be cautious of smoldering items which may re-ignite.
 - **Environmental Hazards** -- Weather, terrain, and animals (snakes, spiders, scorpions, etc.) Depending on the location and time of year, the environment may be among the most serious hazards at the scene.
- **Utilize available protective devices and clothing**, and use extreme caution when working around the wreckage. Protective measures include:
 - Minimize the number of personnel allowed to enter the accident site.
 - Ensure exposed personnel use appropriate personal protective equipment (PPE) such as boots, long pants, long-sleeved shirts, leather gloves (use surgical gloves as inserts if blood or bodily fluids are present), and appropriate respirators if toxic vapors or composite material pose respiratory hazards.
- Do whatever is necessary to extricate victims and to extinguish fires, but keep in mind the need to protect and preserve evidence. If possible, **document and/or photograph the location of any debris which must be disturbed** in order to carry out rescues or fire suppression activities.

H. PROTECT PROPERTY**NTSB Sec. 831.12 Access to and release of wreckage, records, mail, and cargo.**

- a. *Only the Board's accident investigation personnel, and persons authorized by the investigator-in-charge to participate in any particular investigation, examination or testing shall be permitted access to wreckage, records, mail, or cargo in the Board's custody.*
- b. *Wreckage, records, mail, and cargo in the Board's custody shall be released by an authorized representative of the Board when it is determined that the Board has no further need of such wreckage, mail, cargo, or records. When such material is released, Form 6120.15, "Release of Wreckage," will be completed, acknowledging receipt.*

- Treat the accident site like a crime scene. Wreckage, cargo, and debris should not be disturbed or moved except to the extent necessary:
 - To remove victims.
 - To protect the wreckage from further damage.
 - To protect the public.
- In addition to the authority explicit in NTSB 831.12 another (very good) argument for restricting access is for the protection of the public from the hazards of the accident site.
- Initially the accident site should be protected by either your own people (e.g. if the accident occurred at a fire) or by local law enforcement officers. The investigation team may request extended security until the investigation is completed.

I. PRESERVING EVIDENCE**NTSB Sec. 830.10 Preservation of aircraft wreckage, mail, cargo, and records.**

- a. *The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to Sec. 831.12(b) of this chapter.*
- b. *Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:*
 1. *To remove persons injured or trapped;*
 2. *To protect the wreckage from further damage; or*
 3. *To protect the public from injury.*
- c. *Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.*
- d. *The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.*

In addition to those items required by law (above) you should also:

- **Control access** to the site by cordoning off the area and allowing into the area only those individuals who have official business. Establishing a pass system to identify authorized personnel is an excellent technique for serious accidents. Everyone who enters should be briefed on the known or suspected hazards and cautioned to avoid disturbing the evidence (flipping switches and souvenir hunting).
- **Photograph everything.** Some evidence may be easily destroyed prior to the arrival of the accident investigators. Photograph switch positions, ground scars, and other perishable evidence.
- **Identify witnesses and request statements.** Request witnesses to write out their statements as soon as possible (before witnesses can compare notes).

Be sure to **GET WITNESSES' NAMES, ADDRESSES AND PHONE NUMBERS.** Supervisors must ensure that personnel with information pertinent to the investigation are made available to the investigators in a timely manner. If possible, coordinate with the accident investigator(s) PRIOR to releasing personnel with information pertinent to the accident.

Secure equipment and records. Crew items (i.e. flight bags, survival equipment (if used), notes, charts, etc.) as well as dispatch logs and records should be controlled and provided to the investigation team upon ON-SITE arrival.

J. ON-SITE ASSISTANCE

Depending on the severity of the accident, your insurance adjuster or claims representative may be available to provide a wide range of services and assistance at an accident site. These services include:

- comforting the injured and their families;
- helping with medical, hospital and funeral arrangements;
- assisting local authorities in securing the accident site;
- coordinating with the NTSB, FAA and local authorities;
- removing the aircraft to a repair or storage facility, and
- clean-up of the accident site.

NOTE:

The YCO First Person at the location of the accident is authorized to recruit assistance from other sources in time of emergency. These assistants will be compensated by YCO.

NOTE:

All personnel who have a role in the emergency response plan should be trained in their respective duties and responsibilities, and the plan should be exercised annually in order to test its integrity.

Refer to **Paragraph 14: Emergency Response Exercises** of the
YCO Internal Evaluation Program for more information.

