

STATION EMERGENCY RESPONSE PLAN (SERP)

BR-MN-002

ISSUE: 8

SERP COPIES:

Stations should print this document and keep copies within local offices and ensure are always accessible.

Please print your Emergency Response information located on the easyJet **Station Information System** to sit alongside any printed copy of this manual.

This plan is not designed to replace an Airport Authority Plan, but to be used in conjunction with to ensure easyJet are fully aware and can respond to an incident

If you are aware of an incident (and the emergency services have been notified) please call the **easyJet** ICC on :

0044 (0) 203 889 0007

Version Control

VERSION NAME	REASON FOR VERSION CHANGE	DATE	NEXT REVISION DUE	REVISED BY	APPROVED BY
May 2019 Draft	Draft version prior to station completion	08/05/2019	01/05/2020	Adam Polly – Business Resilience Executive	
August Final publication	Addition of Dangerous Goods Mobility Aid load form request – Initial Actions checklist	13/08/2019	01/05/2020	Adam Polly – Business Resilience Executive	Ganu Dewnani – Risks and Resilience Senior Manager
September 2019	Minor formatting and text amendments	17/09/2019	17/09/2020	Adam Polly – Business Resilience Executive	Kathy Davies – Business Resilience Manager
SERP 2021/1.0	Updated role names and email addresses	13/05/2021	13/05/2021	Adam Polly – Business Resilience Executive	Kathy Davies – Business Resilience Manager
Issue 4	Updated to reflect new naming convention for call centre Alignment with IMS formatting and version naming	01/07/2022	01/07/2023	Joanne Webster – Business Resilience Executive	Adam Polly – Business Resilience Manager
Issue 5	Annual review Inclusion of a Flowchart	11/07/2023	1/7/2024	James de Ville – Business Resilience Executive	Kathy Davies Business Resilience Manager
Issue 6	Review and update	5/9/2023	1/9/2024	Kathy Davies Business Resilience Manager	Kathy Davies Business Resilience Manager
Issue 7	Review and update	1/9/2024	1/9/2025	Kathy Davies Business Resilience Manager	Business Resilience
Issue 8	Review and update, reflecting new humanitarian partner	27/10/2025	27/10/2026	Mimi Barber-Doherty Business Resilience Executive	

List of effective pages

v7

Page	Change
General	Updated easyJet Template, font and formatting
3	Revisions no.s
4	List of effective pages
11	Removal of Family Liaison Team reference
12	Wording addition for Grab bags to be made available to GHAs in centres

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Station Emergency Response Plan (SERP) explained

What is a SERP?

This Station Emergency Response Plan (SERP) contains requirements, information and activities necessary to ensure effective local incident and crisis management is maintained around the network. This document forms part of the wider easyJet Incident and Crisis Management Framework and should be read in conjunction with the Incident & Crisis Management Policy.

The framework and policy apply across the group of easyJet companies. Third parties including key suppliers and service providers who carry out functions on behalf of easyJet may also be required to demonstrate that they have sufficient procedures in place and are operating in accordance with the principles of the framework. Business Resilience is responsible for setting the Incident and Crisis Management Framework and Policy and drives it across all functional areas of the business.

This plan is not designed to replace an Airport Authority Plan you are expected to use to respond to an incident. This plan should be used in conjunction to ensure that easyJet can effectively respond to an incident and information on the welfare of passengers is communicated.

Purpose of the SERP

To ensure we have the relevant contacts, immediate actions and checklists to manage an incident locally in the initial phases and in return:

- Safeguard colleague and customer interests
- Protect shareholder value by minimising financial impact of incidents
- Protect the easyJet brand and reputation

Why do we need one?

There are several regulations that easyJet complies with, including but not limited to:

- EU 996/2010 'investigation and prevention of accidents'
- UK Civil Contingencies Act: 2004
- Local Government and Regulatory requirements
- Montreal Convention
- ICAO Annex 13

The core requirements are:

- Protect mental, physical and spiritual well-being of those impacted
- Timely notification of family members of victims involved in aircraft accidents
- Prompt recovery and accurate identification of victims
- Return of the victims' personal effects
- Dissemination of accurate information to family members

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Airport authority plans

The action lists and forms contained within this plan are not intended to replace those mandated by your airport authority. They are designed to assist you if an airport plan does not exist and align understanding and expectations from all parties as to the level of response requested by easyJet.

