



# Local Emergency Response Plan

## LERP

### Station: MUC

Originator: AY Business Resilience

Date of latest update: 31.03.2025

Finnair Ground Operations staff present at station  Yes  No

Finnair Sales staff present at station (destination)  Yes  No

Finnair Cargo staff present at station (destination)  Yes  No

Location where LERP station copy is filed:

WISAG Aviapartner Office RGS3

Copy of this LERP to be sent to:

Manager, Ground Service Delivery, Finnair	
Name:	Sari Partanen
Cell phone:	+358 50 5270470
email:	<a href="mailto:sari.partanen@finnair.com">sari.partanen@finnair.com</a>

All questions and changes concerning this LERP shall be addressed to person named above.

To be updated yearly or when any information changes

## ABBREVIATIONS rev 4

AOC	Authority Operations Center (at the emergency station)
CD	Crisis Director (in Finland)
CLC	Centralized Load Control
CMG	Crisis Management Group (in Finland)
CWC	Crew Welfare Coordinator (at the emergency station)
EC	Emergency Coordinator (in charge for AY response at the Emergency Station)
ERC	External Relations Coordinator (always a Finnair Sales Representative)
ESR	Emergency Site Representative (at the emergency station)
FAC	Family Assistance Center (usually in a hotel)
FCM	Finnair Crisis Manual
FEC	Finnair Crisis Center (in Finland)
FER	Finnair Emergency Response
FRC	Friends and Relatives Center (usually at the airport)
GSP	Ground Service Provider
JFSOC	Joint Family Support Operations Center (inside the FAC)
LACC	Local Airline Command Center (at the emergency station)
LAP	Local Alarm Plan
LDM	Load Message
LERP	Local Emergency Response Plan
LPEF	List of Persons Form
NOK	Next of Kin (legal term for a close family member)
NWC	Next of Kin Welfare Coordinator (at the emergency station)
OCC	Operations Control Center (in Finland)
PDA	Persons Directly Affected
PDF	Personal Data Form
PIF	Person Inquiry Form
POC	Point of Contact
PRC	Passenger Reception Center (at the airport)
PWC	Passenger Welfare Coordinator (at the emergency station)
SAT	Special Assistance Team (Finnair trained volunteers)
TEC	Telephone Enquiry Center
WebEOC	IT -system to be used in a crisis

## **FINNAIR LOCAL EMERGENCY RESPONSE PLAN**

This Local Emergency Response Plan LERP provides procedures and guidelines for Finnair stations in the event of an emergency. This LERP is based on the requirements of Finnair Crisis Manual (FCM). All stations where Finnair operates regularly shall have readiness to establish emergency response for a Finnair flight. At all stations the ground service provider performing services for Finnair, must be familiar with Finnair LERP. This plan is to be placed where the information of an emergency most likely is received and the stations shall have their own copies as printed versions, fully achievable at all times. Same updated versions shall also be accessible in digital format for Finnair OCC use. This Local Emergency Response Plan is applicable to all Finnair, Nordic Regional Airlines NORRA operations and when assisting **oneworld** carriers at stations. LERP is to be used in conjunction with the local airport emergency plan.

### **Finnair Crisis Response**

Finnair maintains crisis response capability that is designed to respond to any major event or situation that threatens the wellbeing of the airline, its customers, and personnel. Finnair Crisis Response Plan is described in Finnair Crisis Manual FCM. Our crisis response is divided in two levels: incident response and emergency response.

The abbreviation FER may be used as a reference to Finnair Emergency Response which is activated in the following situations:

1. Air disaster; a situation where several people die or are seriously injured due to an accident or a criminal act against the aircraft, and where the aircraft most probably will be destroyed, thus causing serious damage to its surroundings.
2. Flight accident; a situation where a passenger or a crew member dies or is seriously injured due to an accident or a criminal act against the aircraft, and where the aircraft suffers damage to its surroundings or when the aircraft is missing or is completely inaccessible.
3. Hijacking; a situation where the commander of the flight is illegally denied the command of the aircraft and is forced by means of violence or the threat of violence to change the flight path of the aircraft, or deviate from measures which are necessary to ensure the safety of passengers and crew, in addition to the aircraft itself.

### **Crisis Organization**

Finnair Emergency Response starts after the activation of the crisis organization. Finnair OCC is the first point of contact for receiving the emergency notification and the person on duty starts the alarm process. The mandatory OCC alarm is to ensure a prompt escalation to corporate level. Therefore, it is crucial that the station contacts Finnair OCC as later instructed in Section 2 - Immediate Actions. The Crisis Director CD in Finland has the overall authority and command of the situation. He will be supported by the Crisis Management Group members and other company subject matter experts. The crisis organization shall also manage and coordinate the external and internal crisis communication. The overall communication is based on Finnair Crisis Communications Manual published by Finnair Communications.

**Goal of Action and Obligations**

1. To fulfill our responsibilities towards our customers, personnel, cargo customers, stakeholders, and society, and to respond in a compassionate, effective, fair, and flexible manner; and
2. To cooperate closely with the authorities and other parties involved in order to save human lives, to minimize human and economic loss as well as environmental damage and to assist in the investigation and to ensure compliance with all relevant legislative requirements; and
3. To provide close relatives, other parties of the crisis situation, and the media with accurate and correct information as quickly as possible and within the scope allowed by the situation and the authorities; and
4. To ensure the confidence and trustworthiness on the company is enhanced through a professional response to the event.

**Stations**

All stations shall have a LERP in place and the plan shall be continuously kept up to date. Stations shall familiarize themselves with the infrastructure of the airport (premises used by the authorities in crisis) and local hotels to ensure smooth cooperation in crisis response. Stations are encouraged to plan how to meet the families and how to respond to the challenges e.g. when facing the media. The ground handling service provider shall not represent Finnair in a press conference. If contacted by media, ask them kindly to contact Finnair Communications.

The Emergency Station is the station where an emergency has occurred, or the station activated by Finnair OCC. If the situation does not occur at a station or at close distance of an airport, OCC alerts the closest and most appropriate station to act as the emergency station. The emergency station shall take the initial leadership for Finnair and shall also cooperate with local authorities and other relevant parties.

Crisis Director decides whether a mobile response is needed and if a Site Team should be activated and dispatched. Site Team performs activities at the station they are dispatched to and is composition of different go teams. It will, however, take some time until the Site Team arrives at the station.

