

# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 4 – Critical Contact Information**

**Station:** **MUC**

**Last update by station:** **01SEP2024**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures

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<b>Critical Contact Information</b>		

## 1.1 Non-Carrier Specific Notification Information

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no.: country/city code/local number

## 1.2 Airport Authorities

<b>Contact</b>	Munich Airport Operations Center	o	+49 89 975 21410
		o	+49 89 975 21420



## 1.3 Airport Emergency Centre

<b>Contact</b>	Munich Airport Crisis Center	o	+49 89 975 21031
		o	+49 89 975 21032
		f	+49 89 975 21036



## 1.4 Air Traffic Control Services

<b>Contact</b>	Air Traffic Control MUC	o	+49 89 978 0346
		o	+49 89 978 0340
		o	+49 89 978 0342 /-0344



## 1.5 Other important authority, partner or organization you need to notify locally

<b>Contact</b>	LH HOC MUC Crisis Room	o	+49 89 975 76000 (HOC)
		o	+49 89 975 76981 (Crisis Room)
		f	+49 89 975 76109 (HOC)



### Critical Contact Information

## 2 Carrier specific station notification plan

[illegible]

## 2.1 SAS Station Notification plan (SK)

### When alarming

- Give preliminary, short accident briefing
- Give first orders / duty assignments
- Specify location of reporting to duty
- Entrust a reliable person with completion of notification calls, if necessary

<b>Operations Control Center STO STOOPSK (initial crisis center)</b>	o	<b>+46 8 797 3040 Only to be used in an emergency situation</b>
	e	<a href="mailto:sk.occ@sas.se">sk.occ@sas.se</a>
<b>Emergency Response Center STO Central Support Unit Crisis Center</b>	o	<b>+46 10 206 4957</b> <b>+46 10 206 4959</b> +46 8 797 2043 (back-up only)
	f	+46 8 797 2044 (back-up only)
	e	<a href="mailto:csu@sas.se">csu@sas.se</a>
<b>Corporate Communication STO</b>	o	+46 10 206 4927



help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country/city code/local number

<b>Airline: Station Manager</b>	o	+49 69 690 25273
<a href="#">Fuat Alp</a>	m	+49 151 543 16213
	e	<a href="mailto:Fuat.alp@sas.dk">Fuat.alp@sas.dk</a>
<b>Deputy</b>	o	+49 69 690 25273
<a href="#">Jörg Weißenstein</a>	m	+49 171 698 7050
	e	<a href="mailto:Joerg.weissenstein@sas.dk">Joerg.weissenstein@sas.dk</a>



**continued on next page**

<b>Handling Agent: Contact information</b>	m	+49 170 441 9125
DHS Dortmund Handling Service	o	
	e	muc@dhs.aero
<b>Response Coordinator ( person or function)</b>	m	+49 151 591 4279
Mrs. Ira Melnikow	e	ira.melnikow@dhs.aero



help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
 ▼ phone no. format: country + area/city code + local no.

<b>Office used as Station Emergency operation centre</b>	o	
	o	
	e	



<b>Cargo Contact (Dangerous Goods Handling)</b>	o	+49 89 975 94220
Swissport Cargo Services Deutschland GmbH	f	
	e	MUC.Cargo@swissport.com



<b>Local Code Share Partner (non-Star All., etc 1)</b>		
<b>Local Code Share Partner (non-Star All., etc 2)</b>		



**continued on next page**



<b>Other local key persons, e.g. Duty Manager, Local Sales Manager</b> <ul style="list-style-type: none"> <li>○ If already known, inform the person notified about planned function and duty location</li> <li>○ A general list of all staff should be maintained separately</li> </ul>		
Lars Krüger	m	+49 174 3124 523
SAS Key Account Manager Sales	e	Lars.kruger@sas.dk

## 2.2 Station Notification ( ) Do not update page 5-6

### When alarming

- Give preliminary, short accident briefing
- Give first orders / duty assignments
- Specify location of reporting to duty
- Entrust a reliable person with completion of notification calls, if necessary




help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

<b>Airline: Station Manager</b>		
<b>Deputy</b>		



<b>Handling Agent: Manager</b>		
<b>Deputy</b>		



continued on next page

## Critical Contact Information

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email

▼ phone no. format: country + area/city code + local no.

Office used as Emergency Response Center		



<b>Cargo Contact</b> (Dangerous Goods Handling)		



<b>Local Code Share Partner</b> (non-Star All., ctc 1)		
<b>Local Code Share Partner</b> (non-Star All., ctc 2)		



**Other local key persons, e.g. Duty Manager, Local Sales Manager**

- If already known, inform the person notified about planned function and duty location
- A general list of all staff should be maintained separately

[illegible]

### 3 Station Overview

#### 3.1 Local Skyteam Station Management

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

<b>Air France/KLM</b>	m	+49 175 219 6584
Patrik Toepfner (Station Manager)	o	
	e	patoepfner@airfrance.fr
Myriam Rochat (Station Managers Deputy)	o	
	e	myrochat@airfrance.fr

<b>Air Europa</b>		
Valentin Lantigua (Station Manager)	o	+49
	e	muckkux@air-europa.com
	o	

<b>ITA Airways</b>		
Donatella Squeo-Weis (Station Manager)	m	+49 160 9399 2790
	o	
	e	Donatella.squeo-weis@ita-airways.com
	o	

<b>Delta Airlines</b>		
Francesco Dell Aquila (Station Manager)	o	+49 89 975 91630
	m	+49 151 174 55 810
	e	Francesco.dellaquila@delta.com
	m	+49 176 8215 3245
	f	+49 89 975 91876

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

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m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

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(Station Manager)		
(Station Managers Deputy)		

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(Station Manager)		
(Station Managers Deputy)		

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(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		



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▼ phone no. format: country + area/city code + local no.

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(Station Managers Deputy)		

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(Station Managers Deputy)		

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(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

### 3.2 Organizational Aspects

Ground Handling Contractors	
○ provide company names only, no detailed contact information required here	
Swissport Losch Munchen GmbH &co. KG	<a href="mailto:MUC.Operations@swissportlosch.com">MUC.Operations@swissportlosch.com</a>  Phone +49 (0)89 975 91282 Fax +49 (0)89 975 91287 Telex MUCKSXH
	t.b.a.
	t.b.a.

Supervision of Ground Handling performed by	
○ if applicable, provide company names only, no detailed contact information required here	
Swissport Losch	Ramp service
	t.b.a.
	t.b.a.

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## Critical Contact Information

### Organizational Aspects (continued)

[illegible]

**Code Share partners with maybe helpful local or close resources**

- *provide names and/or code of respective airline(s)*

	t.b.a.
	t.b.a.

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### 3.3 Organizational Aspects

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Updated Airport Authorities emergency plan available at station office?	Yes
Contents of Airport emergency plan reflected in station emergency procedures?	No
Does the airport authorities provide	
- Initial care for uninjured passengers?	Yes
- Initial care for Meeters and Greeters?	Yes

### 3.4 Airport Crisis Center

Location	Munich Airport, GAT North, Building 171.07, Room 101	o	+49 89 975 21031
		o	+49 89 975 21032
		f	+49 89 975 21036
Does the airline representative have access?		Yes	

### 3.5 Local Telephone Enquiry Centre (LTEC)

Location (if available)	GAST/EPIC c/o Police Department Munich Airport Nordallee 1 85356 Munich Airport	o	+49 89 979 1854 /-1855
		f	+49 89 979 1856
		e	epic@munich-airport.de
Number of incoming lines available		16	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	

### 3.6 Passenger Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410 (via FMG)
		f	+49 89 975 21036
Which organization is in charge?		FMG	
Who assumes the leadership in this room?		German Police	
Where are the resources (attendants) drawn from?		FMG	
Are communication facilities available?		Yes	
Availability of private rooms for sensitive talks?		Yes	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	
Access control and security provided? By whom?		German Police	

### 3.7 Family and Friends Center (FFC)

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410 (via FMG)
		f	+49 89 975 21036
Which organization is in charge?		FMG	
Who assumes the leadership in this room?		FMG/German Police	
Where are the resources (attendants) drawn from?		FMG	
Are communication facilities available?		Yes	
Availability of private rooms for sensitive talks?		Yes	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	
Access control and security provided? By whom?		German Police	



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### 3.8 Reunion Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410
		f	+49 89 975 21036
Which organization is in charge?	FMG		
Who assumes the leadership in this room?	FMG/German Police		
Where are the resources (attendants) drawn from?	FMG		
Are communication facilities available?	Yes		
Availability of private rooms for sensitive talks?	Yes		
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)	Yes		
Access control and security provided? By whom?	German Police		

### 3.9 Family Assistance Centre (Hotel)

Does the station or the local airline community have agreements with hotels for emergency accommodation of uninjured passengers and families? (If yes, provide contact information below)	NO (LH)		
Hotel name and location	Best Western Plus Park Hotel Erding		NH Schwaig
	Hilton Airport, Munich Airport o		Sheraton Schwaig (SAT Hotel)
	Novotel Airport, Munich Airport		Mövenpick Hallbergmoos

### 3.10 Local Media Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location (if available)	"Forum M" Press Centre south wing of Munich Airport Centre on level 04	o	+49 89 975 21410
		o	+49 89 975 21420
Which organization is in charge?		FMG	
Are communication facilities available?		Yes	
Access control and security provided? By whom?		FMG	
Spokes- person of the airport authority	FMG Corporate Communications MUC Duty Manager	o	+49 89 975 41180
		e	
other Spokes- person (name also organization)			

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## 4 Useful Local Contacts

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

### 4.1 Air Traffic Services (ATC/ATS)

DFS German Air Traffic Control Tower Duty Supervisor ACC MUC	o	+49 89 978 0340 /-0342 /-0346
	o	+49 89 978 0330

### 4.2 Banks (Local)

Sparkasse Terminal 2, Level 04, public area Sparkasse Terminal 1, MAC, Level 03	o	+49 8122 5511 3220
	o	+49 8122 5511 3200
Reisebank AG Munich Airport Centre, Level 03, public are	o	+49 89 970 1721
Reisebank AG Terminal 2, Level 03, public area	o	+49 89 975 844
Reisebank AG Terminal 2 Level 04, non-public area Level 05, non-public area	o	+49 89 973 06759
	o	+49 89 970 51425

### 4.3 Cargo Handling Office

Swissport Cargo Services Deutschland GmbH	o	+49 89 975 94220
	e	<a href="mailto:MUC.Cargo@swissport.com">MUC.Cargo@swissport.com</a>

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#### 4.4 Car Rental Agencies

AVIS Budget via AVIS	o	+49 89 975 97600
Alamo	o	+49 1805 4625
Europcar	o	+49 1805 221122
Hertz Sixt	o	+49 89 978 8612
	o	+49 1806 25 25 25

#### 4.5 Catering Services / Restaurants

Gate Gourmet	o	+49 89 975 93424

#### 4.6 Communication Support (local companies – contracted or useful if needed)

FMG Corporate Communications MUC Duty Manager	o	+49 89 975 41180
LH Corporate Communications MUC Duty Manager	o	+49 89 977 2903
	o	+49 89 977 2900
media type		
media type		

#### 4.7 Customs


#### 4.8 Department Stores

<a href="#">Marc O'Polo</a> Terminal 2, non-public area, Level 04 <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 975 84241</a>
	o	<a href="#">+49 89 975 83850</a>
<a href="#">Shoe Port</a> <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 978 80777</a>
<a href="#">Müller Drogerie</a> <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 973 379280</a>

#### 4.9 Doctors (preferably airline contracted, if available)

<a href="#">Airport Clinic M (MediCare)</a> Terminal 1, Module E, Level 03	o	<a href="#">+49 89 975 63350</a>
	o	<a href="#">+49 89 975 63344 (for emergency)</a>

## Critical Contact Information

#### 4.10 Embassies & Consulates

[illegible]

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#### 4.11 Ground Transportation (rail, bus, limousine service, taxi, etc.)

