

STATION EMERGENCY RESPONSE DUTIES FORM

1. Emergency Coordinator

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 Emergency Site Organization (GO Team) will arrive from Head Office and relieve the local organization of its emergency handling responsibilities.

	Time	Check
Notify Pegasus Airlines Integrated Operations Control Center and exchange contact numbers (mobile phone, telephone etc.)		
Activate local notification tree or check progress of its notification		
Assign staff to functions of attached checklists and monitor their activities periodically, based on respective checklists		
Send "Preliminary Emergency Briefing" to Pegasus Airlines Integrated Operations Control Center and to all previous and subsequent stations. May be handled by telephone.		
Determine details about dangerous goods loaded (refer NOTOC or manifest) and about special cargo (AVI, PER, VAL, HUM etc.) and inform the Airport Crisis Center and the Pegasus Airlines Integrated Operations Control Center (İstanbul)		
Organize / print passenger checked-in list of your station and from previous station(s)		
Order to inhibit access to the flight in your handling agents system. Coordinate with Head Office if appropriate.		
Transmit the checked-in passenger-list to Pegasus Airlines Integrated Operations Control Center		
Order / Check correct display at public info boards (e.g.: Contact desk nr or similar)		
Arrange controlled access to company premises and reception areas (security)		
Verify checked-in passenger list against flight coupons and compare with loadsheet, if applicable		
Verify checked Passenger Name List with immigration-office records, if applicable		
Fax copy of flight coupons / e-ticketlist to Pegasus Airlines Integrated Operations Control Center (on request only)		
Request regular updates from Field Representative		
Provide followings; Flight Plan, Met-Folder and NOTAM, Aircraft Technical Report, Fuel, Order, Flight Coupons (make photocopy of each flight coupon if authorities are to confiscate them), Cargo Manifest, AWB-copies, All official Mail Documents (CN38/41), Load sheet and Balance sheet, Loading Instruction, NOTOC, Boarding cards left behind in public areas (e.g. waste basket at gate), Meeters and Greeters information reports, Passenger Information and Status Reports, Any other documents related to the flight		
Send regular progress report to Pegasus Airlines Integrated Operations Control Center and to Emergency Manager.		
Provide staff and units involved with latest information and plans		

STATION EMERGENCY RESPONSE DUTIES FORM

Coordinate transportation of uninjured passengers and crew from accident site to designated areas together with Meeters and Greeters (Pax Care) Representative		
Arrange accommodation for uninjured passengers, families and crew		
Arrange for safe custody of baggage and other personal effects		
Arrange for food and beverages for all reception and employee areas		
Request release of baggage, cargo, mail and personal effects of passengers and crew from authorities		
Ensure secure handling and storage of mail, cargo		
Inform the own local cargo, post office		
Arrange further actions together with the Emergency Operations Manager (EOM) of the Head Office Emergency Site Organization (ASO)		

When a Public Health Emergency Occurs:

	Time	Check
Whenever notified of an incoming aircraft with a medical emergency onboard, obtain as much information as possible from the source of the information		
Notify the Airport Authority of the in-bound medical emergency.		
Is actual cash necessary?		
Determine if necessary to set up schedule of conference calls with Operations Control.		
Ensure personnel are properly briefed and are available to meet aircraft with the necessary equipment.		
Instruct staff members to ensure that passengers remain seated so that medical personnel can reach the passenger(s).		
Ensure the passengers, crewmembers, cargo and baggage remain on the aircraft until permission has been received from medical personnel to disembark passengers and offload cargo and baggage.		
Quarantine equipment as required.		
If a lengthy delay is anticipated in disembarking passengers, consider opening a Family Assistance Centre.		
If required, set up Passenger Centre to receive disembarking passengers and register them.		
If station is in an affected area of an international public health emergency (e.g. Avian Flu), cooperate with the local airport and public health authorities.		

STATION EMERGENCY RESPONSE DUTIES FORM

If station is in an affected area of an international public health emergency (e.g. Avian Flu), keep the air carrier Airport Representative fully informed of the local situation.		
Ensure that enough Passenger Locator Form (PLF) are available		
To keep a daily follow-up form with Emergency Logbook Form.		
Inform shift members about emergency.		

If available at your station:

Secure all flight documents as below and make 3 copies of each (1 copy for each home base, Accident Investigation Team and for your station). Keep original documents in a safe place locked away at disposal of the carrier.

Please mind; Passenger Lists will be released exclusively by Pegasus Airlines' Integrated Operations Control Center in Istanbul.

Forms

- Preliminary Emergency Briefing (PG-EM-FR-009)
- Emergency Logbook (PG-EM-FR-008)



CHIEF SAFETY AND SECURITY OFFICE
STATION EMERGENCY RESPONSE DUTIES FORM

PG-EM-FR-030

STATION EMERGENCY RESPONSE DUTIES FORM

2. Airline Field Representative

The Airline Field Representative is the airline representative at the emergency site. He will report to the Emergency Coordinator all activities from the emergency site. He is responsible for interacting with local rescue organizations and authorities (prefer native speaking person). He renders also assistance to the company investigation team.

