PG-EM-EK-002 EMERGENCY RESPONSE MANUAL

Prepared By/Written/Created By	Checked By	Approved By
Safety and ERP Leader	DCMM Approval Team OCMM Approval Team SMS Group Manager-TRE	Chief Safety and Security Officer (CSSO) CEO

PEGASUS Hava Tasimaciligi A.S.Aeropark Yenisehir Mah. Osmanli Bulvari No:11/A 34912 Kurtkoy / ISTANBUL
Tel: +90 216 560 70 00 / Fax: +90 216 560 70 93

Şirket İçi (Internal)

TABLE OF CONTENTS

End of Section

LIST OF EFFECTIVE PAGES

Page No	Section	Rev. Date	Rev. No	Page No	Section	Rev. Date	Rev. No
Cover Page				27		28.04.2025	15.00
1		28.04.2025	15.00	28		28.04.2025	15.00
Table of Contents				29	3.9	28.04.2025	15.00
2		28.04.2025	15.00	**Chapter 4**			
3		28.04.2025	15.00	30	4.1, 4.2	28.04.2025	15.00
4		28.04.2025	15.00	31	4.3	28.04.2025	15.00
List of Effective Pages				32	4.4, 4.5	28.04.2025	15.00
5		28.04.2025	15.00	33	4.6	28.04.2025	15.00
List of Tables				34	4.7	28.04.2025	15.00
6		28.04.2025	15.00	35	4.8	28.04.2025	15.00
List of Figures				36	4.9, 4.10	28.04.2025	15.00
7		28.04.2025	15.00	37		28.04.2025	15.00
Revision Highlights				38	4.11, 4.12, 4.13	28.04.2025	15.00
8		28.04.2025	15.00	39	4.14	28.04.2025	15.00
9		28.04.2025	15.00	40	4.15	28.04.2025	15.00
10		28.04.2025	15.00	41	4.16, 4.17	28.04.2025	15.00
11		28.04.2025	15.00	42		28.04.2025	15.00
Chapter 0				43		28.04.2025	15.00
12	0.1, 0.2	28.04.2025	15.00	44		15.05.2024	13.00
13	0.3	28.04.2025	15.00	45		15.05.2024	13.00
14	0.4, 0.5	28.04.2025	15.00	46	4.18	15.05.2024	13.00
Chapter 1				**Chapter 5**			
15	1.1	23.05.2024	14.00	47		15.05.2024	13.00
16		23.05.2024	14.00	48	5.1	23.05.2024	14.00
17		23.05.2024	14.00	49	5.2	15.05.2024	13.00
Chapter 2				50	5.3	15.05.2024	13.00
18	2.1, 2.2, 2.3	28.04.2025	15.00	**Chapter 6**			
19		28.04.2025	15.00	51	6.1, 6.2	28.04.2025	15.00
20	2.4	23.05.2024	14.00	52		28.04.2025	15.00
Chapter 3				**Chapter 7**			
21	3.1, 3.2, 3.3, 3.4	28.04.2025	15.00	53	7.1	15.05.2024	13.00
22	3.5, 3.6	28.04.2025	15.00	54	7.2	15.05.2024	13.00
23		28.04.2025	15.00	55	7.3	15.05.2024	13.00
24	3.7	28.04.2025	15.00	56	7.4, 7.5	23.05.2024	14.00
25		28.04.2025	15.00	57	7.6	23.05.2024	14.00
26	3.8	28.04.2025	15.00	58		23.05.2024	14.00
				Chapter 8			
				59	8.1	15.05.2024	13.00

End of Section

Rev. No:15.00 / 28.04.2025   Şirket İçi (Internal)   Page: 5 / 59

"Most recently updated master copy is held by Pegasus Hava Tasimaciligi A.S., when printed and/or downloaded, becomes uncontrolled copy."

LIST OF TABLES

LIST OF TABLES

End of Section

LIST OF FIGURES

End of Section

REVISION HIGHLIGHTS

Red text indicates that the text had been removed
Orange text indicates that the text had been revised
Green text indicates that the text newly had been added

This item was moved from 0.4 to 0.2

PG-EM-FR-015 Next of Kin Information Form, PG-EM-FR-016 Passenger Information Form, PG-EM-FR-010 Communication Form

2.3 Accountabilities and responsibilities was added.

The IOCC Shift Manager or their deputy will authorize a suitable OCC personnel on duty to fulfill the responsibilities outlined below after sending the FCC message. The assigned OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy.
In cases where other communication methods are disabled, mobile satellite phone communication is activated. (PG-EY-TL-006_0 SATELLITE PHONE USAGE CONDITIONS)

this item was moved from 3.6.3 to 3.6.1

this item was moved from 3.6.4 to 3.6.2

this item was moved from 3.6.5 to 3.6.3

this item was moved from 3.6.1 to 3.7
this items were moved from 2.3 to 3.7
this items were moved from 3.6.1 to 3.7

this item was moved from 3.7 to 3.8

(PG-EM-TL-003) .

FAMILY ASSISTANCE TEAM ORGANIZATION

In the absence of Chief Human Resources Officer, SVP-HR Center of Expertise and Business Partnership Director or Group Head of- Administrative Affairs will be responsible respectivelyPegasus Airlines Human Resources and Administration Affairs Department are also defined Family Assistance Team Leaders.

this item was moved from 3.6.2 to 3.9

Staff who is in position to carry out duties and responsibilities as prescribed in this manual are responsible towards the Crisis Director.In emergency situations duties and responsibilities shall be carried out according to the rules detailed in this manual as detailed in Emergency Response Manual depending on the causes

and nature of emergency.The duties may vary depending on the location where and emergency is encountered, on the climatic conditions, nature of emergency as well as the size of emergency situation. The duties list may be amended according to the observations from exercises.Duties and responsibilities of Crisis Management Team are described in below forms and in this manual.PG-EM-FR-013 Crisis Management Center Duties Form PG-EM-FR-014 Crisis Management Center Immediate Action FormIn a Public Health Emergency situation; PG-EM-FR-044 Crisis Management Center Duties (Public Health Emergency) Form is used.

4.2 CHIEF OPERATIONS OFFICER 4.2

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.3 SAFETY AND SECURITY DEPARTMENT 4.3

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.4 CABIN OPERATIONS DEPARTMENT 4.4

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.7 TECHNICAL DEPARTMENT 4.7

TECHNICAL DEPARTMENTAbout the event, MCC notifies IOCC, EVP-Technical, VP- Engineering & Planning, VP- Aircraft Maintenance, MCC Manager, Planning Manager, Aircraft Systems Senior Manager, Avionics Systems Manager, CSSO, Chief of the closest Line Maintenance Station to the accident location.Set aircraft status as 'Under Investigation' in AMOS to retain digital maintenance records in a safe condition.Collect and keep the following AMOS reports.• Aircraft Utilization Information.• LLP/Hard Time Component List.• Hold Item List.• AD/SB Status List.• Work Performed on Aircraft in the Last 10 Days.Fill in the following Aircraft Information tableAircraft Information Aircraft Registration Aircraft Type Aircraft Owner Manufacturing Date Aircraft Entry into Service (C of R) date Aircraft Flight Hours and Cycles Engine Type #1 Engine SN #1 Engine Flight Hours and Cycles #1 Engine Owner #2 Engine SN #2 Engine Flight Hours and Cycles #2 Engine Owner Details Last Heavy Maintenance Last Daily Check Maintenance Done prior to Aircraft DepartureIf nedded, a suitable technical team from the Mobil Investigation and Support Team is designated and sent to the accident/incident location.Technical Team performs the following actions with CSSO's instruction and after the firefighters and passenger rescue team have left the aircraftObtains the following from the aircraft and retain in safe condition.- Flight Log,- Maintenance Log- Cabin Crew Technical Report Log- EFB' s- Certificates folder (Legal File)Removes DFDR and CVR from the aircraft and route to safekeeping area designated by the CSSO.Technical Team performs inspection general of aircraft. Inspections will be performed in accordance with AMM, SRM, Aircraft Recovery Manual or other manufacturer documents and may include the following:- Landing gear, engine pylon connections and flight control surfaces are carefully checked.- Aircraft is de-energized, including battery disconnections.- Landing gear safety devices are attached.- Oxygen bottles are removed from the aircraft.- The condition of the Main Jack connections is checked.- Fuel tanks and possible leakage are checked.The Technical Team sends all information related to the research to EVP-Technical via MCC or directly.If needed, coordinate the recovery operations of the aircraft iaw Recovery ProcedureKeep a daily follow-up form. To operate with reinforcing own shift and keeps daily Emergency Follow-up Form with Emergency Logbook FormBOMB WARNINGAbout the event, MCC notifies IOCC, EVP-Technical, VP- Engineering & Planning, VP- Aircraft Maintenance, MCC Manager, Planning Manager, Aircraft Systems Senior Manager, Avionics Systems Manager, CSSO, Chief of the closest Line Maintenance Station to the accident location.In case of Bomb Warning while the Aircraft is On-Ground:If the Airport Authorities request it, transportation of the aircraft to the appointed location is done by the Handling firm, on the coordination of MCC and according to the instructions given by Airport Authority.In case of Bomb Warning In-Flight:If the aircraft is not damaged and evacuation of the aircraft is done through the evacuation exits. The used slides should be changed at the landing airport in order to make the aircraft operative again. In such situations Deputy VP- Aircraft Maintenance responsible for planning the equipment and labor-force need to re-operate the aircraft.If the aircraft is damaged due to the explosion, the evacuation and searching activities, it is necessary for the Incident Inspection Team and Accident-Incident staff to operate. Therefore, the MCC notifies the IOCC, EVP-Technical and CSSO to ensure coordination.

4.8 GROUND OPERATIONS DEPARTMENT 4.8

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.9 I.T DEPARTMENT
4.9

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

Talent and Reward Management

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.12 SALES and NETWORK PLANNING DEPARTMENT
4.12

Ensuring the necessary communication with the assigned sales channels (Agencies, General Sales Agencies, Online Travel Agencies, Global Distribution Systems, and 3rd-party Airline partnerships). Coordinating with sales teams to plan communication regarding inquiries that may arise from these channels.To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.14 FLIGHT OPERATIONS DEPARTMENT
4.14

The EFBs of the affected aircraft will be closed to internet access by Performance and Navigation Department

4.16 IOCC DEPARTMENT
4.16

The IOCC Shift Manager or their deputy will authorize a suitable OCC personnel on duty to fulfill the responsibilities outlined below after sending the FCC message. The assigned OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy.
The responsibility for completing this Immediate Action Form can be assigned by the IOCC Shift Manager or their deputy to one of the dispatchers on duty.The IOCC Shift Manager or their deputy, after being informed of the emergency situation, will assign one of the dispatchers on duty to assist him/her. This dispatcher will be responsible for documenting all communications conducted throughout the ERP operation using the Emergency Logbook Form (PG-EM-FR-008)

4.17 STATIONS
4.17

Local Notification List Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department. LNL forms are published and keep up to date in Comply365. Station Local Emergency Response Plans and Local Notification Lists are checked and ensure that the correct contact information is available in Ground Handling Service Provider Audits and Security Department Audits. LNL forms are checked on a quarterly basis with random checks by the Safety Department.

6.2 TRAININGS
6.2

ERP trainings include general subjects associated with emergency response management as family assistance, cultural sensitivity, telephone inquiry, team call out and assembly, crash site discipline, effects retrieval. Specific ERP trainings are conducted for below personnel;Crisis Management Team ERP training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. Crisis Management Team shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department. In order to increase effectiveness; Crisis Director, CSSO and Corporate Communication should take Crisis Communication Training.Go Team ERP training is mainly comprised of the reminders regarding their duty and responsibilities. Go Team shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.FAT ERP Training is take place prior to filling the role, and refresher training is to take place every 2 years as planned face-to-face or e-learning. FAT ERP Training includes emergency response management and trauma and psychological first aid trainings. Training records are to be held for a minimum of 3 years by HR Department. The effectiveness of FAT ERP trainings is measured with exam. The passing grade is 80 percent. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the course from the beginning.Call Center (Inbound Team) ERP training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. They shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.IOCC ERP trainingis mainly comprised of the reminders regarding their duty and responsibilities in an emergency.

They shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.

0 ADMINISTRATION AND CONTROL OF THE MANUAL

0.1 ACCOUNTABLE EXECUTIVE'S ERP POLICY STATEMENT

Safety is a primary responsibility and a core business function. However, experience has proven that an emergency can occur at any time, and it is vital that Pegasus Airlines responds to a crisis in a professional and caring manner.

Pegasus Airlines Emergency Response Manual (ERM) is to be implemented in the event of a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of aircraft operations which are applicable to all Pegasus Airlines's lease and code share operations.

These procedures provide details of the initial reporting and subsequent action for handling a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of aircraft operations at any network location and will be implemented in conjunction with the appropriate handling agent.

Emergencies and accidents are unpredictable by nature thus necessitating a flexible implementation of these procedures in accordance with the policy and instructions issued by the Pegasus Airlines Crisis Management Center at the time of the accident.

All personnel of Pegasus Airlines and its appointed representatives or handling agents having duties and responsibilities under these procedures are required to familiarize themselves with the overall emergency response procedures as well as their own specific responsibilities for business continuation.

Güliz Öztürk Accountable Manager / Accountable Executive

0.2 SCOPE

Pegasus has an Emergency Response Manual ERM which is based upon an assessment of risk appropriate to the size, structure ,complexity and type of operations and includes central management and coordination of all activities necessary to respond to a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of aircraft operations.

Emergency and critical situations may occur and have potential for endangering the lives of passengers, employees and visitors, and damaging valuable property. Pegasus Airlines has prepared this plan to minimize death, injury and property damage during emergency situations.

The Emergency Response Manual (ERM) is prepared to guide the operation of Crisis Management Center (CMC) in the event of an emergency (involving aircraft or building.), to define organization and facility, methods of work, public relations methods, exercises and training procedures, and the provision of necessary arrangements.

This manual additionally describes duties and responsibilities regarding issues for providing media information and family assistance to those injured and or to the family members of victims, who have died in accidents and to the third parties who are affected from the accident/incident, while determining the rights and responsibilities of Pegasus Airlines against civil aviation authorities, its passengers, personnel, lessor of A/C.

This manual covers all units and personnel appointed in performance of duties required to be performed in an Emergency.

The manual ensures:

- The care of passengers, crew, staff and relatives is provided for

- Swift assessment of the emergency

- Activation of appropriate responses

- A coordinated and cooperative liaison with local responding authorities

This manual has been prepared in accordance with ICAO Doc 9859, ICAO Annex 13,ICAO Annex 19, EASA regulations and directives, SHT-SMS, Turkish Civil Aviation regulations, IOSA Standards Manual, EU Regulation 996.