**Roles and Responsibilities at Stations**

The Emergency Coordinator EC is nominated by Manager, Ground Service Delivery, Finnair. The EC is responsible for managing and coordinating all aspects of local emergency response planning at the station for Finnair. It is the responsibility of the EC to inform the Manager, Ground Service Delivery if there are any changes/updates to LERP content. In FER situations the EC assumes initial leadership, guides, and coordinates actions at the station until the Finnair Site Team arrives.

Both EC and the deputy shall be so familiar with the Local Alarm Plan (LERP Section 3) that they always know whom they should contact to start the alarm process.

**Emergency Coordinator EC****Main tasks:**

- Ensure LERP implementation and that all having roles in FER at the respective station are familiar with their tasks
- Familiarize with the rescue plans of the local authorities and the airport
- Lead, guide, and coordinate actions at the emergency station during response
- Ensure efficient sharing of information to Finnair Crisis Center FEC
- Dispatch a liaison to the Authority Operations Center AOC to ensure proper coordination with external entities at local level (e.g. the local police, rescue forces)

**External Relations Coordinator ERC** always a Finnair Sales Representative, not a GSP**Main tasks:**

- Act as the media representative (or link to PR office)
- Act as a link with embassies, consular representation, and local travel industry

**Emergency Site Representative ESR****Main tasks:**

- Act as a liaison at the emergency site and give status reports to EC
- Collect all relevant information on the situation at the emergency site

**Crew Welfare Coordinator CWC****Main tasks:**

- Locate the crew, establish contact with them and ensure their safety
- Assist in transportation and caring of the crew, arrange protection of crew and keep the media out
- Register information and the status of the crew and forward to EC

**Next of Kin Welfare Coordinator NWC** preferably with customer experience skills**Main tasks:**

- Provide care and assistance for families and friends at the station
- Register persons meeting the flight affected and forward information to EC
- Represent the airline in Friends and Relatives Center FRC at the airport
- Ensure timely briefings to the friends and families in FRC

**Passenger Welfare Coordinator PWC** preferably with customer experience skills**Main tasks:**

- Provide care and assistance for the passengers directly affected
- Represent the airline in Passenger Reception Center PRC
- Register information on passengers and forward this information to EC

**Authority Operations Center AOC Representative** preferably someone with local language skills**Main tasks:**

- Act as a link between AOC and the airline
- Gather information from the local authorities and forward it to EC

**Family Assistance Center Coordinator** preferably with customer experience skills**Main task:**

- Provide care and assistance for those directly affected
- Work in the Family Assistance Center FAC

## The Alarm Process

Finnair Operations Control Center maintains constant readiness, to obtain information about a crisis of a flight under its responsibility. A notification shall be made without delay to OCC by phone and the line shall be kept open for further inquiries and information. After the first notification, the emergency station prepares the second notification in free format or by using the Immediate Actions Checklist. After contacting Finnair OCC, the station shall follow LERP instructions further and alarm according to Local Alarm Plan LAP. The station level response shall be established without delay.

## Collecting Information

At the initial stage there is limited information available about the situation. Collecting and maintaining information as well as communication within the crisis organization are of highest relevance during the response. Passenger tracking at the site is critical. The emergency station, as well as the online station and other stations shall be prepared to collect information from persons at the station, who may have information concerning passengers or crew on the flight affected. Personal data can be collected for the purposes of providing assistance and care for those directly impacted as well as sharing confirmed information with the next of kin.

## Passenger and Crew Manifests

The Rescue Forces need immediate information on the number of persons on board (souls on board), and about the load of the flight. Numeric information, such as the number of the passengers and crew is released to local authorities by the emergency station.

Passenger and crew lists are confidential documents. They may not be released to any other parties without authorization from the Crisis Director in Finland. Finnair shall, however, follow all applicable and respective laws and regulations. Finnair provides the manifests to the controlling authority as part of any legal requirement but does not provide passenger nor crew lists to the media due to data privacy. All physical and electronic means must be used to safeguard the confidentiality of the passenger and crew lists. Support Group or the respective person at the emergency station distributes the passenger and crew lists when authorized by the Crisis Director in Finland, to the relevant authority against confirmation of acceptance. The acceptance of passenger and crew lists is registered on a Document Release Form (form E).

## Load Sheet and Dangerous Goods

The departure station or Centralized Load Control CLC center has prepared the load sheet. The load sheet shall be sent immediately by email to OCC. Any loaded dangerous goods on board the aircraft are reported in Notification to the captain NOTOC -form filed at the departure station (NOTOC yes/no indication). For delivering that data to the local authorities, Aircraft Accident information Sheet (form I) is to be used.

## **Humanitarian Response**

All response procedures and measures shall be carried out with a compassionate manner and taking into consideration the needs of Finnair customers. All those affected must be treated with respect, dignity, and professionalism. Assistance is provided equally i.e. regardless of individual status such as revenue or non-revenue passenger, class of service, or crew. Cultural, ethnic, gender, and religious diversities will be respected.

### **Uninjured Passengers and Crew Members at Emergency Station**

Depending on the situation and local arrangements, the emergency station takes care of the transportation of uninjured passengers and crew members in cooperation with the authorities. Locating and identifying the survivors provides a critical component to the overall reconciliation of all the customers on board. Uninjured passengers and crew members are transported to the premises specially reserved for this purpose at the emergency station. The Passenger Welfare Coordinator and the Crew Welfare Coordinator ensure registration of these uninjured passengers and crew members, in cooperation with the local authorities. The Personal Data Form PDF (form G) or WebEOC is used for forwarding passenger and crew information to Finnair Crisis Center FEC. Forms provided by the authorities for this purpose may also be used.

The Welfare Coordinators at the emergency station shall respond to the needs of the uninjured passengers and crew, and offer care in the form of beverages, food, clean clothes, and accommodation. The needs of the Persons Directly Affected PDA will vary, and all reasonable wishes should be respected.

### **Injured passengers and crew members, and fatalities**

Rescue and medical authorities are in general responsible for the care of injured persons. The emergency station sends a contact person to the Authority Operations Center. This person is the link between the authorities and the airline. He/she shall take all appropriate measures to collect information about all injured passengers and crew members, as well as fatalities. Authorities usually offer reports on the number of uninjured, as well as the number of injured and deceased persons. The emergency station, assisted by Site Team when the team arrives, may send representatives to hospitals or to the mortuary to receive information on passengers and crew members. Relevant information is collected on PDFs. The information is sent as soon as possible to FEC.