Deutsche Bahn (S-Bahn) rail	o	+49 89 13087 1111 (Notfälle)
	o	+49 1805 996 633
Autobus Oberbayern bus	o	+48 89 3230 4231
	o	+49 89 3230 4232
type of transportation		
type of transportation		
type of transportation		
type of transportation		
type of transportation		

#### 4.12 Helicopter / General Aviation Operators

MHS Helicopter Flugservice	o	+49 89 975 97380
	o	
Jet Executive Int. Charter GmbH & Co. KG	o	+49 211 602 7775

### Critical Contact Information

### 4.13 Hospitals

[illegible]



#### 4.14 Hotels

Hilton Munich Airport	o	+49 89 978 20
Novotel Munich Airport	o	+49 89 970 51 30
NH Hotel Munich	o	+49 8122 976 699
Best Western Plus Park Hotel Erding	o	+49 8122 4990
	f	+49 8122 499 499
Best Western Erding	o	+49 8122 99900
Corbin Freising	o	+49 8161 88690
Dorint Freising	o	+49 8161 5320

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#### 4.15 Language Interpreters

via Police (Bundespolizei) any language(s)	o	+49 89 979 2044
	o	+49 89 979 2045
languages		
languages		
languages		
languages		
languages		
languages		

#### 4.16 Law Enforcement Agencies (Police)

Federal Police Operations Centre	o	+49 89 973 07 9900
	o	+49 89 973 07 9901
Munich Airport Police Department Coordination Centre	o	+49 89 979 1012
	o	+49 89 979 1014
Police Headquarters Upper Bavarian North Operations Centre	o	+49 841 9343 1210
	o	+49 841 9343 1211
Field of activity		

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#### 4.17 Lawyers / Legal Counsel (airline contracted, where available)

Cornelius Bartenbach Haesemann & Partner SAS <b>Ernst Eisenbeis</b> Rechtsanwalt	o	+49 221 95190-82
	m e	+49 172 8578269 <a href="mailto:e.eisenbeis@cbh.de">e.eisenbeis@cbh.de</a>
Contracted airline(s)		
Contracted airline(s)		
Contracted airline(s)		

#### 4.18 Office Supply Store

Deutsche Post MAC, Level 03, public area	o	+49 89 973 06945

#### 4.19 Parcel / Shipping Service (e.g. DHL, TNT, Fedex etc.)

DHL Airways GmbH	o	+49 89 978 875 0
Federal Express Corp	o	+49 89 975 959 75
TNT Express GmbH	o	+49 89 975 945

#### 4.20 Postal Services

Deutsche Post MAC, Level 03, public area	o	+49 89 973 06945

#### 4.21 Psychologists / Mental Help / Trauma Support


#### 4.22 Public Health Agencies

Erding Public Health Office	o	+49 8122 581430
Bavarian Health & Food Safety Authority LGL	o	+49 89 975 214890
Field of activity		
Field of activity		

#### 4.23 Red Cross / Crescent / First Aid

Bavarian Red Cross Erding	o	+49 8122 97620
	o	+49 8122 97610
Rettungsstelle Erding	o	+49 89 975 90189
	o	+49 8122 59 1789

#### 4.24 Religious Representation

Airport Pastoral Services	o	+49 89 975 90927
	o	+49 89 975 90932
Denomination		
Denomination		
Denomination		
Denomination		
Denomination		

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#### 4.25 Security (Companies providing access control staff, guards etc.)

CAP Airport Munich	o	+49 89 975 91071
	o	+49 89 975 91070
Airport Security Services (WASI)	o	+49 89 975 63126
	o	+49 89 975 63110 (for emergency)

#### 4.26 Shipping Services see Parcel / Shipping Services

#### 4.27 Additional important or useful local contacts

Local Aviation Authority of Southern Bavaria	o	+49 89 975 90400
	e	lss@reg-ob.bayern.de
Bavarian State Ministry of Economic Affairs, Infrastructure, Transport and Technology (Operator)	o	+49 89 2162 0
District Veterinary Office Checkpoint Airport (Veterinarian on duty)	o	+49 1522 1896419

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## 5 Maps

Map name	short description, only if needed
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Map name

short description, only if needed



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Map name

short description, only if needed

# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 1 – Preplan Information**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures.

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<b>General</b>		

## Section 1    General

### 1    About This Manual

The Station Emergency Response Plan has been developed for use in the event of an emergency at a station. The intent of this document is to provide the station with procedures and fill in forms that can be used when preparing their Station Emergency Response Plan. This document will ensure that all **SAS** stations are following similar processes when managing a crisis. This manual is intended to complement the Corporate Emergency Response Plan.

### 2    Scope

This plan has been developed for use in the event of an accident or major incident that requires a response. The present procedures cover the following:

- Aircraft accidents
- Incidents such as severe air turbulence and slide evacuations involving death or serious injury
- Acts of unlawful interference such as bomb threats and hijackings
- Medical Emergencies

### 3    Using the Station Emergency Response Plan

The Station Emergency Response Plan is a template that is intended to provide the station with guidelines that will ensure that all participating carriers follow similar processes and that stations maximize the resources available to a carrier managing a crisis. The template has been developed so that updates can be easily made with a minimum amount of work.

If, in the course of preparing your plan, you come across laws and regulations that are specific to your Country/Station that need to be reflected in the manual, notify Emergency Response Planning so that the appropriate changes can be made and properly recorded.

### 4    Forms

This plan contains a number of forms for use in the event of an aircraft accident. Management is responsible for ensuring that sufficient quantities of these forms are on hand at the station for use when an accident occurs.

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## **Section 2     Development of Station Emergency Response Procedures**

The Station Emergency Response Plan is an addendum to the Corporate Emergency Response Procedures of the air carrier involved in the emergency and as such is intended to take into account information that is unique to the station and the laws of the land to which they apply.

Where questions or concerns arise during the development of the Station Emergency Response Plan, Emergency Response Planning can be contacted for clarification and assistance.

### **1     Station Emergency Response Coordinator**

The first step that should be taken in developing the station plan is assigning a Station Emergency Response Coordinator. The Station Emergency Response Coordinator is responsible for ensuring that the station plan is maintained and ensuring that there is a liaison between Emergency Response Planning and the station. The Station Emergency Response Coordinator should, if possible, be a member of station management staff. If the Company does not have management staff at the station, this position can be delegated to the Ground Handler.

Once someone has been assigned to this position, the contact information for this person must be forwarded to Emergency Response Planning so that we can begin working and corresponding with the person immediately.

## **2     Developing Your Plan**

There are a number of things that need to be considered when developing your plan. This first section of the manual is intended to walk you through areas that need to be considered.

### **2.1     Local Requirements**

Prior to developing your Station Emergency Response Plan, review the local Airport Authority's Emergency Response Plan in order to ensure that the station's responsibilities are fully addressed. Further, take into account the following:

- Staff availability.
- The absence of supervisory personnel.
- The use of services from other airlines.
- The use of assistance from a ground handler.
- The assignment of checklists to positions.
- The designation of an alternate for each position that is assigned a checklist.
- The requirement to assist **SkyTeam** or code share carriers.
- The ability to access facilities after hours.
- Access to the airport if it closes at night.
- Access to Company offices.
- The ability to turn on lights and heating and cooling in the terminal if required.
- Access to ticket coupons and Passenger Manifest Cards for passenger manifest verification.egal Requirements

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In developing your plan pay particular attention to local laws governing:

- Emergency response
- The assistance of passengers and family members
- The reconciliation of the passenger manifest
- The posting, or releasing, of the manifest in the aftermath of an accident.
- Death or unconsciousness of passengers or employees regardless of cause
- Employee or passenger intoxication from alcohol, narcotics or hypoxia
- Unlawful interference (bomb threats and hijackings)
- Disruptive passengers or employees
- Privacy legislation

Where there are specific legal requirements for the country that you represent, you will be responsible for informing Emergency Response Planning of these requirements.

### **3 Staffing**

While not always possible, personnel chosen to be part of the Emergency Response Team should be volunteers that have expressed an interest in this area. Having personnel volunteer for the team will ensure that the team member has an interest and also ensures a high level of commitment.

#### **3.1 Staffing Priorities**

The following provides a list of positions that should be filled during a response to an emergency. It is understood that smaller stations may have difficulty immediately filling these positions with Company personnel and may not be able to fill the positions until assistance arrives from other carriers, other stations or from the Company Field Team.

The positions are listed in the order that they should be filled.

##### **3.1.1 Airport Authority Emergency Operations Centre<sup>1</sup> Liaison**

The Emergency Operations Centre Representative is charged with the responsibility of attending the Airport Authority Emergency Operations Centre, ensuring that the airline's responsibility has been fulfilled and acting as a liaison between the Emergency Response Centre and the Emergency Operations Centre.

##### **3.1.2 Response Coordinator**

The Response Coordinator will be responsible for recording significant events and milestones in the response to the accident or incident and will ensure that the Station Emergency Operations Centre Representative has the necessary information to keep the Emergency Response Centre informed of what is happening.

##### **3.1.3 Reconciliation Coordinator**

The Reconciliation Coordinator is responsible to the Response Coordinator for overseeing the management of the Passenger Centre, Family and Friends Centre, Reunion Centre and Hospital Teams. The Reconciliation Coordinator is also responsible for transportation, passenger tracking, and hospital and hotel coordination.

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<sup>1</sup> The Airport Authority Emergency Operations Centre may in some cases be referred to by the Airport Authority as the Emergency Coordination Centre.



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#### **3.1.4 Passenger Centre Representative**

The Passenger Centre Representative is responsible for ensuring that passengers brought to the centre are properly cared for, documented and, where possible, reunited with family members.

#### **3.1.5 Family and Friends Centre Representative**

The Family Centre Representative will be responsible for ensuring that family members brought to the centre are properly cared for, documented and provided information and where possible reunited with family members.

