



## PG-EM-EK-002 EMERGENCY RESPONSE MANUAL

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1		15.05.2026	16.00	27		15.05.2026	16.00
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20		15.05.2026	16.00	53	5.3	15.05.2024	13.00
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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
- 

<a href="#">0 ADMINISTRATION AND CONTROL OF THE MANUAL</a>	<a href="#">0</a>
Chapter 0 has been updated in accordance with the documentation system manual.	
<a href="#">0.1 INTRODUCTION</a>	<a href="#">0.1</a>
02 Scope section has been removed and the content moved to 01 Introduction.	
<a href="#">0.2.1 AMENDMENTS TO THE MANUAL</a>	<a href="#">0.2.1</a>
0.3 SYSTEM OF AMENDMENTS AND REVISIONS section has been removed and the content moved to 0.2.1 AMENDMENTS TO THE MANUAL.	
<a href="#">1 EMERGENCY RESPONSE PLAN</a>	<a href="#">1</a>
The chapter 1 DEFINITIONS has been changed to 1 EMERGENCY RESPONSE PLAN.	
<a href="#">2 MANAGEMENT OF ERP</a>	<a href="#">2</a>
The chapter 2 EMERGENCY RESPONSE MANAGEMENT has been changed to 2 MANAGEMENT OF ERP.	
<a href="#">2.3 TYPES OF EMERGENCY</a>	<a href="#">2.3</a>
The definitions under the heading 1 DEFINITIONS have been moved to the 2.3 TYPES OF EMERGENCY section.	
<a href="#">2.5 AIRCRAFT RECOVERY</a>	<a href="#">2.5</a>
Section 2.5 Aircraft Recovery has been added.	
<a href="#">3.2 NOTIFICATION OF EMERGENCY</a>	<a href="#">3.2</a>
The sentence structure of the first paragraph in section 3.2 NOTIFICATION OF EMERGENCY has been corrected.	
<a href="#">3.4 CALL-OUT PROCESS</a>	<a href="#">3.4</a>
“Call out and activation of the Family Assistance Team (FAT) will be via e-mail and/or telephone and/or MS Teams. The Family Assistance Team Leader informs the Deputy FAT Team Leaders about the emergency and ensures that the required number of members are activated.” Sentence has been added.	
<a href="#">3.6.2 STRUCTURE OF CRISIS MANAGEMENT CENTER</a>	<a href="#">3.6.2</a>
Figure 3-2: Crisis Management Center Layout has been revised.	
<a href="#">3.8.1 GO TEAM</a>	<a href="#">3.8.1</a>
“The Go team is authorized to use the amount allocated by the CMC decision for emergencies, either in cash or via credit card.” Has been added.	
<a href="#">GO KIT</a>	
First two paragraphs of this section have been revised.	
Table 3-1: Go Kit Equipment List has been revised.	
Items have been added.	
<a href="#">FAMILY ASSISTANCE TEAM ORGANIZATION</a>	
FAMILY ASSISTANCE TEAM ORGANIZATION has been revised.	
<a href="#">4.3 SAFETY AND SECURITY DEPARTMENT</a>	<a href="#">4.3</a>
4.3 SAFETY AND SECURITY DEPARTMENT duties have been revised.	

<a href="#">4.16 IOCC DEPARTMENT</a>	<a href="#">4.16</a>
IOCC DEPARTMENT duties have been revised.	
<a href="#">5 PUBLIC RELATIONS</a>	<a href="#">5</a>
Corporate Communications Crisis Management Media Communications Instruction (PG-KI-TL-001)” document code of the instruction has been revised.	
<a href="#">6.1 EXERCISES</a>	<a href="#">6.1</a>
Paragraph has been revised.	
<a href="#">6.1.1 DESKTOP EXERCISES</a>	<a href="#">6.1.1</a>
Paragraph has been revised.	
<a href="#">6.1.2 ON-SITE EXERCISES</a>	<a href="#">6.1.2</a>
Paragraph has been revised.	
<a href="#">6.2 TRAININGS</a>	<a href="#">6.2</a>
Instructor Authorization Process: has been added.	
<a href="#">7.4 KENYON INTERNATIONAL EMERGENCY SERVICES CONTACT NUMBERS</a>	<a href="#">7.4</a>
KENYON INTERNATIONAL EMERGENCY SERVICES CONTACT NUMBERS have been revised.	
<a href="#">7.6 TR-DGCA CONTACT</a>	<a href="#">7.6</a>
Section has been revised.	

**ABBREVIATIONS**

<b>Abbreviation</b>	<b>Description</b>
CSSO	Chief Safety and Security Officer
DCS	Departure Control System
ERM	Emergency Response Manual
ERP	Emergency Response Plan
GSP	Ground Services Provider
ICAO	International Civil Aviation Organization
IOCC	Integrated Operations Control Centre
OCC	Operations Control Centre
QDMS	Quality Data Management System
SMM	Safety Management Manual
TR-DGCA	Turkish Directorate General Of Civil Aviation



## 0 ADMINISTRATION AND CONTROL OF THE MANUAL

### 0.1 INTRODUCTION

#### IOSA ORG 1.7.1

The Emergency Response Manual of Pegasus Airlines is hereby established, and hereafter is referred to as "ERM". 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.

The purpose of this manual is to establish the general rules and procedures to be followed in emergency situations (aircraft accident, with impact on death, casualties, serious injury or extensive damage or another significant operational event). This manual aims to deal with emergency situations and to minimize death, injury and property damage during emergency situations.

This manual 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 Pegasus employees and cooperating persons and other external entities, which provide services for the Pegasus. The tasks of the individual sections will be determined operationally according to the situation.

Consists of the following:

- a transition from normal to emergency operations
- an activation of emergency management
- an assistance to passengers and employees
- a communication with state authorities and other entities
- a return to normal operations

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.