In the event of an emergency, this manual has priority over all other decisions based on Board of Directors, regulations, Accountable Executive Approvals, procedures and instructions in force.

0.3   SYSTEM OF AMENDMENTS AND REVISIONS

The Emergency Response Manual will be reviewed, updated and revised to ensure validity of its contents and documentation. If there is any change in key personnel information or any change within/affecting the company or any changes after an accident/incident or exercise they will be reflected in the manual as soon as possible. Also, annual exercises are good opportunities for procedure and manual developments. Even if there is no change in the above mentioned issues, the document will be reviewed after ERP Exercises and revised if necessary.

The Chief Safety and Security Office is responsible to ensure compliance of documents during the ERM revision. To ensure the validity of the contents and documentation of this manual, an e-mail is sent automatically through the Comply365 system once a year in order to review all documents. Refer to PG-DU-EK-001 numbered "Documentation System Manual" for further details. This manual is published and distributed in electronic or hard copy format according to the distribution list by the Chief Safety and Security Office. Revisions are numbered and dated. Manual distribution is carried out via the Comply365 Documentation system; therefore, revision of information of in the manual is sent automatically to all company personnel as mail and recipients can access the manual via Comply365 at any time. Revisions are recorded on the revision record page.

As stated in the PG-DU-EK-001 Documentation System Manual, when the documents are revised in Comply365 Documentation system, reusable content should be used. Revision of Reusable Content; some content needs to be used in multiple documents, in which case this content is set as reusable in source documents for use in other documents. When any change needs to be applied to the reusable content, the affected documents are revised and prepared as 'Temporary Revision' for documents requiring authority approval. For documents requiring internal approval, they are prepared as the next major revision.

In case of revision of documents as temporary revision, revised pages/chapters shall be distributed to the relevant departments in accordance with the determined distribution list in each document within 15 days of Temporary Revision date via Comply365. The temporary revisions become effective when the amendment is received by the holder via Pegasus. For detailed information on the publication, distribution and use of documents, please refer to the PG-DU-EK-001.

The holder of the manual is responsible for ensuring the prevention of any unintended use of an obsolete document and to further ensure that such documents are suitably identified if they are used for any purpose. All revisions and amendments shall come into force upon approval obtained on the relevant plans and related annexes of the manual from the authority.

PG-EM-EK-002 Emergency Response Manual, PG-EM-PR-002 Station Emergency Response Procedure, PG-EM-FR-030 Station Emergency Response Duties Form, PG-EM-FR-015 Next of Kin Information Form, PG-EM-FR-016 Passenger Information Form, PG-EM-FR-010 Communication Form are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time.

For detailed information for the record method, archiving periods and disposal types for safety records and documentation. Please refer to the PG-EM-EK-001 4.13 SMS Documentation-Safety Library.

0.4 DEFINITIONS AND ABBREVIATIONS

SMS: Safety Management System

ERP: Emergency Response Plan

ERM: Emergency Response Manual

EASA: European Aviation Safety Agency

ICAO: International Civil Aviation Organization

IOSA: IATA Operational Safety Audit

TR-DGCA: Turkish Directory General Civil Aviation Authority

CMC: Crisis Management Center

CMT: Crisis Management Team

IMC: Incident Management Center

MIC: Media Information Center

FAT: Family Assistance Team

IOCC: Integrated Operations Control Center

SAG: Safety Action Group

GSP: Ground Service Provider

0.5 RESPONSIBILITY

Chief Safety and Security Officer (CSSO) is responsible for the overall control of the Emergency Response Manual. CSSO will authorize the content and the issue of amendments and revisions and will be responsible for recording the issue, production and distribution of amendments/revisions and amendment instructions to all manual holders.

CSSO is responsible for carrying out duties and emergency responsibilities as explained in PG-EK-GT-001 CSSO job description and in this manual and he/she is also responsible for disseminating the information regarding the contents of this manual to the Department managers. In the absence of CSSO or SMS Senior Manager represents each others.

End of Section

1 DEFINITIONS

1.1 EMERGENCY

Any occurrence, actual or threatened which puts any Pegasus aircraft property or staff at risk. The causes of an emergency can be varied but the following are specifically included. Types of Emergency;

1.1.1 ACCIDENT

(ICAO Annex 13 Chapter 1)

An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

- a person is fatally or seriously injured as a result of:

- being in the aircraft, or

- direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or

- direct exposure to jet blast,

except when the injuries are from natural causes, selfinflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

- the aircraft sustains damage or structural failure which:

- adversely affects the structural strength, performance or flight characteristics of the aircraft, and

- would normally require major repair or replacement of the affected component,

except for engine failure or damage, when the damage is limited to a single engine (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or

- the aircraft is missing or is completely inaccessible.

> **NOTE**
>
> Note 1. For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is clasified, by ICAO, as a fatal injury.
>
> Note 2. An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.
>
> Note 3. The type of unmanned aircraft system to be investigated is addressed in Annex 13 5.1
>
> Note 4. Guidance for te determination of aircraft damage can be found in Annex 13 Attachment E1.1.2 Incident

1.1.2 INCIDENT

(ICAOAnnex 13 Chapter 1)

An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation. Note The types of incidents which are of main interest to the International Civil Aviation Organization for accident prevention studies are listed in Annex 13 Attachment C.

1.1.3 SERIOUS INCIDENT

(ICAOAnnex 13 Chapter 1)

An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

> **NOTE**
>
> Note 1. The difference between an accident and a serious incident lies only in the result.
>
> Note 2. Examples of serious incidents can be found in Annex 13 Attachment C.

1.1.4   SERIOUS INJURY

(ICAO Annex 13 Chapter 1)

An injury which is sustained by a person in an accident and which:

- requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or

- results in a fracture of any bone (except simple fractures of fingers, toes or nose); or

- involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or

- involves injury to any internal organ; or

- involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface; or

- involves verified exposure to infectious substances or injurious radiation.

1.1.5   HIJACKING

An act of aggression in which the aggressor(s) force the Commander to relinquish part of his/her authority in assuming command over the aircraft.

OM Part A 10.2.3, ACSP 14.1.1

The procedures applicable by flight crew and precautions for the prevention of such act are explained in OM Part A chapter 10.2.3 and Air Carrier Security Programme 14.1.1. The security of aircraft during a lay over at night or during the day is a very important issue and Ground Operation Department shall be in coordination with the Airport Authority and Ground Handling companies.

Commander shall be alerted to be dispatched to the airport authority when a hijacking information is received while the Crisis Management Centre is reporting to duty. The commander called shall be ready to give information regarding the aircraft.

Handling company shall provide the passenger name list, cargo manifest, trip info, load and trim sheet via the station management. These documents shall not be reachable by the persons other than those responsible.

1.1.6   BOMB THREAT

OM Part A 10.2.2, ACSP 14.1.2

An Emergency situation which requires the air traffic controllers and law enforcement officers to be informed of the threat made towards a Pegasus aircraft in or out of Turkey while on ground or on air.

A bomb threat may be received while the aircraft is on ground or on flight. Any bomb threat received or discovered before the aircraft has taken off is considered to be a bomb threat to an aircraft on the ground. Bomb threats are normally received in three different forms: by phone, in person (usually hearsay) and in writing either electronically or handwritten.

The precautions for bomb threat is given in OM Part A Chapter 10.2.2 and Air Carrier Security Programme 14.1.2. The procedures for crew members is also given in OM Part A chapter 10.2.2 for bomb threat received during a flight.

When information concerning a Bomb Threat is received, IOCC must be notified immediately. IOCC informs Safety and Security, Flight Operation Departments. Depending on the type of alert they will activate the procedure outlined in Emergency Response Manual and Crisis Management Center. Ground Operation and/or Station Management shall be in contact with airport authority and handling company in order the relevant ground handling to be ready with push back car, external power unit, wheel chair at time of need, and shall ensure no action to be taken without the approval of airport authority. In the event of terrorist actions such as bomb threat and or hijacking a Commander and Technical Representative shall be directed to the Crisis Management Center to be consulted by Airport Authority.

1.1.7   EMERGENCY ARISING DUE TO OTHER REASONS

Any emergency situation which arises due to a reason unpredictable beforehand and breaks the integrity of our flight schedule, stop, cause failure to our flight and ground operation in Pegasus' field of operation and the closure of an airport where our operation is intense (Eruption of fire in Pegasus HQ, Emergency evacuation, Natural disasters, political reasons, public health emergency).

Pubilc Health Emergency

(World Health Organization (WHO))

A public health emergency (the condition that requires the governor to declare a state of public health emergency) is defined as "an occurrence or imminent threat of an illness or health condition, caused by bio terrorism, epidemic or pandemic disease, or (a) novel and highly fatal infectious agent or biological toxin, that poses a substantial risk of a significant number of human facilities or incidents or permanent or long-term disability (WHO/DCD, 2001). The declaration of a state of public health emergency permits the governor to suspend state regulations, change the functions of state agencies.

End of Section

2   EMERGENCY RESPONSE MANAGEMENT

2.1   IN HEADQUARTER

Crisis Management Center (CMC) will be established under the control of a Crisis Director. Accountable Executive takes over the duties and responsibilities of Crisis Director. She/He coordinates the measures to be taken by the various departments or services. It is the duty of every manager to check regularly that all personnel under their jurisdiction are familiar with these instructions in so far as they concern the duties they may be expected to carry out in the event of an accident.

2.2   IN STATIONS

Incident Management Center (IMC) will be established by the Handling Company, on behalf of the airline, to co-ordinate the local response to the incident. In the immediate aftermath of an incident an Initial IMC will be established at the airport of emergency or accident or, if off-airport, at temporary premises acquired near the scene of the accident e.g. in a village hall, hotel, local government offices, private house or commercial premises. The station manager of this country takes the position of the area. If there isn't any responsible of Pegasus Airlines at the station checklists will be filled and up to dated by handling companies. Station representatives or the handling company's representatives which determined in Local Notification Lists fill the checklists that are located in PG-EM-PR-002 Station Emergency Procedure and collect the reports and send them to Crisis Management Center immediately. They are responsible for implementing the necessary activities until Go-team reached the site. They renders also assistance to the Go-team.

2.3   ACCOUNTABILITIES AND RESPONSIBILITIES

Pegasus Airlines' management is firmly committed to providing and maintaining a safe and healthy working environment. To accomplish this all individuals will be held responsible for their role in the SMS.

Accountability: The obligation to accept ultimate responsibility for decisions and policies, and for the performance of applicable functions, duties, tasks or actions; this implies being answerable (i.e. accountable) for ensuring that such responsibility is executed or performed. Accountability may not be delegated. In the context of a Safety Management System, accountability means being ultimately responsible for safety performance (Accountable Executive).

Responsibility: An obligation to execute or perform assigned functions, duties, tasks or actions; this typically includes an appropriate level of delegated authority; and implies holding a specific office, title, or position of trust.

AUTHORIZATION OF KEY PERSONNEL

The Accountable Executive has by virtue of position the corporate authority and responsibility, and thus is accountable for ensuring within all operational areas:

- Irrespective of other functions, establishing, implementing, and maintaining safety, security, compliance monitoring and quality management systems.

- The allocation of resources necessary to manage safety risks and security threats to aircraft operations and their required maintenance activities.

Responsibilities and duties are described in PG-YN-GT-001 CEO/GENERAL MANAGER.

Chief Safety and Security Officer is authorized key personnel to manage and responsible for the development, implementation, maintenance and coordination of the ERP: businesses develop, coordinate and implement an emergency response plan that ensures an orderly and effective transition from normal activities to emergency activities, from emergency activities to normal activities. CSSO is responsible for carrying out duties and emergency responsibilities as explained in PG-EK-GT-001 CSSO job description and in this manual. He/she is also responsible for disseminating the information regarding the contents of this manual to the Crisis Management Team.

In the absence of CSSO or SMS Group Manager represents each others. SMS Group Manager responsibilities and duties are described in PG-EM-GT-001.

Safety and ERP Leader assists Chief Safety and Security Officer in emergency response management and undertakes variety of tasks, such as preparing and keep up-to-date of ERP documentation, preparing the ERP Exercises and to ensure the coordination and realization of them and providing coordination between responsible departments as explained in PG-EM-GT-004.

Crisis Management Team (CMT) to deal with any aircraft or non-aircraft related emergencies, to command, control and manage such events with the aim of a swift, effective and successful response, to ensure that the rest of the operation is running as normal as possible, to recover and return to normal operations as soon as possible. Crisis Management Team is responsible for the activities included in the plan. Duties and responsibilities are described in this manual Chapter 4 Duties and Responsibilities.

Crisis Management Team Members are listed in PG-EM-FR-023 CMC Emergency Contact List.

TITLE	NAME
Accountable Executive (Crisis Director)	GÜLİZ ÖZTÜRK
Chief Operations Officer	ERGÜN DEMİRCİ
Group Head of-Internal Audit&Integrated Management Systems and Business Excellence	AYŞE NAZ ÇAĞIL
Chief Flight Operations Officer	GENÇER KARATEPE
Chief Commercial Officer	ONUR DEDEKÖYLÜ
Chief Financial Officer	MAHMUT BARBAROS KUBATOĞLU
EVP - Ground Operations	BOĞAÇ UĞURLUTEĞİN
EVP - Technical	TAHSİN İSTANBULLU
EVP - Cabin Operation	ERSEL GEYİK
Marketing and E-Commerce Senior Director	AHMET BAĞDAT
Sales and Network Planning Group Director	EMRE PEKESEN
Chief Human Resources Officer	DİLARA OĞUR
Chief Information Technologies Officer	BARIŞ FINDIK
Corporate Communications	BANU KARAMUK
Chief Safety and Security Officer	MURAT TÜNAY
General Counsel and Sustainability Senior Director	ALİ UZUN
IOCC Vice President	SERKAN KILIÇ
Safety Management Leader-SFI	SALİH UYGAR KILIÇ
Safety and ERP Leader	TUĞBA TUĞÇE ÇETİN
Security Leader	MÜGE KARAPINAR
Medical Advisor*	YAVUZ TURAN
* In case of Public Health Emergency, Medical Advisor will be added.	

Rev. No:15.00 / 28.04.2025 | Şirket İçi (Internal) | Page: 19 / 59

"Most recently updated master copy is held by Pegasus Hava Tasimaciligi A.S., when printed and/or downloaded, becomes uncontrolled copy."