### **The persons meeting at stations**

The emergency station and the online station are responsible for preparing premises where persons, who are supposed to meet passengers from the flight affected, are gathered. The Friends and Relatives Center FRC is a temporary location at the airport, where friends and families are gathered shortly after the accident and provided with information. Usually, it is managed together with the local airport authority/operator and the airline. The emergency station shall see to the well-being of these persons while they are waiting for information. The emergency station makes every effort to ensure the safety and privacy of these persons. The families must be met with respect and sincere. The Person Inquiry Forms PIF (form F) shall be filled out and send immediately to Finnair Crisis Center FEC. Forms provided by the local authorities can be used for collecting information.

## Delivering information

Relatives and friends of both passengers and crew members have a great need for information. Our goal is to provide accurate and correct information as quickly as possible and within the scope that is allowed by the situation and the authorities. All information is to be communicated in a compassionate manner. For delivering information on the overall response process, the Letter for survivors in case of an aircraft accident (form J) can be given to uninjured customers who were onboard the flight affected.

Verified information is passed on as often as it becomes available to these persons waiting for information and information shall be provided as promptly as possible. The Next of Kin Coordinator at emergency station arranges short briefings to deliver confirmed information. If no information or no updated information is available, ongoing procedures should be told to these persons at set intervals. The use of press releases published by FEC should be considered as means of giving information in writing. The authorities tell about the progress of the rescue operations and the airline representative explains the next steps and prepares the families for transfer to the Family Assistance Center.

Staff members are not to speculate what caused the accident or to discuss details of the crisis or the response with any outsiders including their families and friends.

## Family Assistance Center

It may take some time before uninjured passengers and crew members are reunited with their families. The emergency station prepares premises where persons affected can meet in privacy. The local hotels can be used as Family Assistance Centers FAC to reunite the families. The location must be secured and must not have a view to the accident site. Visible guarding is needed, and no media or unwelcomed solicitors are allowed to enter the premises. The families of the crew should be able to meet their loved ones without getting in touch with the families of the passengers. Buses or minibuses will be used for transportation from the airport to the Family Assistance Center. To protect the privacy of the persons directly affected, vehicles with heavily tinted glass windows should be arranged, wherever possible.

The Family Assistance Center services and premises should include the following:

- Reception area & badging for access control
- Large meeting room for family briefings and a daily schedule board
- Separate entry/exit for those working in the center
- Sufficient amount of rooms for the families to stay overnight
- Hospitality area for the families to wait for information
- Smaller rooms for the officials to meet and interview families in privacy
- Working space for the airline representatives and the service providers
- Free Wi-Fi and parking
- Culturally sensitive food and beverages available 24/7
- Childcare and toys
- A quiet room for meditation, praying etc.
- Joint Family Support Operations Center JFSOC – coordinating base for everyone working and providing support in FAC
- Office supplies (e.g. pens, paper, scotch tape), cell phone chargers and Kleenex boxes
- Conference call option for families who do not wish to travel to FAC

## **Training and Exercises**

Finnair publishes a FER eLearning. The purpose of the eLearning is to supply initial and recurrent training. At stations FER eLearning is to be completed by the Emergency Coordinator, the deputy for the Emergency Coordinator and In-house airport service manager or equivalent. However, it is recommended that at stations everyone identified in LERP section 3 – LAP would complete the FER eLearning. Manager, Ground Service Delivery at Finnair is to be contacted for access to FER eLearning. Each station is responsible for keeping training records of the subcontractor's employees.

After implementation of the Local Emergency Response Plan, the duties and tasks should be checked and rehearsed annually. The lessons learned in these exercises and feedback from training sessions are used for further development of the Crisis Response Plan and for the continuous improvement of the crisis response.

Finnair stations are encouraged to take part in local training in cooperation with the local authorities. The Emergency Coordinator shall report about these exercises to Manager, Ground Service Delivery. Local coordination between **oneworld** carriers is needed at the stations. Finnair representative allocated to EC role shall meet **oneworld** carrier representatives at the respective station on a regular basis to discuss emergency response issues. It is recommended that these meetings take place at a minimum of twice per year.

*- End of LERP Introduction -*

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Station:

Date:

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**ACTION 1: Record and verify the call**

Call received, time: \_\_\_\_\_

Call verified, time: \_\_\_\_\_

**ACTION 2: Notify Finnair Operations Control Center (OCC) immediately**

Call +358 9 818 5851, time: \_\_\_\_\_

Keep the line open for further instructions or make sure OCC has your number

Standby numbers +358 9 818 5852 and +358 9 818 2970

**ACTION 3: Gather information and confirm in writing to Finnair OCC**[occ@finnair.com](mailto:occ@finnair.com)

Flight No.	Codeshare No.	Aircraft type	Crew	Pax + INF
Souls on board (SOB)		Routing	Time Local	Time UTC

**NATURE OF THE EMERGENCY SITUATION**

Flight Accident     Hijacking     Aircraft missing     Exercise only

Location of the occurrence: \_\_\_\_\_

Brief Description:
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**INFORMATION SOURCE**

Name	
Organization/company	
Tel.	

**NAME OF THE PERSON RECEIVING ABOVE INFORMATION**

Name	
Organization/company	

**ACTION 4:** Send an agent to the departure gate to secure all flight related material from the trash can

**ACTION 5:** Send an SMS about the emergency response activation ("This is not a drill – FER activated") to all LAP persons (LERP Section 3)

**ACTION 6:** ALARM and Call:

Emergency Coordinator (EC):	WISAG Aviapartner Disposition Agent on Duty	Time
Tel.	+49 89 975 90181	04:00-00:30 LT

If not reached, call deputy

Deputy of EC:	Ingo Schnitger DHS Ira Melnikow DHS	Time
Tel.	+49 170 441 9125 // +49 151 59154 279	

If the above persons are not reached continue with LAP (LERP Section 3) and only after that continue with this action list.

**ACTION 7:** Keep a log of activities (use LERP Form B)

**ACTION 8:** Provide Authority Operations Center (AOC) with necessary information e.g. souls on board (use LERP Form I)

Inform total number of persons on board, rescue equipment, DGR and other special load, amount of fuel left.