	Time	Check
Before leaving to the scene of emergency:		
Request briefing from Emergency Coordinator		
Request Emergency Kit from Emergency Coordinator (copy of Emergency Response Procedure, checklist, phonest, paper, pen, photo or video camera if available)		
Request walkie-talkie or mobile phone from Emergency Coordinator		
Check if communication equipment is operational		
Get 2 copies of following documents, if available		
<ul style="list-style-type: none"> •Passenger list •Crew list •NOTOC •Cargo manifest and / or load message 		
Exchange contact numbers (mobile phone, telephone etc.) with Emergency Coordinator		
At the scene of emergency :		
Establish contact with the Forward Command Post, explain your role and exchange information. Provide authorities with documents on request (e.g. passenger and crewlist, cargo manifest)		
Establish contact with the crew, explain your role and exchange information.		
Establish contact with the Emergency Coordinator		
Ensure transportation is arranged for surviving passengers and crew		
Ensure proper security and access control to the scene of emergency by authorities		
In the event proper action of the Airline Field Representative is not possible due to local legislation or other circumstances, report immediately to the Emergency Coordinator		
Ensure safe custody of all documents found at the scene of emergency		
Ensure safe custody of wreckage of aircraft		
Ensure safe custody of baggage, cargo, mail and personal effects		
Give frequent updates to the Emergency Coordinator about evolution of situation and all information concerning status and location of passengers and crew		
Ensure photographs of the scene of emergency are taken		
Take note of weather conditions and aircraft location and status		
Assist State investigation team and authorities		
Arrange further actions together with the Investigation Team of the Head Office Emergency Site Organization		

STATION EMERGENCY RESPONSE DUTIES FORM

3. Meeters and Greeters Reception Center

Families, relatives, business partners and friends can be expected to be present in the arrival area, displaying a wide range of emotions. A secluded area, away from the public and the media / media center, should be made available to them. Comfort, care, first-hand information, "psychological" first aid, beverages and communication facilities have to be provided. The view onto the scene of the accident has to be barred. Media and other inappropriate persons might try to gain access to the MRC. As a simple method of control, whoever controls access might use a passenger manifest to verify that someone seeking entrance to the MRC can provide a name that matches one on the manifest.

	Time	Check
Request briefing from Emergency Coordinator		
Request emergency kit from Emergency Coordinator (copy of Emergency Response Procedure, checklist, telephone list, paper, pen, forms, "reflective vests" (if not supplied by the authorities.))		
Request walkie-talkie or mobile phone from Emergency Coordinator		
Prepare location to receive meeters and greeters, if not done by authorities / handing agent		
Check that communication equipment is in working order.		
Exchange contact numbers with Emergency Coordinator (mobile phone, telephone etc.)		
Check need / arrange for Interpreters		
Assemble Meeters and Greeters in location and provide information		
Request additional staff if available and needed, preferably airline staff or similar type people to help provide information (goal: one person / family attended by the same care giver (s) always).		
Ensure that access is properly controlled (security)		
Ensure medical, mental health and clergy services can be called in as needed and as requested by the next-of-kin. Provide staging area in another room to avoid that helpers outnumber family members.		
Ensure that Meeter / Greeter forms are completed and forward the information to the Emergency Coordinator (if not otherwise requested by local authorities)		
Provide soft drinks and food for meeters / greeters and staff.		
Inform the Emergency Coordinator of requirements of meeters / greeters (accommodation, transport etc.)		
Disburse vouchers or other authorizations as needed		
Report activity to the Emergency Coordinator every 30 minutes or as needed		
Switch on / disable TV as appropriate or as requested		
Provide staff with latest information about ongoing situation and about facts known.		
Provide information to meeters / greeters		

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STATION EMERGENCY RESPONSE DUTIES FORM

4. Uninjured Passenger Reception Center

Uninjured passengers or those with minor injuries will assemble here. Passengers can be expected to display a wide range of emotions. A secluded area, away from the public and the media / media center but close to the Meeters and Greeters reception area, should be made available to them. Comfort, care, first-hand information, "psychological" and physical first aid, non-alcoholic beverages and communication facilities have to be provided. Alcoholic beverages should be removed from this area.

	Time	Check
Request briefing from Emergency Coordinator		
Request emergency kit from Emergency Coordinator (copy of Emergency Response Procedure, checklist, telephone list, paper, pen, forms, "reflective vests" (if not supplied by the authorities.)		
Request walkie-talkie or mobile phone from Emergency Coordinator		
Prepare location to receive uninjured passengers, if not done by authorities / handing agent		
Check that communication equipment is in working order.		
Exchange contact numbers with Emergency Coordinator (mobile phone, telephone etc.)		
Assemble passengers and provide information		
Request additional staff if available and needed, preferably airline staff or similar type people to help provide information (goal: one person / family / party attended by the same care giver (s) always).		
Ensure that access is properly controlled (security)		
Ensure medical and mental health services are available and can be called-in if needed and requested by passengers		
Ensure that "Passenger" forms are completed and forward the information to the Emergency Coordinator (if not otherwise requested by local authorities)		
Provide soft drinks and food for passengers and staff.		
Inform the Emergency Coordinator of requirements of uninjured passengers (accommodation, transport etc.)		
Disburse vouchers or other authorizations as needed		
Report activity to the Emergency Coordinator every 30 minutes or as needed		
Advise customers of disposition of personal effects and checked baggage		
Provide staff with latest information re ongoing situation and about facts known.		
Provide information to uninjured passengers		

- PG-EM-FR-016 PASSENGER INFORMATION FORM