



## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	1 / 59

## 0. INTRODUCTION

### 0.1 ACCOUNTABLE MANAGER'S ERP POLICY STATEMENT

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

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

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

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

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

Güliz Öztürk Accountable Manager / CEO

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## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	2 / 59

### 0.2 TABLE OF CONTENTS

0. INTRODUCTION.....	1
0.1 ACCOUNTABLE MANAGER'S ERP POLICY STATEMENT.....	1
0.2 TABLE OF CONTENTS .....	2
0.3 SYSTEM OF AMENDMENTS AND REVISIONS .....	5
0.4 DEFINITIONS AND ABBREVIATIONS.....	6
0.5 SCOPE .....	7
0.6 RESPONSIBILITIES .....	8
1. DEFINITIONS .....	9
1.1.EMERGENCY .....	9
1.1.1. Accident.....	9
1.1.3 Serious Incident.....	10
1.1.4 Serious Injury.....	10
1.1.5 Hijacking .....	10
1.1.6 Bomb Threat.....	11
1.1.7 Emergency Arising Due to Other Reasons.....	11
1.2 CRISIS MANAGEMENT CENTRE (CMC).....	12
1.3 CRISIS MANAGEMENT TEAM (CMT) .....	12
1.4 FAMILY ASSISTANCE TEAM (FAT) .....	12
1.5 GO TEAM (Mobil Support & Investigation Team).....	12
1.6 Accident/Incident Site Emergency Desk.....	12
2. EMERGENCY RESPONSE .....	13
2.1 EMERGENCY MANAGEMENT CENTER .....	13
2.1.1 In Headquarter .....	13
2.2 In Stations.....	13
2.3 Crisis Management Centre is responsible the followings;.....	13
2.4 AIRCRAFT TRACKING .....	15
3. CRISIS MANAGEMENT ORGANISATION AND FACILITY .....	15
3.1 PURPOSE OF CRISIS MANAGEMENT.....	15
3.2 NOTIFICATION OF EMERGENCY.....	15
3.3 AVAILABILITY .....	15

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**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	3 / 59

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3.4 CALL-OUT .....	15
3.5 MANIFEST PROCESS.....	16
3.6 CRISIS MANAGEMENT CENTRE.....	16
3.6.1 General .....	16
3.6.2 The Termination Of The Activities Of The Crisis Management Centre .....	17
3.6.3. Crisis Management Centre Location .....	18
3.6.4 Structure of Crisis Management Centre .....	19
3.6.5 Crisis Management Centre Equipment.....	20
3.6.6 Members Of Crisis Management Centre (Crisis Management Team) .....	20
3.6.7 Shift Team.....	20
3.7 SUPPORT TEAMS .....	20
3.7.1 Go Team (Mobil Support & Investigation Team).....	20
3.7.2 Family Assistance Team (FAT Team) .....	22
4. DUTIES AND RESPONSIBILITIES.....	23
4.1 CRISIS DIRECTOR.....	24
4.2 CHIEF OPERATIONS OFFICER .....	24
4.3 SAFETY AND EMERGENCY RESPONSE DEPARTMENT .....	25
4.4 CABIN OPERATIONS DEPARTMENT .....	26
4.5 FINANCIAL DEPARTMENT .....	26
4.6 COMMERCIAL DEPARTMENT.....	27
4.7 TECHNICAL DEPARTMENT .....	28
4.8 GROUND OPERATIONS DEPARTMENT.....	33
4.9 SECURITY DEPARTMENT.....	33
4.10 I.T DEPARTMENT .....	34
4.11 HUMAN RESOURCES DEPARTMENT .....	34
4.12 MARKETING DEPARTMENT .....	36
4.13 CORPORATE COMMUNICATIONS DEPARTMENT .....	37
4.14 FLIGHT OPERATIONS DEPARTMENT .....	37
4.15 LEGAL COUNSEL .....	38
4.16 OCC DEPARTMENT .....	39
4.17 STATIONS.....	40

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**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	4 / 59

4.18 SPECIAL DUTIES .....	46
5 PUBLIC RELATIONS .....	46
5.1 CRISIS COMMUNICATIONS FOR MEDIA OR RELATIVES .....	47
5.2 ANNOUNCEMENTS .....	49
5.2.1 Accident .....	49
5.2.2 Hi-Jacking .....	49
5.2.3 Bomb Threat .....	50
5.2.4 Family Assistance Announcements .....	50
5.3 WEB-SITE .....	50
6 EXERCISES AND TRAININGS .....	51
6.1 EXERCISES .....	51
6.1.1 Desktop Exercises .....	51
6.1.2 On-Site Exercises .....	51
6.2 TRAININGS .....	51
7 third parties and agreements .....	53
7.1 WET LEASE / CODE SHARE OPERATIONS .....	53
7.2 HANDLING COMPANY RESPONSIBILITIES .....	55
7.3 KENYON INTERNATIONAL EMERGENCY SERVICE's RESPONSIBILITIES .....	55
7.4 KENYON INTERNATIONAL EMERGENCY SERVICES CONTACT NUMBERS .....	57
7.5 EXTERNAL AGENCIES AND SERVICE PROVIDERS .....	58
7.6 T-DGCA CONTACT LIST .....	58
8 ANNEX .....	59
8.1 SHY-13 A/C OWNER'S RESPONSIBILITIES .....	59

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## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	5 / 59

### 0.3 SYSTEM OF AMENDMENTS AND REVISIONS

The Emergency Response Manual will be reviewed, updated and revised to ensure validity of its contents and documentation. If there is any change in key personel 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 in SAG meetings and revised if necessary.

To ensure the validity of this manual's contents and documentation, an e-mail is sent automatically through the QDMS system once a year in order to review all documents. Refer to PG-EY-PR-002 numbered procedure related to "Documentation Management and Control of Records" for further details.

This manual is published and distributed in electronic or hard copy format according to the distribution list by the Safety and Emergency Response Department. Revisions are numbered and dated. Manual distribution is carried out via the QDMS Document Management system; therefore, revised information regarding the manual is sent automatically to all company personnel as mail and recipients can access the manual via QDMS at any time. Revisions are recorded on the revision record page.

Emergency Response Manual, Station Emergency Response Procedure and Station Emergency Response Duties Form are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time.

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

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	6 / 59

### 0.4 DEFINITIONS AND ABBREVIATIONS

- SMS: Safety Management System  
ERP: Emergency Response Plan  
ERM: Emergency Response Manual  
EASA: European Aviation Safety Agency  
ICAO: International Civil Aviation Organization  
T-DGCA: Turkish Directory General Civil Aviation Authority  
CMC: Crisis Management Centre  
CMT: Crisis Management Team  
IMC: Incident Management Centre  
MIC: Media Information Centre  
FAT: Family Assistance Team  
OCC: Operations Control Centre  
SAG: Safety Action Group  
GSP: Ground Service Provider

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	7 / 59

### 0.5 SCOPE

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

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

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

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

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

The manual ensures:

- The care of passengers, crew, staff and relatives is provided for
- Swift assessment of the emergency
- Activation of appropriate responses
- A coordinated and cooperative liaison with local responding authorities

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

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

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	8 / 59

### 0.6 RESPONSIBILITIES

Chief Safety and Emergency Response Management Officer (CSEO) is authorised to manage and responsible for the development, implementation, maintenance and coordination of the ERP: businesses develop, coordinate and implement an emergency response plan that ensures an orderly and effective transition from normal activities to emergency activities, from emergency activities to normal activities.

CSEO is responsible for carrying out duties and emergency responsibilities as explained in this manual and he/she is also responsible for disseminating the information regarding the contents of this manual to the Department managers. In the absence of CSEO or SMS Manager represents each others.