Section 3 – Aircraft Accident Checklists

1. GENERAL

Responsibilities of each Team Member may be forgotten over time or in the aftermath of an accident, so best practices suggest the use of checklists. A hard copy of these checklists should be kept in several locations such as your office and your home. A small laminated version could be made to keep in your wallet or flight bag along with emergency telephone contact numbers.

Note:

Every effort should be made to maintain the accuracy of telephone, pager and other contact information. Changes should be reported to the Response Team Leader immediately who should make sure all updated lists are distributed in a timely manner to appropriate ERC members and managers.

Checklists are included for:

- Flight Crew Members;
- Switchboard Operator;
- Accident Response Team Leader;
- Senior Management;
- Legal Representative;
- Risk Manager;
- Human Resource Specialist;
- Public Relations Representative.

2. FLIGHT / CABIN CREW MEMBERS' CHECKLIST

Action	Date	Time
Declare an emergency. It is important to acknowledge the seriousness of an emergency situation. Declaring a Mayday as early as possible will allow more time for emergency services to properly respond.		
Evacuate aircraft in accordance with the procedures described in the Aircraft Flight Manual or Your Company's Operations Manual.		
Inform Local Authorities at the accident site including police, fire and rescue of any passenger injuries and arrange for treatment.		
Prepare visual distress signals (if in a remote area), utilizing crew capabilities and whatever means are available.		
Isolate and secure the scene with police assistance. It is the operator's responsibility to preserve the integrity of the site for investigators.		

Render emergency first aid to injured persons. Arrange for medical treatment, by a physician, for all passengers and crew whether they appear injured or not. After an accident, the welfare of all passengers and other injured persons should be the highest priority. Arrange for the physician's report to be sent to Your Company.		
Obtain witnesses. Observe anyone in the area at the time of the incident who may be an eyewitness. Try to obtain names and addresses so that they can be contacted later.		
Do not make statements to the media. Other than responding to emergency medical treatment inquiries, do not speak to anyone at the scene. You should have the opportunity to fully recover from shock and review the details of the event in a thoughtful manner and seek counsel from Your Company's legal representative. Unless served with a subpoena, you are under no legal obligation to make a statement to any government official. However, a pilot must cooperate in producing aircraft documents, pilot's license and medical certificate (14 CFR 61.3(h)), and blood alcohol tests (14 CFR 91.17(c)(d)).		
Contact your Aircraft Accident Response Team Leader and advise him/her of the situation. Let the Team Leader coordinate Your Company's response.		
Cooperate with Police authorities and State agencies who may be responding to, and investigating, the accident.		

NOTES:

CAUTION

Do not permit any persons to re-enter the aircraft under any circumstances. If sound judgment dictates a need to re-enter the aircraft or wreckage, this should be done so only by a crewmember.

As required by NTSB regulations, the PIC (or SIC if the PIC is incapacitated) is responsible for ensuring that no person disturb or move any wreckage, mail or cargo, except to the extent necessary:

- to remove persons injured or trapped;
- to protect the wreckage from further damage; or
- to protect the public from injury.

This responsibility shall remain with the flight crew until transferred to emergency workers, management or the NTSB takes custody of the aircraft wreckage, mail and cargo. If the flight crew is incapacitated, the first responder shall assume these responsibilities. If police are available, request assistance if necessary to secure the accident site.

NOTE:

Do not allow aircraft parts, cargo, mail or baggage to be moved unless necessary for rescue operations. Do not allow any aircraft switches or controls to be touched.

3. SWITCHBOARD OPERATOR'S AND AFTER-HOURS CONTACT CHECKLIST

Action	Date	Time
Know the name used as the aircraft's registered owner if it is different from Your Company's name.		
Get the information: (use forms provided in Section 17 of this ERP) <ul style="list-style-type: none"> Name, entity, telephone number, fax number, and address of the person calling in the report. Presume anonymous calls regarding threats of sabotage or hostages as genuine. Try to record the exact words of the caller. Listen for identifiable background noise. Note the date and time of the call and the reported accident/occurrence. 		
Call the primary Team Leader of your Response Plan. If unable to reach the primary or alternate contact, call members of Senior Management. Continue calling all key personnel. Be prepared to provide as many details as possible.		
Direct incoming phone calls regarding the accident to the Team Leader. Calls from the media should be directed to the Senior Executive or Public Relations Representative.		
Notify the Accident Response Team Leader when all stakeholders have been contacted, and/or if one or more stakeholders cannot be contacted.		

NOTES:

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Note:

Do not speak to the media. Act in a responsible, professional manner.
Report Emergencies Immediately to available YCO managers.
If all information is not available, do not delay reporting
while information is being gathered.