#### 0.1.1 COMPLIANCE STATEMENT

It is important to check all related documents in order to ensure compatibility between company documents when the ERM is revised. The Chief Safety and Security Office is responsible to ensure compliance of documents with two methods during the ERM revision. 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.

Ensuring and maintaining regulatory compliance of the ERM is also the responsibility of the Chief Safety and Security Office. The ERM and other documents from the Chief Safety and Security Office (policy, procedure, instruction, form, etc.) are continuously reviewed to ensure compliance with the following regulations.

#### ERM Compliance Table

ICAO Doc 9859 (Edition 4)

ICAO Annex 13
ICAO Annex 19
EASA Regulations and Directives
SHT-SMS
SHT-ADP
HKY-13
IOSA Standards Manual
European Aviation Safety Legislation (EU) 965/12 as amended by Regulation (EU) 2018/1042
Other relevant national and international legislation

### 0.1.2 STRUCTURE AND CONTENT OF THE MANUAL

MANUAL	CONTENT	APPLICATION
Chapter 1	Emergency Response Plan	All Company
Chapter 2	Management of ERP	All Company
Chapter 3	Crisis Management Center Organization	All Company
Chapter 4	Duties and Responsibilities	All Company
Chapter 5	Public Relations	All Company
Chapter 6	Exercises and Trainings	All Company
Chapter 7	Third Parties and Agreements	All Company

#### 0.1.2.1 FORMAT

The ERM is produced and distributed via Comply365 in electronic format.

The header of each page of the ERM contains the following information:

- Pegasus Airlines Logo
- Department Name
- Document Name
- The page number
- The document number
- The revision version of each page
- The revision date of the page.

The boxes in the approval section in the approval page contain only the relevant person's duty titles, not the names. For the descriptions and detailed information about page styling refer to PG-DU-EK-001 Documentation System Manual.

#### 0.1.2.2 ISSUE AND COPY IDENTIFICATION

The master copy of the ERM is retained in the Comply365. Electronic copy of the ERM is distributed via the Comply365 documentation system.



### 0.1.2.3 FEEDBACK

All authorized users of the ERM are requested to provide feedback on information provided in the Manual that may be incorrect or inaccurate. Any suggestion for improvement of the ERM or advice as regards obsolescence will be appreciated. Errors and/or discrepancies within the ERME, or between other manuals and/or regulations must be reported to the Chief Safety and Security Office ("safety@flypgs.com") immediately. Recommendations for changes to the ERM should be made by the "Suggest Revision" process on Comply365, or SM365.

### 0.1.2.4 LANGUAGE

The ERM has been prepared in English. All employees must be able to demonstrate their ability to read and understand in the designated common language. In the event of any authority or personnel requests for clarification or translation of any parts of the ERM, the Chief Safety and Security Office ("safety@flypgs.com") shall be contacted for clarification or translation

### 0.1.2.5 GENDER

The ERM applies to both male and female crew members, operations personnel, passengers and other persons and therefore, references in the text are made in both masculine and feminine gender (he/she).

### 0.1.2.6 HUMAN FACTORS

ERM managed by the Chief Safety and Security Office is created using a standard template which complies with Comply365 in a structured authoring application. All human factors guidance for documentation points towards "predictability". Each manual has the same design for front matter (TOC, LEP, Revision Highlights etc.) which allows the end user to predict how a manual is navigated and the process of finding and assimilating information becomes intuitive. The Company supports reducing dependence on paper-based documentation and as such the font / size / colour of text in a manual are all designed to enhance the online experience of using these manuals while still being capable of producing a fully usable printed paper version.

All Manuals, Procedures, Instructions and Job Descriptions are designed to follow each particular regulatory standards and ensure that human factors principles are observed in the design of the ERM and associated procedures.

### 0.1.2.7 LIST OF ELEMENTS SUBJECT TO TR-DGCA APPROVAL

NA

## 0.1.3 NOTES, TERMINOLOGY TERMS AND DEFINITIONS

The following explanations are given to clearly determine the meaning:

- (a) "SHALL", "WILL", "MUST" or any other imperative verb indicates that the application of a rule, procedure or provision is mandatory.
- (b) "SHOULD" indicates that the application of a procedure or provision is recommended.
- (c) "MAY" or "MIGHT" indicate that the application of a procedure or provision is optional.
- (d) "APPROVED" means the Authority (TR-DGCA) has reviewed the method, procedure or policy in question and issued a formal written approval, unless stated otherwise.
- (e) "ACCEPTABLE" means the Authority (TR-DGCA) or the Company has reviewed the method, procedure or policy and has neither objected to nor approved its proposed use or implementation.
- (f) "PRESCRIBED" means the Authority (TR-DGCA) or the Company has issued a written policy or methodology which imposes either a mandatory requirement, if it states "shall", "will", "must" or an action verb in the imperative sense, a recommended requirement if it states "should" or a discretionary requirement if it states "may".
- (g) NOTE "NOTE" is used when an information is considered essential to be emphasized.
- (h) **Bold Highlights:** The content in bold is to attract attention and emphasize the level of importance.



- (i) Underline and Italic: Underlined and italicized content means that it is referenced within the document or to another document.

## **0.2 SYSTEM OF AMENDMENTS AND REVISIONS**

### **0.2.1 AMENDMENTS TO THE MANUAL**

The ERM will be reviewed, updated and revised to ensure validity of its contents and documentation. To ensure the validity of the contents and documentation of this manual and reflect current practices, procedures and regulations, the ERM has been reviewed as a minimum once a year.

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.

This manual is published and distributed in electronic 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.

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 the Company. For detailed information on the publication, distribution and use of documents, please refer to the PG-DU-EK-001 Documentation System Manual.