Chief Human Resources Officer has responsibility to develop, revise and update this Family Assistance Instruction in co-ordination with CSEO.

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## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	9 / 59

## 1. DEFINITIONS

### 1.1. EMERGENCY

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

Types of Emergency;

#### 1.1.1. Accident

(Icao Annex 13 Chapter 1)

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

- a person is fatally or seriously injured as a result of:
  - being in the aircraft, or
  - direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
  - direct exposure to jet blast,

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

- the aircraft sustains damage or structural failure which:
  - adversely affects the structural strength, performance or flight characteristics of the aircraft, and
  - would normally require major repair or replacement of the affected component,

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

- the aircraft is missing or is completely inaccessible.

Note 1. For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is clasified, by ICAO, as a fatal injury.

Note 2. An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

Note 3. The type of unmanned aircraft system to be investigated is addressed in Annex 13 5.1

Note 4. Guidance for te determination of aircraft damage can be found in Annex 13 Attachment E1.1.2 Incident

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## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	10 / 59

### (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.

#### 1.1.3 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 1. The difference between an accident and a serious incident lies only in the result.

Note 2. Examples of serious incidents can be found in Annex 13 Attachment C.

#### 1.1.4 Serious Injury

### (Icao Annex 13 Chapter 1)

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

- requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
- results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or
- involves injury to any internal organ; or
- involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface; or
- involves verified exposure to infectious substances or injurious radiation.

#### 1.1.5 Hijacking

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

OM Part A 10.2.3, ACSP 14.1.1

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

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## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	11 / 59

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

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

### 1.1.6 Bomb Threat

OM Part A 10.2.2, ACSP 14.1.2

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

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

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

When information concerning a Bomb Threat is received, OCC must be notified immediately. OCC informs Safety and Emergency Response, Flight Operation and Security Departments. Depending on the type of alert they will activate the procedure outlined in Emergency Response Manual and Crisis Management Centre. 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 Centre to be consulted by Airport Authority.

### 1.1.7 Emergency Arising Due to Other Reasons

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

#### 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 facilities or incidents or permanent or long-term disability (WHO/DCD, 2001). The declaration of a state of public health emergency permits the governor to suspend state regulations, change the functions of state agencies.

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Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	12 / 59

### 1.2 CRISIS MANAGEMENT CENTRE (CMC)

Crisis Management Centre (CMC) is located at Pegasus Airlines Head Office, 4th Floor, to deal with various emergencies that occur. CMC is the centre 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.

### 1.3 CRISIS MANAGEMENT TEAM (CMT)

Crisis Management Tem (CMT) 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.

### 1.4 FAMILY ASSISTANCE TEAM (FAT)

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

### 1.5 GO TEAM (Mobil Support & Investigation Team)

Group of company personnel with specific duties, accident investigation team, accident/incident site emergency desk staff, family assistance team members form "go team". This team meets and dispatched to the accident site in a very quick manner. They pass the accurate information to the Family Assistance Team representatives, assist the local managers, field representatives. For the provision of necessary equipment a contract may be established with any airline operator.

### 1.6 Accident/Incident Site Emergency Desk

The accident Site Desk is dispatched by order of the Director of Crisis Management Center to the scene of accident/incident in order to support the local Emergency Response Organization.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	13 / 59

## 2. EMERGENCY RESPONSE

### 2.1 EMERGENCY MANAGEMENT CENTER

#### 2.1.1 In Headquarter

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

#### 2.2 In Stations

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

- 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 aquired, it is ensured that these lists are not accessable for 3.rd parties through any domestic or foreign country check-in counter. It is determined when and how the aquired boarding list is to be announced to the press.
- To determine the personnel taking-up duty at through Crisis Management Centre and recruit the Mobil Support and Accident Investigation team (Go-team), Family Assistance team and other personel for transportation to the incident location.
- Prepares a Preliminary Emergency Briefing Form (PG-EM-FR-009) concerning information on the accident-incident and passes this on to Domestic and Foreign based Insurance authorities as soon as possible. Sends the below mentioned reports to the T-DGCA according to (SHY-13) regulations.
  - Information is given to T-DGCA via "Accident Incident Initial Report Form" (PG-EM-FR-012)
  - Preliminary Briefing is given to T-DGCA via a Preliminary Emergency Briefing Form (PG-EM-FR-009) including mentioned requirements in T-DGCA (SHY-13) regulation in 48 hours.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	14 / 59

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- Preparations are made in order to implement duties specified by the Turkish Civil Aviation Regulations. (Annex. 8.1.SHY-13 A/C Owner's Responsibilities)
- Ensures that all announcements to the media as well as the public are made in accordance with the domestic and foreign based Insurance authorities, and keeps-up coordination with the Insurance authorities for any further announcements to be made.
- To transmit necessary information to the crews and passenger's families, to determine and implement regulations to be followed in the Family Assistance Plan 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 kinds of lisanse and sertification 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 wheather the directives given by the Crisis Management Centre are being carried out.
- To ensure that all information concerning the baggage and cargo onboard 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 transmtion on the hi-jacked aircraft has been transmitted to the DGCA Management, to the company which leased the aircraft and to the finansors 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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	15 / 59

### 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 OCC, 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.

### 3. CRISIS MANAGEMENT ORGANISATION AND FACILITY

#### 3.1 PURPOSE OF CRISIS MANAGEMENT

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

#### 3.2 NOTIFICATION OF EMERGENCY

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

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

#### 3.3 AVAILABILITY

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

#### 3.4 CALL-OUT

The primary method of contact will be via Company mobile phone numbers. Callout and activation of the Crisis Management Team and Go Team will be via SMS system, voice message or e-mail. These messages do not include full details. When the Crisis Management Team members get a Crisis SMS, voice message or e-mail they should call the OCC for confirmation, inform about estimated arrival time and go to crisis management centre as soon as possible. If members did not inform OCC about their arrival, OCC will call members. When the Go Team members get a Crisis SMS, voice message or e-

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	16 / 59

mail they should call the Go Team Leader for confirmation, inform about estimated arrival time and go to crisis management centre as soon as possible. If members did not inform Go Team Leader about their arrival, Go Team Leader will call members.

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

### 3.5 MANIFEST PROCESS

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

In the event of aircraft accident, providing accurate manifest to authorities process is begins with Ground Operations DCS department. In cases of any emergency, following the emergency situation warning set out by the Operation Control Centre (OCC) 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 T-DGCA regulation at the event of crisis. And transmitting these informations (accurate manifest list crew members, passengers and Cargo, to include dangerous goods according to Information Sheet) to the T-DGCA and authorities is done by Safety Management Department.