Therefore, this plan should be used in conjunction with your airport plan to ensure the welfare of passengers is being taken care of and communication is flowing back to easyJet

SERP Copies

It is recommended that Stations print this document and keep copies within local offices and are always accessible.

Please print your SERP information located on the easyJet Station Information System to sit alongside any printed copy of this manual.

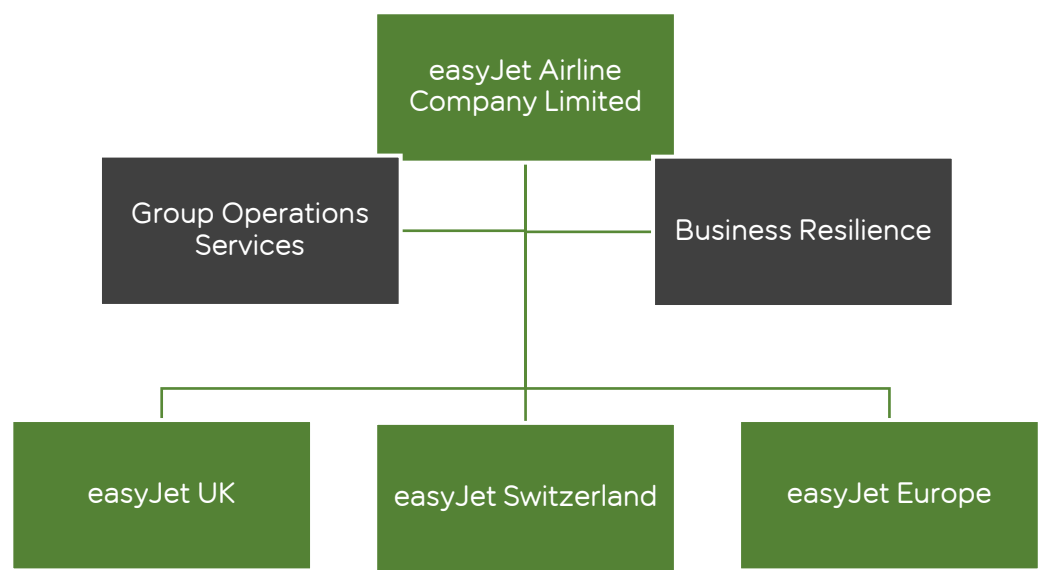
This will ensure you have access to key contacts, incident centre locations and relevant information at the time of an incident.

Please ensure you have a copy to hand no matter when you are requested to support.

easyJet Organisational Structure

Group operations services and our AOCs

easyJet Group Operation Services (GOS) provides a set of shared services to support our three AOCs so they can discharge their operational, safety and regulatory accountabilities and work to group standards.



It provides consistent contracted services to our three airlines (AOCs) based in Austria, the UK & Switzerland. This includes regulated and unregulated services (e.g. ICC, rostering, flight planning, safety, etc) to ensure our airlines have the right support.

We apply the same incident and crisis management response process for a range of trigger events to ensure the right level of support is in place and timely decisions are made in the appropriate forum, engaging the right people.

All three AOCs will be supported by a centralised Incident or Crisis Management Team, consisting of subject matter experts, tactical and strategic leadership.

easyJet Response

easyJet Crisis Management Team

The easyJet Crisis Management Centre (CMC) is located at 800 Capability Green, Luton – England

A cross functional team will be invoked, this team will support the ground-based response. Providing subject matter knowledge and guidance, additional manpower and resources, and manage the tactical response.