#### **3.1.6 Hospital Representatives**

Where possible, this position should be filled by Special Assistance trained personnel from outside the airport. By having personnel from outside the airport provide the support for hospitals we avoid losing staff from the airport that we may not be able to replace.

#### **3.1.7 Reunion Centre Coordinator**

The Reunion Centre Coordinator is responsible for establishing the Reunion Centre and working with the Passenger Centre and Family and Friends Centre to arrange the reunion of passengers and families.

#### **3.1.8 Incident Command Centre Liaison**

The Incident Command Centre Liaison is ideally someone from Maintenance who can not only monitor activities at the site but can also provide the Crash/Fire/Rescue personnel with answers to their questions concerning the aircraft.

#### **3.1.9 Event Secretary**

The Event Secretary is responsible for supporting the initial Station response to an event through activation of the Emergency Response Envelopes. The Event Secretary also notifies local agencies and employees that an event is in progress, and provides oversight of the Family and Passenger support facilities at the airport.

## **4 Facilities**

In order to properly respond to an accident and assist passengers, families and crewmembers affected by an aircraft accident, the station must have appropriate facilities designated as response facilities. These facilities should, where possible, be at the airport and can be Company or Airport facilities. Where the airport is not large enough to support some of these facilities consideration can be given to using nearby hotels or other appropriate facilities.

The following is a list of facilities that will be required during the response to an accident. In some cases the Airport Authority may assign facilities.

### **4.1 Station Emergency Operations Centre**

The Station Emergency Operations Centre is a local Company facility that would be used by station personnel to coordinate station activities and communicate with the Emergency Response Centre. This facility can be any Company office that is easy to secure and has the telephone and computer connections required to respond to an accident.

The Station Emergency Operations Centre should, at a minimum, have the following equipment:

- Two telephone (one of which should have speaker phone capability)
  - One for an open line to the Emergency Response Centre
  - The other for incoming and outgoing calls

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- Access to a facsimile machine
- Access to a photocopier
- WIFI or Network access.

It is understood that it may not be possible to have equipment that is dedicated to an emergency. With a little forethought it is possible to utilize existing equipment. For example, with regard to the telephones and facsimile machines it is possible to run an extension cord from the existing outlets into the room that has been designated as the Station Emergency Response Centre.

## **4.2 Passenger Centre**

The Passenger Centre is intended to provide a quiet, private, secure place to identify and document uninjured passengers who were involved in the accident.

When choosing a location for the Passenger Centre the following should be taken into account:

- The ability for passengers to arrive at, and depart from, the centre outside of public scrutiny.
- Security to prevent unwanted intrusions.
- Private rooms where passengers can be interviewed away from the other passengers.
- Telephones to allow passengers to call home.
- Washroom facilities.
- WIFI access.

## **4.3 Family and Friends Centre**

The Family and Friends Centre is intended to provide a safe haven for friends and relatives waiting for information concerning loved ones who were on board the aircraft involved in the accident or incident.

When choosing a location for the Passenger Centre the following should be taken into account:

- The ability for passengers to arrive and depart from the centre outside public scrutiny.
- Security to prevent unwanted intrusions.
- Private rooms where passengers can be interviewed away from the other passengers.
- Telephones to allow Family members and Friends to call home.
- Washroom facilities.
- WIFI access.

## **4.4 Reunion Centre**

The Reunion Centre is intended to provide a private and secure space for survivors and friends and family to be reunited.

When choosing a location for the Reunion Centre the following should be taken into account:

- The ability for passengers and friends and family to arrive and depart from the centre outside public scrutiny.
- Security to prevent unwanted intrusions.
- Washroom facilities.
- WIFI access.

## 4.5 Field Team Operations Centre

The airport closest to the site of the accident will be required to provide a facility for the Field Team to assemble in and work out of while they find a more suitable facility. This facility should be equipped with the following:

- At least two telephone (one of which should have speaker phone capability)
  - One for an open line to the Emergency Response Centre
  - The other for incoming and outgoing calls
- Access to a facsimile machine
- Access to a photocopier
- WIFI or Network access.

## 4.6 Meeting Areas

In the aftermath of an aircraft accident there is a likelihood that the police authorities will block roads around the airport in order to allow ambulances and emergency vehicles to more easily move around the airport and get to hospitals. While this makes it easier for emergency services personnel it creates a problem with airlines that are dependent on staff arriving from home to assist in the response to the accident. Where possible, Carriers should work with the operating committee of the airport to set up a common meeting area where airline personnel can congregate and await transportation or an escort to the airport.

## 5 Special Assistance Teams

Special Assistance Team members are volunteers that have been trained to provide assistance to passengers and families of passengers in the aftermath of an aircraft accident or incident. Team members are provided with a training program that is followed by periodic recurrent training.

All personnel that are managing or working in the Passenger Centre, Family And Friends Centre and Reunion Centre or working on a Hospital Team should have Special Assistance Training.

### 5.1 Training

Emergency Response Planning is responsible for providing training to Special Assistance Team members.

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## 5.2 Deployment

The station is responsible for contacting and deploying local Special Assistance Team members when an accident or major incident occurs. These Special Assistance Team members would work with survivors and families in the following areas:

- Passenger Centre
- Family and Friends Centre
- Reunion Centre
- Hospitals where survivors are being treated

## 5.3 Applying to be a Special Assistance Team Member

Emergency Response Planning is always looking for Special Assistance Team volunteers. To apply to become a Special Assistance Team member, employees should contact Emergency Response Planning.

# 6 Passenger Name List Handling

The passenger name list is a confidential document and as such is not to be distributed or copied without permission from the Operating Carrier.

## 6.1 Passenger Name List Distribution

Any request for copies of the passenger name list must be cleared with the Operating Carrier's Emergency Response Centre.

## 6.2 Release of Passenger Names

Unless required by law, the names of passengers would not normally be released to the public. Where it is necessary to release the names of the passengers involved in the accident the names will only be released to the public with the permission of the passenger and/or family. If the passenger and/or family have given permission to release the name, they must be asked if they require additional time to inform other family members prior to the release of the passenger's name. Where additional time is required, the release of the passenger's name will be withheld for the amount of time requested by the family and/or passenger.

## 6.3 Codeshare and SkyTeam Carrier Passengers

In the event of an accident involving an SkyTeam carrier, Regional, codeshare or connector carrier, the Emergency Response Centre will be responsible for notifying the carrier as soon as it is known that codeshare or SkyTeam passengers are on the flight.

A list of passengers registered as codeshare and SkyTeam carrier passengers is produced during the passenger information lockout process. The Emergency Response Centre will pass this list to the carrier as soon as the names on this list have been verified.

## 6.4 Foreign Nationals

As soon as the passenger name list has been verified, the passenger name list will be sent to the respective authority, e.g. US Department of State, Ministry for Foreign Affairs etc..

If, during the course of obtaining family contact information, it becomes apparent that the passenger or the family of a passenger are citizens of another country, the Foreign Affairs Emergency Centre should be notified of the situation immediately. Foreign Affairs will be responsible for notifying the government of a foreign country that a citizen of their country has been involved in an aircraft accident.

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## 7 Ground Casualties

It is the Company's intent to assist persons, and the families of persons, on the ground that are injured or die as a direct result of the aircraft accident. To ensure that this is done information concerning ground casualties must be forwarded to the Emergency Response Centre as soon as it is known.

## 8 Ground Damage

It is the Company's intent to work with the owners of equipment or facilities that have been damaged or destroyed as a direct result of the aircraft accident. To ensure that this is done information concerning ground damage must be forwarded to the Emergency Response Centre as soon as it is known.

## 9 Accommodations for Passengers, Families and the Emergency Response Field Team

While the initial care and assistance of passengers and family members will be provided at the Family and Friends Centre and Passenger Centre, it will be necessary to establish a facility to provide longer term care and assistance.

It is the Company's intent to accommodate passengers, family members in one hotel.

In the aftermath of an aviation disaster it is essential that the company obtain sufficient hotel rooms to house those involved as quickly as possible. It is imperative that this task be completed immediately after the confirmation of an aviation disaster, as there will be a tremendous pressure for hotel rooms from various news and government agencies. If not able to obtain sufficient guestrooms to house survivors and families of passengers, the response effort will be severely hampered further it is likely that the company will be criticized for not taking care of those involved in the disaster.

In responding to an accident, the Emergency Response Team will require two (2) hotels. One hotel will be used to accommodate the family members of the passengers on the affected aircraft and the other hotel will accommodate the responders.

The priority will be to obtain a single hotel for use as the Family Hotel.

The Senior Station Representative is responsible for identifying hotels that are suitable and would be amendable to helping us house families in the aftermath of an aircraft accident.

In the event of an aircraft accident, the station will work with chosen hotel to obtain sufficient guestrooms to house those involved in the disaster.

In securing the Family Assistance Centre for the use of the survivors and the families of passengers, the following strategies are suggested:

- Where there are groups in the hotel, attempt to negotiate the movement of these groups to another hotel. This should be accomplished with the help of hotel management using the guestrooms that have been secured at other hotels.
- Where a company has a group staying at the hotel, contact the company and ask if they would consider recalling their employees or moving their employees to another hotel.
- Where possible, with the help of hotel management, ask individual guests if, in light of the situation, they would consider moving to another hotel.

It is hoped that, through the use of this strategy, the operating carrier will be able to secure the accommodations that will be required in the aftermath of the disaster and thereby provide the care and assistance required by the survivors and families of the passengers involved.

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## **9.1 Family Assistance Centre**

The Family Assistance Centre is the hotel that will be used to accommodate passengers, family members. Further, the Family Hotel will also house facilities required to support the assistance of passengers and families.

### **9.1.1 Joint Family Support Operations Centre**

The Joint Family Support Operations Centre is intended to provide an area where the airline and other agencies can work together to ensure the coordination of Family Assistance Activities. In the United States the requirement for and the set up of the Joint Family Operations Centre is legislated through the Federal Family Assistance Plan for Aviation Disasters.

### **9.1.2 Family Assistance Centre**

The Family Assistance Centre is intended to be a reception area where Special Assistance Team members can work with family members.

### **9.1.3 Briefing Room**

The Briefing Room is intended to provide an area where family members can be provided briefings by the Company and organisations involved in the response to the accident or incident concerning the most current, confirmed information pertaining to the affected flight.

### **9.1.4 Privacy Rooms**

Privacy Rooms are intended to provide a quiet and secure room where family members can be provided information or be interviewed. In most cases this can be a guestroom that has been cleared of normal furnishings (i.e. bed and night tables) and equipped with a table and chairs for the families to comfortably sit while being interviewed.