The holder of the manual is responsible for ensuring the prevention of any unintended use of an obsolete document.

### **0.2.2 APPLICABILITY OF THE MANUAL**

The ERM is applicable to all company employees.

It is the responsibility of all employees throughout the organisation to comply with the applicable laws, regulations and procedures in all locations where operations are conducted.

### **0.2.3 HOLDER'S RESPONSIBILITY**

The Safety Manager is responsible for the overall control of the ERM. The Safety Manager 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.

### **0.2.4 ON-BOARD ACCESS TO THE MANUAL**

The electronic version of this Manual is accessible to all departments across the company, flight crews, and other operational personnel through the Comply365 DCM Library on both web and mobile applications. For further details, please refer to PG-DU-EK-001 Documentation System Manual.

### **0.2.5 MAIN REVISION**

For detailed information, please refer to PG-DU-EK-001 Documentation System Manual.

### **0.2.6 TEMPORARY REVISION**

For detailed information, please refer to PG-DU-EK-001 Documentation System Manual.

### **0.2.7 EFFECTIVE DATE**

A list of effective pages is a list of every page in a document along with the current revision number and the effective date of each page's revision. The list is published and updated for each amendment of the ERM.

For list of effective pages table refer to LIST OF EFFECTIVE PAGES TABLE on Front Matter.

Revised pages/chapters shall be distributed to the relevant departments in accordance with the determined distribution list via Comply365. The revisions become effective when the amendment is published on the Comply365 irrespective of the proposed date of issue shown.

**0.2.8 DISTRIBUTION**

The ERM is distributed as a controlled copy to the relevant company departments and operations personnel in accordance with the distribution list given below.

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 and/or Comply365; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library and/or Comply365 at any time.

*Table 0-1: ERMDistribution List*

<b>PG-EM-EK-002</b>	<b>ERM Recipients</b>	<b>Version</b>
Master Copy	PG-EM-EK-002 ERM	Comply365
Electronic Soft Copies	Accountable Executive	C o m p l y 3 6 5 Document Management System
	Nominated Persons	C o m p l y 3 6 5 Document Management System
	Chief Safety and Security Officer (Safety Manager)	C o m p l y 3 6 5 Document Management System
	All Company Personnel	C o m p l y 3 6 5 Document Management System
	Subsidiary Company (if required)	C o m p l y 3 6 5 Document Management System
	External Service Providers	Document Library and/or Comply365

**0.2.9 HANDWRITTEN AMENDMENTS**

Not applicable due to automated system usage (Comply365).

**0.2.10 ANNOTATION OF CHANGES**

The ERM is divided into Chapters, which are subcategorized as subchapters and subsections. In order to identify changes, additions or deletions of new text/illustration, a bold sideline will be used to identify the changed text/illustration. For further information, please refer to PG-DU-EK-001 Documentation System Manual.

**0.2.11 ACCEPTANCE / APPROVALS BY THE AUTHORITY**

NA

**0.2.12 RETENTION AND DISSEMINATION OF INTERNAL AND EXTERNAL SOURCES**

External documents and data not produced by the Company are provided by the relevant authorities and original producers. Documents received from external sources are managed by the Company and controlled by the issuing organization. Processes and procedures regarding the management of externally generated documents are described in the PG-DU-EK-001 Documentation System Manual.

**0.2.13 DISPOSAL OF OBSOLETE DOCUMENTATION**

When an amendment or revision is issued to the ERM, the revision number changes. If the revision number of the ERM is different than the soft copies on Comply365, then the document is deemed as obsolete.

In order to prevent the unintended use of obsolete documents, and to apply suitable identification of out-of-date documents or older versions of revised documents, the disposal of obsolete documents becomes valid when the amendment is received by the holder of the manual. The copies of obsolete documents shall be deleted by the users immediately after replacement.

For further information about the Disposal of Obsolete Documentation refer to PG-DU-EK-001 Documentation System Manual.

**0.2.14 CONTROL OF THE RECORDS**

Refer to SMM 4.13 and PG-DU-EK-001 Documentation System Manual for further details.

**0.2.15 ARCHIVING**

Obsolete documents are kept for reference or different purposes by the Chief Safety and Security Office (unless otherwise specified) in a separate storage area in the shared folder determined in refer to PG-DU-EK-001 Documentation System Manual.

**0.2.16 BACKUP**

Backup of documents and data are performed on a regular basis. For further information, refer to PG-DU-EK-001 Documentation System Manual.

End of Section



## 1 EMERGENCY RESPONSE PLAN

### 1.1 ERP POLICY

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' 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

### 1.2 ACCOUNTABILITIES AND RESPONSIBILITIES

#### IOSA ORG 1.7.2

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. Organizations 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.

**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. CMT is responsible for the activities included in the plan. Duties and responsibilities are described in this manual Chapter 4 Duties and Responsibilities.

Primary members of the CMT which are listed in PG-EM-FR-023 Crisis Management Center Emergency Contact List and second/third shift members are listed in PG-EM-FR-024 Crisis Management Center Emergency Shift Team List.

End of Section



## 2 MANAGEMENT OF ERP

### 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 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 List (LNL) form fill the checklists that are located in PG-EM-PR-002 Station Emergency Procedure and collect the reports and send them to CMC 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 TYPES OF 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;

#### 2.3.1 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, self-inflicted 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 classified, 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 the determination of aircraft damage can be found in Annex 13 Attachment E1.1.2 Incident

### 2.3.2 INCIDENT

*(ICAO Annex 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.

### 2.3.3 SERIOUS INCIDENT

*(ICAO Annex 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.

### 2.3.4 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 hemorrhage, 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.

### 2.3.5 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.

The procedures applicable by flight crew and precautions for the prevention of such act are explained in OM Part A chapter 10.2.6 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 Center 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.