### 3.6 CRISIS MANAGEMENT CENTRE

#### 3.6.1 General

- CMC is the centre which determines the procedures and essentials to be followed by the company in order to overcome the problems caused by emergency within the framework of provisions stated in this manual and which performs duties according to instructions given by Director of Crisis Management Centre.
- Crisis Management Centre shall start work immediately for Accidents/Incidents, hijacking, bomb alert, etc. At Esas Aeropark Plaza 4th floor, at SAW OCC for other emergency situations, upon receiving such information, in accordance with Emergency Response Manual where duties are detailed.
- 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.
- When emergency situation has occur, operation is seperated as normal operation and emergency operation. Transition of operation between normal and emergency has been performed by instruction of CMC.
- Mobil Support & Investigation Team (Go Team) and Family Assistance Teams (FAT) will be activated by the decision of CMC.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	17 / 59

- In emergency situations duties and responsibilities shall be carried out according to the rules detailed in this manual as detailed in Emergency Response Manual depending on the causes and nature of emergency.
- The announcement text which is included in Emergency Response Manul shall be prepared by Digital Marketing and shall be forwarded to the Call Centre. Call Centre staff shall read this text to the callers in order to inform them until an announcement is made regarding the Crisis Management Centre staff is in position.
- Adequate lines of Toll free telephone numbers shall be allocated by Human Resources Directorate to facilitate free communication means to the family members of and to inform family members of passengers, if deemed necessary by Director of Crisis Management Centre. These lines shall be forwarded to Family Assistance Management Centre.
- Contracted Pegasus call centre activates for inbound calls and FAT call centre for outbound and notifications.
- The information of the family members of the passengers who are calling to paid line or free line is recorded on the PG-EM-FR-010 Communication Form and send to FAT Information Centre members by the call centre 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 Director of Crisis Management Centre.
- 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 can be used instead of follow up forms.
- If necessary, Shift Team may call Go-Team and or Family Assistance Team to work and regularly follow up their work.
- Any information, document, instrument and equipment that shall be required during in the event of an emergency shall be ready by Emergency Response Manager in Crisis Management Centre and shall be kept and updated to be used anytime.
- In the event of emergency until an announcement is made regarding the Crisis Management Centre is activated, Pegasus personnel who are closest to the accident / incident site such as Station Manager, Pegasus representative where no Pegasus station employee is present, shall carry out all duties and make all expenses payments necessary with the approval of Crisis Management Centre and shall forward all information and documents to the Crisis Management Centre.

#### 3.6.2 The Termination Of The Activities Of The Crisis Management Centre

Crisis Management Centre 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 Department and filled accordingly.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	18 / 59

Transition of operation from emergency to normal operation and viceversa has been performed by decision and order of Crisis Management Centre.

### 3.6.3. Crisis Management Centre Location

The location of Crisis Management centre depends on the nature of the accident/ incident, hijacking, bomb threat, etc. Causing the Emergency.

Primarily, meeting room that is placed in Pegasus Airlines Head Office at AEROPARK 4th Floor is established and refurbished for the purpose Crisis Management Centre, for all other minor emergency situations, Operation Control Centre (OCC) can be used.

If any emergency situation occurs in OCC, Pegasus Airlines Head Office will be used for coordination centre.

If needed, the Crisis Management Center can also be established via online Ms Teams.

#### Crisis Management Centre;

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AEROPARK Yenişehir Mah. Osmanlı Bulvarı No:11/A Kurtköy 34912

Pendik-İstanbul /Türkiye

Phone: +90 216 560 75 98

Fax: +90 216 560 75 99

#### Operation Control Centre (OCC)

Phone: +90 216 560 72 64

Mobile Phone: +90 535 045 64 48

Fax: +90 216 560 70 84

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

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

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



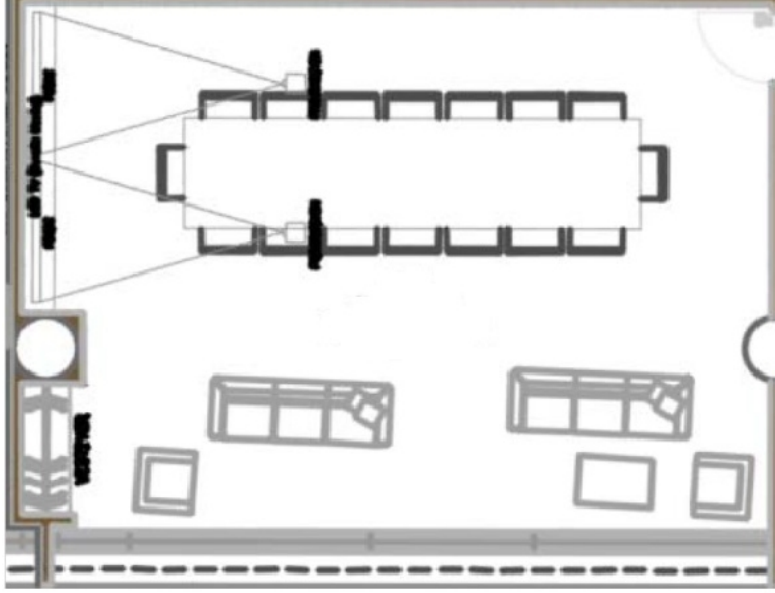
## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

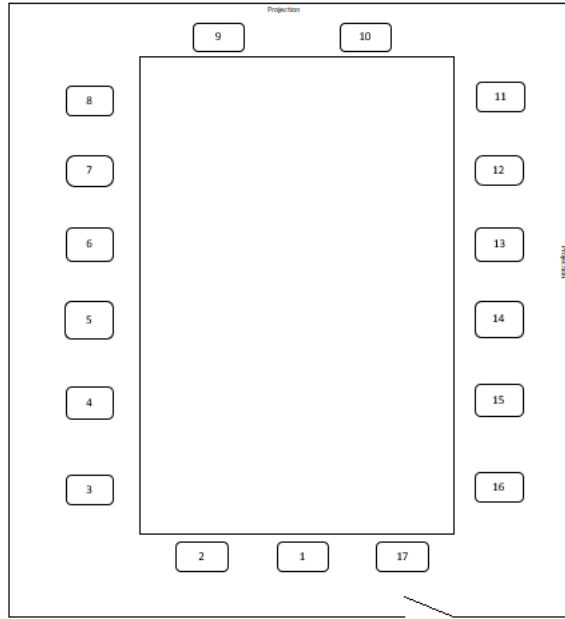
Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	19 / 59

### 3.6.4 Structure of Crisis Management Centre

Crisis Management Centre (CMC) layout is placed bellow;



Crisis Table layout is placed bellow;



- |    |                 |      |
|----|-----------------|------|
| 1  | CEO             | 7581 |
| 2  | Safety          | 7582 |
| 3  | Flight Ops.     | 7597 |
| 4  | Cabin Services  | 7584 |
| 5  | Commercial      | 7583 |
| 6  | Marketing       | 7586 |
| 7  | Corporate Comm. | 7590 |
| 8  | IT              | 7588 |
| 9  | Sales Network   | 7589 |
| 10 |                 |      |
| 11 | Legal Adv.      | 7587 |
| 12 | Security        | 7592 |
| 13 | Technic         | 7593 |
| 14 | Ground Ops.     | 7594 |
| 15 | HR              | 7595 |
| 16 | Financial       | 7596 |
| 17 | COO             | 7585 |

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	20 / 59

### 3.6.5 Crisis Management Centre Equipment

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

### 3.6.6 Members Of Crisis Management Centre (Crisis Management Team)

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

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

### 3.6.7 Shift Team

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

## 3.7 SUPPORT TEAMS

### 3.7.1 Go Team (Mobil Support & Investigation Team)

Group of company personnel with specific duties, accident investigation team, accident/incident site emergency management desk staff, family assistance team members form "go team". Members of Go Team List (PG-EM-FR-017) goes the accident/incident site as fastest as possible. This team meets and dispatched to the accident site in a very quick manner. They pass the accurate information to the Family Assistance Team representatives, establishes immediate contact with relevant agencies, Airport Manager, Local Authorities, Handling Agent, etc. for equipment necessary a contract may be established with any airline operator.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	21 / 59

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

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

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

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

### 3.7.1.1 Go Kit (Mobil Support & Investigation Kit)

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

Pegasus Airlines go kits contains following:

#### Clothing Items:

• Waterproof trousers, overjacket, boots	• Woollen hats
• Tshirt	• Polart sweatshirts
• Carry on-bag	• Helmet
• Vest	• Thermal clots
• Industrial work gloves	• Flashlight
• Socks	• Earlap

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

• Aprons	• Gowns
• Coveralls	• Particulate respirators
• Face shields	• Protective clothing/Scrubs
• Gloves	• Shoes Protective Covers/Overboots/Overshoes
• Goggles	• Disposable headwear (caps, hoods, head covers hairnets)
• Protective glasses	