## **10 Transportation**

It is our intent to use commercial transportation such as charter buses, taxis and limousines companies to move the families. It is essential that you provide a list of companies in the emergency response plan. The companies that we want are those that will dedicate drivers, will ensure that there drivers are properly dressed driving late model luxury vehicles such as Mercedes Benz, Lincoln Town Cars,

## **11 Charitable Organisations**

Many airport authority emergency response plans call for the use of charitable organizations such as the Red Cross and Salvation Army to provide assistance to survivors, families and responders in the aftermath of an accident. Further, some countries have designated charitable organizations<sup>2</sup> to work with the airline in the aftermath of an accident. These charitable organisations can be a useful part of an emergency response plan. If you intend on using charitable organisations to help you or there is a legislated requirement for a charitable organization to be involved in the response to an accident or incident, the Senior Station Representative must spend time with the organization in order to ensure that there is an understanding of the expectations and work flow during the response.

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<sup>2</sup> The Foreign Air Carrier Family Support Act and Family Assistance Act in the United States have designated the American Red Cross as the organization that will work with the air carrier to provide Mental Health support and work with hospitals to gain access to injured passengers.

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## 12 Working with Hospitals

In the immediate aftermath of an accident the paramedics and ambulance services that respond to the accident will take injured passengers to local area hospitals for treatment. It is our intent to send representatives to these hospitals in order to provide assistance to passengers. In order to ensure that we can gain entry to the hospital, and access to the passengers, it will be necessary to work with the administrators of the hospital in advance of an accident. This is not a task that is done once and is finished; it is, due to staff changes, a task that needs to be done on a yearly basis.

When meeting with the hospital it is important to let the hospital know that our mission is to assist the passenger, ensure that their immediate needs are taken care of and provide information to family members. Further, we can be of assistance to the hospital by providing contact information for the family of survivors. It is not our intent to interfere with treatment or gather confidential data concerning the survivor.

Where possible, in order to do our job and help the hospital with theirs, we will need access to a small private area with a telephone. This office will be used to coordinate activities at the hospital and to arrange assistance for the family members and survivors. We will pay for all of the telephone expenses.

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## **Section 3      Station Emergency Response Review**

It is essential that all personnel involved in the response to an emergency are fully aware of the procedures that are to be followed. This awareness can only be maintained through the continual testing and exercising of the Station Emergency Response Plan.

Further, it is essential for the local Airport Authority to be aware of the Company's procedures in the event of an accident or incident. The Station Manager is responsible for ensuring that:

- The Airport Authority has a copy of the Company's Station Emergency Response Plan.
- The procedures are reviewed with the Airport Authority at least once a year.



# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 2 – Envelopes (Checklists)**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures.

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# Station Operations Center Quick Response Checklist

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**Station Emergency Response Checklists**

Envelope 1

## Station Operations Center Quick Response Checklist

**This envelope should contain the following:**

- ☐ Immediate steps for notifying operating carrier and activating response
- ☐ Notification call out tree
- ☐ Checklist assignment
- ☐ Employee / Ground Handler / Handling Agent contact information
- ☐ SkyTeam / Codeshare contact information (station only)

## Immediate action in the event of an aircraft accident

1. Notify Local Emergency Services and/or Airport Emergency Services
2. Contact Carrier's Operations Centre (See Air Carrier Contact Information)
3. Contact the Manager responsible for the Station
4. Activate Station Emergency Response Plan

# Station Operations Center Quick Response Checklist

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## Station Emergency Response Checklists

Envelope 1

**Station:**

**This document is intended to provide a quick start to a response to an aircraft accident or major incident and must be used in conjunction with the agreed upon Station Emergency Response Plan.**

It is important that you try to maintain a log noting the time of the calls that you have made and the action that has been taken.

Checklist Item	Contact Information	Comments
Notify Emergency Services	Tel. Number:	
Notify Airport Authority	Tel. Number:	
Notify Operating Carrier's Operations Control Centre	<p><i>Refer to Part 5 –Contact Information for the Operating Carrier's Contact information.</i></p> <p><i>You will be asked to stay on the line. Do not hang up for any reason. Ensure that you use a telephone that is private and secure.</i></p>	
Advise the Operating Carrier's Station Manager	<p><i>Refer to Part 5 –Contact Information for the Operating Carrier's Contact information.</i></p> <p><i>Advise the Station Representative and/or the Regional Manager responsible for the Station.</i></p>	
Activate Station Emergency Response Plan	<p><i>Ensure that checklists and forms have been distributed.</i></p>	
Ensure Fan Out Notification has started	<p><i>The Duty Manager starts the fan out by calling three people who will in turn call the people listed under their name.</i></p>	
Ensure welfare of Passengers and crew	<p><i>Ensure that the crew has been taken to a private secure area and provided a telephone or mobile phone.</i></p> <p><i>Ensure that Passenger Centre and Family and Friends Centre have been set up. Representatives going to the Passenger Centre and Family and Friends Centre must have the appropriate forms with them.</i></p>	

# Station Operations Center Quick Response Checklist

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## Station Emergency Response Checklists

Envelope 1

Ensure the forms are being sent to the Special Assistance Centre

*Ensure that complete forms are sent to the Special Assistance Centre as soon as possible.*

*Email is the preferred method.*

Ensure preservation of evidence and preservation of the accident site

*Ensure that all documents concerning the flight have been secured.*

*For departures ensure that the check-in area and boarding gate waste bins have been emptied and the waste paper properly secured.*

Provide the Operating Carrier's ERC with regular updates

*You should have been transferred to the open line in the Emergency Response Centre by Operations Control Centre. Contact the Operating Carrier's Emergency Response Centre if you do not have the number for the openline. If not contact one either of the two telephone numbers on the left.*

Determine Hotel to be used as Family Assistance Centre

*If possible, the uninjured passengers should be accommodated in one Hotel. Where possible accommodate family members with uninjured passengers. Ensure that the Operating Carrier's Emergency Response Centre is aware of the hotels being used.*

## Station Operations Center Quick Response Checklist

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**Station Emergency Response Checklists**

Envelope 1

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# Response Coordinator

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

## Response Coordinator

**This envelope should contain the following:**

- ☐ Response Coordinator Checklist
- ☐ Emergency Response Centre (ERC) contact information
- ☐ Accident Information Form
- ☐ Contact Information
- ☐ Corporate Emergency Response Centre Contact Information

**The role of the Response Coordinator is as follows:**

The Response Coordinator is responsible for managing the Station Response to an accident or major incident and maintaining an open line of communication with the Company Emergency Response Centre.

- Responsible for opening Station Emergency Operations Centre (EOC)
- Establish contact with the operating carrier's ERC and establish an open line
- Establish communications process to ensure ERC is provided up to date information concerning the response, passenger condition
- Develop local response strategy
- Request resources as required
- Coordinate local media response

# Response Coordinator

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## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Immediately report all accidents or major incidents to Operations Control for the operating carrier at:  Primary number:  Alternate number:
	In the event that the accident is an affiliated carrier, <b>SkyTeam</b> or Code-Share accident, System Operations Control and Emergency Management will coordinate with the appropriate Carrier.
	In the event of an emergency, the Company Emergency Response Centre (ERC) will be activated and will establish an open conference line (the conference call number provided by the System Operations Control Centre).
	Activate the Station EOC and join the conference line established by the Emergency Response Centre.
	Ensure that the Airport Authority is provided with souls on board count, estimated fuel on board and Dangerous Goods information (we will not release a copy of the Passenger Manifest).
	Coordinate with Corporate Communications (via the conference line to the Corporate ERC). Refer media requests to Corporate Communications. See Contact Information for direct telephone numbers.
	Provide information to the ERC as it becomes available.
	Schedule briefing sessions for employees.
	Coordinate response until the Company Field Team arrives.
	Prepare for the arrival of the Company Field Team.

# Airport Authority Emergency Operations Centre Liaison

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## Station Emergency Response Checklists

Envelope 1

## Airport Authority Emergency Operations Centre Liaison

**This envelope should contain the following:**

- ☐ Emergency Operations Centre Checklist
- ☐ Accident Information Form
- ☐ Contact Information
- ☐ ERC contact information

**The role of the Airport Authority Emergency Operations Centre Liaison is as follows:**

The Airport Authority Emergency Operations Centre (EOC) Liaison is responsible for reporting to the Airport EOC and representing the Company in a coordinated response to the emergency event.

- Responsible for reporting to the Airport Authority Emergency Operations Centre to represent the company and assist in developing response strategy for effective response
- Work with Airport Authority to ensure effective response
- Report passenger information to Response Coordinate and Assistance Coordinator
- Report Airport Authority strategy to Response Coordinator

### Response Coordinator Contact Information

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Mobile Telephone Number \_\_\_\_\_

The following telephone numbers are for the use of the checklist holder only. Do not distribute these numbers without permission from the Emergency Response Centre.

# Airport Authority Emergency Operations Centre Liaison

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Immediately report all accidents or major incidents to Carrier's Operations Control Centre at:  Primary number:  Alternate number:
	Communicate the locations of the following facilities: <ol style="list-style-type: none"><li>1. The Station Emergency Operations Centre</li><li>2. The Passenger Centre</li><li>3. The Family and Friends Centre (FFC)</li><li>4. The Reunion Centre</li></ol>
	Provide the Airport Authority EOC with the passenger count, estimated fuel on board at the time of the accident and cargo/ hazardous materials information. Provide the Company's ERC number if there are any questions.  The Station will not release passenger manifest information.
	Relay any passenger status updates to the Assistance Coordinator.  Passenger status updates maybe categorized into Green, Yellow, Red and Black to indicate severity of injuries.
	Ensure that frequent updates are provided to ensure a good flow of information and accurate passenger tracking.
	Relay survivor counts to the Event Secretary and number in transit to the Passenger Centre.

## Reconciliation Coordinator

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

## Reconciliation Coordinator

**This envelope should contain the following:**

- ☐ Assistance Coordinator Checklist
- ☐ ERC contact information
- ☐ Special Assistance Centre contact information
- ☐ Facilities Plan
- ☐ Hotel Plan / Alternate Hotel Plan
- ☐ Contact Information
- ☐ Passenger/Crew Information Form
- ☐ Enquirer Form
- ☐ Request Form
- ☐ Accommodation and Travel Form

**The role of the Assistance Coordinator is as follows:**

The Assistance Coordinator is responsible for transportation, passenger tracking, and hospital and hotel coordination.