### 2.3.6 BOMB THREAT

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 Chief Safety and Security Office, Chief Flight Operation Office. 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.

### 2.3.7 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).

Public 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 fatalities 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.

## 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 accuracy 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.

## 2.5 AIRCRAFT RECOVERY

The PG-UB-PR-017 Aircraft Recovery Procedure sets out the operational criteria and responsibilities relating to aircraft recovery operations that may be required as a result of incidents or accidents occurring on



aircraft in the Pegasus fleet. This procedure includes all inspection, planning, preparation, operation and reporting during the recovery operation.

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

*IOSA ORG 1.7.4, IOSA ORG 1.7.5*

When an emergency occurs, the initial information is received by the IOCC department. Once the emergency has been confirmed by the IOCC, the CSSOs are informed of the emergency. The CSSO informs the Crisis Director regarding the decision on whether or not to establish a crisis management center in relation to the emergency. If the Crisis Director decides to establish the crisis management center, the IOCC informs the Crisis Management Center Team (CMT) and the Go Team. The IOCC divides operations into two categories: emergency operations and normal 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 CMT 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

*IOSA ORG 1.7.4*

The primary method of communication will be via the company's mobile phone numbers. Call out and activation of the primary members of the CMT which are listed in PG-EM-FR-023 Crisis Management Center Emergency Contact List and Go Team which are listed in PG-EM-FR-017 Go Team List will be via text message and/or telephone call. These messages do not include full details. The text message contains a link to the MS Teams chat group for primary members of the CMT. If there is an exercise, crisis messages should include "This is an exercise" sentence to prevent misunderstanding.

The IOCC Shift Manager or their deputy will authorize a suitable OCC personnel on duty to fulfill the responsibilities outlined below after sending the text message and forward the same message to the CMC WhatsApp group. OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy.

OCC personnel will report the updates listed below at regular intervals to the IOCC Shift Manager or their deputy. 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 (CMT) members get text message, they should call and/or send text 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 the primary members of the Crisis Management Team (CMT) members can not be reached,



second/third shift members will be called accordingly to PG-EM-FR-024 Crisis Management Center Emergency Shift Team List.

When Go Team members receive a text message, they should contact the Go Team Leader by phone or message to confirm, provide an estimated time of arrival, and proceed to the crisis management center as soon as possible. If members do not notify the Go Team Leader of their arrival, the Go Team Leader will contact them.

Call out and activation of the Family Assistance Team (FAT) will be via e-mail and/or telephone and/or MS Teams. The Family Assistance Team Leader informs the Deputy FAT Team Leaders about the emergency and ensures that the required number of members are activated.

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

#### *IOSA ORG 1.7.6*

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 dangerous 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

#### *IOSA ORG 1.7.4, IOSA ORG 1.7.5*

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 Crisis Director.

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.

It is essential that members of the primary members of the CMT 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 CMT are responsible for ensuring that their deputies are not unavailable simultaneously, whether on leave or duty.

The primary role of the members of CMC is to manage the company in the time of event. Director of CMC may appoint personnel who it deems necessary other than those listed above in need of requirement arising based on the circumstances. 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 during the 24 hours in any emergency situation.

Primary members of the CMT which are listed in PG-EM-FR-023 Crisis Management Center Emergency Contact List and second/third shift members are listed in PG-EM-FR-024 Crisis Management Center Emergency Shift Team List.

### 3.6.1 CRISIS MANAGEMENT CENTER LOCATION

IOSA ORG 1.7.10

The location of CMC 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 CMC for all other operational emergency situations, IOCC can be used. If any emergency situation occurs in IOCC, Pegasus Airlines Head Office will be used for coordination center. If needed, the CMC 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 Center (IOCC)**