Ground Operations teams play a crucial role in a station response; therefore, you will be provided a point of contact to your Ground Operations representative in the Crisis Management Centre in Luton. This will ensure activities are aligned and appropriate support is provided.

easyJet Go Team

As above, the incident may require an additional level of response and recovery. This will be in the form of a Go Team, consisting of, but not limited to:

- Special Assistance Team Leaders and Volunteers
- Air Accident Investigation Branch and/or local authority investigators
- easyJet Safety and Security representatives (investigation and guidance capacity)
- easyJet engineers with investigator/aircraft recovery training
- easyJet Ground Operations
- Media spokesperson:
 - Airline leadership or CEO/COO
 - Country Director/Manager

GoCrisis

If deemed necessary, easyJet can request the assistance of GoCrisis.

They provide key services to support the easyJet group and station affected:

- Humanitarian response e.g., Family Assistance
- Disaster recovery e.g., identification and repatriation of human remains
- Customer facing call centres (numbers will be provided to you as soon as possible)

If GoCrisis is requested to respond to your station, their representative/s will make themselves known to you upon arrival. They will provide guidance, support and facilitate communication between responding parties.

Incident Response

Reception Centres

For incidents that occur on or near the airport property, several reception centres may open to support those directly affected.

They may have differing names at your station, but the structure below is the recognised norm in European aviation.

You can find the forms and action lists for these areas in sections C and D of this plan.

 Local Incident Coordination Centre (LICC)	- A designated room for easyJet and ground handling teams to coordinate their response to an incident. Copies of the SERP and Grab Bags should be stored here so Ground Handling Partners have easy access to assist our customers.
 Survivor Reception Centre or Evacuee Reception Centre (SRC/ERC)	- This centre should be opened by the Airport Authority. The Ground Handling Partner and/or easyJet management may be requested to attend. - The purpose of this centre is to provide medical aid, shelter, mental welfare, and help authorities identify the survivors. Police/Border force may interview the survivors before the airline are able to support. - You may find here: - Emergency Services - Airport faith representatives - Border Force/Immigration official - Casualty Bureau (UK) or local equivalent
 Crew Reception Centre (CRC) 	- This centre should be opened by the airport authority and will require presence of the Ground Handling Partner and easyJet teams. - The purpose of this centre is to separate the operating crew from the customers. The same level of care should be offered here as to those in the ERC/SRC - You may find here: - Emergency Services - Airport faith representatives - Border Force/Immigration official - Casualty Bureau (UK) or local equivalent
Friends and Relatives Reception Centre (FRRC)	- This centre should be opened by the airport authority and will require presence of the Ground Handling Partner and easyJet teams. - The purpose of this centre is to receive relatives and friends of those affected:

	- o Collate information on those they are seeking - o Provide access to mental welfare and support - o Provide shelter from media intrusion - o Facilitate access to reliable information • You may find here: - o Emergency Services - o Airport faith representatives - o Casualty Bureau (UK) or local equivalent - o Ground agents/easyJet - o Media
 Reunion Centre (RC)	• This centre should be opened by the airport authority and will require presence of the Ground Handling Partner and easyJet teams. • The purpose of this centre is to provide a safe environment for reunion of survivors and their relatives, and to make onward travel arrangements • You may find here: - o Emergency Services - o Airport faith representatives - o Ground Handling Partner/easyJet
 Family Assistance Centre (FAC)	This centre will usually occur when the FRRC is closed and there are relatives still seeking a customer. • This centre will be opened by easyJet/GoCrisis International Emergency Services. • It will be operated and staffed by easyJet/GoCrisis representatives • The purpose of this centre is to provide a safe and secure environment for relatives and friends of those who are missing. • The centre provides access to: - o Shelter - o Food - o Information - o Finance - o Travel support - o Mental welfare support services - o Medical Aid - o Faith Services • Ideally located off the airport property but close enough for quick transfer of relatives.
 Call Centres	• If there is a significant loss of life or injury, it may be necessary to open a call centre to take calls from friends and family of those affected. - o An additional call centre for the media may also be requested • easyJet provides this through GoCrisis - o A number will be provided from the central Crisis Management Team once available. - o The number will be published across social and print media and may appear on news broadcasts.