2.4 AIRCRAFT TRACKING

Upon receiving information of an accident, incident involving an Pegasus Airline's aircraft that results in fatal or serious injury to any person or substantial damage to the aircraft property occurred and during aircraft tracking if there is no communication or position information received after several attempt by ATSU and IOCC, check accurancy and to collect occurrence information and must notify the appropriate authority without delay.

For further information about Aircraft Tracking, refer to PG-OC-PR-004 Aircraft Tracking Procedure.

End of Section

3   CRISIS MANAGEMENT CENTER ORGANIZATION

3.1   PURPOSE OF CRISIS MANAGEMENT

The purpose of crisis management is to ensure that the company's response to an accident or incident is wholly appropriate to the circumstances, taking account of the best interests of customers, and staff, and the need to protect the reputation and business of Pegasus Airlines.

3.2   NOTIFICATION OF EMERGENCY

In an Emergency; The IOCC is informed first. After confirmation of emergency,IOCC shall notify CSEO. Then Crisis Director (Accountable Executive) will be informed by CSSO regarding the emergency situation and decides to establish Crisis Management Center (CMC). IOCC is divided operations into Normal operations and Emergency operations.

In a Public Health Emergency; The information triggering an emergency response could come from any number of different areas. The most likely scenario would probably be a notification from the World Health Organization (WHO) that there has been a progression into a more critical phase of the emergency in question. However, the information could also come from National Public Health Authority. A response could also be triggered at the air carrier level if, for instance, many passengers and/or crew members on a particular flight display symptoms compatible with communicable diseases. Depending on the origin and the nature of the information received, the level of response will vary; it could be limited to action required by medical and communications.

3.3   AVAILABILITY

It is essential that members of the Crisis Management Team or, in their absences, their nominated deputies, are readily available to respond in the event of an accident or incident according to the shift plan. To that end, the Primary members of the CMC are responsible for ensuring that their deputies are not unavailable simultaneously, whether on leave or duty.

3.4   CALL-OUT PROCESS

The primary method of contact will be via Company mobile phone numbers. Callout and activation of the Crisis Management Team and Go Team will be via SMS system, voice message or e-mail. These messages do not include full details.

The IOCC Shift Manager or their deputy will authorize a suitable OCC personnel on duty to fulfill the responsibilities outlined below after sending the FCC message. The assigned OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy.

When the Crisis Management Team members get a Crisis SMS, they should call/send text message/ Whatsapp message to IOCC for confirmation, inform about estimated arrival time to Crisis Management Center as soon as possible. If members did not inform IOCC about their arrival, IOCC will call members. If CMC members can not be reached, second/third shift members will be called accordingly to Shift Teams List (PG-EM-FR-024).

When the Go Team members get a Crisis SMS, voice message or e-mail they should call the Go Team Leader for confirmation, inform about estimated arrival time and go to crisis management center as soon as possible. If members did not inform Go Team Leader about their arrival, Go Team Leader will call members.

If there is an exercise, crisis messages should include "This is an exercise" sentence to prevent misunderstanding.

In cases where other communication methods are disabled, mobile satellite phone communication is activated. (PG-EY-TL-006_0 SATELLITE PHONE USAGE CONDITIONS)

3.5   MANIFEST PROCESS

The ERP contains a process that provides an accurate manifest to the appropriate authorities in the event of an aircraft accident. Such manifest shall list crew members, passengers and cargo to include dangerous goods.

In the event of aircraft accident, providing accurate manifest to authorities process is begins with Ground Operations DCS department. In cases of any emergency, following the emergency situation warning set out by the Integrated Operation Control Center (IOCC) to the members of the Crisis Management Team. All precautions are to be taken in order to disable third parties access to any passengers name lists (Boarding list) concerning the flight by Ground Operations DCS Department. After that, Ground Operation Department fills detailed passenger and cargo information form (accurate manifest list crew members, passengers and Cargo, to include dagerous goods according to Information Sheet) cooperation with Commercial Department according to TR-DGCA regulation at the event of crisis. And transmitting these information (accurate manifest list crew members, passengers and Cargo, to include dangerous goods according to Information Sheet) to the TR-DGCA and authorities is done by Safety Management Department.

3.6   CRISIS MANAGEMENT CENTER

CMC is the center which determines the procedures and essentials to be followed by the company in order to overcome the problems caused by emergency within the framework of provisions stated in this manual and which performs duties according to instructions given by Director of Crisis Management Center.

CMC will be established under the control of a Crisis Director. Crisis Director will take charge of the event by making all the necessary decisions to ensure an effective controlled response to the situation.

Crisis Management Center shall start work immediately for Accidents/Incidents, hijacking, bomb alert, etc. At Esas Aeropark Plaza 4th floor, at SAWIOCC for other emergency situations, upon receiving such information, in accordance with Emergency Response Manual where duties are detailed.

It is essential that members of the Crisis Management Team or, in their absences, their nominated deputies, are readily available to respond in the event of an accident or incident according to the shift plan. To that end, the Primary members of the CMC are responsible for ensuring that their deputies are not unavailable simultaneously, whether on leave or duty.

MEMBERS OF CRISIS MANAGEMENT CENTER (CRISIS MANAGEMENT TEAM);

The primary role of the members of Crisis Management is to manage the company in the time of event. Team Members in Crisis Management Center Emergency Contact List (PG-EM-FR-023) take place in CMC. In case of Public Health Emergency, Medical Adviser will attend to CMT and take place in CMC.

Director of Crisis Management Center may appoint personnel who it deems necessary other than those listed above in need of requirement arising based on the circumstances.

SHIFT TEAM;

Predetermined group who will assemble at CMC for handling emergencies or accidents according to the shift program. The period of work shall be executed by in 3 shifts of 8 work hours in each shift according to Crisis Management Center Emergency Shift Team List (PG-EM-FR-024) during the 24 hours in any emergency situation.

3.6.1   CRISIS MANAGEMENT CENTER LOCATION

The location of Crisis Management center depends on the nature of the accident/ incident, hijacking, bomb threat, etc. Causing the Emergency. Primarily, meeting room that is placed in Pegasus Airlines Head Office at AEROPARK 4th Floor is established and refurbished for the purpose Crisis Management Center, for all other minor emergency situations, Integrated Operation Control Centre (IOCC) can be used. If any emergency situation occurs in IOCC, Pegasus Airlines Head Office will be used for coordination center. If needed, the Crisis Management Center can also be established via online Ms Teams.

Crisis Management Center;

Pegasus Hava Taşımacılığı A.Ş. AEROPARK Yenişehir Mah. Osmanlı Bulvarı No:11/A Kurtköy 34912 Pendikİstanbul /Türkiye

Phone: +90 216 560 75 98

Fax: +90 216 560 75 99

Integrated Operation Control Centre (IOCC)

Phone: +90 216 560 72 64

Mobile Phone: +90 535 045 64 48

Fax: +90 216 560 70 84

Media Information Center (MIC); is established in next room of the Crisis Management for easily communication.

Incident Management Center (IMC); can be astablish near the accident site under CMC to coordinate some duties.

3.6.2   STRUCTURE OF CRISIS MANAGEMENT CENTER
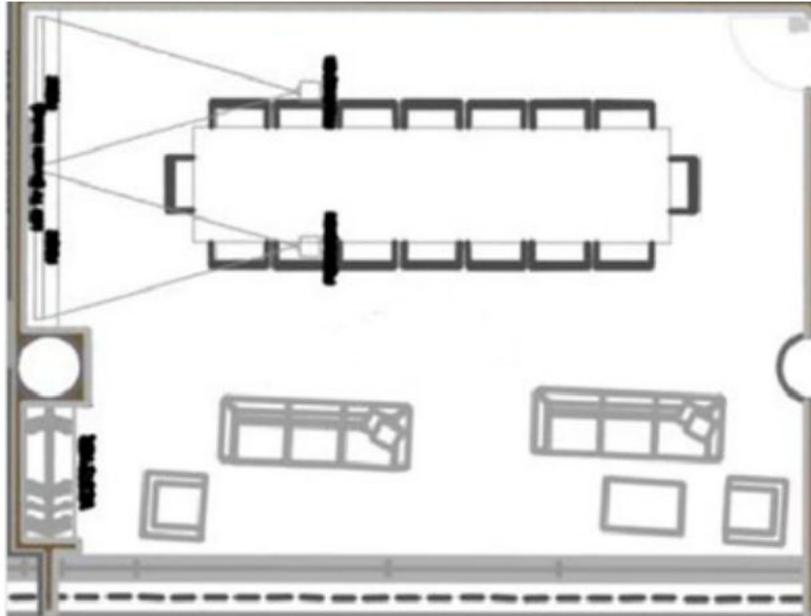
Figure 3-1: Crisis Management Center (CMC) layout
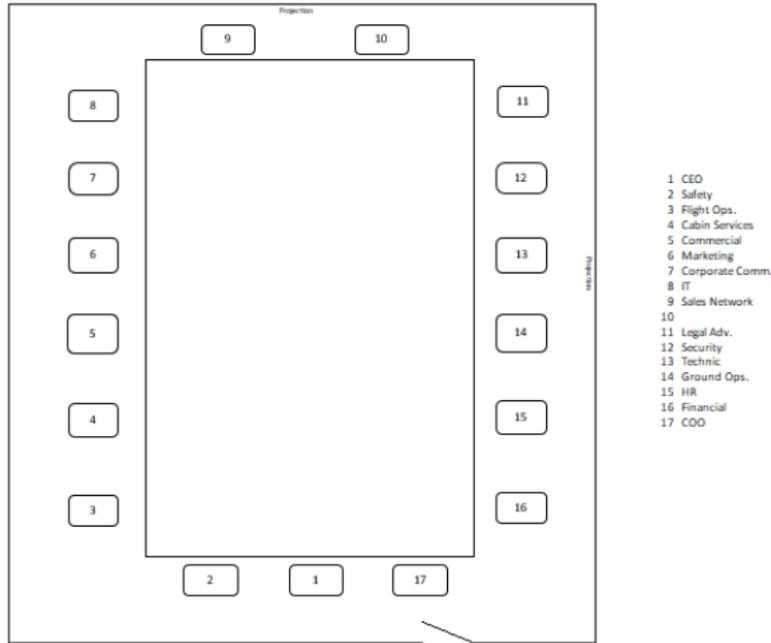
Figure 3-2: Crisis Table Layout

The figure key reads:
1 CEO
2 Safety
3 Flight Ops.
4 Cabin Services
5 Commercial
6 Marketing
7 Corporate Comm.
8 IT
9 Sales Network
10
11 Legal Adv.
12 Security
13 Technic
14 Ground Ops.
15 HR
16 Financial
17 COO

3.6.3   CRISIS MANAGEMENT CENTER EQUIPMENT

- Laptop and it's equipments
- Television • Projector
- Meeting table and chairs
- Writing Metarials
- Flipchart or smart board
- 18 mobile phones (These phones will be used by crisis management team for internal and external communication. Personal and other phones will be kept off)
- Mobile investigation kits for Go Team (It is kept in Safety and Security Department Company Warehouse/ entrusted to Go Team members)
- First Aid Kit
- Wall clock
- Wireless access point

3.7   CRISIS MANAGEMENT CENTER RESPONSIBILITIES

- When emergency situation has occur, operation is separated as normal operation and emergency operation. Transition of operation from emergency to normal operation and vice versa has been performed by decision and order of Crisis Management Center.
- Primarily, to determine the procedures for the transportation of injured crew and passenger to a health stations/hospitals.
- After the crew and passengers name (boarding) list has been acquired, it is ensured that these lists are not accessible for 3.rd parties through any domestic or foreign country check-in counter. It is determined when and how the acquired boarding list is to be announced to the press.
- To determine the personnel taking-up duty at through Crisis Management Center and activate Mobil Support and Investigation team (Go-team), Family Assistance team and other personnel for transportation to the incident location by the decision of CMC.

- Prepares a Preliminary Emergency Briefing Form (PG-EM-FR-009) concerning information on the accident-incident and passes this on to Domestic and Foreign based Insurance authorities as soon as possible. Sends the below mentioned reports to the TR-DGCA according to (SHY-13) regulations in 48 hours. .

- Information is given to TR-DGCA via "Accident Incident Initial Report Form" (PG-EM-FR012)

- Preparations are made in order to implement duties specified by the Turkish Civil Aviation Regulations. (Annex. 8.1.SHY-13 A/C Owner's Responsibilities)

- Ensures that all announcements to the media as well as the public are made in accordance with the domestic and foreign based Insurance authorities, and keeps-up coordination with the Insurance authorities for any further announcements to be made.

- To transmit necessary information to the crews and passenger's families, to determine and implement regulations to be followed in the Family Assistance Team Instruction and ensuring transportation, lodging and subsistence for crew member and passenger families.

- Undertakes necessary organization for personnel to be transported to the incident location as well as lodging and subsistence for them.

- Ensures to collect information on possible cargo (such as Dangerous goods or valuable items etc.) that may be onboard the aircraft. Incase of aircraft incidents involving dangerous goods, ensures to take actions accordingly to *DOC 9481 AN 928 Emergency Response Guidance For Aircraft Incidents Involving Dangerous Goods* document and *PG-UI-KD-00003 Quick Reference Guide For Dangerous Goods Operations.*

- To ensure information flow to the local airport authority, local authorities and also information about the foreign passengers to the security units, embassies of their countries and if necessary to military officials.

- Takes all precautions such as keeping other aircrafts from taking flight, diverting and flight cancelations.

- Ensures transportation for the concerned passengers, crew, personnel on-duty, victims and their families.

- Takes precautions to ensure medical and psychological aid from outside the company.

- Ensures that all license and certification of the flight crew from the concerned aircraft are gathered, a copy is taken and maintained without getting in the hands of 3rd. Parties.

- Is responsible of checking whether the directives given by the Crisis Management Center are being carried out

- To ensure that all information concerning the baggage and cargo on board the aircraft is gathered and ready to be transmitted to the authorities if required.

- Determines necessary regulations for the transportation, lodging and subsistence for crew member and passenger families.

- To check if the necessary information transition on the hi-jacked aircraft has been transmitted to the TR-DGCA Management, to the company which leased the aircraft and to the financiers in accordance to the responsibilities of all domestic and foreign regulations our company has agreed to up-hold such as the Civil Aviation laws, the Warsaw Convention, Wet lease, Code-share and Financial agreements.

- The announcement text which is included in ERM shall be prepared by Digital Marketing and shall be forwarded to the Call Center. Call Center staff shall read this text to the callers in order to inform them until an announcement is made regarding the Crisis Management Center staff is in position.

- Adequate lines of Toll free telephone numbers shall be allocated by Human Resources Directorate to facilitate free communication means to the family members of and to inform family members of passengers, if deemed necessary by Crisis Management Center. These lines shall be forwarded to Family Assistance Management Center.