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	22 / 59

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

- Bandage, Triangular, 40 In.
- Gloves
- Bandage, Roller, 2 In.
- Bandage, Roller, 4 In.
- Tape, First Aid, ½ In. X 2.5 Yds, Roll
- Scissors, Bandage
- Safety Pins, Assorted
- Bandage, Compress, 4 In.
- Bandage, Compress, 2 In.
- Band-Aids, Assorted Sizes
- Closures, Adhesive Wound
- Burn Dressing, 3 In. X 3 In.
- Resuscitation Kit
- First Aid Handbook
- Wound Cleaner, Antiseptic\*
- Burn Ointment\*
- Anti-Diarrhea, Tablets\*
- Antiacid, Tablets\*
- Antiemetic, Tablets\*
- Analgesic, Tablets\*
- Nasal Deconestant\*
- Antihistamine\*
- Tweezers
- Eye Irrigator
- Bio Hazard Bag
- Medical Incident Report Form
- Thermometer
- Pencil
- \*Life Limited Items

### Stationery Items

- Mobile phone
- Voice recorder
- Camera - video
- Binoculars
- Clipboards
- Water container & cup
- Waterproof coloured marker pens
- Felt-tipped pens, ball pens and pencils
- Assorted clear plastic envelopes
- Pocket notepads
- Chalk
- Eraser
- Cellophane tape
- Paperclips & rubber bands
- Pins
- Ruler
- Staplers and spare staple packs
- Assorted office envelopes
- String (500m)
- Cables

### 3.7.2 Family Assistance Team (FAT Team)

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

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

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

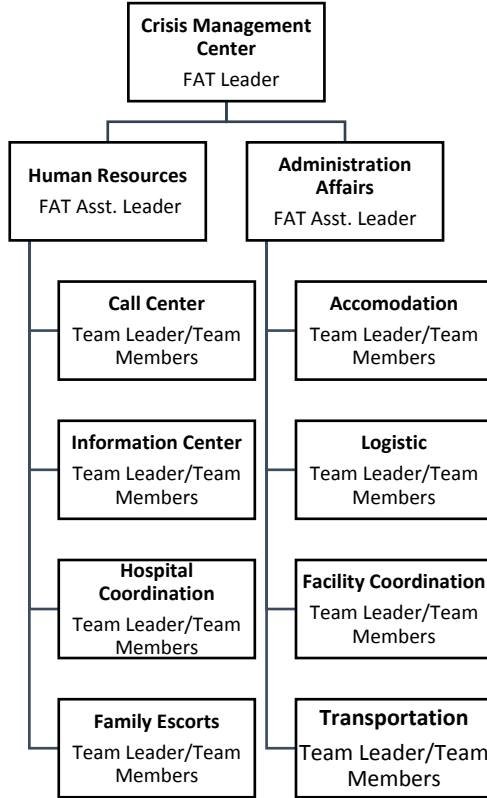
Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	23 / 59

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-YO-TL-001) issued by HR Department. Family Assistance Team Instruction also includes all details of FAT working rules.

### 3.7.2.1 Family Assistance Team Organisation

Pegasus Airlines Human Resources and Administration Affairs Department are also defined Family Assistance Team Leaders.



## 4. DUTIES AND RESPONSIBILITIES

Crisis Management Team are responsible to inform and train their personnel on the contents of this manual. Staff who is in position to carry out duties and responsibilities as prescribed in this manual are responsible towards the Crisis Director (CEO).

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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	24 / 59

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

### PG-EM-FR-013 Crisis Management Centre Duties Form

### PG-EM-FR-014 Crisis Management Centre Immediate Action Form

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

#### 4.1 CRISIS DIRECTOR

CEO is to act as the Crisis Director. If the CEO 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 must regularly re-evaluate the situation and direct the appropriate response through two way briefings with the members of Crisis Management Centre.

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 Centre to take charge of the event.
- Keep 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 Centres.
- Fill in Crisis Director part of the Crisis Management Centre Immediate Action Form (PG-EM-FR-014)

#### 4.2 CHIEF OPERATIONS OFFICER

He/She will take all responsibilities of Crisis Director in case of his/her absence. As soon as any Emergency Situation is acknowledged, COO is to ensure to fill the requirements of Crisis Management Centre 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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	25 / 59

- Implements directives given out by the Head of The Crisis Management Centre.
- To acquire information flow from DGCA concerning the occurrence with Flight Operation Department
- Coordinate to get detailed passenger and cargo information form cooperation with Commercial Department according to T-DGCA regulation at the event of crisis.
- Coordinate to get A/C airworthinnes and maintenance documents
- Inform shift members about Accident/Incident and operates own shift

#### 4.3 SAFETY AND EMERGENCY RESPONSE DEPARTMENT

##### Pre Emergency;

- To prepare, update and distribute Pegasus Airlines Emergency Response Manual.
- Overall coordination of the development and maintenance of Emergency response facilities and equipments.
- Planning and coordinating training courses such as support teams.
- Planning and conducting exercises.
- To recruit the Mobil Investigation and Support Team and determine necessary personnel taking part in the team and keep coordination with other units.

##### In an Emergency;

- Transport Mobil Investigation and Support Team and their equipment to the incident location and ensure lodging and subsistence in coordination with Commercial Department.
- Collecting all information concerning the damaged aircraft such as remaining fuel, passengers, crew, cargo, special cargo and transmitting these informations to the Mobil Investigation and Support Team.
- Collecting all information coordination with Ground Operation Department concerning accurate manifest list (crew members, passengers and Cargo, to include dagerous goods) according to Information Sheet at the Event of Crisis and transmitting these informations to the T-DGCA and authorities.
- To Inform T-DGCA and ensure coordination between Crisis Director and T-DGCA.
- To ensure all written correspondance with the DGCA and International/Foreign Civil Aviation Authorities.
- To coordinate with Technical Department in order to secure DFDR (flight recorder) and CVR (cockpit voice recorder) under permission of T-DGCA if the aircraft is not damaged.
- To keep daily Follow-up form with Emergency Logbook Form (PG-EM-FR-008) via Crisis Management Centre.
- To inform Crisis Director on issues seen important according to the Mobil Investigation and Support Team report.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	26 / 59

- To check SHY-13 A/C owner's duties and responsibilities. (Annex 8.1)
- To implement and support orders given by Crisis Director.
- Inform shift members about Accident/Incident and operates own shift

### 4.4 CABIN OPERATIONS DEPARTMENT

#### Pre Emergency;

- To provide emergency training for cabin crew members

#### In an Emergency;

- To keep and maintain records on occurred accident-incidents according to PG-EM-FR-014 Crisis Management Immediate Action Checklist Form and fill in Cabin Service part of this form.
- Establish contact with aircraft cabin crew and communication with the families of the effected aircraft cabin crew.
- Coordination with Human Resources Department for the procuring of a psychologist for therapy purposes for the cabin crew.
- Implement and support orders given by the Crisis Director.
- Inform shift members about Accident/Incident and operates own shift

### 4.5 FINANCIAL DEPARTMENT

#### Pre Emergency;

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

#### In an Emergency;

- Meet the Incident Management Centre and Go-Team needs
- Work with the insurance broker and the underwriters to streamline the aid and reimbursement process.
- Inform bank about the accident/incident, provide details as necessary.
- Inform the lessor company of the affected aircraft and provide them with required information.
- Inform the lessor company of the affected aircraft engine and provide them with required information.
- If the aircraft concerned belongs to another country or company, to notify the country and company if necessary, according to ICAO Annex 13.
- Draw on bank credit facilities to fund the activity that is being carried out, in accordance with company rules.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	27 / 59

- 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.

