



# PG-EM-PR-002 STATION EMERGENCY RESPONSE PROCEDURE

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## 1 PURPOSE

All stations have the potential to be affected by an emergency and should be prepared to address the current situation, passengers, crew, next-of-kin, staff issues, media inquiries, regulations imposed by authorities and a multitude of other issues in a professional manner. Emergency is the position arising in case of occurrence of one of the events listed below:

- Accident
- Serious Incident
- Serious Injury
- Hijacking
- Bomb Threat
- 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).

Poor crisis management has a devastating effect on the reputation of Airlines, Airports and Handling Agents alike. The safe and orderly functioning of station routine operations must be maintained at all times. Stations are not left alone in such an extraordinary stressful situation. Head Office support and resources from neighboring stations will be dispatched. During the very first hours, however, your local Emergency Response Organization must be prepared to face and solve the most immediate issues. The present Emergency Response Manual will help you to plan these tasks and to guide you in an emergency. So, please keep update Emergency Local Notification List Form and send responsible Departments in Pegasus Airlines. Stations can reach it in Document Library.

Media (TV news channels, local radio stations etc.) provide fast and comprehensive news coverage. Corporate communication maintains an accurate, up to date crisis Internet and Intranet website; use these sources of information in time of need.

End of Section

## **2 SCOPE**

This procedure covers all emergency activities at stations or contracted handling agencies of Pegasus Airlines according to Emergency Response Manual and National/International Emergency Regulations.

End of Section

### 3 DEFINITIONS AND ABBREVIATIONS

**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;**

**Accident,**

(ICAO Annex 13)

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) a person is fatally or seriously injured as a result of: — being in the aircraft, or — direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or — direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or b) 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 c) 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 classified, by ICAO, as a fatal injury.

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

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

Note 4.— Guidance for the determination of aircraft damage can be found in Attachment E.

**Serious Incident**

(ICAO Annex 13)

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 Attachment C.

**Serious Injury,**

(ICAO Annex 13)

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

- a) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
- b) results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- c) involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- d) involves injury to any internal organ; or

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

f) involves verified exposure to infectious substances or injurious radiation.

**Hijacking ,**

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

OM Part A 10.2.3, ACSP 14.1.1

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

Commander shall be alerted to be dispatched to the airport authority when a hijacking information is received while the Crisis Management Center is reporting to duty. The commander called shall be ready to give information regarding the aircraft. Handling company shall provide the passenger name list, cargo manifest, trip info, load and trim sheet via the station management. These documents shall not be reachable by the persons other than those responsible.

**Bomb Threat**

OM Part A 10.2.2, ACSP 14.1.2

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

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

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

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

**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,**

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

**Incident,** 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 Attachment C.

**Accident Area,** area in which the accident has happened. The Accident Area may be an airport and its vicinity, a country or any other location

**Airline Field Representative,** first person or group of company representatives arriving at the scene of emergency, normally composed of persons of the Reporting Station.

**Connecting flight stations,** stations having connecting passengers for/ex the impacted flight.

**Emergency Manager,** the highest-ranking Pegasus Airlines representative domiciled in the accident area.

**The Emergency Coordinator** directs the actions and activities of the airline at the Reporting Station. He is the link between the scene of the emergency, the Reporting Station and Headquarters.

**Emergency Site Organization** is dispatched by order of the Director of Crisis Management Center to the scene of emergency in order to support the local Emergency Response Organization.

**Emergency Kits,** documentation and stationary stored at the station operation office. Specifications contained in the various checklists

**Impacted Airline,** airline involved in accident by either passengers or aircraft

**Incident,** an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operation.

**Legal Help Desk,** unit set up by Legal Affairs to handle advance payments to passengers and the next-of-kin and to manage legal affairs on request of these persons and internal units.

**Local Emergency Response Action Plan / LERAP,** outstation emergency response action plan established by each Station Manager or responsible Handling Agent.

**Media Center / MC,** designated room for press conference.

**Meeters / Greeters Reception Center / MRC,** designated area to assemble family members away from public and media.

**Operator,** organization or airline engaged in or offering to engage in aircraft operation

**Pax Site Coordinator** is responsible from Meeters/Greeters Reception Center, Media Center, and Passenger Data Management.

**Previous Stations (originating / departing stations),** all departure stations along a flight route prior to the accident site (see also Subsequent Stations)

**Reporting Station,** the Pegasus Airlines station nearest to the scene of the accident or most suitably located or receiving a message indicating danger to an aircraft.

**Search and Rescue,** government function to initiate search and rescue action.

**Subsequent Stations (planned stations of arrival),** all points of intended landing along the flight route beyond accident site / time. (See also Previous Stations)

End of Section

## **4 DUTIES AND 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 Control Center (ICC) 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 ICC 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 ICC 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 ICC 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 ICC.

In summary; They are responsible for implementing the necessary activities until Go-team reached the site. They render also assistance to the Go-team.

Stations should be prepared to address multitude urgent issues simultaneously.

Priorities should be considered for passengers, crew and their families as well as for his/her own staff.

The Pegasus Airlines Emergency Manager is the responsible airline authority for the local Emergency Response. His/her office location, as in many instances, may be far away from the accident scene. It may take hours for him/her to arrive the related station.

