

2.3.6 Local (Station) Emergency Response Plan

2.3.6.1 Outstations and Ground Handling Agents

General

As in outstations the airline doesn't have the resources to be in full control of an emergency situation it is of utmost importance to use the help from the authorities.

The airport authorities have very professional and clear plans in case of an emergency and the airline involved is given the opportunity to be present at all locations. This is the main function of the Site Team.

Role

airBaltic handling agents in outstations according to local regulations have developed their own or will act in accordance with Airport Emergency Plans. Their role is to represent interest of airBaltic and provide airBaltic ERO with all required information and assistance. The closest cooperation must be established with airBaltic Go-Team. As Handling agents are well aware of the Local Emergency Procedures they are important element to establish close contacts and cooperation between airBaltic ERO and Local Emergency Agencies. AirBaltic has prepared guidelines that support Ground Handling Agents to cope with the emergency and to keep contact with airBaltic ERO accordingly to its responsibilities toward the passengers, their relatives and other involved parties. The checklist is attached to this Manual as [Appendix A.17](#). AirBaltic Ground Operations are responsible for the distribution of this document to all respective parties.

2.3.6.2 Special Assistance Team

Special Assistance Teams (SATs) are airBaltic, airport of departure/ destination or airBaltic third party services provided personnel who are specially trained to respond to and assist to passengers, crew and their family members involved in aviation disasters. AirBaltic SAT is managed by SAT coordinator and supported by Passenger SAT leader, Hotels SAT leader, Hospitals SAT leader and Meeters/Greeters SAT leader.

The roles and responsibilities of these teams can be assigned to management or non-management employees depending on the individual emergency response plans. SAT coordinates also assistance with hotel reservations, ground transportation, and reunion process. Special Assistance Team Coordinator arranges any need for additional support of security; psychologist/ religious support; transport; cash and/ or material or technical support.

SAT members are usually broken into two main groups:

- The first team is usually deployed to the accident site and will work directly with both surviving and fatality passengers, crew and their family members face-to-face.
- The second team can be contacted through a toll-free number and will work in conjunction with the onsite team to provide support and the most up-to-date information regarding the event.

Both teams work together in assisting the affected passengers, crew and/or their family members.

Sometimes, one or two SAT members and one or two Telephone Enquire Center (TEC) agents can be assigned to one passenger and their family to provide logistical and immediate basic needs. On average, a deployment will last 7 to 21 days, depending on the circumstances of the accident. All airBaltic SAT members have received specialized SAT training. This training usually lasts one business day and it provides team members with knowledge, skills and tools to respond to and communicate effectively with those they will support during the crisis.

The Passenger Special Assistance subTeam shall co-ordinate the functions related to care and treatment of passengers and their relatives regarding transportation to/from hotels and assist to check in/out. Passenger Centre will coordinate all relevant information and report to the SAT Coordinator.