- Phone: +90 216 560 72 64

- Mobile Phone: +90 535 045 64 48

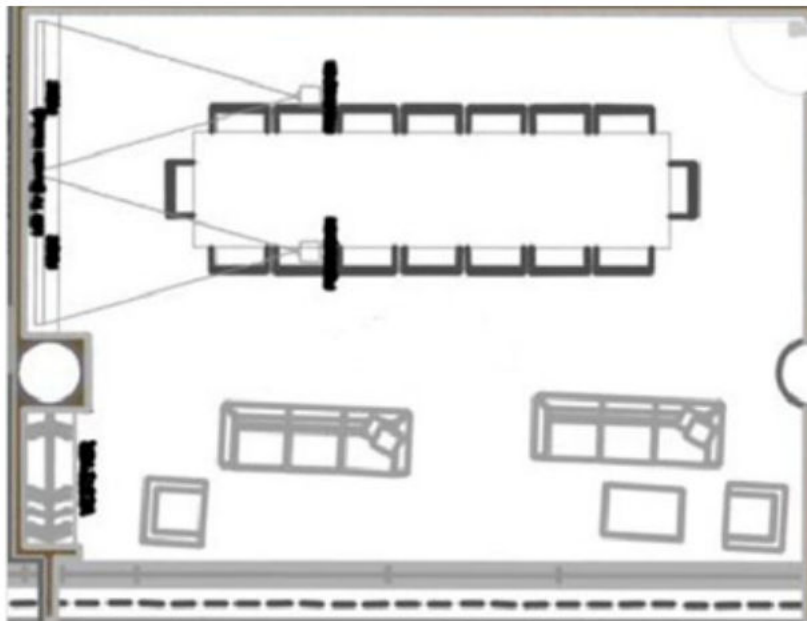
- Fax: +90 216 560 70 84

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

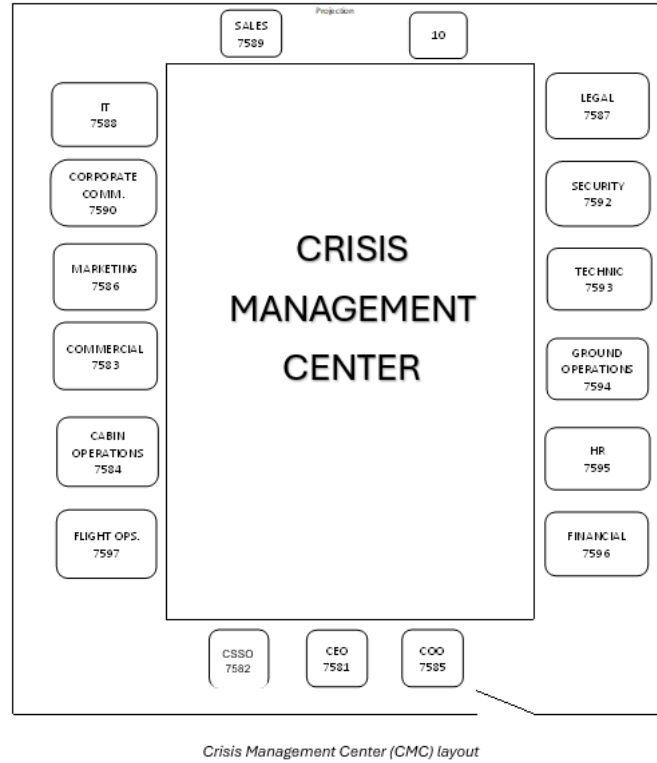
**Incident Management Center (IMC);** can be establish near the accident site under CMC to coordinate some duties.

### 3.6.2 STRUCTURE OF CRISIS MANAGEMENT CENTER

IOSA ORG 1.7.10



**Figure 3-1: Structure of Crisis Management Center**



**Figure 3-2: Crisis Management Center Layout**

### 3.6.3 CRISIS MANAGEMENT CENTER EQUIPMENT

*IOSA ORG 1.7.10, IOSA ORG 1.7.12*

- Laptop
- Television
- Projector
- Meeting table and chairs
- Writing Materials
- Flipchart or smart board
- Phones (These phones will be used by crisis management team for internal and external communication)
- First Aid Kit
- Wall clock
- Wireless access point

### 3.7 CRISIS MANAGEMENT CENTER RESPONSIBILITIES

*IOSA ORG 1.7.12*

- 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 CMC.
- 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 Go-team, Family Assistance Team and other personnel for transportation to the incident location by the decision of CMC.
- 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 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 Commercial Department to facilitate free communication means to the family members of and to inform family members of passengers, if deemed necessary by Crisis 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 Communication 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/or 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 FAT 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 CMC and shall be kept and updated to be used anytime.
- In the event of emergency until an announcement is made regarding the CMC 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 CMC and shall forward all information and documents to the CMC.

### 3.8 SUPPORT TEAMS

#### 3.8.1 GO TEAM

##### *IOSA ORG 1.7.12*

Group of company personnel with specific duties, accident investigation team, accident/incident site emergency management desk staff, family assistance team members form "Go Team (Mobil Support and Investigation Team)". Members of Go Team 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 FAT 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 receive the activation message, they must proceed to the meeting point designated by the Go Team leader 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.

The Go team is authorized to use the amount allocated by the CMC decision for emergencies, either in cash or via credit card.

#### **GO KIT**

Go kits are always available for members to use when performing their duties. In addition, all emergency equipment belonging to Kenyon International Emergency Services is also available for use.

The Go Kit equipment listed below is issued to Go Team members via the PG-EM-FR-046 Go Kit Issue Form. If new equipment is added to or removed from the Go Kit, the Go Kit Equipment List is reviewed and updated. In the event of an emergency, Go Team members are responsible for cleaning the Go Kits used, identifying any missing items and notifying the Safety Department so that these can be replaced. Upon leaving their posts, Go Team members must return the Go Kits issued to them to the Safety Department.

Table 3-1: **Go Kit Equipment List**

	<b>Go Kit</b>	<b>Public Health Emergency Go Kit (1)</b>
<b>1</b>	Boots	Aprons Disposable
<b>2</b>	Jacket	Aprons Reusable
<b>3</b>	Winter trousers	Coveralls Disposable
<b>4</b>	Summer trousers	Coveralls Reusable
<b>5</b>	Short-sleeved T-shirt	Face Shields
<b>6</b>	Long-sleeved T-shirt	Gloves
<b>7</b>	Fleece	Goggles
<b>8</b>	High-visibility vest	Protective glasses
<b>9</b>	Beanie	Particulate respirators-Disposable
<b>10</b>	Snow goggles	Particulate respirators-Reusable
<b>11</b>	Hat	Shoe Protective Covers/Overboots/ Overshoes
<b>12</b>	Gloves Socks (summer/winter)	Disposable headwear (caps, hoods, head covers hairnets)
<b>13</b>	Gaiters	
<b>14</b>	Personal care kit	
<b>15</b>	First aid kit (2)	
<b>16</b>	Torch	
<b>17</b>	Headlamp	
<b>18</b>	Backpacks (3)	
<b>19</b>	Walkie-talkie (4)	
<b>20</b>	Thermos	
<b>22</b>	Base layer	
<b>23</b>	Suitcase	
<b>24</b>	Powerbank (5)	
<b>25</b>	Earplug	

- (1) In the event of a public health emergency, a Public Health Emergency Go Kits are provided to Go Team members by the Safety Department.
- (2) The expiration dates of first aid kits are regularly monitored by the Safety Department, and the kits are kept in stock to be distributed to Go Team members when needed.



- (3) Backpacks are stored within the Safety Department and are issued to members when required.
- (4) Walkie-talkies are kept by the Administration Department and are provided to the team as necessary.
- (5) The charge levels of powerbanks are monitored by the Safety Department, and the devices are maintained in stock to be distributed to Go Team members when required.