- To activate contracted Pegasus call center activates for inbound calls and FAT call center for outbound and notifications.

- The information of the family members of the passengers who are calling to paid line or free line is recorded on the PG-EM-FR-010 Communication Form and send to FAT Information Center members by the call center members.

- The voice response system of the Head Office phone is changed to give information about the emergency situation in case of an emergency.

- The names of staff who will be working in shifts and the shift work hours determined by department managers shall be given to the Crisis Management Center.

- Each Shift Team shall keep all documents and information collected during the related shift duty hours by means of daily emergency follow up with Emergency Logbook Form (PG-EM-FR-008), and will hand over the same in full to the next shift team. crisis@flypgs.com e-mail account logs and online MS Teams meeting chat logs can be used instead of follow up Emergency Logbook Form (PG-EM-FR-008).

- If necessary, Shift Team may call Go-Team and or Family Assistance Team to work and regularly follow up their work.

- Any information, document, instrument and equipment that shall be required during in the event of an emergency shall be ready by CSSO in Crisis Management Center and shall be kept and updated to be used anytime.

- In the event of emergency until an announcement is made regarding the Crisis Management Center is activated, Pegasus personnel who are closest to the accident / incident site such as Station Manager, Pegasus representative where no Pegasus station employee is present, shall carry out all duties and make all expenses payments necessary with the approval of Crisis Management Center and shall forward all information and documents to the Crisis Management Center.

3.8   SUPPORT TEAMS

3.8.1   GO TEAM (MOBIL SUPPORT&INVESTIGATION TEAM)

Group of company personnel with specific duties, accident investigation team, accident/incident site emergency management desk staff, family assistance team members form "go team". Members of Go Team List (PG-EM-FR-017) goes the accident/incident site as fastest as possible. This team meets and dispatched to the accident site in a very quick manner.

They pass the accurate information to the Family Assistance Team representatives, establishes immediate contact with relevant agencies, Airport Manager, Local Authorities, Handling Agent, etc. for equipment necessary a contract may be established with any airline operator.

Team must do a briefing about accident, local & weather, contact info, management and legal, trip info, personal security etc. And they check reservations, money, traveler's checks, credit cards, visa, medical items (medical kit, personal medications) hand-carry valuables, remaining luggage, go kit etc. before going to accident site.

When team members get activation message, he/she should go to meeting point that is placed in Pegasus Airlines HQ 4th floor meeting room as soon as possible.

Dismissal or change of duty of the members is followed systematically or manually by the human resources department and safety management department is informed.

Go team is authorized to use the money allocated (50000 TL, 10000 Dollar, 10000 Euro) for emergencies.

GO TEAM (MOBIL SUPPORT&INVESTIGATION KIT)

Go kits are always available in the company to be used by all members whenever they are exercising their duties. Also, All emergency equipment can be used belong to Kenyon International Emergency Services.

Pegasus Airlines go kits contains following: Clothing Items:

- Waterproof trousers, over jacket, boots

- Woolen hats

- Tshirt

- Polar sweatshirts

- Helmet

- Carry on-bag

- Vest

- Industrial work gloves

- Socks

- Flashlight

- Ear lap

- Thermal clots

Protective Personal Equipment (PPE) (In case of Public Health Emergency);

- Aprons

- Coveralls

- Face shields

- Gloves

- Goggles

- Protective glasses

- Gowns

- Particulate respirators

- Protective clothing/Scrubs

- Shoes Protective Covers/Over boots/Overshoes

- Disposable head wear (caps, hoods, head covers hairnets)

First Aid Kit: (it keeps in the technical warehouse):

- Bandage, Triangular, 40 In.
- Gloves
- Bandage, Roller, 2 In.
- Bandage, Roller, 4 In.
- Tape, First Aid, ½ In. X 2.5 Yds, Roll
- Scissors, Bandage
- Safety Pins, Assorted
- Bandage, Compress, 4 In.
- Bandage, Compress, 2 In.
- Band-Aids, Assorted Sizes
- Closures, Adhesive Wound
- Burn Dressing, 3 In. X 3 In.
- Resuscitation Kit
- First Aid Handbook
- Wound Cleaner, Antiseptic*

- Burn Ointment*
- Anti-Diarrhea, Tablets*
- Antiacid, Tablets*
- Antiemetic, Tablets*
- Analgesic, Tablets*
- Nasal Deconestant*
- Antihistamine*
- Tweezers
- Eye Irrigator
- Bio Hazard Bag
- Medical Incident Report Form
- Thermometer
- Pencil
- *Life Limited Items

Stationery Items

- Mobile phone
- Voice recorder
- Camera - video
- Binoculars
- Clipboards
- Water container & cup
- Waterproof coloured marker pens
- Felt-tipped pens, ball pens and pencils
- Assorted clear plastic envelopes
- Pocket notepads

- Chalk
- Eraser
- Cellophane tape
- Paperclips & rubber bands
- Pins
- Ruler
- Staplers and spare staple packs
- Assorted office envelopes
- String (500m)
- Cables

Figure 3-3:

3.8.2 FAMILY ASSISTANCE TEAM (FAT TEAM)

Group of volunteers giving family support and psychological counseling as a practical and an emotional aid in accordance with family assistance plan to surviving passengers and to the deceased persons' next of kin after an airline accident.

In the event of a major incident/accident the Family Assistance Team Leader will be instructed to confirm activation of team by Accountable Executive, which will be deployed to provide assistance at the accident location or head quarter.

They will liaise with Crisis Management Team regarding rendezvous point and briefing. It may be necessary to deploy more than one team, one to the accident location and one to the airport of departure and one to the intended arrival airport. It is important that a strong airline presence is maintained at the accident location to ensure the highest level of liaison, particularly with survivors and next-of-kin. If needed Postcritical stress counseling can be provided to survivors and next-of-kin.

Family assistance team conduct their activities according to Family Assistance Team Instruction (PG-EM-TL-003) . Family Assistance Team Instruction also includes all details of FAT working rules.

FAMILY ASSISTANCE TEAM ORGANIZATION

Chief Human Resources Officer is responsible to carry out the Family Assistance Team responsibilities as explained in this manual. He/She works under coordination with Chief Safety & Security Officer.

In the absence of Chief Human Resources Officer, SVP-HR Center of Expertise and Business Partnership Director or Group Head of- Administrative Affairs will be responsible respectively

Pegasus Airlines Human Resources and Administration Affairs Department are also defined Family Assistance Team Leaders.
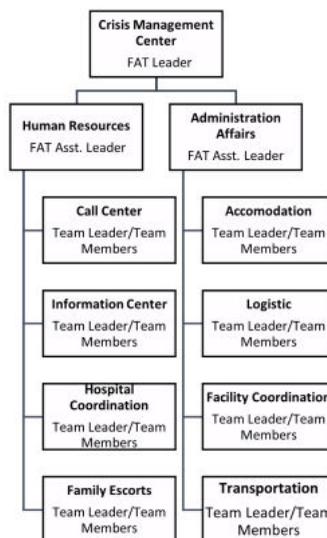
3.9   THE TERMINATION OF THE ACTIVITIES OF THE CRISIS MANAGEMENT CENTER

Crisis Management Center members decide to end the crisis situation according to kind and severity of the accident/incident and progress of Emergency Response procedures. After termination of crisis situation, all fulfilled checklists are collected by Safety and Security Department and filled accordingly.

Transition of operation from emergency to normal operation and vice versa has been performed by decision and order of Crisis Management Center.

End of Section

4   DUTIES AND RESPONSIBILITES

Staff who is in position to carry out duties and responsibilities as prescribed in this manual are responsible towards the Crisis Director.

In emergency situations duties and responsibilities shall be carried out according to the rules detailed in this manual as detailed in Emergency Response Manual depending on the causes and nature of emergency.

The duties may vary depending on the location where and emergency is encountered, on the climatic conditions, nature of emergency as well as the size of emergency situation. The duties list may be amended according to the observations from exercises.

Duties and responsibilities of Crisis Management Team are described in below forms and in this manual.

- PG-EM-FR-013 Crisis Management Center Duties Form
- PG-EM-FR-014 Crisis Management Center Immediate Action Form

In a Public Health Emergency situation; PG-EM-FR-044 Crisis Management Center Duties (Public Health Emergency) Form is used.

4.1   CRISIS DIRECTOR

Accountable Executive is to act as the Crisis Director. If the Accountable Executive is unavailable, the COO-Chief Operation Officer will appoint as deputy.

The Crisis Director has overall responsibility for emergency response and for directing the activities of the Crisis Management Team. Crisis Director shall regularly re-evaluate the situation and direct the appropriate response through two way briefings with the members of Crisis Management Center.

The Crisis Director will take full control and responsibility for the Pegasus Management of the event.

- Apply Company policy and procedures in a manner that will bring the post accident activities to a successful conclusion as quickly as possible with the primary objective of ensuring the safety of all passengers, crew and personnel involved.

- Proceed to Crisis Management Center to take charge of the event.

- Keep herself/himself informed on the progress and development of the event.

- Make all executive decisions necessary and employ and direct all or any of the resources and personnel of the Company as he sees fit in the light of prevailing circumstances.

- Make regularly re-brief with the CMT at 30/60 min "Time Out' intervals, provide leadership and direction by deciding Priority Tasks (display on white board). Keep Management fully informed of all phases of the emergency.

- Manage the Communications Coordinator with contents of holding statement, internal staff statement.

- Issue instructions to all Emergency Centers.

- Fill in Crisis Director part of the Crisis Management Center Immediate Action Form (PG-EM-FR-014)

4.2   CHIEF OPERATIONS OFFICER

He/She will take all responsibilities of Crisis Director in case of his/her absence. As soon as any Emergency Situation is acknowledged, COO is to ensure to fill the requirements of Crisis Management Center Duties Form (PG-EM-FR-013).

- He/She will take all responsibilities of Crisis Director in case of his/her absence

- To coordinate all the responsibilities of each department under his command

- Implements directives given out by the Head of The Crisis Management Center

- To aquire information flow from TR-DGCA concerning the occurrence with Flight Operation Department

- Coordinate to get detailed passenger and cargo information form cooperation with Commercial Department according to TR-DGCA regulation at the event of crisis

- Coordinate to get A/C airworthiness and maintenance documents

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.3   SAFETY AND SECURITY DEPARTMENT

SAFETY

Pre Emergency;

- To prepare, update and distribute Pegasus Airlines Emergency Response Manual, Station Emergency Response Procedure, Family Assistance Team Instruction and related forms.

- Overall coordination of the development and maintenance of Emergency response facilities and equipment.

- Planning and coordinating training courses such as support teams.

- Planning and conducting exercises.

- To recruit the Mobil Investigation and Support Team and determine necessary personnel taking part in the team and keep coordination with other units.

In an Emergency;

- Transport Mobil Investigation and Support Team and their equipment to the incident location and ensure lodging and subsistence in coordination with Commercial Department.

- Collecting all information concerning the damaged aircraft such as remaining fuel, passengers, crew, cargo, special cargo and transmitting these information to the Mobil Support and Investigation Team.

- Collecting all information coordination with Ground Operation Department concerning accurate manifest list (crew members, passengers and Cargo, to include dangerous goods) according to Information Sheet at the Event of Crisis and transmitting these information to the TR-DGCAand authorities.

- To Inform TR-DGCA and ensure coordination between Crisis Director and TR-DGCA

- To ensure all written correspondence with theTR-DGCA and International/Foreign Civil Aviation Authorities.

- To coordinate with Technical Department in order to secure DFDR (flight recorder) and CVR (cockpit voice recorder) under permission of TR-DGCA if the aircraft is not damaged.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) via Crisis Management Centre.

- To inform Crisis Director on issues seen important according to the Mobil Investigation and Support Team report.

- To check SHY-13 A/C owner's duties and responsibilities. (Annex 8.1)

- To implement and support orders given by Crisis Director.

- Inform shift members about Accident/Incident and operates own shift

SECURITY

In an Emergency;

- Contact Local Security at the airport.

- Liaise with Police and or Security Company on any security issues.

- Liaise with appropriate agencies in order to ascertain the level of threat to Pegasus Airlines interests. Include any recent threats made to the company.

- Ensure the security of the passengers, crew and aircraft by contacting Local and On-site Security Units.

- Keep in coordination with Security Units and up-dates the Crisis Management Center on all developments.

- Implement and support orders given by Crisis Director.

- Inform shift members about Accident/Incident and operates own shift.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.4   CABIN OPERATIONS DEPARTMENT

Pre Emergency;

- To provide emergency training for cabin crew members

In an Emergency;

- To keep and maintain records on occurred accident-incidents according to PG-EM-FR-014 Crisis Management Immediate Action Checklist Form and fill in Cabin Service part of this form.

- Establish contact with aircraft cabin crew and communication with the families of the effected aircraft cabin crew.

- Coordination with Human Resources Department for the procuring of a psychologist for therapy purposes for the cabin crew.

- Implement and support orders given by the Crisis Director.

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.5   FINANCIAL DEPARTMENT

Pre Emergency;

- Keep ready 50000 TL, 10000 Dolar, 10000 Euro cash disbursement for the emergency activities by Go-Team.

In an Emergency;

- Meet the Incident Management Centre and Go-Team needs

- Work with the insurance broker and the underwriters to streamline the aid and reimbursement process.

- Inform bank about the accident/incident, provide details as necessary.

- Inform the lessor company of the affected aircraft and provide them with required information.

- Inform the lessor company of the affected aircraft engine and provide them with required information.

- If the aircraft concerned belongs to another country or company, to notify the country and company if necessary, according toICAO Annex 13.

- Draw on bank credit facilities to fund the activity that is being carried out, in accordance with company rules.

- To deploy necessary petty funds to the locations that are affected and implement necessary controls for disbursement and accounting.

- Ensure that accident report is obtained from the related officials to provide to the claims department of the insurance broker firm and the underwriters.

- Liase with the Insurance Broker and their Claims Department and underwriters' adjusters to carry out and initiate the claims processing.

- Implement and support orders given by Crisis Director.

- Inform shift members about Accident/Incident and operates own shift.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.6 COMMERCIAL DEPARTMENT

In an Emergency;

- Provide that the necessary scheduling precautions will be taken by the Scheduling Department so that the rest of the operations will continue in a regular way.

- If the concerned flight is a charter flight; the handling company of the take-off location of the flight is to be contacted and the acquired passenger and cargo manifest (shipping bill) is to be transmitted to the Crisis Management Center. The tour operator chartering the flight will also be contacted.

- Make sure all precautions are to be taken in order to disable third parties access to any passengers name lists (Boarding list) concerning the flight by DCS department.