- Responsible for ensuring Passenger and Family and Friends Centres are setup in private and secure areas
- Ensure Centres are adequately staffed
- Ensure that each hospital has at least one company representative in attendance
- Collect passenger and family information and provide information to the Response Coordinator
- Arrange for transportation and accommodation
- Take care of baggage

### Response Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Reconciliation Coordinator

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Coordinate with the Incident Command Centre (IC) Liaison and Hospital Team Representatives to establish a communication plan and ensure updates are reported to you frequently.
	Track the following information: <ol style="list-style-type: none"> <li>1. Name and contact number of hospitals treating passengers</li> <li>2. Number of passengers being treated at each hospital</li> <li>3. Name of passengers at each hospital, and their status (this information may be difficult to obtain and may not be immediately available)</li> <li>4. Status of passengers that have been treated and released</li> <li>5. Number of un-injured passengers that have been transported from the Site to the Passenger/Survivor Centre</li> </ol>
	Coordinate transportation for passengers that have been treated and released from hospitals. If a Family Assistance Centre (FAC) has not yet been established, passengers should return to the airport and be taken to the Survivor Centre. Ensure employees are in the Lobby to meet passengers when they arrive.
	Once the location of the Family Assistance Centre (FAC) is known, coordinate with the Corporate EOC to determine if you need to secure transportation to and from the airport. The selected hotel may have a shuttle service available
	Determine if additional hotel space is needed for passengers that have experienced travel disruption as a result of the accident.  Coordinate with Purchasing/Procurement in the Operating Carrier's Corporate ERC for additional room bookings if needed.
	Coordinate with Manpower and the Corporate ERC to determine if additional resources are needed to support local operations
	Contact Team Members at regular intervals for updates: <ol style="list-style-type: none"> <li>1. Station Emergency Operations Centre</li> <li>2. Passenger Centre</li> <li>3. Family and Friends Centre</li> <li>4. The Hospital Team</li> </ol>
	Coordinate with the Event Secretary to prepare a briefing for the Go Team and ensure seamless transition of information upon their arrival

## Passenger Centre Representative

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

## Passenger Centre Representative

**This envelope should contain the following:**

- ☐ Passenger Centre Checklist
- ☐ Special Assistance Centre contact information
- ☐ Passenger/Crew Information Form
- ☐ Request Form
- ☐ Accommodation and Travel Form

**The role of the Passenger Centre Representative is as follows:**

- Ensure that the Passenger Centre is setup in a private and secure area
- Register passengers and provide information to the
- Assistance Coordinator and Corporate Assistance Centre (Telephone Enquiry Centre/Special Assistance Centre)
- Ensure that telephones are made available to passengers to communicate with families
- Address any issues that you can
- Provide passengers with company information for any additional questions and concerns
- Arrange for Reunion, accommodation and onward travel as required
- Ensure food and beverages are available

### Assistance Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Passenger Centre Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Proceed to the pre-designated location for the Passenger Centre and establish the facility. If the facility has windows that allow the public a view into the Centre, cover the windows.
	Contact the Incident Command Centre (IC) Liaison to advise that the Passenger Centre is open and staffed.
	<p>Contact the Event Secretary:</p> <ol style="list-style-type: none"> <li>1. Advise that the Passenger Centre is open and staffed.</li> <li>2. If applicable, verify that the agreed support organization has been notified of the event and is responding.</li> <li>3. Verify that Airport Police presence has been requested for the Passenger Centre</li> </ol>
	If possible, arrange for the Passenger Centre to have a laptop, printer and WIFI. This will ensure the facility has connectivity and that you can communicate with the Family and Friends / Friends and Relatives Centre, Reunion Centre (if applicable) and the Corporate Assistance Centre (if applicable).
	Provide uninjured Passengers with all available information and updates as they become available.
	Provide uninjured Passengers with the operating carrier's published toll free telephone number for their reference.
	Arrange for snacks, drinks, pillows, blankets and tissues to be provided in
	Ensure that phone cards, cell phones and chargers are available for
	Work with uninjured Passengers to complete the uninjured Passengers Information Forms. Once complete, provide the uninjured Passengers with a colored wristband so that you have a visual indicator that their information has been recorded.
	<p>Fax or scan completed uninjured Passengers Information Forms to the operating carrier for cross-referencing / matching against the verified manifest:</p> <ul style="list-style-type: none"> <li>• Operating carrier facsimile number:</li> <li>• Operating carrier email address:</li> <li>• Operating carrier telephone number:</li> </ul>



## Family and Friends Centre Representative

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

## Family and Friends Centre Representative

**This envelope should contain the following:**

- ☐ Family and Friends Centre Checklist
- ☐ Corporate Assistance Centre contact information
- ☐ Enquirer Form
- ☐ Request Form
- ☐ Accommodation and Travel Form

**The role of the Family and Friends Centre Representative is as follows:**

The FFC is established to provide a private location for friends and relatives to gather and receive information about the event, along with updates as they become available.

- Ensure that the Family and Friends Centre is setup in a private and secure area
- Register family and friends and provide information to the Assistance Coordinator and Corporate Assistance Centre
- Arrange for Reunion as required
- Arrange for food and beverages

### Assistance Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Family and Friends Centre Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Proceed to the pre-designated location for the Centre and establish the facility. If the facility has windows that allow the public to view the Centre, cover the windows with paper to ensure privacy.
	<p>Contact the Event Secretary:</p> <ol style="list-style-type: none"> <li>1. Advise that the FFC is open and staffed</li> <li>2. If applicable, ensure that the designated support organization has been notified of the event and is responding</li> <li>3. Verify that Airport Police presence has been requested for the</li> </ol>
	Send an FFC volunteer to the Lobby to coordinate and assist with escorting friends and relatives to the FFC. Establish a "Check-In" area where they can be received.
	If possible, arrange for the FFC to have a laptop, printer and WIFI. This will ensure the facility has connectivity and that you can communicate with the Passenger Centre (if applicable), Reunion Centre (if applicable) and the Corporate Assistance Centre.
	Provide family and friends with all available information and the time of next update.
	Arrange for snacks, drinks, pillows, blankets and tissues to be provided.
	Ensure that phone cards, mobile phones and mobile phone chargers are available for friends and relatives.
	Provide friends and relatives with the operating carrier's toll free telephone number for their reference.
	Ensure that updates are given at regular intervals.
	Work with family and friends to complete the Family Inquiry Forms. Once complete, provide the family member or friend with a colored wristband so that you have a visual indicator that their information has been recorded.
	<p>Facsimile or scan completed Family Inquiry Forms to the appropriate Centre for cross referencing and matching against the verified manifest:</p> <ul style="list-style-type: none"> <li>• Fax _____</li> <li>• Email _____</li> <li>• Updates on the cross-referencing/ matching process can be obtained by calling: Telephone _____</li> </ul>

## Family and Friends Centre Representative

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

Time	Item
	<p>Where you are the Incident Station, work with the Passenger Centre Team to cross-reference completed Family Forms with Survivor Forms to make a match.</p> <p>Escort friends and relatives that have been matched with a Passenger to the Reunion Centre so that they can be reunited with their Loved One.</p>
	<p>Advise friends and relatives that the FFC is temporary facility, and that additional Staff is flying in to open a long-term facility to care for them at a local hotel.</p>
	<p>Note: The reunion of passengers and friends and relatives will only take place at the Reunion Centre to avoid distress to those not yet matched for Reunion.</p>
	<p>Request arrival time of the Go Team Charter / Special Assistance Team (SAT) from the Event Secretary. The Go Team is responsible for establishing the Family Assistance Centre (FAC).</p>
	<p>Coordinate with the Assistance Coordinator to establish transportation for friends and relatives to the Family Assistance Centre (FAC).</p>

## Family and Friends Centre Representative

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

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# Hospital Care Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

## Hospital Care Representative(s)

**This envelope should contain the following:**

- ☐ Hospital Care Representative Checklist
- ☐ Special Assistance Centre contact information
- ☐ Passenger/Crew Information Form
- ☐ Enquirer Form
- ☐ Request Form
- ☐ Accommodation and Travel Form

**The role of the Hospital Care Representative(s) is as follows:**

The Hospital Team is responsible for dispatching a Representative to each hospital treating injured passengers. Once established at each Hospital, Team Members will work with the Hospital and the applicable organization (if required) to determine the names of passengers being treated and their medical condition.

There should be at least one company representative available at each Hospital involved in response

- Obtain information concerning passengers that are being treated and treated and released
- Provide information to Assistance Coordinator and Corporate Assistance Centre
- Take care of passengers and family and friends in attendance at the Hospital

### Assistance Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Hospital Care Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	<p>Retrieve the Hospital Team Kit, then proceed to assigned Hospital and contact the Assistance Coordinator upon your arrival</p> <p>If multiple hospitals are being used, dispatch a Representative to each location.</p>
	<p>Bring adequate supply of Hospital Data forms, Passenger Information Forms and Action Logs. Be sure to wear your Company ID at all times.</p>
	<p>Work with Hospital Staff to secure a list of passenger names and their medical condition.</p> <p>Note: Hospitals may not release this information to you. Where possible, complete a Hospital Data Form and update the Passenger Tracking Spreadsheet for each patient treated at the hospital that you are assigned to.</p> <p>Provide updated Passenger and Crew information to the Assistance Coordinator.</p> <p>Facsimile Number: _____</p>
	<p>If possible, secure a comfortable and private waiting area at the hospital for friends and relatives.</p>
	<p>Shield friends and relatives from the Media. If necessary, coordinate with the Hospital and the Assistance Coordinator to obtain security presence.</p>
	<p>Assist passengers that have been “treated and released”. Guide them to transportation for the Passenger Centre or FAC (if established).</p> <p>Assist Crew Members that have been “treated and released”.</p> <p>Crew Members should not be transported to the FAC. Arrange for transportation to the Hotel that has been designated by the Flight Operations and Inflight Representatives.</p>
	<p>If a passenger refuses transportation to the Passenger Centre or FAC, ensure that contact information is obtained and provide them with the Operating Carrier’s toll-free number for further information or to address any questions or concerns.</p>
	<p>Ensure that you are prepared to transition paperwork and duties over to the Go Field Team upon their arrival.</p>

## Reunion Centre Representative

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

#### Reunion Centre Representative

##### This envelope should contain the following:

- ☐ Reunion Centre checklist
- ☐ Corporate Assistance Centre contact information
- ☐ Contact cards

##### The role of the Reunion Centre Representative is as follows:

The Reunion Centre is established to provide a location for Passengers matched to Friends and Relatives to be reunited in privacy whilst respecting those that have not yet been reunited.