### 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 Centre. 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 Centre line for families of victims (CC phone number: 0850 250 22 45)
- Give accurate and timely information to Call Centre and keep updating them with the new information taken.
- Send a copy of the Press Release to Call Centre and ensure that Call Centre will direct the calls to the Crisis Centre.
- Arrange schedule according to the type of Emergency (Crisis) Situation and ensuring lodging and subsistence for the remaining passenger that could not be transported due to the occurances.

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	28 / 59

- Marketing Department has created www.flypgs.com Pegasus emergency web site design and keeping it ready to be activated during emergency situations in the related servers. Page will keep update.
- Implement and support orders given by Crisis Director.
- Inform shift members about Accident/Incident and operates own shift.

### 4.7 TECHNICAL DEPARTMENT

In an Emergency;

- MCC notifies the concerned parties.

Concerned parties: OCC, Technical Senior Vice President, VP- Engineering and Planning, Aircraft Maintenance Manager, MCC Team Leader, Planning Manager, Aircraft and Avionics Systems Manager, Safety Director, closest Line Maintenance Station Chief to the accident location.

- A suitable Technical Team is designated by the Aircraft Maintenance Manager and sent to the accident location.
- Technical Team shut down the aircraft power system if running.
- Technical Team obtains the followings from the aircraft, and retain in safe condition.

- Flight Log,
- Maintenance Log
- Cabin Crew Technical Report Log
- EFB' s
- Certificates folder (Legal File)

- With Safety Director's instruction, the Technical Team removes DFDR and CVR from the aircraft and route to safe keeping area designated by the Safety Director.
- Technical Team sends all information related to the research to the MCC and the Senior Vice President-Technic.
- MCC sends all information related to the research to the Crisis Management Centre.
- Technical Team and related technical departments check and transport all necessary equipment required to repair the aircraft to the accident location (such as a tanker, steel mat, wooden beams, ropes, light sources, carrying ropes etc.).
- Technical Team makes preparations enlisted below and commences rescue and wreckage removal activities with directives of the Crisis Management Centre and permission of the DGCA.

- Detailed inspection of the accident-incident location.
- Emptying of fuel, baggage and cargo from the aircraft (baggage is handed over and secured by the Family Assistance Team).

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	29 / 59

- To determine whether the ground beneath the aircraft wreckage is strong and stable enough to carry the vehicles and equipment necessary to remove the wreckage.
- To determine the distance to the nearest concrete or otherwise stable ground.
- To remove all obstacles on the way for the aircraft transportation to the maintenance station.
- Technical Team performs inspection of aircraft damage: Inspections may only commence after the firefighters and passenger rescue team have left the aircraft. Inspections will be performed in accordance with AMM, SRM, Aircraft Recovery Manual or other manufacturer documents and may include the followings:
  - Landing gear, engine pylon connections and flight control surfaces are carefully checked.
  - Battery connections are detached and the pressure of the hydraulic system is released.
  - Landing gear security/safety pins are re-attached into their places, if possible.
  - Oxygen tubes are shut off and removed from the aircraft.
  - The condition of the Main Jack connections are checked and airlift or lifting system operability is checked.
  - Fuel tanks and possible leakage are checked.

The damage caused by incident is determined and the technical team commences inspection after the aircraft has been unloaded of cargo, baggage and fuel and brought in to the maintenance station. In order for the technical team to begin with repair, all meetings concerning insurance factors have to be completed and the Crisis Management Centres and T-DGCA approval is necessary.

- Inform shift members about Accident/Incident
- Keep a daily follow-up form. To operate with reinforcing own shift and keeps daily Emergency Follow-up Form with Emergency Logbook Form

### ACCIDENT INSIDE OF THE AIRPORT AREA

#### Accident On Runway

- MCC notifies the concerned parties.

Concerned parties: OCC, Technical Senior Vice President, VP- Engineering and Planning, Aircraft Maintenance Manager, MCC Team Leader, Planning Manager, Aircraft and Avionics Systems Manager, Safety Director, closest Line Maintenance Station Chief to the accident location.

MCC also will be in contact with the Airport Authorities during the crisis operation.

- A suitable Technical Team is designated by the Aircraft Maintenance Manager (or by the Line Maintenance on duty Chief, if there is a suitable Pegasus Airlines Line Maintenance Station at the Airport) and sent to the accident location.
- Technical Team shut down the aircraft power system if running.
- Technical Team obtains the followings from the aircraft, and retain in safe condition.
- Flight Log,
- Maintenance Log

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	30 / 59

- Cabin Crew Technical Report Log
- EFB' s
- Certificates folder (Legal File)
  - With Safety Director's instruction, the Technical Team removes DFDR and CVR from the aircraft and route to safe keeping area designated by the Safety Director.
  - Technical Team sends all information related to the research to the MCC and the Senior Vice President-Technical.
  - MCC sends all information related to the research to the Crisis Management Centre.
  - Technical Team and related technical departments check and transport all necessary equipment required to repair the aircraft to the accident location (such as a tanker, steel mat, wooden beams, ropes, light sources, carrying ropes etc.).
  - Technical Team makes preparations enlisted below and commences rescue and wreckage removal activities with directives of the Crisis Management Centre and permission of the DGCA.
- Detailed inspection of the accident-incident location.
- Emptying of fuel, baggage and cargo from the aircraft (baggage is handed over and secured by the Family Assistance Team).
- To determine whether the ground beneath the aircraft wreckage is strong and stable enough to carry the vehicles and equipment necessary to remove the wreckage.
- To determine the distance to the nearest concrete or otherwise stable ground.
- To remove all obstacles on the way for the aircraft transportation to the maintenance station
  - The Technical Team performs inspection of the aircraft damage:

Inspections may only commence after the firefighters and passenger rescue team have left the aircraft. Inspections will be performed in accordance with AMM, SRM, Aircraft Recovery Manual or other manufacturer documents and may include the followings:

- Landing gear, engine pylon connections and flight control surfaces are carefully checked.
- Battery connections are detached and the pressure of the hydraulic system is released.
- Landing gear security/safety pins are re-attached into their places, if possible.
- Oxygen tubes are shut off and removed from the aircraft.
- The condition of the Main Jack connections are checked and airlift or lifting system operability is checked.
- Fuel tanks and possible leakage are checked.

The damage caused by incident is determined and the technical team commences inspection after the aircraft has been unloaded of cargo, baggage and fuel and brought in to the maintenance station. In order for the technical team to begin with repair, all meetings concerning insurance factors have to be completed and the Crisis Management Centres and T-DGCA approval is necessary.

### ACCIDENT INSIDE OF THE AIRPORT AREA

#### Accident Out of Runway

- MCC notifies the concerned parties.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	31 / 59

Concerned parties: OCC, Technical Senior Vice President, VP- Engineering and Planning, Aircraft Maintenance Manager, MCC Team Leader, Planning Manager, Aircraft and Avionics Systems Manager, Safety Director, closest Line Maintenance Station Chief to the accident location.

MCC also will be in contact with the Airport Authorities during the crisis operation.