- The cargo manifest (shipping bill) is to be acquired from the take-off location and local authorities need to be informed about all kinds of chemical, biological or radioactive material which might be harmful for human health and surrounding in the moment of incident.

- Ensure the cargo manifest (shipping bill) of the aircraft and determine baggage type distinction (pet, dangerous goods, rush baggage, valuable baggage etc.).

- If the damaged or hi-jacked aircraft happens to be a "subcharter" flight, information flow with the the associate transporter should be established according to the responsibilities set in the "subcharter" contract and the emergency situation operation plan is to be executed in coordination.

- Activate the free Call Center line for families of victims (CC phone number: 0850 250 22 45)

- Give accurate and timely information to Call Center and keep updating them with the new information taken.

- Send a copy of the Press Release to Call Center and ensure that Call Center will direct the calls to the Crisis Centre.

- Arrange schedule according to the type of Emergency (Crisis) Situation and ensuring lodging and subsistence for the remaining passenger that could not be transported due to the occurrences.

- Marketing Department has created www.flypgs.com Pegasus emergency web site design and keeping it ready to be activated during emergency situations in the related servers. Page will keep update.

- Implement and support orders given by Crisis Director.

- Inform shift members about Accident/Incident and operates own shift.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.7   TECHNICAL DEPARTMENT

About the event, MCC notifies IOCC, EVP-Technical, VP- Engineering & Planning, VP- Aircraft Maintenance, MCC Manager, Planning Manager, Aircraft Systems Senior Manager, Avionics Systems Manager, CSSO, Chief of the closest Line Maintenance Station to the accident location.

Set aircraft status as 'Under Investigation' in AMOS to retain digital maintenance records in a safe condition.

Collect and keep the following AMOS reports.

• Aircraft Utilization Information.

• LLP/Hard Time Component List.

• Hold Item List.

• AD/SB Status List.

• Work Performed on Aircraft in the Last 10 Days.

Fill in the following Aircraft Information table

Aircraft Information	
Aircraft Registration	
Aircraft Type	
Aircraft Owner	
Manufacturing Date	
Aircraft Entry into Service (C of R) date	
Aircraft Flight Hours and Cycles	
Engine Type	
#1 Engine SN	
#1 Engine Flight Hours and Cycles	
#1 Engine Owner	
#2 Engine SN	
#2 Engine Flight Hours and Cycles	
#2 Engine Owner	
Details Last Heavy Maintenance	
Last Daily Check	
Maintenance Done prior to Aircraft Departure	

If nedded, a suitable technical team from the Mobil Investigation and Support Team is designated and sent to the accident/incident location.

Technical Team performs the following actions with CSSO's instruction and after the firefighters and passenger rescue team have left the aircraft

Obtains the following from the aircraft and retain in safe condition.

- Flight Log,

- Maintenance Log

- Cabin Crew Technical Report Log

- EFB' s

- Certificates folder (Legal File)

Removes DFDR and CVR from the aircraft and route to safekeeping area designated by the CSSO.

Technical Team performs inspection general of aircraft. Inspections will be performed in accordance with AMM, SRM, Aircraft Recovery Manual or other manufacturer documents and may include the following:

- Landing gear, engine pylon connections and flight control surfaces are carefully checked.

- Aircraft is de-energized, including battery disconnections.

- Landing gear safety devices are attached.

- Oxygen bottles are removed from the aircraft.

- The condition of the Main Jack connections is checked.

- Fuel tanks and possible leakage are checked.

The Technical Team sends all information related to the research to EVP-Technical via MCC or directly.

If needed, coordinate the recovery operations of the aircraft iaw Recovery Procedure

Keep a daily follow-up form. To operate with reinforcing own shift and keeps daily Emergency Follow-up Form with Emergency Logbook Form

BOMB WARNING

About the event, MCC notifies IOCC, EVP-Technical, VP- Engineering & Planning, VP- Aircraft Maintenance, MCC Manager, Planning Manager, Aircraft Systems Senior Manager, Avionics Systems Manager, CSSO, Chief of the closest Line Maintenance Station to the accident location.

In case of Bomb Warning while the Aircraft is On-Ground:

If the Airport Authorities request it, transportation of the aircraft to the appointed location is done by the Handling firm, on the coordination of MCC and according to the instructions given by Airport Authority.

In case of Bomb Warning In-Flight:

If the aircraft is not damaged and evacuation of the aircraft is done through the evacuation exits. The used slides should be changed at the landing airport in order to make the aircraft operative again. In such situations Deputy VP- Aircraft Maintenance responsible for planning the equipment and labor-force need to re-operate the aircraft.

If the aircraft is damaged due to the explosion, the evacuation and searching activities, it is necessary for the Incident Inspection Team and Accident-Incident staff to operate. Therefore, the MCC notifies the IOCC, EVP-Technical and CSSO to ensure coordination.

4.8   GROUND OPERATIONS DEPARTMENT

Pre-Emergency, To provide Local Notification List forms (LNL) for each station and keep up to date on the document library system and Comply 365 documentation system for each stations that Pegasus has scheduled flight.

In an Emergency;

• Ensure that set-up an accident/incident desk at the airport by coordinating with Crisis Management Center

• To ensure measures to be taken for handling aircraft with handling companies. In the event of emergency including bomb threat which necessitates the subject aircraft to be positioned in a safe area determined by the airport authority, be ready for check in, boarding, baggage handling activities.

• Make sure all precautions are to be taken in order to disable third parties access to any passengers name lists (Boarding list) concerning the flight by DCS department.

• Fill detailed passenger and cargo information form cooperation with Commercial Department according to TR-DGCA regulation at the event of crisis.

- Compile the boarded passenger list, all mail, diplomatic mail and freight carried on board the aircraft and transmit these information to Crisis Management Center by keeping in contact with Handling Company.

- • Impound the copies of ships papers held by departure station(s)

- To gather information concerning the nationalities, religious inclinations, passport information.etc of the foreign passengers and transmit the information to the Crisis Management Center.

- Make sure that the passenger list (Emergency List) is shared with CMC via crisis@flypgs.com mail address by DCS department.

- Make sure the Emergency List is shared with Legal Department by DCS department.

- To provide a staff in IOCC for coordination.

- To inform shift members about Accident/Incident and operates own shift.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.9 I.T DEPARTMENT

Pre-Emergency

- Wireless access point will be installed in The Crisis Management Center located in 4th floor of the Company headquarters, and will be kept ready for using at all times.

- A laptop will be located in Crisis Management Center. Google Earth, Antivirus, Microsoft Office standard software, and other required programs will be installed. PC will be connected to the Pegasus LAN and to the overhead screens.

- Information Technology Department, System and Network Operation Unit will test the availability of network connections in the Crisis Management Centre, and check that emergency pages are available in www.flypgs.com servers.

- Defines the e-mail addresses required by Crisis Management Team, upon the request of Emergency Response Manager, and maintains them.

- Installs a multi-function printer/fax device and connects it to Pegasus LAN.

In an Emergency;

- Provides IT support upon the request of the CSSO.

- Provides IT support to systems which are closed to 3rd party access when needed.

- Implement and support orders given by Crisis Director.

- Keep one personnel as stand-by shift during the Crisis.

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.10 HUMAN RESOURCES DEPARTMENT

Administration Affairs

Pre-Emergency,

- Check all devices in Crisis Management Center weekly

Talent and Reward Management

Pre-Emergency

- To select Family Assistance Team Members, ensure required training and keep records send to Safety Department.

- To make preparations at Headquarter, terminal and crew members room for necessary services regarding HR Family Assistance Roles, such as doctor and psychological support that may be required during the crisis.

In an Emergency;

- Activate Family Assistance Team and Center

- Coordinate with the Family Assistance Team and ensure subsistence requirements for the Crisis Management personnel, families of victims, on-scene service personnel etc.

- Ensure administrative staff concerning transportation, lodging, subsistence and communication appointed to the Crisis Management Center.

- Greet victims and crew member families at the Company Head-Office and ensure they are kept away from the press or otherwise hostile intruders.

- Appoint an authorized personnel to transmit and/or carry out any requests from victims families to the Crisis Management Center.

- Appoint authorized personnel for the Crisis Management Center and send them to the incident location together with the Go-team.

- Conduct passport and visa process of the personnel to send abroad.

- Ensure that necessary financial resource is provided for the nearest available Pegasus Airlines staff to use, especially if the cause of the Crisis Situation is an case of incident-accident.

- Appoint a personnel specialized in financial affairs to serve at the Family Assistance Center at the beginning of the crisis and then to have the said personnel remain at the Family Assistance Desk after the Crisis Management Center is dissolved.

- Implements directives given out by the Head of The Crisis Management Center.

- If necessary, to coordinate the other welfare institutions for Family Assistance studies.

- Ensure filling and sending forms to Crisis Management Center by Family Assistance Team members

- Ensure the psychological support services on time of crisis.

- Coordinate the relations with Legal Counsel.

- Secure the building area.

- Provide and keep active the items to the Crisis Management Center
  - Printer / fax machine (exist infornt of the CMC)
  - Projector Phones
  - Provide the 10 Phone lines to the Family Information Center.

- Keep one personnel as stand-by shift during the Crisis.

- Support the Family Assistance Team for transportation, hotel arrangements, etc.

- Provide food and beverage

- Support go team equipment, transportation and hotel arrangements

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.11 MARKETING DEPARTMENT

In an Emergency;

- Create a Crisis Web Page and make it ready at the servers to go on-line.

- Manage coordination with stakeholders.

- Stop all the media / communication campaigns

- Inform shift members about Accident/Incident and operates own shift

- Start Social Media review and reporting and respond to relevant questions on the social media

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.12 SALES AND NETWORK PLANNING DEPARTMENT

In an Emergency;

- Provide that the necessary scheduling precautions will be taken by the Scheduling Department so that the rest of the operations will continue in a regular way.

- If the concerned flight is a charter flight; the handling company of the take-off location of the flight is to be contacted and the acquired passenger and cargo manifest (shipping bill) is to be transmitted to the Crisis Management Center. The tour operator chartering the flight will also be contacted.

- Make sure all precautions are to be taken in order to disable third parties access to any passengers name lists (Boarding list) concerning the flight by DCS department.

- The cargo manifest (shipping bill) is to be acquired from the take-off location and local authorities need to be informed about all kinds of chemical, biological or radioactive material which might be harmful for human health and surrounding in the moment of incident.

- Ensure the cargo manifest (shipping bill) of the aircraft and determine baggage type distinction (pet, dangerous goods, rush baggage, valuable baggage etc.).

- If the damaged or hi-jacked aircraft happens to be a "subcharter" flight, information flow with the the associate transporter should be established according to the responsibilities set in the "subcharter" contract and the emergency situation operation plan is to be executed in coordination.

- Arrange schedule according to the type of Emergency (Crisis) Situation and ensuring lodging and subsistence for the remaining passenger that could not be transported due to the occurrences.

- Ensuring the necessary communication with the assigned sales channels (Agencies, General Sales Agencies, Online Travel Agencies, Global Distribution Systems, and 3rd-party Airline partnerships). Coordinating with sales teams to plan communication regarding inquiries that may arise from these channels.

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.13 CORPORATE COMMUNICATIONS DEPARTMENT

In an Emergency;

- Keep a daily follow-up form with Emergency Logbook Form

- Prepare in coordination with the General Manager, the official statements concerning the accident

- Determine and appoint personnel who answers phone lines directed by the hot-lines according to format.

- Prepare a press bulletin and release it right after the occurrence.

- To be prepared for a visual media program, greet members and ensure an office with phone and fax connection for them.

- Organize a press conference.

- Transmit all developments to the Crisis Management Center.

- Coordinate the preparation of the press room.

- Coordinate the information transfers through the Crisis Web Page.

- Have pre-circumstance report.

- Have passengers list from Traffic.

- Have passenger information forms.

- Record people from press.

- Manage coordination with stakeholders.

- Inform shift members about Accident/Incident and operates own shift

4.14   FLIGHT OPERATIONS DEPARTMENT

In an Emergency;

- As soon as any Emergency Situation is acknowledged, the IOCC is to ensure following;

- The occurrence is to be confirmed by the airport authority at the take-off location, the General Directorate of State Airports Authority, the Local Administrative Authority and coordination is to be established with the Safety and Security Department.

- The occurrence is to be reported by the IOCC to the General Manager, Chief Operations Officer, Chief Flight Operation Officer and Chief Safety and Security Officer.

- Keep and maintain records on occurred accident-incidents according to PG-EM-FR-014 Crisis Management Immediate Action Checklist Form. Fill in Flight Operation part of this form.

- The EFBs of the affected aircraft will be closed to internet access by Performance and Navigation Department

- Detailed information about the flight plan (remaining fuel, number of crew and pax etc.) • Gather all original and duplicated drafts of documents.

- Collect Commander and/or crew reports concerning the occurrence.

- Declare the branch/position of required Mobile Investigation and Support Team (Go-Team) personnel and specify meeting location.

- Determine the personnel to be on duty shift. • Acquire information flow from TR-DGCA concerning the occurrence.

- If necessary, to appoint a Commander concerning the occurrence to the duty of coordinating publicity and PR moderation.

- Determine the accident investigation team personel including standby members in coordination with the Safety and Security Department.

- Contribute to the reporting and situation determining of the damaged aircraft in coordination with the technical, juristical and insurance units.

- Establish communication with the families of the damaged aircraft crew, to nominate a staff and cooperate with the Family Assistance Team concerning this matter.

- Ensure the maintenance and safe-keeping of all certificates and licenses belonging to the crew of the damaged aircraft.

- If of any benefit, to notify Flight Crews as soon as the reason of aircraft damage is determined.

- Coordination with Human Resources Department for the procuring of a psychologist for therapy purposes, especially for the cockpit crew to be sent on flight duty after aircraft damage.

- Appoint a Commander to be present at the Local Administrative Authority meeting room and at the Crisis Management Center (CMC) in Hi-Jacking cases.

- Develop aircraft safety precautions through the Safety Management.

- Calculate remaining fuel in the aircraft and determinate weather it is sufficient until the substitute airport or until the probable landing airport.

- Ensuring lodging and subsistence for crew and passenger next-of-kin in coordination with the Family Assistance Team.

- Implement and support orders given by the Crisis Director.

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.15   LEGAL DEPARTMENT

In an Emergency;

- Establish permanent communication with the Crisis Management Center (by physical attendance, and if not possible, electronically until physical attendance becomes possible)

- Evaluate the need for a Material Event Disclosure to the Stock Exchange for shareholders.