- Responsible for setting up a private and secure area for the comfortable Reunion of passengers and family and friends
- Determine secure route for passenger and family departure
- Report information to Assistance Coordinator and Corporate Assistance Centre
- Address any issues that you can
- Provide passengers with company information for any additional questions and concerns
- Arrange for food and beverages

#### Assistance Coordinator

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Reunion Centre Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item
	Retrieve the ER Kit for the Reunion Centre Team. Proceed to the Station's pre-designated location for the Reunion Centre and begin to establish the facility. If the facility has windows that can be accessed by the public, cover the windows with butcher paper to ensure privacy.
	Contact the Event Secretary: <ul style="list-style-type: none"> <li>• Advise that the Reunion Centre is open and staffed</li> <li>• Verify that the designated support organization has been notified of the event and is responding</li> <li>• Verify that Airport Police presence has been requested for the Reunion Centre.</li> </ul>
	If possible, arrange for the Passenger Centre to have a laptop, printer and WIFI. This will ensure the facility has connectivity and that you can communicate with the Family and Friends Centre, Passenger Centre and the Corporate Assistance Centre (TEC/SAC).
	Coordinate with the Family and Friends Centre Team and the Passenger Centre Team to escort Family and Friends that have been matched with Passengers to the Reunion Centre
	Arrange for snacks, drinks, pillows, blankets and tissues to be provided in the Reunion Centre
	Distribute the Company's toll-free contact number that has been established for this event. Uninjured Passengers and their Family and Friends can contact the toll-free number at any time for additional information, answers to their questions and guidance for next steps.
	Provide any additional support or information as requested
	Coordinate with Passenger Centre and FFC Teams to reunite Passengers with Family and Friends.
	Assist the FFC and Passenger Centre Teams by escorting Family, Friends and Passengers that have been matched to the Reunion Centre.
	Request arrival time of the Go Team Charter/ Special Assistance Team (SAT) from the Event Secretary. The SAT volunteers are responsible for establishing this hotel facility.
	Coordinate with the Assistance Coordinator to establish transportation for Family, Friends and Passengers to the Family Assistance Centre (FAC).
	Advise Passengers, Family and Friends that the Reunion Centre is a temporary facility, and that additional Staff is flying in to open a long-term care facility.
	Note: Not all Passengers, Family or Friends will want to go to the FAC, especially if they have been reunited and have no injuries. If this is the case, ensure that we have exchanged contact information with them for follow-up.



## Event Secretary

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

## Event Secretary

**This envelope should contain the following:**

- ☐ Contact Information
- ☐ ERC contact information
- ☐ Facilities plan
- ☐ Hotel plan
- ☐ Alternate hotel plan
- ☐ Hospital plan
- ☐ Transportation plan
- ☐ Vendor/supplier list

**The role of the Event Secretary is as follows:**

The Event Secretary is responsible for supporting the initial Station response to an event through activation of the Emergency Response Envelopes. The Event Secretary also notifies local agencies and employees that an event is in progress, and provides oversight of the Family and Passenger support facilities at the airport.

- Assist in notification process
- Support and assist Response Coordinator
- Take notes and follow up on assigned tasks
- Assign scribes as required to Airport Authority Emergency Operations Centre Representative and Assistance Coordinator

### Response Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Event Secretary

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Event Secretary Checklist

Time	Item
	<p>Activate your Station's local Emergency Response Plan by assigning the ER Envelopes to Team Members using the Envelope Distribution Checklist.</p> <p>Ensure Team Members retrieve their ER Kits.</p>
	<p>Coordinate with the Family and Friends Centre, Passenger Centre and Reunion Centre Teams to establish a communication plan and ensure updates are reported to you frequently.</p>
	<p>Coordinate with the Corporate EOC to activate your Station's Employee Call List - Request a list of current Special Assistance Team (SAT) qualified employees.</p>
	<p>Coordinate with the Corporate EOC to activate your Station's Employee Call List - <input type="checkbox"/> Request a list of current Special Assistance Team (SAT) qualified employees.</p>
	<p>Ensure that any/all Airport video feeds (gate area, jetbridge etc.) have been secured. Any footage and/ or photos of the event should be sent to the Corporate EOC via fax or email.</p>
	<p>Coordinate with the Response Coordinator to ensure that Police Presence is available in the Lobby and outside the Family and Friends Centre (FFC)</p>
	<p>Contact the designated support organization and request their assistance at the following locations:</p> <ul style="list-style-type: none"> <li>• Family and Friends Centre (FFC)</li> <li>• Passenger Centre</li> <li>• Reunion Centre</li> <li>• Hospitals treating passengers</li> </ul>
	<p>Assign a Scribe to take notes in the Station EOC and support the Assistance Coordinator.</p>
	<p>Ensure that Security/ Local Police are stationed in the Lobby, Family and Friends Centre, Passenger Centre and the Reunion Centre</p>
	<p>Provide support to the following Passenger and Family Facilities. Ensure that they contact you with regular updates:</p> <ul style="list-style-type: none"> <li>• The Family and Friends Centre Team [1] [SEP]</li> <li>• The Passenger Centre Team [1] [SEP]</li> <li>• The Reunion Centre Team</li> </ul>
	<p>Coordinate with the Airport Authority to ensure that a Media Reception Centre is</p>

## Event Secretary

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

Time	Item
	established. Advise Corporate Communications via the Corporate EOC conference line once opened.
	<p>Begin preparation for the Corporate Go Team (if applicable):</p> <ul style="list-style-type: none"><li>• Briefing for Go Team upon arrival</li><li>• Transportation for the Team to the Family Assistance Centre (FAC) location<sup>[1]</sup></li><li>• List of hospitals treating passengers<sup>[1]</sup></li><li>• List of family Members in the FFC List of un-injured passengers in the Passengers Centre<sup>[1]</sup></li></ul>

## Event Secretary

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

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# Incident Command Center Liaison

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

## Incident Command Centre Liaison

### This envelope should contain the following:

- ☐ Incident Command Centre Liaison Checklist
- ☐ Crash Fire Rescue Chart for aircraft operating into the airport
- ☐ Notepad

### The role of the Incident Command Centre Liaison:

The Incident Command Centre (IC) Liaison is responsible for reporting to the Incident Command Centre (IC) that is established close to the accident site by the Airport Authority and Airport Police. The IC Liaison will participate in the coordination of the IC and relay updates to the Assistance Coordinator as they become available.

- If allowed, proceed to the accident site
- Where required, provide information and assistance
- Observe rescue operations and passenger and crew welfare
- Report information to Response Coordinator
- If possible, separate and sequester the crew
- Keep Passenger Centre informed of incoming passengers

### Response Coordinator Contact Information

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Mobile Telephone Number \_\_\_\_\_

### Assistance Coordinator Contact Information

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Mobile Telephone Number \_\_\_\_\_

# Incident Command Center Liaison

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

Time	Item		
	Print a copy of cargo / hazmat information and an accurate passenger count. Retrieve your ER Kit (if applicable)		
	Report to the Incident Command Centre. Identify yourself to the Incident Command Centre Leader (usually the Airport Fire Chief), and provide Cargo Information and Passenger Count.		
	Contact the Assistance Coordinator to advise that you are established at the Incident Command Centre.  If able, provide updates for hospitals in use and initial counts of casualties, fatalities and survivors.		
Passenger and Crew Information:			
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; vertical-align: top;">                     Initial Survivor Count:                      Passengers*:                      Crew*:                 </td> <td style="width: 50%; border: none; vertical-align: top;">                     Initial Casualty Count:                      Passengers*:                      Crew*:                 </td> </tr> </table>	Initial Survivor Count: Passengers*: Crew*:	Initial Casualty Count: Passengers*: Crew*:
Initial Survivor Count: Passengers*: Crew*:	Initial Casualty Count: Passengers*: Crew*:		
Uninjured Passengers and Crew			
	Arrange transportation for uninjured passengers to the Passenger Centre		
	Arrange transportation for uninjured Crew to a secure location and ensure that they are able to contact Flight Operations and Inflight for further instruction		
Hospitals			
	Casualties are being transported to the following Hospital(s): 1: 2: 3: 4: 5:		
	*Note: As updated counts become available ensure that they are communicated to the Assistance Coordinator.		
	Baggage, Cargo and Live Animals		

## Incident Command Center Liaison

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

Time	Item
	Provide cargo manifest and HAZMAT/DG information to First Responders
	Make arrangements to offload and secure live animals when applicable*
	24hr Vet Phone Contact:
	If feasible, request release of baggage and cargo
	*Note: Do not remove any items from the aircraft without permission from the National Investigative Authority
	Ground structure damage?
	Aircraft condition
	Airport status (open/closed/runway condition)
	Staging area
	Additional information

## Incident Command Center Liaison

Rev. Date: 01SEP2024

### Station Emergency Response Checklists

Envelope 1

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# Maintenance Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

## Maintenance Representative

### This envelope should contain the following:

- ☐ Incident Command Centre Liaison Checklist
- ☐ Crash Fire Rescue Chart for aircraft operating into the airport
- ☐ Notepad

### The role of the Maintenance Representative:

The Maintenance Representative is responsible for reporting to the Incident Command Centre (IC) that is established close to the accident site by the Airport Authority and Airport Police. The Maintenance Representative will offer his support to accident site organizations and to the investigation authorities, especially with regard to the securing of Flight Data and Voice Recorders, issues related to aircraft removal and aircraft recovery activities.

If allowed, proceed to the accident site

- Where required, provide information and assistance
- Observe rescue operations and passenger and crew welfare
- Report information to Response Coordinator
- If possible, separate and sequester the crew
- Keep Passenger Centre informed of incoming passengers

### Response Coordinator Contact Information

Name

---

Telephone Number

---

Mobile Telephone Number

---

# Maintenance Representative

Rev. Date: 01SEP2024

## Station Emergency Response Checklists

Envelope 1

### Checklist

**Important:** The aircraft and the accident site area is under the jurisdiction of the Police and the Accident Investigator in Charge until the time both agencies release the aircraft. Access to the site and the aircraft, as well as any activity, must be first cleared by the person in charge at the site.

Time	Item
	Liaise with Response Coordinator.
	Exchange contacts (cell phone numbers and / or office numbers).
	Obtain Emergency Kit (writing paper, pen, phone directory, checklists etc.).
	Ensure collection and safe storage of all aircraft technical information and documentation as required and available (e.g. maintenance logs, fuelling, records etc.).
	Proceed to accident site (with the support of airport authority if needed), equipped with ID cards, camera and business cards, if available.
	Make contact with the On-Scene Commander / Police Chief / Chief of Fire Brigade / Accident Investigator, identify yourself as a technical expert and propose assistance in the locating and removal of the Flight Data and Voice Recorders.
	Offer the Person in Charge of the accident site your technical expertise for such tasks as disconnecting aircraft batteries, turning off fuel booster pumps, locating parts etc.
	Take photos of the accident situation, such as skid marks, tire tracks, wreckage details. Obtain clearance from the Person in Charge at the site before beginning this activity.
	Keep the Response Coordinator informed of what you are witnessing at the accident site, possible by sending him MMS, if your cell phone is equipped with such feature.
	Develop an aircraft wreckage removal plan or assist in the issuing of a removal plan.

# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 3 – Forms**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures.

01SEP2024	Station Emergency Response Plan	
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## 1 General

When responding to an accident, it is essential that information be properly and accurately collected and maintained in an orderly fashion. To this end, a number of forms are available for use in an Emergency Response.

**Completed forms must be transmitted to the Special Assistance Centre on a regular basis.**

The following describes the forms that will be used by the Station staff when discharging their duties.

## 2 Accident Information Form

The Accident Information Form is intended to provide the user with a convenient area to write information that is critical to the response.

## 3 Emergency Response Centre (ERC) Contact Information

The ERC Contact Information should be completed at the time of the accident and is intended to provide an overview about the key persons actually on duty in coordination positions.