 Hotel accommodation	- It may be necessary to provide hotel rooms for relatives seeking a customer that is hospitalised or missing. - This may transition into the Family Assistance Centre or relatives would be transferred to the new site when ready.
 Hospitals	- It may be necessary to send Ground Handling Partner or easyJet staff to hospitals when customers have been hospitalised as a direct result of the incident. - It is usual that we will not immediately know the identities of those customers transferred to a hospital.

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Grab Bags

To ensure a swift response that can be carried out by any member of your team, a grab bag is recommended for each reception centre:

1. Survivor/Evacuee Reception Centre
2. Friends and Relatives Reception Centre
3. Reunion Centre
4. Hotel or Hospital reception centres

The contents of which could include:

- A copy of the relevant action lists from Section C (Blue)
- Additional copies of the forms from Section D (Green)
 - Recommendation to print enough copies for the largest aircraft capacity that you currently support.
- Station telephone contact list
- Radio
- Mobile phone
- Terminal maps
- Stationery (pen, paper, clipboard, staples etc)
- Company tabard/Hi-Viz

Back up communications

During events that may be considered a security threat, it is standard procedure in most countries to disable mobile telecommunications. Therefore, it is advisable to ensure you have fall back communication methods.

For example:

- Station 2-way radio system
- Use of Phone app-based communication via airport Wi-Fi
- Landline

Record keeping and document retention

All information recorded as part of the incident response may be submitted as part of an investigation. Therefore, it is vital all documentation is stored securely, and no paperwork is thrown away. Please note that information recorded may be seen by other parties, all information recorded about individuals should be objective and fact based only.

Media Guidance

In the event of an incident, and you are approached by the media, you should direct them to the easyJet Press Office. A central point of media co-ordination is established as part of the recovery

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process. It is vital that the business sends aligned messages to ensure the continued confidence of our customers.

Please use the below statement and direct all enquiries to the easyJet press office at Hanger 89, Luton Airport:

"Our primary concern is for the customers and crew at this difficult time and we are working with the authorities and making every effort to care for those affected.

I am not the person you need to speak to so please call our media department on +44 (0)1582 52 52 52 or refer to the updates posted on www.easyJet.com for the latest information. Thank you"

HOW TO USE THE SERP

Functional sections of the SERP are labelled and colour coded for quick navigation:

SECTION	CONTENT	PURPOSE	UPDATED BY
A	Station Information	- Captures key contacts and information prior to an incident occurring - Completed by station teams - refreshed annually or upon a significant change in key contact. - Ensures central teams have quick access to stakeholder details	AOCM/GHP via station information system
B	Actions required for immediate response	- Guidance for those who may become aware of an incident or are requested to respond - Actions that may be required in the immediate response	Business Resilience Team
C	Incident response and reception centre actions	Multiple reception centres may open during an incident response, they are detailed here with key actions that need to be performed by the handling agent or easyJet staff.	Business Resilience Team
D	Station Forms	Useful forms and guides that are referenced in sections B and C	Business Resilience Team
E	Glossary	An overview of acronyms and terminology used in this document and wider incident response.	Business Resilience Team
F	Airport Authority Documents	Local documentation and guidance relevant to your station; eg. terminal maps, manuals, phonebooks	GHP/AOCM

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SECTION A - STATION INFORMATION

Please complete all details via the **easyJet Station Information System (SIS)**
<https://connected.easyjet.com>

Access requires Username and Password. If you do not have the required access or wish to renew your credentials, please email the easyJet IT Service Desk:
easyjetITServiceDesk@easyJet.com

Stations are requested to complete all fields in all sections, including the **Station Emergency Response Plan section A..** These sections should be reviewed once a year as a minimum or whenever there is a significant change to a service provider or significant data held in the SERP section of the SIS

The data provided by each station will be used by easyJet Incident and Crisis Management Teams.

A printed copy of the full station SIS data should be placed after this page in the physical folder located at your station.