***Do not release passenger or crew manifests to anybody without authorization from Crisis Director (Finnair Crisis Center in Finland)***

**ACTION 9: Call for immediate assistance at the airport**

Check other airline contacts from LERP Section 4 – Crisis contacts

**ACTION 10: Book a hotel/s for passengers, crew, next of kin and Site Team**

Check hotel information from LERP Section 4 – Crisis contacts

**ACTION 11: If Emergency Coordinator (EC) has not arrived continue with EC tasks and duties (LERP Section 5). Inform Finnair OCC when EC has arrived.**

Forms needed:      Staff Allocation      Log of Activities      Aircraft Accident Information Sheet  
Handover Form

Make sure you have all necessary forms available (if not, ask from OCC)

*- End of Immediate Actions -*

Station:

Date:

Originator:

## THE FIRST AVAILABLE PERSON:

START BY TRYING TO REACH THE EC FIRST. CALL UNTIL YOU REACH AT LEAST ONE PERSON ON THE LIST WHO CONFIRMS TO CONTINUE CALLING ACCORDING TO THE LIST.

## Emergency Coordinator (EC)

Name: **WISAG Aviapartner Disposition**  
 Role and responsibility: **Disposition Agent on Duty**  
 Mobile number: **+49 89 975 90181**

## EC calls to CALLER 1, 2 and 3

CALLER 1 (1 <sup>st</sup> person to be called)	CALLER 2 (2 <sup>nd</sup> person to be called)	CALLER 3 (3 <sup>rd</sup> person to be called)
Name: <b>WISAG Aviapartner, Disposition Agent on Duty</b> Role and responsibility: <b>Disposition Agent on Duty</b> Mobile number: <b>+49 89 975 90181</b>	Name: <b>Jan Pellinen</b> Role and responsibility: <b>External Relations Coordinator (ERC) (Based in HAM)</b> <b>Regional Manager D, A, CH</b> Mobile number <b>+49 172 3409981</b>	Name: <b>Sari Partanen</b> Role and responsibility: <b>Ground Service Delivery Manager</b> Mobile number: <b>+358 50 5270470</b>

CALLER 1  
calls toCALLER 2  
calls toCALLER 3  
calls to

Name: <b>Martin Hillerbrand</b> Role and responsibility: <b>Operations Manager</b> Mobile number <b>+49 173 621 8047</b>	Name Role and responsibility Mobile number	Name: <b>Patrik Nyqvist</b> Role and responsibility: <b>Head of Ground Service Delivery</b> Mobile number: <b>+358 40 5380475</b>
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Name: <b>Claudia Ehret</b> Role and responsibility: <b>General Manager</b> Mobile number <b>+49 172 307 4579</b>	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name: <b>Ira Melnikow</b> Role and responsibility: <b>Station Manager</b> Mobile number: <b>+49 151 59154279</b>	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name: <b>Ingo Schnitger</b> Role and responsibility: <b>CEO DHS</b> Mobile number: <b>+49 171 3555777</b>	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name Role and responsibility Mobile number	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Continue the Alarm Plan when necessary by copying this page.

## Crisis Contacts and Locations

## FINNAIR CRISIS CENTER (FEC) IN FINLAND

## OPERATIONS CONTROL CENTER (OCC)

Tel.	+358 9 818 5851
Standby	+358 9 818 5852 / +358 9 818 2970
Email	<a href="mailto:occ@finnair.com">occ@finnair.com</a>

## SUPPORT GROUP in Finnair Crisis Center (FEC) to contact the Crisis Director

Tel.	To be informed by OCC once activated
email	<a href="mailto:fecops@finnair.fi">fecops@finnair.fi</a>

## FINNAIR COMMS NUMBER FOR MEDIA 24h

Tel.	+358 9 818 4020
email	<a href="mailto:comms@finnair.com">comms@finnair.com</a>

## LOCAL FINNAIR CONTACTS

## Finnair Airport Office

Tel.	N/A
email	<a href="#">N/A</a>

## Finnair Town Office

Tel.	<a href="#">N/A</a>
Location	<a href="#">N/A</a>
email	<a href="#">N/A</a>

## Aurinkomatkat Suntours local contact

Name/location	<a href="#">N/A</a>
Tel.	<a href="#">N/A</a>
email	<a href="#">N/A</a>

## Local MEDIA representation (e.g. PR office to be used in a crisis)

Name/Company	<a href="#">Hill + knowltonStrategies GmbH</a>
Tel.	<a href="#">+49 30 288 75 858</a>
Location	<a href="#">Friedrichstr. 148, 10117 Berlin</a>
email	<a href="mailto:Anny.elstermann@hkstrategies.com">Anny.elstermann@hkstrategies.com</a>

## LOCAL AUTHORITIES

## Authority Operations Center (AOC)

Tel.	+49 89 975 21410
Location	Apron Terminal 1
email	<a href="mailto:verkehrsleitung@munich-airport.de">verkehrsleitung@munich-airport.de</a>

Authority entitled by <u>Local Legislation</u> to get custody of the documentation of crew and passenger manifests:	Bundesstelle für Flugunfalluntersuchung, Luftfahrt-Bundesamt, Police acting on behalf of BFU and LBA
Please note that within the EU, Regulation No 996/2010 applies:	Safety Investigation Authority; Authority Designed to liaise with relatives of the persons on board, and where necessary; Medical units needing information for the treatment of patients

## Locations

Local Airline Command Center (LACC)	<a href="#">Station Manager Office / Key Account Office</a>
Passenger Reception Center (PRC) at the airport	<a href="#">Terminal F</a>
Friends and Relatives Center (FRC) at the airport	<a href="#">Terminal F</a>

## LOCAL HOTELS

Hotel for CUSTOMERS and their FAMILIES to serve as Family Assistance Center:  
Novotel

Tel.	+49 89 970 51 30
Address	<a href="#">Nordallee 29, 85356 München-flughafen</a>
email	<a href="mailto:H6711@accor.com">H6711@accor.com</a>

Hotel for the CREW affected: Hilton

Tel.	+49 89 97820
Address	<a href="#">Terminalstrasse Mitte 20, 85356 München-flughafen</a>
email	<a href="mailto:Info.munichairport@hilton.com">Info.munichairport@hilton.com</a>

Hotel for FINNAIR SITE TEAM and 3<sup>rd</sup> party vendor:  
Marriot

Tel.	+49 81 61 96 60
Address	<a href="#">Alois-Steinecker-Strasse 20, 85354 Freising</a>
email	<a href="mailto:muenchen.airport@marriotthotels.com">muenchen.airport@marriotthotels.com</a>

**EMBASSY CONTACT INFORMATION****Finnish Embassy Berlin**

Tel.	+49 30 50 50 30
Location	Rauchstr. 1, 10787 Berlin
email	<a href="mailto:info.berlin@formin.fi">info.berlin@formin.fi</a>