## 4 Enquirer Information Form

The Enquirer Information Form is used to collect information from family and friends making inquiries concerning passengers involved in the accident/incident. This form may be used in the Family and Friends Centre.

In filling out this form it is necessary to ensure that as much information is obtained as possible.

## 5 Travel and Accommodation Form

The Accommodation and Travel Form is used to collect information concerning arrangements made on behalf of the passenger, the family or other entitled individuals requiring travel/accommodation as a result of the accident/incident.

This form should be used in the following areas:

- Passenger Centre
- Family and Friends Centre
- Hospitals

## 6 Witness Statement

The Witness Statement is used to collect information from individuals who have witnessed the accident and would like to provide a statement concerning the information of which they are aware.

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<b>Forms</b>		

## **7 Passenger/Crewmember Information Form**

The Passenger/Crewmember Information Form is used to record information obtained from the passenger or crewmember. The information is required to better serve the passenger and ensure that we have taken the proper steps to notify the passengers next of kin and, where requested, employer. Where the passenger is reluctant to provide information an attempt should be made to obtain the following essential information:

- Name
- Address
- Contact Information
- Nationality
- Next of kin name and contact information

The Passenger and Crewmember Information Form should be used in the following areas:

- Passenger Centre
- Hospitals

## **8 Request Log**

This form is to be used to track request for assistance from Passengers, Crewmembers and Family members.

This form should be used in the following areas:

- Passenger Centre
- Family and Friends Centre
- Hospitals

## **9 Event / Action Log**

The Accident Site – Log of Events is used to log activities at the site of the accident.

## **10 Manifest Reconciliation Form**

The Passenger/Crew Reconciliation Form is used to collect information for the reconciliation of the passenger and crew manifests.

<h1 style="margin: 0;">Accident / Incident Information Form</h1>				Rev. Date: 01SEP2024	
				<b>PLEASE PRINT CLEARLY</b>	

  

<b>Position</b> <input type="checkbox"/> <b>STATION SENIOR REP.</b> <input type="checkbox"/> <b>OTHER</b> _____	<b>Name of Representative</b>	<b>Date</b>	<b>Time</b>
---	-------------------------------	-------------	-------------

Purpose  
*The Accident/Incident Information Form is to be completed by the Senior Station Representative at the station nearest to the accident site. The form may also be used by various users. The form is intended to provide a convenient area to record pertinent accident information.*

  

**FLIGHT INFORMATION**

Flight No.	Code Share(s)	Departure Station		Destination Station	
	Airline: _____				
	Airline: _____	Sched. Dep. Time	Act. Dep. Time	Sched. Arr. Time	Act. Arr. Time
	Airline: _____				

  

**ACCIDENT INFORMATION**

Specific Location	Nearest Community
Nearest Airport	Nearest Access

  

**EMERGENCY REPORTING INFORMATION**

Time Reported	Date Reported	Reported To	Reported By
---------------	---------------	-------------	-------------

  

**PASSENGER INFORMATION**

<b>Passengers</b>				<b>Crew</b>			
Total on Board	Uninjured	Injured	Deceased	Total on Board	Uninjured	Injured	Deceased

  

**AIRCRAFT INFORMATION**

Registration	Aircraft Type	Livery <input type="checkbox"/> <b>SkyTeam</b> <input type="checkbox"/> <b>Other</b> _____
--------------	---------------	--

  

**INCIDENT CATEGORIZATION**

Brief Description (Catastrophic Accident, Major Accident, Airborne Accidents or Incidents of Serious Nature, Facilities Incident, etc.)

  

**DETAILS OF THE INCIDENT**

Known FACTS



# Accident / Incident Information Form

Rev. Date: 01SEP2024

PLEASE PRINT CLEARLY

PAGE 2 of 2 – ACCIDENT / INCIDENT INFORMATION FORM

## CARGO INFORMATION

Hazardous Materials	Details
<input type="checkbox"/> Yes	
<input type="checkbox"/> No	
Live Cargo	Details
<input type="checkbox"/> Yes	
<input type="checkbox"/> No	
Valuable Cargo	Details
<input type="checkbox"/> Yes	
<input type="checkbox"/> No	

Notes	
Signature of Senior Station Representative	Telephone No.
	Email

# Emergency Response Centre (ERC) Contact Information

Rev. Date: 01SEP2024

PLEASE PRINT CLEARLY

## Purpose

The ERC Contact Information is intended to provide an overview about the key persons actually in charge. It should be completed during the activation phase.

(Note: Form is to be photocopied for repeated use.)

	Name of Person assigned	phone
	Company Name / Organization	mobile
Response Coordinator		
Airport Authority Emergency Operations Center Liaison		
Reconciliation Coordinator		
Passenger Centre		
Family and Friends Centre		
Hospital Care		
Event Secretary		
Incident Command Centre Liaison		
Maintenance Representative		

<h1 style="text-align: center;">Accident / Incident Enquirer Information Form</h1>	Rev. Date: 01SEP2024
	<b>PLEASE PRINT CLEARLY</b>

Location where form is used <input type="checkbox"/> <b>FAMILY &amp; FRIENDS CENTRE</b> <input type="checkbox"/> <b>OTHER</b> _____	Name of Representative	Date	Time
---	------------------------	------	------

Purpose  
*The Enquirer Information Form is to be used by the Family and Friends Centre Representative(s) at the Family and Friends Centre(s) of the station(s) or by any Airline Representative who receives inquiries regarding passengers involved in the accident/incident. The form is used to collect pertinent information about a passenger or crew member on the affected flight and pertinent information regarding the Inquirer.*  
 (Note: Form is to be photocopied for repeated use.)

**PASSENGER / CREW MEMBER INFORMATION (Circle One)**

Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	<input type="checkbox"/> Alias, Nickname <input type="checkbox"/> Maiden Name (if applicable)	
Home Address	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		Date of Birth (DDMMYYYY)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Nationality	Religion		Travel Itinerary	
Travelling Alone <input type="checkbox"/> Yes <input type="checkbox"/> No	Names		Relationship	

**ENQUIRER INFORMATION (if inquiring about more than one passenger – new form to be completed)**

Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	Relationship to Passenger / Crew Member	
Home Address	City		Province/State/Country	Postal / ZIP Code
Temporary Address (during incident response)	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		E-Mail Address	

**NEXT OF KIN (NOK) INFORMATION (if same as “ENQUIRER”, simply indicate “SAE”)**

Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	Relationship to Passenger / Crew Member	
Home Address	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		E-Mail Address	

**REPRESENTATIVE COMPLETING FORM**

Name	Organization / Company	Date	Time
Location	Telephone No.	E-Mail Address	
<b>SEND COMPLETED FORM TO:</b>	<b>See Emergency Services Contact Information for Airline specific facsimile number and/or email address.</b>		

<h2 style="margin: 0;">Accident / Incident Travel and Accommodation Form</h2>				Rev. Date: 01SEP2024	
<b>PLEASE PRINT CLEARLY</b>					

  

Location where form is used <input type="checkbox"/> <b>FAMILY &amp; FRIENDS CENTRE</b> <input type="checkbox"/> <b>PASSENGER CENTRE</b> <input type="checkbox"/> <b>OTHER</b> _____	Name of Representative	Date	Time
---	------------------------	------	------

Purpose  
*The Accommodation and Travel is to be used to collect information about arrangements made on behalf of the passenger, their family or other entitled individuals traveling to the accident location or passenger requesting onward travel.  
 (Note: Form to be photocopied for repeated use.)*

  

**PASSENGER / CREWMEMBER INVOLVED IN THE ACCIDENT / INCIDENT**

Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	Alias, Nickname
--	------------	-----------	-----------------

  

**INFORMATION FOR PERSON REQUIRING TRANSPORTATION AND OR ACCOMMODATIONS**

Same Passenger/Crewmember <input type="checkbox"/> Yes <input type="checkbox"/> No	First Name	Last Name	Relationship to Passenger/Crewmember	
Home Address	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1 <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2 <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		E-Mail Address	

  

**TRAVEL**

Travel Required? <input type="checkbox"/> YES <input type="checkbox"/> NO	If "Yes", Date Travel Required (DD-MM-YYYY)	From / Departure Location	To / Arrival Location	Passenger Locator No. / Reservation No.
Passport Required? <input type="checkbox"/> YES <input type="checkbox"/> NO	Mode <input type="checkbox"/> Air <input type="checkbox"/> Rail <input type="checkbox"/> Bus <input type="checkbox"/> Car <input type="checkbox"/> Other _____	Departure Time	Arrival Time	Date of Confirmed Travel (DD-MM-YYYY)
Visa Required? <input type="checkbox"/> YES <input type="checkbox"/> NO	Name of Company (Airline, Rail, Bus, Car Rental etc.)		Cost of Travel	Paid by

  

**HOTEL**

Hotel Required? <input type="checkbox"/> YES <input type="checkbox"/> NO	If "Yes", Date Hotel Required (DD-MM-YYYY)	Name of Hotel	Address		
	Telephone No.	Room No.	Reservation No.	Length of Stay	Room Rate

  

**TRAVEL CONFIRMATION**

Traveler advised of details? <input type="checkbox"/> YES <input type="checkbox"/> NO	Advised by	Date Advised (DD-MM-YYYY)	Time Advised
Next of Kin advised of details? (if required) <input type="checkbox"/> YES <input type="checkbox"/> NO	Name of Next of Kin Notified	Date Advised (DD-MM-YYYY)	Time Advised

  

**REPRESENTATIVE COMPLETING FORM**

Name	Organization / Company	Date	Time
Location	Telephone No.	E-Mail Address	

  

<b>SEND COMPLETED FORM TO:</b>	<b>See Emergency Services Contact Information for Airline specific facsimile number and/or email address.</b>
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Accident / Incident Witness Statement Form		Rev. Date: 01SEP2024	
		PLEASE PRINT CLEARLY	
Location where form is used <input type="checkbox"/> FAMILY & FRIENDS CENTRE <input type="checkbox"/> PASSENGER CENTRE <input type="checkbox"/> OTHER _____		Date	Time
Purpose The witness statement is used to collect information from individuals who have witnessed the accident and would like to provide a statement. (Note: Form to be photocopied for repeated use.)			
INFORMATION ABOUT WITNESS			
Name of Person	Position	Department / Company	
Address	City	Province/State/Country	Postal / ZIP Code
Telephone No. 1 <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2 <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	E-Mail Address	
Location		Date	
Observation, Notes, Statement of Witness			
IF STATEMENT NEEDS TO BE CONTINUED ON ADDITIONAL PAGES PLEASE SIGN ALL PAGES INDIVIDUALLY			
Time	Date	Signature of Witness	

## Accident / Incident Witness Statement Form

Rev. Date: 01SEP2024

**PLEASE PRINT CLEARLY**

## STATEMENT CONTINUED

Name of Witness

Page No.