- Draft written notice of the event for the Board of Directors and circulate information through Board Vantage as soon as possible upon the Accountable Executive approval.

- Draft Material Event Disclosure to be published on the Public Disclosure Platform for shareholder communication, if necessary, in collaboration with Investor Relations.

- Liaise with Finance regarding notification to be made to the insurers, lessors and financing entities involved, in respect of the event.

- Assessment of legal representation needs on site and also at the Emergency Center locations, in collaboration with the Crisis Director and HR, and procurement of the necessary legal support.

- Obtain information on persons (passengers, crew, third persons and relatives) affected by the event, in collaboration with Commerce and HR, and initiate preliminary legal analysis with respect to legal liability of the Company.

- Continuous tracking of information-flow and updating the Board of Directors through Board Vantage of important developments upon the Accountable Executive approval.

- Review and comment on all public and inter-Company statements and communications to be made by the Company in respect of the event.

- Liaise with Finance and external legal counsel in respect of relief payments to be made to the persons (passengers, crew, third persons and relatives) affected by the event.

- Evaluate the need for additional Material Event Disclosures to the Stock Exchange for shareholders.

- Set-up a work plan for detailed analysis of the event and the Company's legal responsibility.

- Maintain a log of Legal Counsel actions as of the end of each Crisis Management Center shift.

- Implement and support orders given by Crisis Director.

- Inform shift members about Accident/Incident and operates own shift

- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008)

4.16 IOCC DEPARTMENT

In an Emergency;

- Upon receiving information of an accident, incident involving an Pegasus Airline's aircraft that results in fatal or serious injury to any person or substantial damage to the aircraft property occurred and during aircraft tracking if there is no communication or position information received after several attempt by ATSU and IOCC, check accuracy and to collect occurrence information and must notify the appropriate authority without delay.

- Inform Crisis Director and Chief Safety and Security Officer regarding the emergency situation and decides to establish Crisis Management Center (CMC). If CMC is opened, CMC members in Emergency Contact List (PG-EM-FR-023) will be informed via SMS. If CMC members can not be reached, second/ third shift members will be called accordingly to Shift Teams List (PG-EM-FR-024). The IOCC Shift Manager or their deputy will authorize a suitable OCC personnel on duty to fulfill the responsibilities outlined below after sending the FCC message. The assigned OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy.

- Convey safety-related information to the PIC that may be necessary for the safe conduct of the flight, including information related to any amendments to the flight plan that become necessary in the course of the flight via ATC or Airport Authority, as applicable

- If there is a member is not in Crisis e-mail group (crisis@flypgs.com), he/she will be added by IOCC.

- Fill in IOCC part of PG-EM-FR-014 Crisis Management Immediate Action Checklist Form.

- The responsibility for completing this Immediate Action Form can be assigned by the IOCC Shift Manager or their deputy to one of the dispatchers on duty.

- The IOCC Shift Manager or their deputy, after being informed of the emergency situation, will assign one of the dispatchers on duty to assist him/her. This dispatcher will be responsible for documenting all communications conducted throughout the ERP operation using the Emergency Logbook Form (PG-EM-FR-008)

- Separate operations as normal operations and emergency operations and nominate staff for both cases.

- Keep and mantain records on occured accident-incidents.

- Inform shift members about Accident/Incident and operates own shift

4.17 STATIONS

Stations should be prepared to address a multitude of urgent issues simultaneously. Priorities are on care for passengers and crew and their families as well as for own staff.

Coordination;

- CSSO is the responsible for coordination procedures for the local Emergency Response. His office location is in many instances not identical with the station where the accident occurred. It will take him hours to arrive at the impacted station. The Emergency Coordinator coordinates all emergency-related airline activities on a local level.

- At stations without staff of Pegasus Airlines, Supervision Companies or Handling Agents will have to substitute Pegasus Airlines personnel in the first hours following an emergency until the Pegasus Airlines GO Team will arrive from Head Office and relieve the local organization of its emergency handling responsibilities.

- The required resources have to come in a first phase from your own local staff as well as from other local organizations. (From partner airlines, airport authorities, handling agents, mental health professionals etc.)

- Support teams from Pegasus Airlines Headquarter, possibly also from neighboring stations, will complement your local Emergency Response Organization as soon as possible and will assist you in securing the normal day-to-day operations including the handling of special flights.

Communications And Duties;

- Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR030) are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time. Document reading status of stations is checked in Ground Handling Service Provider Audits.

- Emergency Coordinator, Airline Field Representative, Meeters and Greeters Reception Center, Uninjured Passenger Reception Center duties and responsibilities are described in Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency Response Duties Form (PG-EM-FR-030). As soon as any Emergency Situation is acknowledged to ensure to filed the requirements of Station Emergency Response Duties Form (PG-EM-FR-030).

- The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification List Form and/or the Ground Service Provider's procedures and local regulations.

Local Notification List Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department. LNL forms are published and keep up to date in Comply365. Station Local Emergency Response Plans and Local Notification Lists are checked and ensure that the correct contact information is available in Ground Handling Service Provider Audits and Security Department Audits. LNL forms are checked on a quarterly basis with random checks by the Safety Department.

During a crisis,

- There is no time to study his own role within the Emergency Response Organization.

- There is no time to get acquainted with the airport's crisis handling infrastructure.

- There is no time to discuss and agree on duties and responsibilities with his own staff.

- There is no time for introduction visits to authorities and leaders of crisis centers.

- The individual involvement and familiarization in the planning stage is therefore as much the key to successful crisis management as is organizational preparation.

- The protection of data, persons, offices, family and crew hotel locations must be considered at all times. Shredders have to be used for sensitive documents no longer needed; guards to be hired for protection of buildings and offices; offices and personal computers locked during absences from work places.

Communication,

1. With Pegasus:

- Notify Pegasus

- Establish a Crisis Control Center

- Provide regular situation reports

- Maintain the flow of communications/actions

- Identify and assemble translators

2. With the airport and other authorities:

- Liaise with airport emergency services and local authorities

- Prepare the location and facilities to be used

3. With the Ground Service Provider (GSP):

- Inform GSP staff

- Conduct an initial briefing

4. With the Passengers, Crew and Victims: provide regular updates, (Under Pegasus coordination).

5. With the Relatives: provide regular updates, (Under Pegasus coordination).

6. With the media: Provide regular updates (Pegasus will manage it)

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 Pegasus.

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.

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.

Documentation,

(1)   Establish station emergency data sheet/forms contacts, grid maps, facility information sheets.

(2)   Maintain current emergency contact information of Pegasus, Handling Company and local authorities.

(3)   Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to Pegasus.

(4)   Support the verification of the passenger list. Maintain a log of events and action taken.

(5)   Maintain detailed expense documentation relating to services provided during an emergency.

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.

Facilities:

(1)   Provide emergency response facilities for airline permanent and deployed staff.

(2)   Assist in the arrival, set-up and operations of the Pegasus Go team.

(3)   Determine appropriate support services that may be required for continuing emergency operation.

(4)   Arrange for security at all carriers' premises at the airport.

4.17.1 FIELD REPRESENTATIVE

It should be borne in mind that most of the duties outlined below can only be effectively carried out in co-operation with local Authorities and Agencies.

If circumstances are such that leadership is required, it should be assumed with tact. Co-operation between all parties is the keynote at the scene of an accident. At the Scene of the Accident

Immediately on arrival at the accident scene, the Field Representative will concern himself with the following:

Fire Risk- the grave risk of fire near a crashed aircraft necessitates extreme caution, especially in rescue and salvage work. Even if fire has been extinguished, the following measures must be enforced to prevent further outbreaks:

NO SMOKING

NO OPEN FLAMES

NO NAILED SHOES

BEWARE OF SPARKS GENERATED BY METAL TOOLS STRIKING STONY GROUND

Accordingly, the Field Representative will satisfy himself that all the above precautions are being observed. However, it may be necessary to use oxy acetylene or similar cutting equipment for rescue purposes. This risk must be accepted.

Rescue- the Field Representative will render such assistance and offer such advice as may be necessary to save life. Rescue trapped persons, clear way for medical personnel and supplies, and prevent further damage to the aircraft, and the property of third parties. Administrative Duties

Secure police, military or other guard for the scene of accident, including previous points of contact between aircraft and ground or objects, the aircraft itself and any part of wreckage separated from it, in order to preserve as far as possible traces of value for the investigation. Due regard should be given to protection of personal effects and Company belongings from souvenir hunters, looters, etc. If necessary organize a search for scattered objects.

Establish a reliable communications link with the Accident Coordinator. This communications link shall be so established that the Field Representative may at any time, receive messages from the Accident Coordinator. The latter must be informed without delay regarding the possibilities of communication, such telephone number, cable address or other means of contact.

Compile necessary information for the preparation of the Preliminary Accident Message, and pass this information without delay to the Accident Coordinator.

Arrange in close cooperation with the competent medical authorities and the relatives of any victims for identification and transportation of bodies. Obtain the necessary death certificates.

Arrange for -salvage and-custody of mail, diplomatic mail, freight, baggage and personal effects of passengers and crew, and all documentation relating thereto. Cooperate with Representatives of the Insurance Underwriters when they arrive.

Technical Duties

Compile necessary information for the preparation of the Preliminary Accident Message, and pass this information without delay to the Accident Coordinator. (If Field Representative is not an engineer, he will seek the assistance of the Company local technical agents).

Obtain from the aircraft, and retain in safe custody pending demand by the proper government authorities, the following:

- Certificate of Maintenance

- Certificate of Registration

- Radio License

- Certificate of Airworthiness

- Aircraft Flight and Operations Manuals

- Technical Log

- Pilots Flight Report

- Aircraft Load Sheet

- Any other documents in the cockpit.

Make notes and sketches of weather conditions at time of location of and amount of any ice accretion on aircraft.

Arrange for photos and sketches of the scene of the accident, aircraft, all pieces of wreckage, and all ground contact marking other pertinent points of the accident.

Examine and note the positions of cockpit controls, levers, circuit breakers, etc.

Arrange for Companies name and all insignia to be obliterated, painting with dark paint

Compile for transmittal to Accident Coordinator full details of damage sustained to aircraft, nature of terrain and any other information considered necessary to enable salvage procedures, to be planned and initiated.

Ensure aircraft and/or wreckage adequately protected from the elements officially relieved by other Company staff.

4.17.2   ENROUTE REPRESENTATIVE

Station Of Last Departure

The Station of last departure shall immediately dispatch signals to Operations Control and to the Accident Manager, giving:

The complete manifests (passenger, mail and Cargo) and a list of addresses.

If radioactive material on board, indicate:

- Group Number

- Consignment note number

- Number of packages

- Dimensions

- Location of the Aircraft.

Technical condition of the aircraft upon arrival. Technical condition of the aircraft prior to departure. Weather forecasts for the route, which were given to the crew by Local Meteorological Office. Route Stations

All stations where the aircraft has made stops:

If radioactive material loaded, immediately signal Operations Control and the Accident Manager giving details as above.

Send, by the fastest possible means, to the Operations Manager the following original documents and copies to the Accident Manager:

- Flight Plans and NOTAMs

- Weather Folders

- Flight Clearances

- Aircraft Technical Report

- Ground Inspection Report

- Extract of Ground Station Radio Log

- Messages concerning operation of the Flight

- Fuelling orders

- Fuelling receipts

To Head Office, as fast as possible in duplicate copies of the following documents:

- Passenger Manifests

- Crew Manifests

- Diplomatic Bag Receipts, if any

- Cargo Manifests

- Air waybills

- Mail Papers

Load sheets Letters shall confirm all cables as soon as possible. In the event of an accident certain functions have to be performed mainly related to public relations matters. Next Station

If necessary, the next scheduled or alternate landing station, where applicable, shall send to Operations Control, an extract of the Ground Station Radio Log as well as any other documents relating to the Flight which may be of interest.

4.18   SPECIAL DUTIES

Each department and units special duties are given in this manual. The duties may vary depending on the location where and emergency is encountered, on the climatic conditions, nature of emergency as well as the size of emergency situation. The duties list may be amended according to the observations from exercises.

End of Section

5   PUBLIC RELATIONS

All public relations at the event of emergency have been conducted according to "Crisis Communication Procedure (PG-KI-PR-002)" published by Corporate Communication Department.

When you communicated with media representative, Please follow instructions are below;

- Stay cool when dealing with the media. Avoid displays of panic, irritation or anger which can give the impression of hiding the truth;

- Return calls to the media as quickly as possible, with a polite and courteous tone;

- Media relations should be conducted in an interview format;

- Don't conceal any information;

- Provide the media with all requested information on the organization/product;

- Be patient and understanding when faced with a long stream of questions;

- Media should not get a sense of fear of doubt when speaking to you;

- Don't approach the media as if they are the enemy; • Never respond with "No Comment";

- Stick to the message you aim to convey;

- Don't respond to any questions that you're not sure or don't know the answer to;

- Respond honestly to all questions;

- Only respond to the questions that are asked – don't volunteer any other information that's not required;

- Use the necessary technical language where appropriate;

- Don't use abbreviations or slang;

- Don't criticize other people or organisations when responding;

- You must correct any untrue or misleading accounts by providing the media with the facts;

- Interviews with spokespeople should take place at a different location than the site of the crisis;

- Spokespeople must not go to any interviews unprepared;

- Prepare for interviews by listing possible questions to be asked by a journalist and the appropriate responses to such questions;

- Communication with the media may be in the form of press releases, video news releases (VNR), personal contacts, press conference, interviews, private lunch/dinners, e-mail and other such channels.

Implement the following formula in shaping news flow:

Humanize the story;

Be a part of the story;

Follow the expert view;

Provide the facts/truth;

Examples of Humanizing and Being Part of the Story:

"We would like to express our great sadness following today's events. We extend our thoughts and deepest sympathy to the people involved and their friends and families.

"Our entire priority is on rescuing and taking care of loved ones and we will be doing everything possible to help them in the aftermath of this tragic event. We are Bizler büyük bir kaza araştırmasının küçük bir parçasıyız. We want to get as much information out as possible, but in a manner that is respectful to the families and in a way that does not hinder the investigation. We will endeavour to be as responsive as possible, with experts to comment on today's events."

"Ladies and gentlemen, I'm sure you will understand that the priority for me and my company is to assist the accident investigation team. Our first priorty is to pinpoint the cause of this terrible accident as quickly as possible and take all necessary precautions and step to ensure such an accident never happens again".

Explaining the Event -A Bad Example: Although these events are very distressing, our reports still indicate that there have ben no deaths as a result of the accident."

Explaining the Event- A Good Example: "This is a very distressing event, yet we are extremely thankful that there have been no resulting deaths or serious injuries. The courage of our staff and the excellent training provided by Pegasus Airlines meant that they were able to get all passengers to safely by following emergency procedures."