**Consular Representation – Honorary Consulate of Finland München**

Tel.	+49 89 414 14 750 / +49 89 414 14 751
Location	Maria-Theresa Str. 6, 81675 München
email	<a href="mailto:schoeller@honorarkonsulfinnland.de">schoeller@honorarkonsulfinnland.de</a>

**Contact information published by the Ministry for Foreign Affairs of Finland for Finnish citizens in a crisis**

Tel.	+358 9 1605 5555
email	<a href="mailto:paiystys.um@gov.fi">paiystys.um@gov.fi</a>

**Swedish Embassy in Berlin**

Tel.	+49 30 50 50 60
Location	Rauchstr. 1, 10787 Berlin
email	<a href="mailto:ambassaden.berlin@gov.se">ambassaden.berlin@gov.se</a>

**Estonian Embassy in Berlin**

Tel.	+49 30 25460602
Location	Hildebrandstraße 5, 10785 Berlin
email	<a href="mailto:Embassy.Berlin@mfa.ee">Embassy.Berlin@mfa.ee</a>

**OTHER AIRLINES TO ASSIST****British Airways**

Tel.	Fill out
email	Fill out

**Qatar Airways**

Tel.	+49 89 975 92584
email	<a href="mailto:muckzqr@de.qatarairways.com">muckzqr@de.qatarairways.com</a>

**fill out oneworld representative contact information**

Tel.	Fill out
email	Fill out

**(fill out airline representatives contact information, if available in advance)**

Tel.	Fill out
email	Fill out

**(fill out airline representatives contact information, if available in advance)**

Tel.	Fill out
email	Fill out

Station:MUC

Date:31MAR2025

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**(fill out airline representatives contact information, if available in advance)**

Tel.	Fill out
email	Fill out

**HOSPITALS****Krankenhaus Erding**

Tel.	+49 8122 / 5900
email	<a href="mailto:info@khh-erding.de">info@khh-erding.de</a>

**Krankenhaus Freising**

Tel.	+49 8161 / 243000
email	<a href="mailto:info@klinikum-freising.de">info@klinikum-freising.de</a>

**(fill out)**

Tel.	Fill out
email	Fill out

**OTHER USEFUL CONTACTS****Catering**

Tel.	+49 89 975 93424 /-425
email	<a href="mailto:rdiesler@gategourmet.com">rdiesler@gategourmet.com</a>

**Lifting equipment Operators**

Tel.	090 / 8585011
email	Fill out

**Red Cross**

Tel.	+49 89 19222
email	Fill out

- End of Crisis Contacts -

## EC Checklist

**Do not release passenger or crew manifests to anybody without authorization from CD**

Assigning Responsibility	Task of	Controlled by EC
Make sure the alarm process is completed	EC	
Make sure Immediate Actions is completed (if not continue according to Immediate Actions)	EC	
Make checklists available for others and ensure everyone has a phone charger with them	EC	
Take the leadership at the station and inform the others you are in command for Finnair local response	EC	
Make sure that you can keep contact with AY OCC even if you need to leave the airport to evacuate	EC	
Send a liaison to the Authority Operations Center to get information from the authorities on rescue operations	EC	
Assign a person for SITE REPRESENTATIVE and CREW WELFARE task (ESR & CWC) and exchange contact information	EC	
Ensure AY crew affected is immediately taken to Finnair custody and to a safe place from the site	ESR	
Ensure External Relations Coordinator (ERC) is assigned for duty	EC	
Assign a person for NEXT of KIN task (NWC) and exchange contact information	EC	
Assign a person for PASSENGER WELFARE task (PWC) and exchange contact information	EC	
Fill out Staff Allocation form of those persons sent to their tasks	EC	
Keep a log of activities and assign a person to assist you	EC	
Open WebEOC -system if available. For access, contact Finnair Crisis Center (FEC)	EC	
Ensure sufficient resources, and food and beverages for the team	EC	

Collecting Information and Flight Documentation	Task of	Controlled by EC
Monitor the situation and gather information on the accident	EC	
Ensure safety and guarding of passenger and crew manifests	EC	
Retrieve LDM if applicable	EC	
Contact OCC to exchange information	EC	
Ask for an authorization from the Crisis Director in Finland for the right to hand out Passenger and Crew Lists to the authority entitled by Local Legislation to get custody of the documentation	EC	
If authorized by the Crisis Director, use Document Release Form to pass the manifests to the authorities	EC	

Status and Situation Reports	Task of	Controlled by EC
Contact PWC to find out the status of the passengers	EC	
Registering of Uninjured Passengers, ensure info to FEC in Finland	PWC	
Contact CWC to find out the status of the crew affected	EC	
Registering of Uninjured Crew, ensure information to FEC in Finland	CWC	
Arrange that information is forwarded on set intervals to FEC	EC	
Prepare finance. File the costs (Payment Control Form)	EC	
Make sure the latest press release published by Finnair is available for everyone	ERC	
Ensure that the immediate needs of the passengers and crew are taken care of	PWC, CWC	
Arrange briefings at all locations	EC, ERC	
Ensure breaks for you and your staff	EC	
Ask for latest report from the site and forward the info to FEC	EC	
If WebEOC -system not available, make sure that reports on the situation at emergency site are delivered to FEC in Finland	EC	
Ensure that passengers, crew, and persons meeting the flight receive updated info on the situation	CWC, PWC, NWC	
Arrange collecting of information on injured crew and passengers	EC	
Ensure that all forms such as Person Inquiry, Personal Data are sent immediately to FEC, and no unauthorized person has access to them	EC	
Brief the Site Team and the 3 <sup>rd</sup> party vendor when they arrive	EC	
Arrange change of command to ensure continuity of the EC role (try not to exceed 12h in your role) – use the Handover form	EC	

Aircraft and Load	Task of	Controlled by EC
Ensure that securing of personal belongings of passengers and crew is organized in coop with the authorities	ESR	
Arrange securing of the aircraft and load as well as the recorders in cooperation with the authorities and Finnair maintenance	ESR	
Ensure safeguarding of cargo in coop with the authorities and AY Cargo	ESR	