Observation, Notes, Statement of Witness
--

IF STATEMENT NEEDS TO BE CONTINUED ON ADDITIONAL PAGES PLEASE SIGN ALL PAGES INDIVIDUALLY

Time

Date \_\_\_\_\_

---

Signature of Witness

<h1 style="text-align: center;">Accident / Incident</h1> <h2 style="text-align: center;">Passenger / Crewmember Information Form</h2>	Rev. Date: 01SEP2024
	PLEASE PRINT CLEARLY

Location where form is used <input type="checkbox"/> FAMILY & FRIENDS CENTRE <input type="checkbox"/> PASSENGER CENTRE / CREW AREA <input type="checkbox"/> OTHER _____	Name of Representative	Date	Time
--	------------------------	------	------

Purpose  
*The Passenger/Crewmember Information Form is used to record information obtained from passengers and crewmembers involved in the accident or incident. Where a passenger is reluctant to provide information an attempt should be made to obtain the following essential information: Name, Address, Contact Information, Nationality, Next of Kin Name and Contact Information.*  
 (Note: Form to be photocopied for repeated use.)

<b>PASSENGER / CREWMEMBER INVOLVED IN THE ACCIDENT / INCIDENT</b>				
<input type="checkbox"/> Passenger		<input type="checkbox"/> Crewmember		
Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	Alias, Nickname	
Home Address	City		Province/State/Country	Postal / ZIP Code
Temporary Address (during incident response)	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		E-Mail Address	
Date of Birth (DD-MM-YYYY)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Nationality	Marital Status	Religion
Travelling Alone <input type="checkbox"/> Yes <input type="checkbox"/> No	Names		Relationship	

<b>NEXT OF KIN INFORMATION</b>				
Salutation <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name	Relationship to Passenger / Crewmember	
Home Address	City		Province/State/Country	Postal / ZIP Code
Telephone No. 1  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office	Telephone No. 2  <input type="checkbox"/> home <input type="checkbox"/> mobile <input type="checkbox"/> office		E-Mail Address	
Next of Kin Notified <div style="text-align: center;"><input type="checkbox"/> Yes   <input type="checkbox"/> No</div>			Date	Time

<b>PASSENGER / CREWMEMBER PHYSICAL CONDITION</b>				
Last Name		If injured		
<input type="checkbox"/> Uninjured	<input type="checkbox"/> Injured	<input type="checkbox"/> Deceased	<input type="checkbox"/> Minor	<input type="checkbox"/> Serious <input type="checkbox"/> Critical
Nature of Injuries (if known)				

<b>HOSPITAL INFORMATION</b>				
Name of Hospital	Hospital Address		City	Province/State/Country
Hospital Contact No.	Patient Room No. (if available)		Patient Phone No. (if available)	

<b>REPRESENTATIVE COMPLETING FORM</b>				
Name	Organization / Company		Date	Time
Location	Telephone No.		E-Mail Address	
<b>SEND COMPLETED FORM TO:</b>		<b>See Emergency Services Contact Information for Airline specific facsimile number and/or email address.</b>		

<b>Accident / Incident Request Log</b>	Rev. Date: 01SEP2024
	<b>PLEASE PRINT CLEARLY</b>

Location where form is used <input type="checkbox"/> <b>SPECIAL ASSISTANCE TEAM</b> <input type="checkbox"/> <b>AIRPORT REPRESENTATIVE</b> <input type="checkbox"/> <b>OTHER</b> _____	Name of Representative	Date
Purpose <i>The Request Log is to be used to track requests for assistance from passengers, family members or crewmembers. (Note: Form is to be photocopied for repeated use.)</i>		

<input type="checkbox"/> <b>Passenger</b> <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	<input type="checkbox"/> <b>Crewmember</b> First Name	Last Name
<b>Person Requesting Assistance</b> <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____		
Date and Time Request Received		Date and Time Request Fulfilled
Request		
Action Taken		

<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____	First Name	Last Name
<b>Person Requesting Assistance</b> <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. Other _____		
Date and Time Request Received		Date and Time Request Fulfilled
Request		
Action Taken		





<b>Accident / Incident</b> <b>Manifest Reconciliation Form</b>	Rev. Date: 01SEP2024
	<b>PLEASE PRINT CLEARLY</b>

Location where form is used <input type="checkbox"/> STATION SENIOR REPRESENTATIVE <input type="checkbox"/> OTHER _____	Name – Please Print	Date	Time
---	---------------------	------	------

Purpose  
*The Reconciliation form is used to collect information for the reconciliation of passengers and crew information.*  
*(Note: Form is to be photocopied for repeated use.)*

Time	First Name	Last Name	Gender	Condition	Whereabouts (Hospital, Hotel, etc.)
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	
			<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Uninjured <input type="checkbox"/> Injured <input type="checkbox"/> Deceased <input type="checkbox"/> Missing	

<b>REPRESENTATIVE COMPLETING FORM</b>			
Name	Organization / Company	Date	Time
Location	Telephone No.	E-Mail Address	
<b>SEND COMPLETED FORM TO:</b>	<b>See Emergency Services Contact Information for Airline specific facsimile number and/or email address.</b>		

# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 5 – Carrier Specific Emergency Procedures and Directions**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures.

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<b>Operator Specific Directives</b>		

## Contents

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<b>Operator Specific Directives</b>		

## **1 Section 1 Operator Specific Directives**

### **1.1 Organizational Aspects**

All stations have the potential to be affected by an accident. They shall be prepared to address a multitude of urgent issues simultaneously and to face and solve the most immediate issues.

At each station, airlines must comply with local laws and cooperate with the local authorities and airport authority. Infrastructure, resources and support provided by imposed or contracted partners vary from station to station. Priority must always be given on Special Assistance for passengers, crew and their families as well as for own staff. Stations will not be left alone in such an extraordinary stressful situation. Resources have to come in a first phase from local staff as well as from other local organizations and partners. Support teams from Headquarters, and possibly also from neighboring stations and **SkyTeam** partners will complement your local Emergency Response Organization as soon as possible. They will also assist you in securing the safe and orderly day-to-day station operation including the handling of special flights. Directives, support, advice and consultancy will be given by the Crisis Center at Head Office under the leadership of an Emergency Director.

**The directives of the SERP manuals, Parts 1 – 5, are fully applicable for:**

- SAS flights operated by Scandinavian Airlines Systems.

SAS assumes responsibility for the overall Emergency Response

**Partial deployment of local Station Emergency Response is applicable for:**

- SAS flights operated by a wet-lease carrier  
SAS assumes responsibility for passengers booked with an SK flight number and their families
- SAS flights operated by a Code Share partner.  
SAS assumes responsibility for passengers booked with an SK flight number and their families
- **SkyTeam member flights where the operating carrier requests assistance.**
- Non-aircraft accidents or incidents affecting SAS passengers, crew, staff, aircraft or property either directly or indirectly (e.g. airport terminal on fire; accident of a passenger transport system on ground etc.).

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## 1.2 Administrative Aspects – SERP Distribution

### SERP-Distribution

• **Head Office:** Part 4, Critical Contact Information shall be returned electronically to SAS Responsible Station Manager.

**Local:** as per local standard (It is advisable to keep one copy in the office.  
( If SERP or part of it is stored together with function–specific emergency kits, assure timely update too!).

## 1.3 Responsibilities of SAS Station Management and Handling Agents

### General

The respective SAS Station Manager at Ground Services shall monitor adherence to below directives.

- Each station with more than 10 flights per timetable period shall have an updated SERP.
- Local SERP-updates and changes shall be done by the person locally nominated for SERP planning and administration as necessary but at least once a year.
- The completed and updated SERP shall be distributed according to the distribution instruction above.
- General update information affecting SERPs worldwide will be provided through the standard 'ground handling procedures'-communication channels.

### Station Managers SAS or Contracted Handling Agent

- Nominate a SERP administrator (pref. a person in a lead position e.g. the Station Manager himself, the Deputy Station Manager or a Supervisor).
- Nominate a Response Coordinator (formerly known as Emergency Coordinator) and a deputy (locally employed Station Mgr. or a suited person with a local lead function of the contracted handling agent).
- Ensure that an updated and locally communicated SERP is available to all local staff expected to respond in the event of an emergency.
- Ensure implementation of training as stated below.
- Organize once a year a local SERP exercise / refresher / Emergency Response Briefing / Review meeting with all persons and organizations involved in the Emergency Response including staff from town/sales offices.

### Country, Local Sales Managements and Emergency Spokespersons

- Be familiar with emergency response processes and key persons of the station(s) within your country or area.
- Participate in local emergency briefings or exercises.
- Recommended: Managerial staff should attend a SERP basic training.

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## 1.4 Handling of Media

### 1 General

In the event of a crisis or emergency, media questions will be handled exclusively and centrally by the SAS or the affected airlines Corporate Communications Office. Where necessary, SAS Communications will arrange press briefings or conferences and provide statements and press releases from the Head Quarters additionally through local or regional PR agencies.

Whenever for legal or other important reasons a deviation from these rules is required the respective Station Manager or SERP responsible person shall coordinate with SAS Communications

- the appointment of suitable emergency spokespersons
- the basic and current training and preparation of these persons
- The station manager or SERP responsible should contact SAS Communications for a contact to the emergency spokesperson. +46102064927

The responsibility for nomination, training and guidance of these persons rests with SAS Communications. The Station Manager or on her/his behalf, the local SERP-responsible person shall ensure that valid contact information of the airports media relations officer is available. Furthermore the station manager should check for the availability of an adequate press conference facility.

### 2 Local handling of media

“ No one should be in contact with the media without prior authorization, coordination and/or instruction of SAS Communications.

“ In case of media enquiries and requests refer to the [media contacts](#) of SAS Communications.

“ A first statement is sent out by SAS Communications through social media channels. It may be suitable for family members and meeters & greeters as well:

*I understand that you may have questions for (Airline name) due to the situation. However, at this time, I am involved in taking care of our passengers and their relatives. Therefore, I do hope that you understand that I am unable to give any media statement.*

*Journalists should follow SAS updates on [www.sasgroup.net](http://www.sasgroup.net) or contact the central press hotline which is accessible 24 hours a day.*

*There you will get the latest update directly from our headquarters: +46 8 797 29 44*



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## 1.5 Training Standards

### **SAS SERP Basic Training, 1 day course**

Course held by instructors authorized by STOQA-E.

Mandatory for SAS Station Managers and Key positions in the SAS ERO organization.

### **SAS SERP briefing for local stations, once a year.**

Course held by SAS Station Manager or delegate.

For guidance, consultancy and advice contact:

**Stefan Skantz SAS Manager Emergency Response Planning STOQA-E**

phone +46 70 997 2141, e-mail: [Stefan.Skantz@sas.se](mailto:Stefan.Skantz@sas.se)

**Eva Solhall SAS Emergency Response Coordinator STOQA-E**

phone +46 70 997 2143, e-mail: [eva.solhall@sas.se](mailto:eva.solhall@sas.se)