5.1   CRISIS COMMUNICATIONS FOR MEDIA OR RELATIVES

At the event of emergency crisis communications have been conducted according to "Crisis Communication Information Card (PG-EM-BK-001)" published by Safety Management Department.

The Pegasus Airlines spokesperson in the event of an emergency is Accountable Executive. If cannot be contacted, the next authorized person is Chief Operation Officer.

IF YOU HAVE NO INFORMATION ABOUT THE EVENT IN NO CIRCUMSTANCES must you use such phrases as "I don't know, I am not an authorized person".

* Answer incoming calls in the manner outlined below:

If the person calling is a member of the press or an organisation; "In order to provide you with more detailed information once we have investigated the matter, please let me have your name, the name of your organization and your direct and mobile telephone numbers. An authorized member of our team will be in contact with you as soon as possible." Finish the call in this way and let Dispatch (IOCC) know of the inquiry immediately and relay the information to the Crisis Media Communications Line.

If the person calling is a relative; "In order to provide you with more detailed information once we have investigated the matter, please let me have your name, and your direct and mobile telephone numbers. An authorised member of our team will be in contact with you as soon as possible." Finish the call in this way and let Dispatch (IOCC) know of the inquiry immediately. Pass on the information to the Family Support Center (familyassistance@flypgs.com) and the Family Assistance Team Communications Line.

Family Assistance Team Communications Line: +90 216 560 77 01

Crisis Media Communications Line: +90 542 386 61 68

Note: The Crisis Media Communications Line and Family Assistance Team Communications Line are closed at all times except in times of emergency. The numbers will only be activated in times of crisis.

IF YOU DO HAVE INFORMATION ABOUT THE EVENT IN NO CIRCUMSTANCES must you use such phrases as "I don't know, I am not an authorized person".

* Answer incoming calls in the manner outlined below: If the person calling is a member of the press or an organisation; "Our authorized manager is currently in a meeting at the crisis management center. In order for us to be able to get back to you as soon as possible, please provide me with your name, the name of your organisation and your direct and mobile telephone numbers. An authorized person from our team will be in contact with you as soon as possible." Finish the call in this way and pass on this information to the Communication Department on a Communications Form (pegasusteam@flypgs.com)

If the person calling is a relative: "Our Family Assistance Team has started/are continuing their duties in the crisis management center. For us to be able to get back to you as soon as possible, please provide me with your name and your direct and mobile telephone numbers. An authorized person from our team will be in contact with you as soon as possible." Finish the call in this way and pass on this information to the Family Assistance Center on a Communications Form (PG-EM-FR-010). The Communications Form can be found on Comply365 to send the form to the relevant place follow the sequence of instructions below:

1) Email (familyassistance@flypgs.com / pegasusteam@flypgs.com)

2) Telephone (Crisis Media Communications Line/Family Assistance Team Communications Line)

IMPORTANT

- In order not to mislead those individuals or organizations that have requested information and to ensure the most accurate and clear communication of information, in no circumstance must any manager or employee, including those in the crisis management team, give out information or make a statement either to individuals or to organizations requesting information.

- The Crisis Media Communications Line and Family Assistance Team Communications Line are closed at all times except in times of emergency. The numbers will only be activated in times of crisis.

At the event of emergency crisis communications for call center members have been conducted according to "Call Center Crisis Communication Information Card (PG-EM-BK-003)" published by Safety Management Department.

All Pegasus Airlines employees are informed about crisis details in the event of high level emergency by an e-mail. Corporate Communication Department prepares announcement text and Human Resources Department publishes it. No information shall shared with non- Pegasus Airlines employees.

5.2 ANNOUNCEMENTS

5.2.1 ACCIDENT

We are deeply sorry to announce that ………… (………………/……………/……………) aircraft registered as …………. (Today/yesterday/on…………) had an accident (crash) around (city/place) The number of injured or deceased (if any) passenger or crew is unknown at this time.

The emergency response teams that reached the scene responded to the fire immediately and carried out evacuation and rescue activities on the plane with ………… passengers and ………… Pegasus Airlines personnel.

It is with deep sadness that we report that ………… of our passengers lost their lives as a result of the accident. Passengers with good health have been directed to the assembly area, and ………… injured passengers have been directed to hospitals for emergency response and their treatment continues. Meeting halls have been opened in the terminal building for the relatives of passengers.

The public will continue to be regularly informed about the developments on the subject. Contact Number is ……………

Pegasus Hava Yolları'nın ………… sefer sayılı ………… tipi uçağı, (dün/bugün) (……./……../………) ………-……… tarifeli seferini gerçekleştirirken ….. Olay yerine ulaşan acil müdahale ekipleri yangına ivedilikle müdahale ederek, ……. yolcu ve …….. Pegasus Hava Yolları personelinin bulunduğu uçakta tahliye ve kurtarma faaliyetlerini gerçekleştirmiştir.

Kaza sonucu …… Yolcumuzun/Yolcularımızın hayatını kaybettiğini derin bir üzüntü içerisinde bildiriyoruz. Sağlık durumu iyi olan …… yolcularımız toplanma bölgesine, ……. yaralı yolcumuz ise acil müdahale için hastanelere yönlendirilmiştir ve tedavileri devam etmektedir. Yolcu yakınları için terminal binasında bir toplanma salonu açılmıştır.

Konuyla ilgili gelişmeler hakkında kamuoyu düzenli olarak bilgilendirilmeye devam edilecektir. İletişim numaramız 0216 …………………dır.

5.2.2 HIJACKING

We are deeply sorry to announce that ………… (………………/……………/……………) aircraft registered as …………. (Today/yesterday/on…………) Hi-Jacking around (city/place) As soon as have the detail information we will inform the families/relatives of the passenger and the media immediately. Contact Number is ……………

(Dün / Bugün / …………………… Tarihinde) …………………….'e ait ……………… Tipi ………… (tanıtma işaretli/ …………… Isimli) uçağı) havada/yerde …………….meydanında kaçırılmış/rehin alınmıştır. Olaya Güvenlik güçleri el koymuştur. Konu hakkında detaylı bilgi elimize ulaştığı an tekrar kamuoyuna ve medyaya bilgi verilecektir. İletişim numaramız 0216 …………………dır.

5.2.3 BOMB THREAT

We are deeply sorry to announce that ………… (………………/……………/……………) aircraft registered as ………….. (Today/yesterday/on…………) bomb threat around (city/place) As soon as have the detail information we will inform the families/relatives of the passenger and the media immediately. Contact Number is ……….

(Dün / Bugün / …………………… Tarihinde) ………………………'e ait ……………… Tipi ………… (tanıtma işaretli/ ……………… Isimli) uçağı) havada/yerde ……………meydanında, bomba ihbarı yapılmıştır.Olaya Güvenlik güçleri el koymuştur. Konu hakkında detaylı bilgi elimize ulaştığı an tekrar kamuoyuna ve medyaya bilgi verilecektir. İletişim numaramız 0216 …………………….dır.

5.2.4 FAMILY ASSISTANCE ANNOUNCEMENTS

We are deeply sorry to announce that Pegasus Airlines (…) aircraft registered as TC- (today/yesterday/on…………) had an accident around (city/place) The number of injured or deceased (if any) passenger or crew is unknown at this time.

As soon as we have the detail information we will inform the families/relatives of the passengers and the media immediately.

5.3 WEB-SITE

Pegasus Airlines has announcement section on the web site. This section has been designed to inform the public about all news. It includes crisis information such as; management statement, crisis contact numbers. Sample of web site design is following bellow;
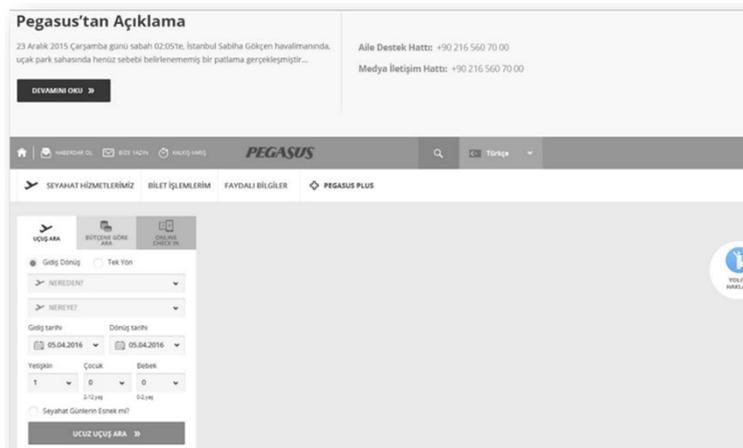

Figure 5-1:

End of Section

6 EXERCISES AND TRAININGS

6.1 EXERCISES

Safety and Security Department shall arrange current, various emergency response scenarios and exercises. Pegasus Airlines conducts minimum 1 either a desktop exercises or an onsite exercise for aircraft occurrences in a year.

Pegasus Airlines conducts exercises to ensure;

- familiarize personnel with responsibilities and procedures;

- ready functionality of all equipment and facilities;

- expose deficiencies in the plan and its execution, and ensure such deficiencies are addressed

Whenever the ERP is activated, whether for an actual event or for a exercise detailed debriefing and critique will be done via announcement of Safety and Security Department after cancellation of crisis situation.

Attendees for feedback are decided and selected by Safety and Security Department according to level of crisis or exercise. Following debriefing, a draft report is prepared by Safety and Security Department. The process is continued with internal and external entities to get opinions about preliminary report and vital information in 1 month via e-mail or meeting whenever the ERP is activated, whether for an actual event or for a exercise.

After consolidation of whole data, opinions and recommendations, final report including findings and suggestions will be published to related departments via e-mail by Safety and Security Department in 3 months at the latest. If needed, action plans will be defined with relevant departments and monitoring by Safety and Security Department via QDMS.

Whenever the ERP is activated, Emergency Response Manual and relevant documents will be reviewed and if necessary, revisions will made by Safety and Security Department.

6.1.1 DESKTOP EXERCISES

Some sections of the Emergency response planning such as the call out and communication plans.

6.1.2 ON-SITE EXERCISES

Involving other agencies need to be practiced on regular intervals, conducting exercises has the advantage of demonstrating deficiencies in the plan which can be rectified before an actual emergency occurs.

6.2 TRAININGS

Pegasus Airlines ensures that all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures. Training for personnel with responsibilities under the ERP could be conducted externally or in-house and would typically include ERP exercises and subsequent de-briefings. ERP exercises typically result in the discovery of, and thus the opportunity to correct deficiencies in the manual. The results of ERP exercises are recorded and analyzed and used as the basis for continual improvement of the ERP.

All personnel include both management and operational personnel from the headquarters and applicable station locations receive safety trainings included emergency response as appropriate for their safety responsibilities and duties. Safety Department provides current information and training related to safety and emergency response issues relevant to the specific operations and operational units. The provision of appropriate training to all staff, regardless of their level in the organization, is an indication of management's commitment to an effective SMS. Safety training and education consist of the initial and recurrent safety trainings, planned as face to face or e-learning. Safety trainings content, duration and process of measurement of effectiveness are described in PG-EM-EK-001 Safety Management System Manual Chapter 6.3.

In order to manage a corporate ERP, CSSO qualifications shall typically include Safety Management System Training, Crisis Management Training, Accident and Incident Investigation Training. CSSO background experience should ensures the requisite knowledge in emergency response principles.

ERP trainings include general subjects associated with emergency response management as family assistance, cultural sensitivity, telephone inquiry, team call out and assembly, crash site discipline, effects retrieval.

Specific ERP trainings are conducted for below personnel;

Crisis Management Team ERP training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. Crisis Management Team shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department. In order to increase effectiveness; Crisis Director, CSSO and Corporate Communication should take Crisis Communication Training.

Go Team ERP training is mainly comprised of the reminders regarding their duty and responsibilities. Go Team shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.

FAT ERP Training is take place prior to filling the role, and refresher training is to take place every 2 years as planned face-to-face or e-learning. FAT ERP Training includes emergency response management and trauma and psychological first aid trainings. Training records are to be held for a minimum of 3 years by HR Department. The effectiveness of FAT ERP trainings is measured with exam. The passing grade is 80 percent. If the trainee fails, the exam is repeated up to 3 times. If the results of all three exams are unsuccessful, the trainee requires to start the course from the beginning.

Call Center (Inbound Team) ERP training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. They shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.

IOCC ERP training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. They shall take ERP training of refreshment once every 2 years as planned face-to-face or e-learning. Training records are to be held for a minimum of 3 years by Safety and Security Department.

End of Section

7   THIRD PARTIES AND AGREEMENTS

7.1   WET LEASE / CODE SHARE OPERATIONS

Pegasus Airlines executes wet lease and code share operation with other airlines. Wet lease and code share agreement is signed between parties for clarifying duties and responsibilities.

Codeshare/Wet Lease Agreement between Pegasus Hava Tasimaciligi A.S. (PC) and XYZ Airlines Emergency Response Procedures (SAMPLE)

Overall Responsibility

The Operating Carrier is responsible, in every respect, for the overall management of any incident/accident in accordance with its crisis/emergency management procedures.

Accident/Incident Notification

Once confirmation of an accident/incident, involving one of its aircraft affecting also the Marketing Carrier, has been received, the Operating Carrier is to advise the Marketing Carrier without any unnecessary delay under the contacts stated at the end of this Attachment.

Exchange of Liaisons – Information Flow

Upon a declared Emergency, open lines will be established as soon as possible between the involved Parties. Both Parties will exchange and keep updated information about useful telephone numbers and available facilities stated at the end of this Attachment.

Both Parties are entitled to also exchange representatives to the accident site and to all places that were chosen by the Operating Carrier to provide assistance to passengers and their families.

The Operating Carrier will then progressively advise the Marketing Carrier of the facts of the accident/incident, as they become known. All such communication for liaison/co-ordination purposes are to be in the English language between respective Airline's Emergency/Crisis Command Centres.

Exchange of Passenger Data and Confidentiality

The Operating Carrier will dispatch a written Passenger Name List of at least all the Marketing Carrier's passengers on board the affected flight as soon as possible by faxing or telexing it to the Emergency/Crisis Command Centre of the Marketing Carrier.

The Operating Carrier is to manage the reconciliation/verification of the Passenger Manifest in accordance with its own procedures. The Marketing Carrier is to assist with this process where their ticketed passengers are involved and/or where the Marketing Carrier acts as passenger handling agent at the departure station of the affected flight.