Reuniting	Task of	Controlled by EC
Ensure that the safety and the security of the family members has been taken care of	NWC	
Family Assistance Center Representative assigned for duty	EC	
Arrange more helping hands (Staff Allocation Form)	EC	
Ensure reuniting of passengers and their loved ones	FAC	
Registration of NOK in the Family Assistance Center	FAC	
Food and beverages available in the FAC	FAC	
Ensure that Passengers, Crew and NOK receive updated info on the situation	FAC	
Ensure sufficient manpower in the Family Assistance Center	FAC, EC	
Arrange delivering personal belongings of the passengers and crew if allowed by the authorities	ESR, FAC	
Transport home or further travel of uninjured passengers and crew	FAC	

Post-Accident Management	Task of	Controlled by EC
Close functions after command from Crisis Director in Finland	EC	
Ensure everyone alarmed receives information on the closure of the Active Emergency activities – SMS to all is enough	EC	
Arrange de-briefing for all staff involved at the emergency station	EC	
Participate in de-briefing sessions	EC	
Arrange psychosocial support for all staff together with local authorities and/or e.g. local Red Cross or similar.	EC	

**Forms:** Handover Form  
Payment Control

Log of Activities  
Document Release

Staff Allocation Form

- End of EC tasks and duties -

Station:

Date:

Page 1 of 1

Name:	Time when duty began:
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**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK					TIME
Assigning Responsibility	Checklist and situation report received					
	Collect your emergency kit incl. forms, and ensure you have a phone charger with you					
	Exchange contact information with Emergency Coordinator (EC) at Local Airline Command Center (LACC)					
	Proceed near to the accident site to a safe area, explain your role					
	Arrange contact with On-site Rescue Commander and establish contact with other authorities at the site					
Flight Documents	Provide load sheet; total number of pax, crew on board, and possible special cargo to the authorities and use Aircraft Accident Information Sheet					
Collecting Information	Establish contact with the crew (see CWC tasks) and explain your role					
	Ensure transportation is arranged for uninjured passengers, and enforce no smoking when close to the site					
	Observe the condition and location of persons affected					
	Make a head count for further reporting					
	Ask for latest situation report from Site Commander					
Status and Situation Reports	Give frequent updates to EC	Time:		Time:		Time:
		Time:		Time:		Time:
		Time:		Time:		Time:
Keep a log of activities						
Aircraft and Load	Assist the authorities e.g. with airline language					
	Ensure safe custody of all documents found at the scene of accident in coop with the authorities					
	Ensure safe custody of wreckage and especially the recorders in coop with the authorities					
	Ensure safe custody of baggage, cargo, mail, and personal effects in coop with the authorities					
	Assist in organizing transport for crew, passengers from site to assembly areas					
Post-Accident Management	Close functions after command from Finnair Crisis Director					
	Participate in de-briefing sessions					

Forms: List of Persons Form (LPEF) Log of Activities  
Document Release Form

Aircraft Accident Information Sheet

- End of ESR Checklist -

Station:

Date:

Page 1 of 1

Name:

Time when duty began:

**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK					TIME
Assigning Responsibility	Checklist and situation report received					
	Collect your emergency kit incl. forms, and ensure you have a phone charger with you					
	Exchange contact information with Emergency Coordinator (EC) at Local Airline Command Center (LACC)					
	Proceed near to the accident site to a safe area or crew assembly area					
	Establish contact with the crew, explain your role					
Collecting Information and Assessment of the Situation	Observe the condition of crew, ensure they receive medical care					
	Take care of the immediate needs of the crew and ensure their safety and security, and enforce no smoking when close to the site					
	Ask information on crew members not present. Use Personal Data Form (PDF) or List of Persons form (LPEF)					
	Collect names of uninjured crew and safeguard that list					
	Stay with the crew and ensure the crew stays together					
	Ensure all crew members are aware of the location of each other					
	Keep the crew away from the media and always ensure the safety and security of the crew					
	Ask the crew to contact their family members and loved ones					
	Ensure transportation is arranged for crew members (separate from the passengers) to a safe location and stay with the crew					
Status and Situation Reports	Give frequent updates to EC	Time:	Time:	Time:	Time:	
		Time:	Time:	Time:	Time:	
		Time:	Time:	Time:	Time:	
	Forward information on the status of the crew to EC					
	Ensure you have forwarded the registered information to LACC on persons moved to other locations					
Aircraft and Load	Keep a log of activities					
	Give frequent updates to crew on the process and situation					
	Ensure safe custody of baggage and personal effects of the crew					
Post-Accident Management	Close functions after command from Finnair Crisis Director					
	Participate in de-briefing sessions					

Forms: List of Persons Form (LPEF) Personal Data Form (PDF) Log of Activities

- End of CWC Checklist -

Station:

Date:

Page 1 of 1

Name:	Time when duty began:
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**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK					TIME
Assigning Responsibility	Checklist and latest situation report received					
	Collect relevant emergency kit incl. forms, and ensure you have a phone charger with you					
	Exchange contact information with Emergency Coordinator (EC) at Local Airline Command Center (LACC)					
	Proceed to Passenger Reception Center (PRC) at the airport					
	Record time when the center is activated					
	Brief all staff working in Passenger Reception Center (PRC)					
Assessment of the Situation	Ensure sufficient manning at PRC					
	Ensure safety and security of the passengers					
	Observe the condition of passengers					
	Take care of the immediate needs of the passengers, arrange e.g. beverages and blankets					
Collecting Information	Arrange medical assistance if not arranged by the authorities					
	Collect names of all uninjured pax, use Personal Data Form (PDF) or List of Persons Form (LPEF)					
	Ask where the injured passengers are taken (if information available)					
	Ask information on deceased passengers (if information available)					
Status and Situation Reports	Ensure registration of persons moved to other locations					
	Give frequent updates to EC	Time:		Time:		Time:
		Time:		Time:		Time:
		Time:		Time:		Time:
	Make sure the passengers are informed on the status of the situation					
	If no reports to give, tell what is being done (the procedures)					
	Hand out LERP Form J (the letter) to passengers, if applicable					
Reuniting	Ensure that Personal Data Forms (PDF/LPEF) are securely forwarded to LACC					
	Prepare for reuniting the passengers with their loved ones					
	Coordinate transfer of uninjured to the reunion area					
Aircraft and Load	Ask EC what is being done with the items (personal belongings of the pax) on board					
Post-Accident Management	Close functions after command from Finnair Crisis Director					
	Participate in de-briefing sessions					

Forms: List of Persons Form (LPEF) Personal Data Form (PDF) Log of Activities  
Payment Control Letter - Form J

- End of PWC Checklist -

Station:

Date:

Page 1 of 1

Name:

Time when duty began:

**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK					TIME
Assigning Responsibility	Checklist and situation report received					
	Collect relevant emergency kit incl. forms, and ensure you have a phone charger with you					
	Exchange contact information with Emergency Coordinator at Local Airline Command Center (LACC)					
	Proceed to Friends and Relatives Center (FRC) at the airport					
	Record time when center is activated, assign responsibility at FRC					
	Ensure sufficient manning and security for all those working at FRC					
Assessment of the Situation	Ensure all persons are there for meeting their loved one on board the flight affected and not representing the media					
	Take care of the immediate needs of persons meeting the passengers					
	Ensure safety and security of the friends and families					
	Arrange non-alcoholic beverages and food					
	Observe the condition of the persons directly affected					
	Arrange medical assistance if not arranged by the authorities					
Collecting Information	Make a head count on persons at the FRC					
	Explain your role and why everyone is registered					
	Collect names and register everyone, use Person Inquiry Form (PIF)					
	Ensure registration of persons moved to other locations					
Status and Situation Reports	Send status report on set intervals to EC	Time:		Time:		Time:
		Time:		Time:		Time:
		Time:		Time:		Time:
	Make sure friends and families are informed on the status of the situation					
	If no reports to give tell what is being done (the procedures)					
	Ensure timely briefings despite of no new information					
	Brief the friends and family members about the process					
	Ensure you have forwarded the registered information on persons moved to other locations					
Reuniting	Prepare for reuniting the friends and families with their loved ones					
	Allocate staff to work in the reunion area					
Post-Accident Management	Close functions after command from Finnair Crisis Director					
	Participate in de-briefing sessions					

Forms: Person Inquiry Form (PIF)  
Payment ControlLog of Activities  
Handover Form

Staff Allocation Form

Station:

Date:

Name:		Time when duty began:	
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**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK					TIME
Assigning Responsibility	Checklist and situation report received					
	Collect your emergency kit incl. forms, and ensure you have a phone charger with you					
	Exchange contact information with Emergency Coordinator (EC) at Local Airline Command Center (LACC)					
	Proceed to the hotel and record time when arrived					
	Start preparing facilities to serve as FAC					
	Assign responsibility at the hotel, explain your role					
Assessment of the Situation	Ensure all persons working in the hotel are briefed and ensure manning					
	Ensure the hotel is ready to serve as FAC, and record time when center activated, and families arrive					
	Explain the routine at the FAC e.g. when future briefings are scheduled					
	Ensure safety and security of the passengers and their loved ones					
Collecting Information	Arrange visible guarding and ensure no media is at the premises					
	Make a head count of the persons in the hotel					
	Observe the condition of the persons directly affected (PDA)					
	Collect names, use Personal Data Form (PDF) or List of Persons Form (LPEF) and secure the personal data					
Organizing	Ensure registration of persons moved to other locations, if applicable					
	Take care of the immediate needs of the PDA (e.g. clothing, shoes, wheelchairs, medication, eyeglasses)					
	Provide non-alcoholic beverages and food					
	Arrange medical assistance if not arranged by the authorities					
	Ensure crew is in a different hotel or different floor					
	Arrange timely briefings for the families and PDA (families must always receive the news from the authorities before the media)					
Status and Situation Reports	Ensure breaks for staff at the FAC					
	Give frequent updates to EC	Time:		Time:		Time:
		Time:		Time:		Time:
	Make sure PDA are informed on the status of the situation					
Post-Accident Management	If no reports to give tell what is being done (the procedures)					
	Assist Finnair Site Team and the 3rd party vendor when they arrive					
	Close functions after command from Finnair Crisis Director					
	Participate in de-briefing sessions					

**Forms:** List of Persons Form (LPEF) Personal Data Form (PDF) Log of Activities  
Staff Allocation Payment Control Handover

- End of Family Assistance Center Checklist -

Station:

Date:

Page 1 of 1

Name:	Time when duty began:
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**Do not release passenger or crew manifests to anybody without authorization from CD**

DUTY	TASK				TIME
Assigning Responsibility	Checklist and situation report received				
	Ensure all persons at the local Sales office are alarmed				
	Arrange contact with Emergency Coordinator if not in the same location				
	Arrange contact with Finnair Communications Unit in Finland				
	Open FER IT -system WebEOC if available. Contact FEC for access				
	Assign tasks for Sales office staff				
Collecting Information	Arrange contact with local embassies				
	Collect information available on the situation				
	Prepare a press release together with Finnair Communications Unit				
	Coordinate with embassies if interpreters available for the passengers				
Delivering Information	Start preparations for local interviews				
	Contact local PR agency				
	Attend a press conference arranged locally, always stick to the facts and never speculate, and remember when talking to the media you are addressing the families				
	Invite relevant embassies to Family Assistance Center (do not share the location with the media)				
	Arrange briefings at all locations				
	Make sure the latest company press release is available for everyone				
Status and Situation Reports	Communicate with embassies and keep them updated				
	Ask for status report on set intervals and keep EC updated	Time:	Time:	Time:	Time:
		Time:	Time:	Time:	Time:
		Time:	Time:	Time:	Time:
Administrative Matters	Stay in contact with Finnair Communications Unit and brief the local Sales office				
	FER IT -system WebEOC, is used for updating information. If not available, make sure that reports on the situation are delivered to FEC.				
	Prepare finance. File in all costs (Payment Control Form)				
Post-Accident Management	Keep a log of activities (Log of Activities Form)				
	Close function after command from Finnair Crisis Director				
	Arrange de-briefing for local Sales staff				
	Participate in de-briefing sessions				

Forms: Log of Activities

Payment Control Form

Staff Allocation Form

- End of ERC Checklist -

Use this form to collect data on persons directly affected. Make additional copies as needed.

このフォームは英語で記入してください

Please fill in this table in English.

<b>Location:</b>				<b>Page:</b>	
<b>Date:</b>		<b>Time:</b>			

**Form completed by:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Distribution:**  Airline  Authority  Other:

This is a confidential document. It includes personal data and shall not be made public.

<b>Form B</b> rev 3	<b>LOG OF ACTIVITIES</b>	
Use this form to maintain a log of activities and events. Make additional copies as needed.		
<b>Name of the function:</b>		
<b>Date:</b>		
<b>Time</b>	<b>Description of action</b>	
<b>Name of the log keeper:</b>		
<b>ID-number</b>		
<b>Title:</b>		
<b>Time when completed and dispatched to EC:</b>		

---

Signature

# STAFF ALLOCATION

Use this form to maintain a list of all staff activated for the response. Make additional copies as needed.

