

## A.17 EMERGENCY RESPONSE PROCEDURES FOR OUTSTATION REPRESENTATIVES, GROUND HANDLING AGENTS

### A.17.1 Emergency Response Procedures

*The following actions are to be carried out in the event of an emergency in accordance with airline and, or the Ground Service Provider's procedures and local regulations.*

- a) *Communication:*
  - 1. *with the Carrier:*
    - i) *notify the Carrier.*
    - ii) *establish a Crisis Control Center.*
    - iii) *provide regular situation reports.*
    - iv) *maintain the flow of communications/actions.*
    - v) *identify and assemble translators.*
  - 2. *with the airport and other authorities:*
    - i) *liaise with airport emergency services and local authorities.*
    - ii) *prepare the location and facilities to be used.*
    - iii) *provide the GSA upon request from the authorities in command*
  - 3. *with the Ground Service Provider (GSP):*
    - i) *inform GSP staff.*
    - ii) *conduct an initial briefing.*
  - 4. *with the Passengers, Crew and Victims: provide regular updates.*
  - 5. *with the Relatives: provide regular updates.*
  - 6. *with the media: Provide regular updates.*
- b) *General Requirements:*
  - 1. *deploy the of the emergency response team.*
  - 2. *provide liaison staff at the emergency location.*
  - 3. *provide initial financial assistance to passengers as agreed with the Carrier.*
- c) *Passengers and Crew:*
  - 1. *assist with the collection of information from passengers, crew and victims.*
  - 2. *provide assistance and secured private facility for passengers.*
  - 3. *provide assistance and secured private facility for crew members.*
  - 4. *assist in repatriation and/or onward travel.*
- d) *Cargo, Baggage and Mail:*
  - 1. *assist with the inventory of cargo, baggage and mail carried on the aircraft.*
  - 2. *safeguard from loss or damage the baggage, cargo and mail and arrange for secure storage.*
- e) *Documentation:*
  - 1. *establish station emergency data sheet; contacts, grid maps, facility information sheets.*
  - 2. *maintain current emergency contact information of the Carrier, Handling Company and local*
  - 3. *collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to the Carrier.*
  - 4. *support the verification of the passenger list. e) Maintain a log of events and action taken.*
  - 5. *maintain detailed expense documentation relating to services provided during an emergency.*
- f) *Relatives:*
  - 1. *assist with the collection of information from family members.*
  - 2. *provide assistance and secured private facility to family members.*
  - 3. *assist with reuniting passengers and family members.*

g) *Facilities:*

1. *provide emergency response facilities for airline permanent and deployed staff.*
2. *assist in the arrival, set-up and operations of the operating carrier's Go team.*
3. *determine appropriate support services that may be required for continuing emergency operations.*
4. *arrange for security at all carriers' premises at the airport.*

### **A.17.1.1 General**

Head of Security and Emergency Response shall ensure that all airBaltic stations have an adequate response level. As a minimum each station shall have a Local Emergency Response Plan (LERP) or equivalent and resources to fulfill the requirements. All procedures in place shall be in accordance with local laws and regulations, and with the airBaltic emergency Response Manual.

The purpose of these instructions is to provide airBaltic handling agents quick reference and guidelines for immediate actions in an emergency situation. This information should be placed where the information on an emergency most likely is received.

These instructions apply to following situations:

- a) Air Disaster
- b) Flight accident
- c) Hijacking

### **A.17.1.2 Immediate actions**

#### **A.17.1.2.1 Step 1**

*airBaltic Operations Control Center (OCC)*

*Telephone 24 h: + 371 6 7 207 206 or + 371 6 7 207 306*

*Mobile Phone 24 h: + 371 2 911 34 13*

*SITA: RIXOPBT*

*email: [opscontrol@airbaltic.com](mailto:opscontrol@airbaltic.com)*

*The message must be accurate in details, but should not be delayed if all details are not available; such further details should be sent in subsequent messages. The accident message shall contain the following information:*

- *Time and date of the emergency*
- *Geographic location of the accident*
- *Flight number*
- *Aircraft Registration Number*
- *Extent and type of emergency*
- *Number of passengers on board*
- *Number of flight crew on board*
- *Number of cabin crew on board*
- *Time information received and source of information*
- *Number of injured/dead (if known)*
- *Cause of the accident (if known)*
- *Other information*

#### A.17.1.2.2 Step 2

Secure all relevant documentation:

1. Load sheet and balance chart
2. Loading Instruction/ Report
3. Load Message (LDM)
4. Fuel Order/ Receipt
5. Notification to Captain (NOTOC)
6. Copies of all telexes (send/received)
7. Passenger name list/ manifest (inclusive name, address, telephone)
8. Cargo manifest (AWB's and Manifests and Dangerous Goods)
9. Information on mail/ DIP-mail on board (AV7 or other mail documentation)
10. Meteorological reports
11. Air Traffic Services plan
12. Other documents of significance

Print correct passenger manifest and send to the following: e-mail address: [data@airbaltic.com](mailto:data@airbaltic.com), and [erc@airbaltic.com](mailto:erc@airbaltic.com) or fax +371 6 7 207 849 - airBaltic Emergency Response Centre (fax use only in case email does not work) Alternative: email: [opscontrol@airbaltic.com](mailto:opscontrol@airbaltic.com) – airBaltic OCC

#### A.17.1.2.3 Step 3

airBaltic Emergency Response procedures will be established and airBaltic Go Team (special emergency response team) will be sent to the accident site.

Act as airBaltic agent until the airBaltic Go Team arrives. Organize initial local emergency response. Ask for further instructions from OCC and give updated information to OCC whenever received.

Liaise with the local Police Authority, emergency services and Airport Authority and give assistance as required until the arrival of the airBaltic Go Team. If requested give (numeric only!) information on number of passengers, crew and eventual information on special load.

Assist and register surviving passengers and crew. If necessary assist also in the welfare of the meeters and greeters of the flight.

Arrange necessary facilities for the airBaltic Go Team with telephone, fax and telex. Arrange airport passes if required. Give all assistance to the airBaltic Go Team as requested.

#### **A.17.1.3 Passenger and Crew lists**

Passenger and crew lists are confidential documents and shall not be released to any third party without authorization from airBaltic.

#### **A.17.1.4 Handling of Media**

The Handling Agent shall not give statements to any part of the press. All inquiries shall be referred on to airBaltic Corporate Communications Unit. Use following contact information for approaching the Corporate Communications:

Media Team contact phone in airBaltic Emergency Response Center (if activated): + 371 67 207 183

#### **A.17.1.5 Telephone Enquiry Center (TEC)**

airBaltic opens a telephone enquiry center to collect information on passengers and their family members. Telephone enquire center is operated by GoCrisis on behalf of airBaltic and specific numbers for relatives and media enquiries will be shared as soon as they will come available from the GoCrisis.

Please notice: No other telephone numbers than TEC shall be published. Media Desk telephone number is for the Media representatives only. All other telephone, fax and telex numbers in these instructions are confidential.

#### **A.17.1.6 Emergency evacuation of an aircraft during ground handling**

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance.

#### **A.17.1.7 Responsibilities**

It is the responsibility of each organization involved in the handling operation to ensure that staff is made aware of their specific responsibilities in the event of an emergency situation. All organizations shall instruct and train their staff in the procedures that must be enacted in emergency situations. e.g. the use of loading bridges and proper communication shall be familiar to all staff.

#### **A.17.1.8 Emergency evacuation of ground personnel during handling operations (no aircrew present)**

Emergency evacuation of ground staff in aircraft may be required when there is no aircrew on board. The following guidelines are provided:

Normal access/egress routes shall be used in case of evacuation of staff. Vehicles and equipment must not be located where they would obstruct the evacuation of persons.

These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as ramp handling, engineering, cleaning, catering etc.

Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and service providers).

#### **A.17.1.9 Removal of disabled aircraft**

Removal incidents can range from minor debugging to major events including damaged or missing landing gears. The recovery process may take from a few hours to many days depending on the severity.

Act as airBaltic agent in case of airBaltic aircraft disabled:

- immediately inform airBaltic by phone numbers included in Step 1
- Record (photo, video, log) all available information regarding AC removal and send it to the email: [opscontrol@airbaltic.com](mailto:opscontrol@airbaltic.com)
- give all assistance to the airBaltic crew/staff as requested.

#### **A.17.1.10 airBaltic contact lists in case of Emergency Response Centre is activated**

You can use following contacts as well in case of an Emergency "Emergency Response Center" will be established in the airBaltic Headquarter in Riga Airport, (Tehnikas street 3, room No 412, 4th floor):

RIX ERC contact details

Emergency Director	+371 67 207 660
Media Team Representative	+371 67 207 183
Data Collection Team	+371 67 207 295
Crew Support Team	+371 67 207 852
Special Assistance Team	+371 66 904 793

ERC fax (Incoming / Outgoing) use only in case email does not work +371 67 207 849, E-mail [erc@airbaltic.com](mailto:erc@airbaltic.com)