The Emergency Coordinator coordinates all emergency-related airline activities on a local level and Crisis Management Center informed.

At stations, without any staff of Pegasus Airlines, Supervision Companies or Handling Agents will have to substitute as Pegasus Airlines personnel in the hours following of an emergency, until the Pegasus

GO Team will arrive from Head Office and relieve the local organization of its emergency handling responsibilities.

Initially the required resources will be supplied from local staff as well as from other local organizations. (partner airlines, airport authorities, handling agencies, 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 services of special flights.

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

In times of crisis,

- There is no time to study 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 own staff. There is no time for introduction visits to authorities and leaders of crisis centers.
- The individual involvement and familiarization in the planning stage is therefore as much the key to successful crisis management as is organizational preparation.
- The protection of data, people and offices and also family relatives 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 should be locked during absences from work places.

End of Section



## **5 APPLICATION**

### **5.1 FIRST ACTIONS**

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), Pegasus Airlines Station Emergency Response Procedure (PG-EM-PR-002), related Local Notification List Form and/or the Ground Service Provider's procedures and local regulations.

#### **Communication:**

1. With Pegasus:
  - Notify Pegasus
  - Establish a Crisis Control Center
  - Provide regular situation reports
  - Maintain the flow of communications/actions
  - Identify and assemble translators
2. With the airport and other authorities:
  - Liaise with airport emergency services and local authorities
  - Prepare the location and facilities to be used
3. With the Ground Service Provider (GSP):
  - Inform GSP staff
  - Conduct an initial briefing
4. With the Passengers, Crew and Victims: provide regular updates, (Under Pegasus coordination).
5. With the Relatives: provide regular updates, (Under Pegasus coordination).
6. With the media: Provide regular updates (Pegasus will manage it)

#### **General Requirements:**

1. Deploy the of the emergency response team.
2. Provide liaison staff at the emergency location.
3. Provide initial financial assistance to passengers as agreed with Pegasus

#### **Passengers and Crew:**

1. Assist with the collection of information from passengers, crew and victims.
2. Provide assistance and secured private facility for passengers.
3. Provide assistance and secured private facility for crew members.
4. Assist in repatriation and/or onward travel.

#### **Cargo, Baggage and Mail:**

1. Assist with the inventory of cargo, baggage and mail carried on the aircraft.
2. Safeguard from loss or damage the baggage, cargo and mail and arrange for secure storage.

#### **Documentation:**

1. Establish station emergency data sheet/forms contacts, grid maps, facility information sheets.
2. Maintain current emergency contact information of Pegasus, Handling Company and local authorities.
3. Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to Pegasus.
4. Support the verification of the passenger list. Maintain a log of events and action taken.

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

**Relatives:**

1. Assist with the collection of information from family members.
2. Provide assistance and secured private facility to family members.
3. Assist with reuniting passengers and family members.

**Facilities:**

1. Provide emergency response facilities for airline permanent and deployed staff.
2. Assist in the arrival, set-up and operations of the Pegasus Go team.
3. Determine appropriate support services that may be required for continuing emergency operations.
4. Arrange for security at all carriers' premises at the airport.

**Communications and Duties**

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 for International Stations. Domestic Stations LNL forms are included in the Airport Security Plans prepared by Security Department and checked at least twice a year. Also at least 5 International stations are called from Headquarter in monthly basis to check and ensure that the correct contact information is available. The forms, manuals, security plans related with Emergency Management are published and keep up to date in Comply 365.

**5.1.1 In Turkey**

The 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.

Each station representative of Pegasus Airlines must prepare station emergency plans and keep up to date them. Any revisions on the plans must be reported to Pegasus Airlines Safety, Ground Ops. and Quality Departments by representatives.

**5.1.2 In Abroad**

Pegasus representative of this country takes the position of the area. If there isn't any responsible of Pegasus Airlines at the station, plans will be prepared and up to date by handling companies. Pegasus representatives or the handling company's representatives fill the checklists and collect the reports and send them to Crisis Management Center immediately. They are responsible for implementing the necessary activities until Go-team reached the site. They render also assistance to the Go-team.

**Leadership**

Passenger information desks will be prepared for those who want to get more information about their relatives, in all airports after emergency activation by Pegasus station personnel or handling company personnel. Forms will be filled according to declarations of passenger relatives.

For Station Managers who are expected to become an Emergency Manager during crisis, an effective leadership is also an important issue for them. Keeping the overall view and the ability to perceive and to understand the needs of the various interest groups and to act accordingly makes a successful Crisis Director.

He/She also enables the exchange of information between the operative units. Situation analyses, statements regarding his intentions and planned measures, the evaluation of options, the adherence to deadlines, the timely presence at meetings, the fulfillment of commitments given, the follow-up of pending issues and the organization of resources are additional leadership prerequisites.

Guidance, consulting and advice for the establishment of your local Emergency Response Process can be requested from following contact;

Pegasus Airlines

Safety and Security Department

Tel. +90 216 560 72 68

E-mail: [safety@flypgs.com](mailto:safety@flypgs.com)

All filled forms must be sent to [crisis@flypgs.com](mailto:crisis@flypgs.com) during emergency.

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