<b>Form completed by:</b>	
<b>Date:</b>	
<b>Time:</b>	

This is a confidential document. It includes personal data and shall not be made public.

Use this form to maintain a log of expenditure. Make additional copies as needed.

このフォームは英語で記入してください

请用英文填写此表格

**Name of the incident:**

Amount	Currency	Paid to	Reason

**Total:**

<b>Form completed by:</b>		<b>Date:</b>	
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This is a confidential document. It includes personal data and shall not be made public.

**Form E rev 3****DOCUMENT RELEASE FORM**

This form shall be used in all cases where any document(s), being property of Finnair, is or are handed into the custody of any statutory or juridical authority.

Write "TBA" if information is unavailable or still coming in or N/A if not applicable.

このフォームは英語で記入してください

请用英文填写此表格

<b>Date:</b>		<b>Time:</b>		<b>Place:</b>	
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**Name of the organization seizing or requesting the documents:**

**Name and title of the Official seizing or requesting the documents:**

<b>Phone:</b>		<b>Email:</b>	
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**Brief details of the legislation or law being invoked to gain custody of the documentation**

**Documents handed over**

<b>Description</b>	<b>Original</b>	<b>Copy</b>	<b>Number of Pages</b>

The documents are confidential documents. They include personal data, trade secrets and/or confidential commercial information and shall not be made public.

Please ensure all pages handed are marked as confidential.

<b>Signature of the Official taking custody of the documents:</b>	
<b>Signature of Finnair Representative handing over the documents:</b>	
<b>Name in printing:</b>	
<b>ID-number:</b>	

"We will record the information you provide, and it will be shared with our Special Assistance and other Response teams for the purpose of providing assistance and sharing confirmed information with the family"

このフォームは英語で記入してください

请用英文填写此表格

## A: CALLER OR OTHER CONTACT PERSON

Contact person's name*	
Relationship*	
Language*	
Telephone number*	
Address	
Name of Next of Kin (NOK) and relationship if not same person*	
Telephone number of NOK	

## B: PERSON INQUIRED

**Note: If child, please handle without delay!**

Passenger	<input type="checkbox"/>	Crew	<input type="checkbox"/>	Other	<input type="checkbox"/>	Age
						Date of Birth*
Last name*				First name*		
Nationality*				Language*		
Traveling with (name and relationship)						
Routing*						
Telephone number						
Home address						
Other information						

Listed as Passenger / Crew / Other person involved with incident  YES  NO

Verified by: \_\_\_\_\_

Contact person at airport  YES  NO Next of Kin (NOK) reached  YES  NO

Distribution  Airline  Authority  Other: \_\_\_\_\_

**\* must be filled out**

"We will record the information you provide, and it will be shared with our Special Assistance and other Response teams for the purpose of providing assistance and sharing confirmed information with the family"

このフォームは英語で記入してください

请用英文填写此表格

**A: PERSONAL DATA** Time: \_\_\_\_\_ **Note: If child, please handle without delay!**

Last name*			First name*		
Nationality*			Language*		
Age		Date of Birth*			
Telephone number					
Email					
Home address					
Traveling with (name and relationship)					
Flight number			Routing		
First Aid by					
<input type="checkbox"/> Uninjured*	Forwarded to*				
<input type="checkbox"/> Injured*	Forwarded to*				
Accommodation required	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Transportation required	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Immediate needs (specify)					
Verified on board	<input type="checkbox"/>	YES by:	<input type="checkbox"/>	NO by:	<input type="checkbox"/>

**B: CONTACT PERSON**

Contact person's name*		
Relationship*		
Language*		
Telephone number*		
Address		
Email		
Other valuable information		

Contact person at airport  YES  NO Contact person reached  YES  NO

Distribution  Airline  Authority  Other: \_\_\_\_\_

\* must be filled out

Use this form to handover duties in shift changes.

**Open issues that require immediate attention****Open issues that require problem solving****Other open issues**

<b>Role:</b>		<b>Date and time:</b>	
<b>Handover by:</b>		<b>Handover to:</b>	

Signature

Signature

This form is to be completed by Station Personnel representing Finnair and delivered to the local Authority Operations Center or Accident Site Command Post.  
 Write "TBA" if information is unavailable or still coming in or N/A if not applicable.  
 このフォームは英語で記入してください  
 请用英文填写此表格

## FLIGHT DATA

Airline (holder of the AOC)		
Flight Number		
Aircraft Type		
Registration		
Route	From:	To:

## PASSENGERS ON BOARD (number)

Adults	
Children	
Infants	
Total Passengers on Board	

## CREW ON BOARD (number)

Cockpit Crew	
Cabin Crew	
Possible other Crew	
Total Crew on Board	

## TOTAL SOULS ON BOARD (SOB)

## Hazardous Cargo Information (if possible, attach a copy of the cargo manifest and mark it confidential)

## Animals on Board (cabin and cargo)

## Amount of Fuel on Board

## Air Carrier Local Point of Contact (POC)

## Primary Phone Number

## POC's Email

DATE: \_\_\_\_\_

Dear Customer,

We are very sorry that you were involved in the unfortunate accident today and we regret the distress this must be causing. On behalf of Finnair, we wish to reassure you that we will do everything possible to provide you with the assistance and support you need.

The local authorities have commenced an investigation and will need all our participation to complete the formal procedures required to support the investigations into this accident. You will be asked to provide information, but due to the number of people involved, it may take a little time before you are interviewed. However please be assured everyone is working as quickly as possible and your help is really appreciated. In the mean while we will arrange food and refreshments for you. Please do not hesitate to approach us for assistance.

Once the authorities have completed their interviews, we will assist you with any arrangements you may require. It may take some time until you receive your baggage and personal items from the aircraft as these may be required as part of the investigation into the accident. We appreciate your patience and are sorry for the inconvenience. If there are essential items you require that can be purchased for you or critical medication you require, please contact us for assistance.

We will make all the arrangements for rebooking alternative travel to get you to your final destination or transport to take you home to your loved ones. Before you leave the airport, please make sure we have your personal details so we may contact you about practical things, like returning your baggage to you. It is very likely that there will be media outside and we can advise you how to deal with the situation if needed.

Please be reassured that we will do everything we possibly can to support you.

Sincerely,

Airport Service Team  
Finnair