### 3.8.2 FAMILY ASSISTANCE TEAM

*IOSA ORG 1.7.5, IOSA ORG 1.7.12*

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.

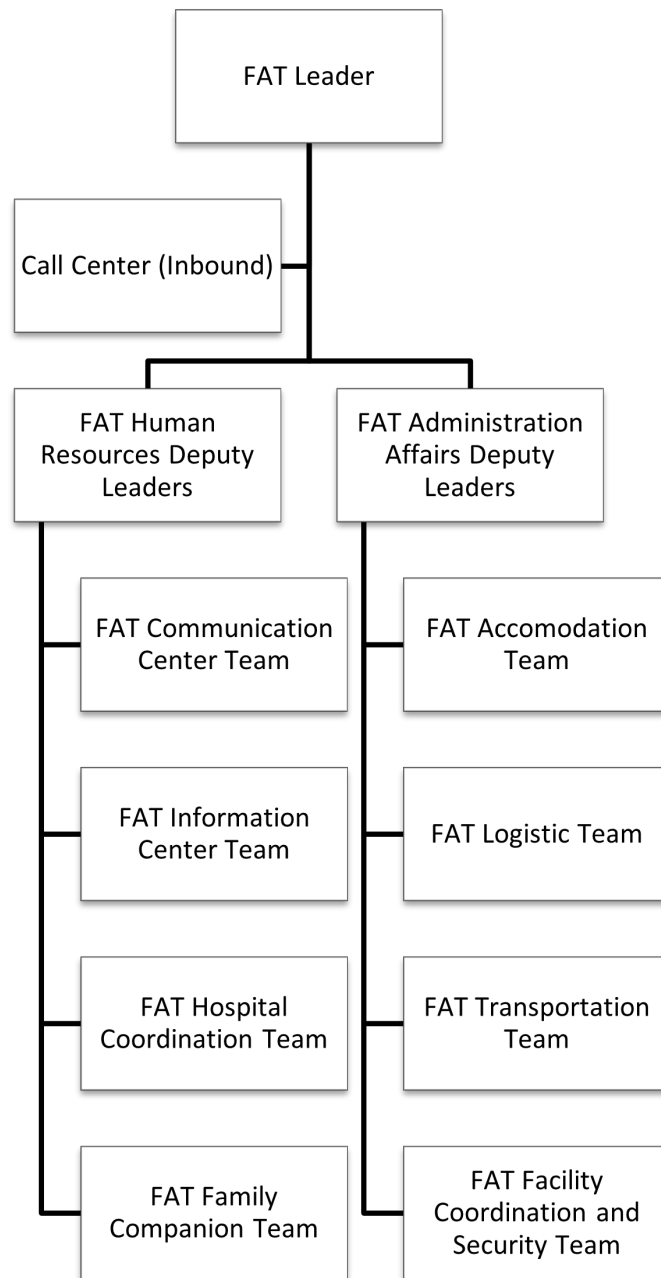
They will liaise with Crisis Management Team regarding rendezvous point and briefing. It may be necessary to deploy more than one team, one to the accident location and one to the airport of departure and one to the intended arrival airport. It is important that a strong airline presence is maintained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

The Family Assistance Team (FAT) is divided into two groups: Human Resources and Administrative Affairs, and consists of a total of 8 teams.



**Figure 3-3: Family Assistance Team Organization**

### 3.9 THE TERMINATION OF THE ACTIVITIES OF THE CRISIS MANAGEMENT CENTER

CMC 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 CMC.

End of Section



## 4 DUTIES AND RESPONSIBILITIES

### IOSA ORG 1.7.5

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 ERM 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 CMT 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)
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) and/or MS Teams PGS CMC correspondence.

### 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 acquire 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) and/or MS Teams PGS CMC correspondence.

### 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 Go Team and determine necessary personnel taking part in the team and keep coordination with other units.
- To keep emergency team member lists up to date

In an Emergency;

- Transport Go 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 informations to the Go Team.
- Collecting all information coordination with Ground Operation Department concerning accurate manifest list (crew members, passengers and Cargo, to include dangerous goods) and Person Directly Affected such as passenger numbers, crew, cargo include dangerous goods, special Cargo according to Information Form at the Event of Crisis and transmitting these informations to the TR-DGCA via uodops@shgm.gov.tr email address.
- Prepares a PG-EM-FR-009 Preliminary Emergency Briefing Form concerning information on the accident-incident and passes this on to Finance Department to forward Domestic and Foreign based Insurance authorities and epublic of Turkey Ministry of Transport and Infrastructure (TSIC) as soon as possible.
- In case of any accident or serious incident, Chief Safety and Security Office reports within 48 hours both to the Turkish DGCA and Transport Safety Investigation Centre.
- In cases where the link is inaccessible, reporting is required to be carried out using HKY-13 Ek-1, which is accessible through Comply365, named as "UEIM Kaza Olay Bildirim Formu"
- The notification shall be completed by selecting the "Aircraft Accident Report" tab under the "Accident Report" section, or alternatively, it may be submitted via the following email address: hava.ulasimemniyeti@uab.gov.tr. <https://ulasimemniyeti.uab.gov.tr/kaza-bildirimi>
- In case of any accident or serious incident, reporting shall be carried out through the link provided below to the Transport Safety Investigation Centre.



- In the absence of the Ministry of Transport or an investigation team, Pegasus Airlines prepares the full final report as soon as possible in accordance with the HKY-13.
- Inform TR-DGCA and ensure coordination between Crisis Director and TR-DGCA.
- Ensure all written correspondence with the TR-DGCA and International/Foreign Civil Aviation Authorities.
- 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.
- Implement and support orders given by Crisis Director.
- Inform Crisis Director on issues seen important according to the Go Team.
- Inform shift members about Accident/Incident and operates own shift
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) and/or MS Teams PGS CMC correspondence.