SECTION B – ACTIONS REQUIRED FOR IMMEDIATE RESPONSE

B.1 - Immediate actions of Ground Handling Partner or easyJet local teams

In the event of you being the first person to be aware of an accident or incident, immediately advise the easyJet Operations Control Centre (ICC) on
+44 (0) 203 889 0007

GHP/AOCM Name & role:	
Date and Time of incident:	

Stations contact details and reception centre locations found on easyJet Station Information System

To be completed by the person who becomes aware of the incident.			
A copy of this action list alongside form B.2 should be placed by any phone that may receive an incident notification call.			
No.	Action	Date / Time	Actioned By / Comment
1	Upon receipt of initial notification (normally from ATC), record details using Form B.2 (Section B: RED page B5) Establish the nature of the incident (accident, serious incident, hijack), note the source of the call, take the name and telephone number of the caller.		
2	Call the person back using a pre - approved number. Verify that the caller identity and the information received.		
3	Call Integrated Control Centre immediately– ICC on 0044 (0) 203 889 0007 and verbally advise details of the incident. Contact the easyJet AOCM if not already present Contact details on easyJet Station Information System		

4	Send the completed B2 form by email to ICC on easyops@easyJet.com		
5	If not the GHP, Notify GHP Management teams Contact details on easyJet Station Information System		
6	If possible, brief all GHP staff so they can assist (Section D: GREEN –Staff briefing guide)		
7	SECURE & COPY FLIGHT DOCUMENTATION AT DEPARTING / ARRIVING STATION The following documents should be printed when securing flight documentation and should be used as a guideline: Checked in customer list: commercial and staff, and regulatory lists, boarded list: DO NOT GIVE TO 3rd PARTIES WITHOUT PRIOR APPROVAL FROM EASYJET LEGAL TEAM. In addition, the following should be printed, (you may need help from the ICC to do this) • Load sheet • NOTOC		
8	If not already in situ, proceed to the LICC Contact details on easyJet Station Information System		
9	Upon arrival at the LICC check that access control is in place (if not, contact to Airport authority.)		
10	Advise Ground Handling Partners to secure any paper documents that they may have. eg. Boarding cards, flight plans, load sheets, customer details Contact details on easyJet Station Information System		
11	Initiate call out for local staff and other GHP staff Use your locally agreed process, or request support from your management team in contacting other staff.		

12	Consider security of any facilities located in public areas. eg Family Reception areas, Reunion Centres, Customer Service desk, GHP offices/. Co-ordinate with airport authority or easyJet security. Contact details on easyJet Station Information System		
13	Attempt to book hotel accommodation, using your pre-prepared hotel contact list of suppliers Contact details on easyJet Station Information System Ensure that you consider the following when determining how many rooms are required: • The number of customers. • The number of friends and relatives that may be at/or come to the station (you will need to make a judgement to your local custom and practice.		
14	You should also consider a location for a Family Assistance Centre, based on the circumstances and information known about the incident so you will need to secure a large conference facility at the same time. Contact details on easyJet Station Information System		
15	Please ensure you refer to any local documentation and processes you may need to follow which sit outside of this plan. For example, the Airport authority station response plan or your own internal policies (located in the back of this documents – Section F)		
16	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation.		

ACTION LIST END

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Form B.2 - Notification to easyJet

In the event of you being the first person to be aware of an accident or incident, immediately advise the easyJet Operations Control Centre (ICC) on
+44 (0) 203 889 0007

Ground Handling Partner/AOCM Name and Role:	
Date of incident:	
Flight Number (if applicable):	
Actual time of departure (UTC/Date)	
Estimated time of arrival (UTC/Date)	
Time of incident (UTC)	
Aircraft Type / Registration	
Facility location (if applicable)	
Aircraft / facilities damage (describe)	
Departure Station	
Destination Station	
Location of incident	
Total on board (crew/customers)	
Initial reports of severity: injuries or fatalities?	
Ground Handling Partner capability: Do you need additional support?	
Brief description or any other relevant information	

A copy of this form should be placed next to any phone that is likely to take notification calls and placed on notice boards in the office.

Action List B.3 - Follow on actions for Ground Handling Partner and easyJet local teams.