- A suitable Technical Team is designated by the Aircraft Maintenance Manager (or by the Line Maintenance on duty Chief, if there is a suitable Pegasus Airlines Line Maintenance Station at the Airport) and sent to the accident location.
  - Technical Team shut down the aircraft power system if running.
  - Technical Team obtains the followings from the aircraft, and retain in safe condition.
    - Flight Log,
    - Maintenance Log
    - Cabin Crew Technical Report Log
    - EFB' s
    - Certificates folder (Legal File)
  - With Safety Director's instruction, Technical Team removes DFDR and CVR from the aircraft and route to safe keeping area designated by the Safety Director.
  - Technical Team sends all information related to the research to the MCC and the Senior Vice President- Technical.
  - MCC sends all information related to the research to the Crisis Management Centre.
  - Technical Team and related technical departments check and transport all necessary equipment required to repair the aircraft to the accident location (such as a tanker, steel mat, wooden beams, ropes, light sources, carrying ropes etc.).
  - Technical Team makes the preparations enlisted below and commences rescue and wreckage removal activities with directives of the Crisis Management Centre and permission of the DGCA.
    - Detailed inspection of the accident-incident location.
    - Emptying of fuel, baggage and cargo from the aircraft (baggage is handed over and secured by the Family Assistance Team).
    - To determine whether the ground beneath the aircraft wreckage is strong and stable enough to carry the vehicles and equipment necessary to remove the wreckage.
    - To determine the distance to the nearest concrete or otherwise stable ground.
    - To remove all obstacles on the way for the aircraft transportation to the maintenance station.
  - Technical Team performs inspection of the aircraft damage:
- Inspections may only commence after the firefighters and passenger rescue team have left the aircraft. Inspections will be performed in accordance with AMM, SRM, Aircraft Recovery Manual or other manufacturer documents and may include the followings:
- Landing gear, engine pylon connections and flight control surfaces are carefully checked.

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	32 / 59

- Battery connections are detached and the pressure of the hydraulic system is released.
- Landing gear security/safety pins are re-attached into their places, if possible.
- Oxygen tubes are shut off and removed from the aircraft.
- The condition of the Main Jack connections are checked and airlift or lifting system operability is checked.
- Fuel tanks and possible leakage are checked.

The damage caused by incident is determined and the technical team commences inspection after the aircraft has been unloaded of cargo, baggage and fuel and brought in to the maintenance station. In order for the technical team to begin with repair, all meetings concerning insurance factors have to be completed and the Crisis Management Centres and T-DGCA approval is necessary.

### BOMB WARNING

- In case of a Bomb Warning onboard, MCC notifies the OCC, Safety Director, Security Manager, Technical Senior Vice President, VP- Engineering and Planning and Aircraft Maintenance Manager. MCC is responsible for all information flow and coordination issues on behalf of the Pegasus Airlines Technical Department from the beginning till the end of the incident.

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

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

#### In case of Bomb Warning In-Flight:

- If the aircraft is not damaged evacuation of the aircraft in situations of received Bomb-warnings In-flight 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 the Aircraft Maintenance Manager responsible of planning the equipment and labour-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 OCC, Crisis Management Centre, Safety Director and ensure coordination.

### RUNWAY EXCURSION

- MCC notifies the concerned parties.
- Concerned parties: OCC, Technical Senior Vice President, VP- Engineering and Planning, Aircraft Maintenance Manager, MCC Team Leader, Planning Manager, Aircraft and Avionics Systems Manager, Safety Director, closest Line Maintenance Station Chief to the accident location.
- A suitable Technical Team is designated by Aircraft Maintenance Manager (or by the Line Maintenance on duty Chief, if there is a suitable Pegasus Airlines Line Maintenance Station at the Airport) and sent to the accident location.
- Technical Team shut down the aircraft power system if running, and takes necessary precautions for unsafe conditions such as fuel leakage.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	33 / 59

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- Technical Team performs inspection after the evacuation and unloading of cargo.
- If required, with Safety Director's instruction, the Technical Team removes DFDR and CVR from the aircraft and route to safe keeping area designated by the Safety Director.
- The required technical equipments for the aircraft recovery determined by the Technical Team.
- Aircraft Maintenance Manager responsible of planning the required equipments and additional labour-force need to re-operate the aircraft.

### 4.8 GROUND OPERATIONS DEPARTMENT

Pre-Emergency, To provide Local Notification List forms (LNL) and keep up to date on the document library 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 Centre
- 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 T-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 Centre 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 Centre.
- Make sure that the passenger list (Emergency List) is shared with CMC via [crisis@flypgs.com](mailto:crisis@flypgs.com) mail adress by DCS department.
- Make sure the Emergency List is shared with Legal Department by DCS department.
- To provide a staff in OCC for coordination.
- To inform shift members about Accident/Incident and operates own shift

### 4.9 SECURITY DEPARTMENT

In an Emergency;

- Contact Local Security at the airport.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	34 / 59

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- 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 Centre on all developments.
- Implement and support orders given by Crisis Director.
- Inform shift members about Accident/Incident and operates own shift

### 4.10 I.T DEPARTMENT

#### Pre-Emergency

- Wireless access point will be installed in The Crisis Management Centre located in 4th floor of the Company headquarters, and will be kept ready for using at all times.
- A laptop will be located in Crisis Management Centre. Google Earth, Antivirus, Microsoft Office standard software, and other required programs will be installed. PC will be connected to the Pegasus LAN and to the overhead screens.
- Information Technology Department, System and Network Operation Unit will test the availability of network connections in the Crisis Management Centre, and check that emergency pages are available in www.flypgs.com servers.
- Defines the e-mail addresses required by Crisis Management Team, upon the request of Emergency Response Manager, and maintains them.
- Installs a multifunction printer/fax device and connects it to Pegasus LAN.

#### In an Emergency;

- Provides IT support upon the request of the CSEO.
- Provides IT support to systems which are closed to 3rd party access when needed.
- Implement and support orders given by Crisis Director.
- Keep one personel as stand-by shift during the Crisis.
- Inform shift members about Accident/Incident and operates own shift

### 4.11 HUMAN RESOURCES DEPARTMENT

#### Administration Affairs

##### Pre-Emergency,

- Check all devices in Crisis Management Centre weekly

#### Talent and Reward Management

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	35 / 59

### Pre-Emergency,

- To develop, revise and update Family Assistance Plan in coordination with Emergency Response Manager.
- 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 Centre
- 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 Centre.
- Greet victims and crew member families at the Company Head-Office and ensure they are kept away from the press or otherwise hostile intuders.
- Appoint an authorized personnel to transmit and/or carry out any requests from victims families to the Crisis Management Centre.
- Appoint authorized personnel for the Crisis Management Centre 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 Centre at the beginning of the crisis and then to have the said personnel remain at the Family Assistance Desk after the Crisis Management Centre is desolved.
- Implements directives given out by the Head of The Crisis Management Centre.
- If necessary, to coordinate the other welfare institutions for Family Assistance studies.
- Ensure filling and sending forms to Crisis Management Centre 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 Centre  
Printer / fax machine (exist infornt of the CMC)

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	36 / 59

Projector

Phones

- Provide the 10 Phone lines to the Family Information Centre.
- Keep one personel as stand-by shift during the Crisis.
- Support the Family Assistance Team for transportations, hotel arrangements, etc.
- Provide food and beverage
- Support go team equipments, transportations and hotel arrangements
- Inform shift members about Accident/Incident and operates own shift

### 4.12 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

### 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.

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	37 / 59

- 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.