## 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.
- In case of Hijacking, Class 2 application will be taken into consideration by publishing from ACARS to all aircraft.
- Inform shift members about Accident/Incident and operates own shift
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) and/or MS Teams PGS CMC correspondence.

## 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 Ops. 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) and/or MS Teams PGS CMC correspondence.

#### 4.5 FINANCIAL DEPARTMENT

Pre Emergency;

- Please ensure that the budget, as determined by the crisis centre during Go-Team's emergency operations, is available in cash or by credit card.

In an Emergency;

- Meet the Incident Management Center 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 to ICAO 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) or MS Teams PGS CMC correspondence.

#### 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.
- Obtaining approval of the press release from the authority.
- Send a copy of the Press Release to Call Center and ensure that Call Center will direct the calls to the Crisis Center.
- 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 occurances.
- 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.
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) or MS Teams PGS CMC correspondance.

#### 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 needed, 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

To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) or MS Teams PGS CMC correspondance.

### **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 form (LNL) for each station and keep up to date in 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) or MS Teams PGS CMC correspondence.

#### 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.
- Google Earth, Antivirus, Microsoft Office standard software, and other required programs will be installed in Crisis Management Center laptops . Laptops 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 Center, 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 Safety 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) or MS Teams PGS CMC correspondance.

#### 4.10 HUMAN RESOURCES DEPARTMENT

Pre-Emergency,

- Check all devices in Crisis Management Center weekly

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 in front 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) and/or MS Teams PGS CMC correspondence.

#### 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) and/or MS Teams PGS CMC correspondence.

#### 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) and/or MS Teams PGS CMC correspondance.

#### 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 including company internal statement concerning the accident
- Determine and appoint personnel who answers phone lines directed by the hot-lines according to format.
- Prepare a press bulletin and interim bulletin right after the occurrence.
- Obtain approval and coordinate the press release with the authority. After the coordination publish the press bulletin.
- 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.
- Ensure control of the press room at the relevant airports.
- 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
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) or MS Teams PGS CMC correspondance.

#### 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 accident-incidents occurred 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 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 determine 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) and/or MS Teams PGS CMC correspondence.



#### 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) or MS Teams PGS CMC correspondance.

#### 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, to 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 FCC SMS system. 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 text message and forward the same message to the



CMC WhatsApp group. 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.
- 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
- In case of Hijacking, Class 2 application will be taken into consideration by publishing from ACARS to all aircraft.
- Separate operations as normal operations and emergency operations and nominate staff for both cases.
- 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.
- Keep and maintain records on occurred accident-incidents.
- Inform shift members about Accident/Incident and operates own shift
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) and/or MS Teams PGS CMC correspondance.

#### 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 and/or Comply365; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library and/or Comply365 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 (LNL) 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

### IOSA ORG 1.7.11

All public relations at the event of emergency have been conducted according to “Corporate Communications Crisis Management Media Communications Instruction (PG-KI-TL-001)” 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 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 endeavor 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 priority is to pinpoint the cause of this terrible accident as quickly as possible and take all necessary precautions and steps 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 been 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 safely by following emergency procedures."

## 5.1 CRISIS COMMUNICATIONS FOR MEDIA OR RELATIVES

### IOSA ORG 1.7.12

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 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 authorized member of our team will be in contact with you as soon as possible." Finish the call in this way and let IOCC know of the inquiry immediately. Pass on the information to the Family Assistance Team (familyassistance@flypgs.com) and the Family Assistance Team Communications Line.

7/24 IOCC : +90 216 560 72 64

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 (kurumsaliletisim@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 / kurumsaliletisim@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 .....dir.

### 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 .....dir.

### 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 .....dir.

### 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;

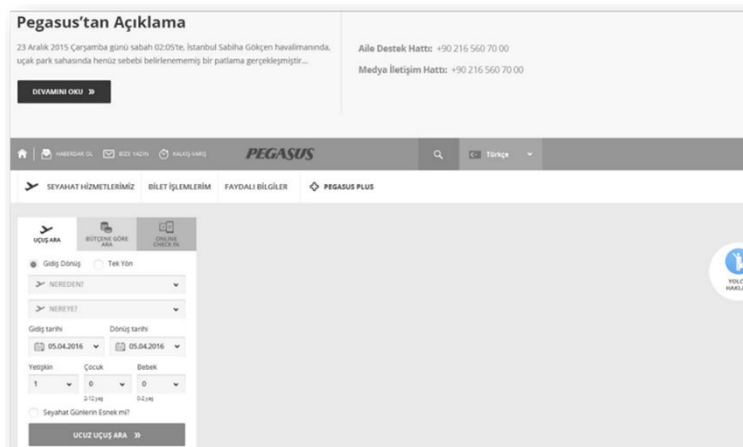


Figure 5-1: WEB-SITE

End of Section



## 6 EXERCISES AND TRAININGS

### 6.1 EXERCISES

*IOSA ORG 1.7.8, IOSA ORG 1.7.9*

Pegasus Airlines conducts at least one desktop or onsite exercise each year to simulate the activation of its ERP. The Chief Safety and Security Office plans and conducts exercises based on various emergency response scenarios.

Its purpose is to check knowledge and abilities of relevant staff, department or whole company, and to prove functionality of ERP.

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 is conducted via e-mail and/or meetings after cancellation of crisis situation. Following debriefing, a draft report is prepared and the process is continued with internal and external entities to get opinions about preliminary report and vital information in 1 month via e-mail and/or meetings.

After consolidation of whole data, opinions and recommendations, final report including findings and suggestions is published to related departments via e-mail and/or Comply365 in 3 months at the latest. If needed, action plans will be defined with relevant departments and tracked by Safety Department via QDMS and/or MS Excel file.