It is the Operating Carrier's responsibility to act as the central point for the collection of all passenger data referring to the affected flight that may be required for post incident/accident investigation. The Marketing Carrier is to assist with this process by its best efforts (or where their ticketed passengers are involved).

Each individual Party is responsible for the security of data entrusted to the parties by the passengers or their agents. Therefore, both Parties must ensure that no data transferred between the parties for the purpose of operating the flight is released to any third party without reference to the owner of the data.

Media

The Operating Carrier will be responsible for all contact with the media regarding any accident/incident. The Operating Carrier will transmit a copy of all its press releases to the Emergency/Crisis Command Centre of the Marketing Carrier for the latter's information. Should the Marketing Carrier decide that it needs to respond to media enquiries on its own account, it shall do so on a case by case basis in consultation with the Operating Carrier. A Darksite shall be published at least on the Operating Carrier's homepage and linked to the Marketing Carrier's homepage.

Mutual Assistance

The Marketing Carrier is to assist the Operating Carrier with the welfare of passengers and their families by its best efforts (or where their ticketed passengers are involved). The Marketing Carrier is to assist with public enquiries not only about its ticketed passengers, but also by its best efforts.

The Operating Carrier is to retain responsibility for overall management in accordance with its respective procedures and is to meet the actual and reasonable costs of all such assistance required of the Marketing Carrier.

The Operating Carrier, as the Party with responsibility for overall management of the incident/accident has sole authority for the release of any document (in whole or in part) that contains crew and passenger information of any description. Such control is necessary to ensure that the potential Next of Kin to be advised of the status of passengers/crew members on board the aircraft by other than authorized personnel, is minimized. Should the Marketing Carrier consider that it needs to release details of its ticketed passengers to any party, it shall consult with the Operating Carrier for authority to do so.

The Marketing Carrier will render as much assistance as possible to the Operating Carrier, on a consultancy basis, subject to the availability of resources, especially but not limited to knowledge of the local culture and language, authorities, media and in all matters related to passenger and family assistance.

A Family Assistance Centre shall be established as soon as possible after an event. The Operating Carrier will coordinate all duties, Marketing Carrier shall offer support.

Prior Emergency Co-ordination

In addition to the aforementioned procedures, it is recommended that the responsible persons of both Parties will meet and endeavor to mutually agree on a more detailed emergency plan.

Contacts

It is the responsibility of each Party to immediately inform the other Party about any change of the contact information.

Validity

Agreement shall become effective as per (date). It shall remain valid until further notice, or -if no amendment becomes necessary- as long as the Agreement remains in force.

7.2   HANDLING COMPANY RESPONSIBILITIES

The efficiency of the entire operation will rest on the adequacy of communication and effective liaison. This will be achieved by establishing a Incident Management Center (IMC) as the local command centre by the Handling Company, on behalf of the airline, to co-ordinate the local response to the incident. In the immediate aftermath of an incident an Initial IMC will be established at the airport of emergency or accident or, if off-airport, at temporary premises acquired near the scene of the accident e.g. in a village hall, hotel, local government offices, private house or commercial premises. In this scenario the IMC will require temporary communications provided by the local telephone company because mobile phone communications are insecure, and more likely to be affected by system overload, so much so that the Emergency Authorities could possibly black out the networks. When surviving passengers are moved away from the scene of the accident to hotel accommodation, a Secondary IMC will be established close to where the survivors and relatives are located. When the Support Teams arrive they will be based and accommodated nearby and will assume control of the Secondary IMC. In summary; They are responsible for implementing the necessary activities until Go-team reached the site. They renders also assistance to the Go-team.

7.3 KENYON INTERNATIONAL EMERGENCY SERVICE'S RESPONSIBILITIES

To activate Kenyon International Emergency Services, call one of the following numbers (24/7):

Americas	Europe
612 Spring Hill Drive, Suite 180	1 The Western Centre, Western Road
Spring, TX 77386 United States	Bracknell, Berkshire
24 Hour Tel: +1 (281) 872 6074	RG12 1RW, United Kingdom
Fax: +1 (281) 872 6086	24 Hour Tel: +44 1344 316 650
	Fax: +44 (0) 1344 316699

Kenyon has become our crisis response partner and has various functions for which it is responsible in the event of a full activation. Primarily, they will advise on the level of response or activation they feel is required by Pegasus Airlines at the accident location. They will quite often send out a first response team of only two or three people, perhaps accompanied by the Pegasus Airlines Go-Team and FAT Team leaders to ascertain how many staff may be required and whether or not the company will be allowed access. Bear in mind that in some parts of the world Governments may not allow the company in following this, they will then locate a suitable facility and establish the family assistance center on our behalf. To include, logistics, transportation, documentation, food and beverage, accommodations, meeting and greeting, etc. Obviously in areas such as they UK or US where national law gives certain responsibilities to other organizations, Kenyon will comply with the lawof the land and offer assistance to those organisations as required. Disaster victim identification is the responsibility of the local pre designated authority, for example the police. Pegasus has a contract with Kenyon for this service also, and at our request in conjunction with the police, will provide a wide range of services from body search and recovery, identification to recovery and cleaning of personal effects.

Pegasus Airlines is the platinum member of the Kenyon International Emergency Services. The agreement between Kenyon Emergency Services and Pegasus Airlines covers following services;

- ○ DISASTER RECOVERY SERVICES
- ○ DISASTER HUMAN SERVICES
- ○ CRISIS COMMUNICATIONS
- ○ KENYON INTERNATIONAL CALL CENTRE SERVICES
- ○ MEDIA CALL CENTRE (MCC) SERVICES

Agreement describes consulting services which are provided to its client, Pegasus Airlines, and its subsidiary airlines in which Pegasus Airlines is a shareholder.

Emergency and consulting services specified by Pegasus Airlines under the Agreement and to be provided by Kenyon in accordance with the Agreement conditions.

In the event of an incident Pegasus Airlines is entitled to activate the Services by calling the appropriate Kenyon International Emergency Number set activation Pegasus Airlines that Kenyon will communicate, and coordinate with during and after an incident.

Kenyon will react immediately on activation of the Services by sending four (4) first responders to the incident location to assist in determining requirements for follow-on team size, configuration and timing of arrival of team(s) to conduct specific emergency services described in the agreement on behalf of Pegasus Airlines.

Kenyon will activate its Disaster Recovery Services and Crisis Communications Service on receipt from Pegasus Airlines of a completed Work Authorization Agreement (WAA) The WAA will set out the agreed team configurations and personnel requirement. Subsequent changes to team configuration and personnel will be authorized and documented by Pegasus Airlines an additional WAA. The Kenyon Disaster Human Services, Kenyon International Call Center and Media Call Center do not require a WAA for activation as this may impact unnecessarily on the Kenyon response times. Accordingly, Disaster Human Services and Kenyon International Call Centre and Media Call Center will commence on activation of the Services.

Kenyon will deploy such resources at the Kenyon Emergency Management Center as are required to support the operation according to the number of personnel deployed in the field

7.4   KENYON INTERNATIONAL EMERGENCY SERVICES CONTACT NUMBERS

KENYON
EMERGENCY SERVICES

CONTACT DIRECTORY

Europe:
1 The Western Centre, Western Road
Bracknell, Berkshire
RG12 1RW, United Kingdom

24 Hour Tel: +44 1344 316 650 (UK Activation Number)

Americas:
612 Spring Hill Drive, Suite 180
Spring, TX 77386 United States

24 Hour Tel: +1 281 872 6074 (US Activation Number)

Name	Job Title	E-Mail Address
Executive Leadership		
Dr. Mazen Bekdash	Vice President, Business Development	bekdashm@kenyoninternational.com
Susan Brown	Vice President, Crisis Communications	browns@kenyoninternational.com
Kevin Curreri	Vice President of Global Response	currerik@kenyoninternational.com
Donald Steel	Vice President, Crisis Communications	steeld@kenyoninternational.com
Matt Walton	Vice President, Americas	waltonm@kenyoninternational.com
Dominican Republic		
Jahaira Guzman	Call Centre Services Manager	guzmanj@kenyoninternational.com
Raymi Nuñez	Call Centre Services Specialist	nunezr@kenyoninternational.com
Middle East, African and Indian Sub-Continent Office		
Rola Arnaout	Regional Office and Client Relations Manager	arnaoutr@kenyoninternational.com
UK Office		
Jerry Allen	Strategic Advisor	allenj@kenyoninternational.com
Victoria Baker	Account Manager	bakerv@kenyoninternational.com
Samuel Bunney	Commercial Services Manager	bunneys@kenyoninternational.com
Andreea Caragata	Operations Specialist Warehouse and Supply Chain	cargataa@kenyoninternational.com
Pauline Rayner	Commercial Support Specialist	raynerp@kenyoninternational.com
Dr. Mike Rennie	Humanitarian Services Manager	renniem@kenyoninternational.com
Shabita Sumaraj	Head of Humanitarian Services	sumarajs@kenyoninternational.com
Sharon Sutton	Operations Admin	suttons@kenyoninternational.com
Dean Trussler	Head of Crisis Management Centre and Preparedness	trusslerd@kenyoninternational.com
Faye Wennington	Training Coordinator	wenningtonf@kenyoninternational.com
US Office		
Robin Duffy	Operations Specialist	duffyr@kenyoninternational.com
Karri Evans	Accounts Sales Manager	evansk@kenyoninternational.com
Jonathan Huth	Operations Manager, Head of Response Operations	huthj@kenyoninternational.com
Eric Lowell	IT Manager	lowelled@kenyoninternational.com
Janie Moreno	Director, Call Centre Services	morenoj@kenyoninternational.com
Kathy Ricker	Kenyon Responder Manager	rickerk@kenyoninternational.com
Brandi Smith	Administration, Operations And Commercial Support Manager	smithb@kenyoninternational.com
Global Client Relations		
Irma Alcazar	Customer Representative – Central & South America	alcazari@kenyoninternational.com
Mark Edwards	Client Relations Representative – Asia Pacific	edwardsm@kenyoninternational.com

Kenyon Contact Directory

V.45/April 2024

7.5   EXTERNAL AGENCIES AND SERVICE PROVIDERS

Authority	Phone Numers
Fire	112
Police	112
Ambulance	112
Coast guard and other rescue agencies	158
Poison control centres	114
Hospitals and other medical facilities	Please see Airport Emergency Plan
Medical specialists	Please see Airport Emergency Plan

Directorate General of Civil Aviation	444 60 01 0312 203 61 34 0312 203 61 40 0312 203 74 79
Nuclear Regulatory Authority	444 63 56
Ministry of Environment, Urbanization and Climate Change	0312 410 10 00
Insurance companies	Financial Department provides update information

7.6 TR-DGCACONTACT LIST

SİVİL HAVA ARACI KAZA/CİDDİ OLAY BİLDİRİLMESİ ve ÖN RAPOR FORMLARI

AIC B Serisi - Form A-2

Table 7-1: T.C. ULAŞTIRMA ve ALTYAPI BAKANLIĞI SİVİL HAVACILIK GENEL MÜDÜRLÜĞÜ ACİL DURUM ENFORMASYON AĞI

ÇALIŞMA GÜN VE SAATLERİNDE			
ADI SOYADI	UNVANI	TELEFON	FAKS
Prof. Dr. Kemal YÜKSEK	Genel Müdür	0312 203 60 04	0312 203 60 45
Özcan BAŞOĞLU	Genel Müdür Yrd. V.	0312 203 60 96	0312 212 46 84
Oğuz ALDEMİR	Genel Müdür Yrd. V.	0312 203 60 07	0312 212 46 84
Ayhan ERDOĞAN	Uçuş Operasyon Daire Başkanı	0312 203 62 90	0312 212 46 84
Murat TOPCU	Hava Seyrüsefer Daire Başkan V.	0312 203 60 17	0312 212 46 84
Recep USLU	Havaalanları Daire Başkan V.	0312 203 61 58	0312 212 46 84
Musa ARDOĞAN	Uçuşa Elverişlilik Daire Başkan V.	0312 203 61 28	0312 212 46 84
DHMİ – FIC (24 Saat)	AFS: LTACYCYX	0312 827 10 48	0312 827 10 51
Necdet Uğur ÖZKAN	SHGM İstanbul Temsilciliği	0212 891 75 01	0212 891 75 00
Mehmet ÇAKMAK	SHGM Antalya Temsilciliği	0242 330 32 38	-
Ahmet KUR	SHGM Nevşehir Temsilciliği	0384 353 52 64 / 2	0384 353 53 22

ÇALIŞMA GÜN VE SAATLERİ DIŞINDA			
ADI SOYADI	UNVANI	TELEFON	FAKS
Oğuz ALDEMİR	Genel Müdür Yrd. V.	0546 552 00 40	0312 212 46 84

Ayhan ERDOĞAN	Uçuş Operasyon Daire Başkanı	0532 440 02 78	0312 212 46 84
Murat TOPCU	Hava Seyrüsefer Daire Başkan V.	0551 410 24 13	0312 212 46 84
Recep USLU	Havaalanları Daire Başkan V.	0532 621 54 80	0312 215 81 30
Musa ARDOĞAN	Uçuşa Elverişlilik Daire Başkan V.	0505 319 64 28	0312 212 46 84
Necdet Uğur ÖZKAN	SHGM İstanbul Temsilciliği	0532 771 60 33	0212 891 75 00
Mehmet ÇAKMAK	SHGM Antalya Temsilciliği	0506 903 97 82	-
Ahmet KUR	SHGM Nevşehir Temsilciliği	0505 399 17 05	0384 353 53 22
DHMİ – FIC (24 Saat)	AFS: LTACYCYX	0312 827 10 48	0312 827 10 51

End of Section

8 ANNEX

8.1 SHY-13 A/C OWNER'S RESPONSIBILITIES

1	Prepare plan and programs accordingly to actions to be taken in case of an accident.
2	To determine people on-duty in case os an accident.
3	To report the accident occurance to Civil Aviation Units in accordance with the implementation plan.
4	To prepare and send accident reports in accordance with the regulations if no one from the Ministry or Accident Inquisitional Board is to be present.
5	As given in the Airport accident-incident directive: to take precautions inorder to protect life and valuables during mandetory rescue and aid procedures.
6	To help implement the requests of the Ministry and Accident-Incident Board and apeal to the Local Administrative Authority concerning the issue if necessary.
7	To pre-establish a protokol with Private Enterprises and Official Institutions inorder to achive aid in case the aircreaft owners operating any flights over non-governmental airports endure any accidents, fire or are in need of wrackage removal so that the procedures are given priority and inforced with haste if the own possibilities are non-sufficient.
8	To take necessary precautions and implement them according to accident-incedent report procedures and recommendations given.
9	To keep and maintain records on occured accident-incidents.

End of Section