### 4.13 CORPORATE COMMUNICATIONS DEPARTMENT

In an Emergency;

- Keep a daily follow-up form with Emergency Logbook Form
- Prepare in coordination with the General Manager, the official statements concerning the accident
- Determine and appoint personnel who answers phone lines directed by the hot-lines according to format.
- Prepare a press bulletin and release it right after the occurrence.
- To be prepared for a visual media program, greet members and ensure an office with phone and fax connection for them.
- Organize a press conference.
- Transmit all developments to the Crisis Management Centre.
- Coordinate the preparation of the press room.
- Coordinate the information transfers through the Crisis Web Page.
- Have pre-circumstance report.
- Have passengers list from Traffic.
- Have passenger information forms.
- Record people from press.
- Manage coordination with stakeholders.
- Inform shift members about Accident/Incident and operates own shift

### 4.14 FLIGHT OPERATIONS DEPARTMENT

In an Emergency;

- As soon as any Emergency Situation is acknowledged, the OCC 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 Emergency Response Department.
- The occurrence is to be reported by the OCC to the General Manager, Chief Operations Officer, Chief Flight Operation Officer and Chief Safety and Emergency Response Management Officer.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	38 / 59

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

### 4.15 LEGAL COUNSEL

In an Emergency;

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

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	39 / 59

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- 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 BoardVantage as soon as possible upon the CEO 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 Centre 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 BoardVantage of important developments upon the CEO 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 Centre shift.
- Implement and support orders given by Crisis Director.
- Inform shift members about Accident/Incident and operates own shift

#### 4.16 OCC DEPARTMENT

In an Emergency;

- Upon receiving information of an accident, incident involving an Pegasus Airline's aircraft that results in fatal or serious injury to any person or substantial damage to the aircraft property occurred and during aircraft tracking if there is no communication or position information received after several attempt by ATSU and OCC, check accuracy and to collect occurrence information and must notify the appropriate authority without delay.
- Inform Crisis Director and Chief Safety and Emergency Response Management Officer regarding the emergency situation and decides to establish Crisis Management Centre (CMC). If CMC is opened, CMC members in Emergency Contact List (PG-EM-FR-023) will be informed via SMS. If CMC members can not be reached, second/third shift members will be called accordingly to Shift Teams List (PG-EM-FR-024).

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	40 / 59

- 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 OCC.
- Keep and mantain records on occured accident-incidents. Fill in OCC part of PG-EM-FR-014 Crisis Management Immediate Action Checklist Form.
- Separate operations as normal operations and emergency operations and nominate staff for both cases.
- Inform shift members about Accident/Incident and operates own shift

### 4.17 STATIONS

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

#### Coordination;

- The Pegasus Airlines Emergency Manager is the responsible airline authority 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-FR-030) are distributed to external entities via Document Library; therefore, revised information regarding the document is sent automatically as mail and recipients can access the documents via Document Library at any time. Document reading status of stations is checked in Ground Handling Service Provider Audits.
- Emergency Coordinator, Airline Field Representative, Meeters and Greeters Reception Center, Uninjured Passenger Reception Center duties and responsibilities are described in Station Emergency Response Procedure (PG-EM-PR-002) and Station Emergency

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	41 / 59

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Response Duties Form (PG-EM-FR-030). As soon as any Emergency Situation is acknowledged to ensure to filed the requirements of Station Emergency Response Duties Form (PG-EM-FR-030).

- The following actions are to be carried out in the event of an emergency in accordance with Pegasus Airlines Emergency Response Manual (PG-EM-EK-002), Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification List Form and/or the Ground Service Provider's procedures and local regulations
- Local Notification List Form is the core element of the safety communication between stations and Headquarter. These lists are updated by Network Area Auditors in Ground Operations Department. Also at least 5 International stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. LNL forms are published and keep up to date in QDMS. LNL forms are checked on a quarterly basis with random checks by the safety department. Station Local Emergency Response Plans and Local Notification Lists are checked in Ground Handling Service Provider Audits.

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 centres.
- 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 Centre
- 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

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	42 / 59

### 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 operations.

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## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	43 / 59

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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	44 / 59

### 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

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	45 / 59

- 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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	46 / 59

### 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.

### 5 PUBLIC RELATIONS

All public relations at the event of emergency have been conducted according to “Crisis Communication Prosedure (PG-KI-PR-002)” published by Coorporate 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 organisation/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 criticise 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;

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	47 / 59

- 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:

Humanise the story;

Be a part of the story;

Follow the expert view;

Provide the facts/truth;

Examples of Humanising and Being Part of the Story:

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

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

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

Explaining the Event -A Bad Example:

Although these events are very distressing, our reports still indicate that there have 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 to safely by following emergency procedures."

#### 5.1 CRISIS COMMUNICATIONS FOR MEDIA OR RELATIVES

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

The Pegasus Airlines spokesperson in the event of an emergency is General Manager (CEO). If cannot be contacted, the next authorised 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 authorised person".

- \* Answer incoming calls in the manner outlined below:

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi

**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	48 / 59

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 organisation and your direct and mobile telephone numbers. An authorised member of our team will be in contact with you as soon as possible." Finish the call in this way and let Dispatch (OCC) know of the inquiry immediately and relay the information to the Crisis Media Communications Line.

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

**Dispatch (OCC): +90 535 045 64 48**

**Family Support 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 Support 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 authorised person".

\* Answer incoming calls in the manner outlined below: If the person calling is a member of the press or an organisation; "Our authorised manager is currently in a meeting at the crisis management centre. 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 authorised person from our team will be in contact with you as soon as possible." Finish the call in this way and pass on this information to the Communication Department on a Communications Form (pegasusteam@flypgs.com)

If the person calling is a relative: "Our Family Support Team has started/are continuing their duties in the crisis management centre. 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 authorised 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 Support Centre on a Communications Form (PG-EM-FR-010). The Communications Form can be found on QDMS to send the form to the relevant place follow the sequence of instructions below:

1) Email (familyassistance@flypgs.com / [pegasusteam@flypgs.com](mailto:pegasusteam@flypgs.com))

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

**IMPORTANT**

- In order not to mislead those individuals or organisations 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 organisations requesting information.
- The Crisis Media Communications Line and Family Support Team Communications Line are closed at all times except in times of emergency. The numbers will only be activated in times of crisis.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	49 / 59

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

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

### 5.2 ANNOUNCEMENTS

#### 5.2.1 Accident

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

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

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

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

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

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


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

#### 5.2.2 Hi-Jacking

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 .....

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi

	<b>Emniyet ve Acil Durum Yönetimi</b>	Document No:	PG-EM-EK-002
		Revision No:	13
	<b>EMERGENCY RESPONSE MANUAL</b>	Revision Date:	23.3.2023
		Page:	50 / 59

(Dün / Bugün / ..... Tarihinde) .....’e ait ..... Tipi ..... (tanıtma işaretili/ ..... İsimli) uçağı) havada/yerde .....meydanında kaçırılmış/rehin alınmıştır. Olaya Güvenlik güçleri el koymuştur.

Konu hakkında detaylı bilgi elimize ulaştığı an tekrar kamuoyuna ve medyaya bilgi verilecektir. İletişim numaramız 0216 .....dır.

### 5.2.3 Bomb Threat

We are deeply sorry to announce that ..... (...../...../.....) aircraft registered as ..... (Today/yesterday/on.....) bomb threat around (city/place)

As soon as have the detail information we will inform the families/relatives of the passenger and the media immediately. Contact Number is .....

(Dün / Bugün / ..... Tarihinde) .....’e ait ..... Tipi ..... (tanıtma işaretili/ ..... İsimli) uçağı) havada/yerde .....meydanında, bomba ihbarı yapılmıştır. Olaya Güvenlik güçleri el koymuştur.

Konu hakkında detaylı bilgi elimize ulaştığı an tekrar kamuoyuna ve medyaya bilgi verilecektir. İletişim numaramız 0216 .....dır.


### 5.2.4 Family Assistance Announcements

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

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

### 5.3 WEB-SITE

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



Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	51 / 59

## 6 EXERCISES AND TRAININGS

### 6.1 EXERCISES

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

Pegasus Airlines conducts exercises to ensure;

- familiarize personnel with responsibilities and procedures;
- ready functionality of all equipment and facilities;
- expose deficiencies in the plan and its execution, and ensure such deficiencies are addressed.