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.

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

#### 6.1.1 DESKTOP EXERCISES

A desktop exercise is conducted in a meeting setting and involves selected aspects of the ERP; such as call out process, roles, communication and decision-making processes—with the aim of testing the response to a predefined emergency scenario.

#### 6.1.2 ON-SITE EXERCISES

An onsite exercise is a full-scale or partial simulation conducted in an operational environment, where employees physically respond to an emergency scenario to test procedures, coordination, resources, and collaboration with other organizations.

### 6.2 TRAININGS

*IOSA ORG 1.7.7*

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 by an operator's own qualified staff, and would typically include exercises.

The Chief Safety and Security Officer (Safety Manager) is responsible for ensuring that there is a suitable safety training program in place. All personnel receive safety training included ERP as appropriate for their safety responsibilities and SMS duties. The Chief Safety and Security Office provide current information and training related to safety issues relevant to the specific operations and operational units. The provision of



appropriate training for all staff, regardless of their level in the organization, is an indication of management's commitment to an effective SMS. Safety training program includes initial and recurrent safety trainings to maintain competencies as planned face-to-face and/or E-Learning. For further information, refer to PG-EM-EK-001 Safety Management System Manual Chapter 6.3.

**Specific ERP trainings are conducted for below personnel:**

In order to manage a corporate ERP, CSSO training requirements and background experience are defined in PG-EK-GT-001 Chief Safety and Security Officer job description card.

In order to increase effectiveness; Crisis Director, COO, CFOO, CSSO and Corporate Communication Manager should take Crisis Communication Training.

ERP trainings for Crisis Management Team, Go Team, Family Assistance Team, Call Center (Inbound) Team, IOCC (IOCC Duty Managers, OCC Dispatchers Responsible and OCC Dispatchers) are mainly comprised of the reminders regarding their duty and responsibilities in an emergency every 2 years as face-to-face and/or via MS Teams.

FAT ERP Training includes emergency response management and trauma and psychological first aid trainings. Trauma and psychological first aid training is delivered by a clinical psychologist. 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. Members of the Family Assistance Team are receiving Critical Incident Response training following the accident/incident.

Training records are to be held for a minimum of 3 years by Safety Department.

The curriculum of ERP training normally includes general subjects associated with emergency response management, as well as role specific subjects that address issues associated with:

- Family assistance/special assistance
- Cultural sensitivity
- Telephone enquiry
- Team call-out and assembly
- Crash site discipline
- Effects retrieval

**Instructor Authorization Process:** The qualifications required of trainers delivering Specific ERP trainings are as follows:

- having completed SMS and ERP training from an authorised training institution,
- and having completed the trainer training course.

Trainers who have completed both of these courses are authorised to deliver the following training courses.

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**

### *IOSA ORG 1.7.12*

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 center 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**

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 law of 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 CENTER SERVICES
- MEDIA CALL CENTER (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

<b>Europe:</b> 1 The Western Centre, Western Road Bracknell, Berkshire RG12 1RW, United Kingdom  24 Hour Tel: +44 1344 316 650 or +44 1344 955575 (UK Activation Number) General Enquiries: +44 1344 953 649	<b>Americas:</b> 2408 Timberloch Place, Suite A5, Spring, TX 77380, United States  24 Hour Tel: +1 281 872 6074 or +1 281 270 0499 (US Activation Number)
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Name	Job Title	E-Mail Address
<b>Executive Leadership</b>		
Susan Brown	Vice President, Crisis Communications	susan.brown@kenyoninternational.com
Kevin Curreri	Managing Director	kevin.curreri@kenyoninternational.com
<b>ME, African and Indian Sub-Continent Office</b>		
Rola Arnaout	Regional Business Management Consultant	rola.arnaout@kenyoninternational.com
<b>UK Office</b>		
Sam Hibbs	Operations Director	Sam.hibbs@kenyoninternational.com
Andreea Caragata	Operations Manager	andreea.caragata@kenyoninternational.com
Bryony Gardner	Head of Product Development	bryony.gardner@kenyoninternational.com
Pauline Rayner	Commercial Manager	pauline.rayner@kenyoninternational.com
Shabita Sumaraj	Head of Humanitarian Services	shabita.sumaraj@kenyoninternational.com
Sharon Sutton	Business Administration Manager	sharon.sutton@kenyoninternational.com
Suzie Biss	Business Development Manager	suzie.biss@kenyoninternational.com
Faye Jones	Training Manager	faye.jones@kenyoninternational.com
Lauren Wilkinson	Training Administrator	lauren.wilkinson@kenyoninternational.com
Jessica Wilson	Sales Administrator	jessica.wilson@kenyoninternational.com
Jack Deabill	Assistant Finance Accountant	jack.deabill@kenyoninternational.com
Hannah Bavington	Operations Specialist & Quality Assurance Co-Ordinator	hannah.bavington@kenyoninternational.com
<b>US Office</b>		
Robin Duffy	Operations Specialist	robin.duffy@kenyoninternational.com
Karri Evans	Accounts Sales Manager	karri.evans@kenyoninternational.com
Kathy Ricker	Kenyon Responder Manager	kathy.ricker@kenyoninternational.com

Kenyon Contact Directory

Mar 2026

**Figure 7-1: Kenyon International Emergency Services Contact Numbers**

## 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-DGCA CONTACT

### Directorate General (Headquarters)

- Address: Gazi Mustafa Kemal Bulvarı No:128/A 06570 Maltepe / ANKARA
- Phone: +90 312 203 60 00
- Switchboard:+90 312 203 61 34 / +90 312 203 74 09
- Passenger Rights: +90 444 60 01
- Fax: +90 312 212 46 84

End of Section