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

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

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

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

#### 6.1.1 Desktop Exercises

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

#### 6.1.2 On-Site Exercises

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

### 6.2 TRAININGS

Pegasus Airlines ensures that all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures. Training for personnel with responsibilities under the ERP could be conducted externally or in-house and would typically include ERP exercises and subsequent de-briefings. ERP exercises typically result in the discovery of, and thus the opportunity

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	52 / 59

to correct deficiencies in the manual. The results of ERP exercises are recorded and analysed and used as the basis for continual improvement of the ERP.

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

In order to manage a corporate ERP, CSEO qualifications would typically include training and background experience that ensures the requisite knowledge in emergency response principles.

Crisis Management Team (PG-EM-FR-023) training is mainly comprised of the reminders regarding their duty and responsibilities in an emergency. Crisis Management Team shall take ERP training of refreshment once every two years.

Go Team training is mainly comprised of the reminders regarding their duty and responsibilities. Go Team shall take ERP training of refreshment once every two years.

FAT Training is take place prior to filling the role, and refresher training is to take place every two years. FAT Training includes trauma and psychological first aid training. Training records are to be held for a minimum of 3 years by HR Department. The effectiveness of FAT trainings is measured with a hardcopy 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.

In order to increase effectiveness; Crisis Director, CSEO and Media shall take Crisis Communication Training. ERP trainings include general subjects associated with emergency response management as family assistance, cultural sensitivity, telephone enquiry, team call out and assembly, crash site discipline, effects retrieval.

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi





## Emniyet ve Acil Durum Yönetimi

### EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	53 / 59

## 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).

Prepared By	Checked By	Approved By
Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	54 / 59

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.

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Emniyet ve Acil Durum Yönetimi Kıdemli Uzmanı	DOKÜMAN UYUMLULUK ONAY EKİBİ Emniyet ve Acil Durum Yönetimi Grup Başkanı Genel Müdür	Kalite Uyumluluk Onay Ekibi



## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	55 / 59

### 7.2 HANDLING COMPANY RESPONSIBILITIES

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

### 7.3 KENYON INTERNATIONAL EMERGENCY SERVICE's RESPONSIBILITIES

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

#### Americas

612 Spring Hill Drive, Suite 180  
Road

Spring, TX 77386 United States

**24 Hour Tel: +1 (281) 872 6074**

**Fax: +1 (281) 872 6086**

#### Europe

1 The Western Centre, Western

Bracknell, Berkshire

RG12 1RW, United Kingdom

**24 Hour Tel: +44 1344 316 650**

**Fax: +44 (0) 1344 316699**

Kenyon has become our crisis response partner and has various functions for which it is responsible in the event of a full activation. Primarily, they will advise on the level of response or activation they feel is required by Pegasus Airlines at the accident location. They will quite often send out a first response team of only two or three people, perhaps accompanied by the Pegasus Airlines Go-Team and FAT Team leaders to ascertain how many staff may be required and whether or not the company will be allowed access. Bear in mind that in some parts of the world Governments may not allow the company in following this, they will then locate a suitable facility and establish the family assistance centre 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 organisations, 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,

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Kıdemli Uzmanı

#### Checked By

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Genel Müdür

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	56 / 59

and at our request in conjunction with the police, will provide a wide range of services from body search and recovery, identification to recovery and cleaning of personal effects.

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

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

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

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

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

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

Kenyon will activate its Disaster Recovery Services and Crisis Communications Service on receipt from Pegasus Airlines of a completed Work Authorization Agreement (WAA) The WAA will set out the agreed team configurations and personnel requirement. Subsequent changes to team configuration and personnel will be authorized and documented by Pegasus Airlines an additional WAA. The Kenyon Disaster Human Services, Kenyon International Call Centre and Media Call Centre 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 Centre will commence on activation of the Services. Kenyon will deploy such resources at the Kenyon Emergency Management Centre as are required to support the operation according to the number of personnel deployed in the field.

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## Emniyet ve Acil Durum Yönetimi

## EMERGENCY RESPONSE MANUAL

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	57 / 59

### 7.4 KENYON INTERNATIONAL EMERGENCY SERVICES CONTACT NUMBERS

**KENYON**  
EMERGENCY SERVICES

#### CONTACT DIRECTORY

##### Europe:

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

**24 Hour Tel: +44 1344 316 650** (UK Activation Number)  
**Fax: +44 1344 316 699**

##### Americas:

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

**24 Hour Tel: +1 281 872 6074** (US Activation Number)  
**Fax: +1 281 872 6086**

Name	Job Title	E-Mail Address
<b>Leadership</b>		
Dr. Mazen Bekdash	Vice President, Business Development	bekdashm@kenyoninternational.com
Ultan Kenny	Senior Director, Operations	kennyu@kenyoninternational.com
Donald Steel	Vice President, Crisis Communications	steeld@kenyoninternational.com
Matt Walton	Vice President, Americas	waltonm@kenyoninternational.com
<b>Dominican Republic</b>		
Jahaira Guzman	Call Centre Services Manager	guzmanj@kenyoninternational.com
Raymi Nuñez	Call Centre Services Specialist	nunezr@kenyoninternational.com
<b>Middle East, African and Indian Sub-Continent Office</b>		
Rola Arnaout	Regional Office and Client Relations Manager	arnaout@kenyoninternational.com
<b>UK Office</b>		
Jerry Allen	Strategic Advisor	allenj@kenyoninternational.com
Samuel Bunney	Commercial Manager	bunneys@kenyoninternational.com
Andreea Caragata	Operations Specialist – Warehouse & Supply Chain	cargataa@kenyoninternational.com
Victoria Hardwidge	Account Manager	hardwidgev@kenyoninternational.com
Pauline Rayner	Commercial Support Specialist	raynerp@kenyoninternational.com
Dr. Mike Rennie	Humanitarian Services Manager	renniem@kenyoninternational.com
Faye Wennington	Operations Specialist – Consultancy & CMC	wenningtonf@kenyoninternational.com
<b>US Office</b>		
Brandi Smith	Administrative, Operations & Commercial Support Manager	smithb@kenyoninternational.com
Eric Lowell	IT Manager	lowelled@kenyoninternational.com
Janie Moreno	Director, Call Centre Services	morenoj@kenyoninternational.com
Jonathan Huth	Operations Manager	huthj@kenyoninternational.com
Robin Duffy	Operations Specialist	duffy@kenyoninternational.com
Kathy Ricker	Team Member Manager	rickerk@kenyoninternational.com
<b>Global Client Relations</b>		
Irma Alcazar	Customer Care Representative – Central & South America	alcazari@kenyoninternational.com
Mark Edwards	Client Relations Representative – Asia Pacific	edwardsm@kenyoninternational.com

Kenyon Contact Directory

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**Emniyet ve Acil Durum Yönetimi**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	58 / 59

**EMERGENCY RESPONSE MANUAL****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 T-DGCA CONTACT LIST**

Name	Position	Assistant Phone Number
Prof. Dr. Kemal YÜKSEK	General Manager	0312 203 74 22
Özcan BAŞOĞLU	Deputy General Manager	0312 203 74 22
Oğuz ALDEMİR	Head of Air Navigation	0312 203 60 17
Murat TOPÇU	Head of Airworthiness Department	0312 203 60 08
Recep USLU	Deputy Head of Department of Aerodromes	0312 203 61 58

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Genel Müdür

Kalite Uyumluluk Onay Ekibi



**Emniyet ve Acil Durum Yönetimi****EMERGENCY RESPONSE MANUAL**

Document No:	PG-EM-EK-002
Revision No:	13
Revision Date:	23.3.2023
Page:	59 / 59

Serdar KARBULUT

Head of Aviation Security  
Department

0312 203 60 29

Ayhan ERDOĞAN

Head of Flight Operations  
Department

0312 203 62 95

**8 ANNEX****8.1 SHY-13 A/C OWNER'S RESPONSIBILITIES**

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

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