To be completed within 60 mins of notification

Part B.1, B.2 must be completed prior to actioning

GHP/AOCM Name & role:	
Date and Time of incident:	

Stations contact details and reception centre locations found on easyJet Station Information System

No.	Action	Date / Time	Actioned By / Comments
1	Check with the Airport Authority that screens have been changed to "See airline representative" or words to that effect.		
2	Request with the Airport Authority that any announcements will be made in agreement with the GHP or airline representative		
3	Check with the Airport Authority that all reception centres are opened and request catering for customers or family members. Record the times when these centres are opened. (Section D: GREEN -: Incident action log)		
4	As staff arrive provide a local briefing based on known facts. (Section D: GREEN - Staff briefing guide)		
5	Allocate staff to immediate duties and ensure that they take relevant paperwork to the reception centres. (See General Guidance section: Gab bags)		

6	Request that they report back to LICC once they are in situ. Staff allocation should be in the following areas depending on the scenario: 1. Log-keeper 2. Evacuee/Survivor Reception Centre 3. Airline Crew Reception Centre 4. Friends and Relatives Centre 5. Re-Union Centre (there may not be an immediate need for this role.) (Section C: BLUE - Incident response and reception centre action lists)		
7	Consider future manning needs, both as replacements and for further activities, for example: • Hotel liaison • Hospital liaison • Hotel allocation control • Payment/Cash control		
8	Develop a staff roster for the first 24hrs		
9	Ensure that regular situation updates are sent to the LICC (eg every 30 mins)		
10	Maintain an incident log. (Section D: GREEN -: Incident action Log)		
11	Maintain a communications log (emails or other communications. (Use incident action log as above)		
12	Keep a record of which staff member has been sent to which reception centre. (Use incident action log as above)		
13	Enable any pre-agreed local finance procedures to allow support of evacuees or relatives with food, transportation or clothing. If none escalate to AOCM who can inform easyJet Crisis Management Team		

14	Maintain contact with ICC via emergency number until provided with alternative contact. (eg. 30 min intervals) ICC: 0044 (0) 203 889 0007		
15	Maintain contact with the Airport Authority Crisis Centre.		
16	PR Managers / Local PR teams. Ensure that the local airline media representatives have been activated and maintain contact.		
17	Maintain contact with staff deployed to centres and support provision of customer/friends and relatives needs.		
18	easyJet staff arriving at the station may need airside access, contact local security teams to arrange fast track of this process.		
19	Identify staff available for the next two days and develop a roster.		
20	Ensure that any staff going off duty are debriefed and are in a fit state (mentally and physically) to depart. (Section D: GREEN - page D8: Debrief guide)		
21	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

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SECTION C - INCIDENT RESPONSE AND RECEPTION CENTRE ACTIONS

Action List: C.1 - Evacuee or Survivor Reception Centre (ERC/SRC) coordination actions

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

This centre may be referred to as Evacuee or Survivor Reception Centre and is for uninjured customers or customers with very minor injuries. They will be brought here from the accident scene.

Action

Ensure you have received a briefing from the Airport Authority or your team lead with the latest known information update.

Collect the SRC Grab Bag; check that you have an adequate supply of appropriate forms, stationery, telephone contact lists, radio or phone (as determined locally).

Role of the SRC team

- Meet and assist arriving customers.
- Record details from customers on appropriate forms (these are usually provided by the Airport Authority or available in **Section GREEN: D - page D3** of this local plan) including any immediate needs, eg. financial, clothing, medical, accommodation/travel etc.
- Record also any details from customers who are enquiring about other customer(s) who is/are not in the SRC. (**Section GREEN: D - page D5**)
- Ensure that regular contact and information updates are maintained with the LICC.
- Ensure that any requirements for immediate needs are being provided to customers.
- Minimum two people from easyJet or handling agent staff

Stations contact details and reception centre locations found on easyJet Station Information System or printed section A

No.	Survivor Reception Centre Action	Date / Time	Actioned by / Comments
1	Upon arrival at the SRC check that access control is in place. If not, ask to the local airport authority to increase security presence at the centre.		
2	Contact the easyJet/GHP LICC to advise that you are in situ and to test communications.		
3	Ensure that other agencies present are aware that you (and any team members with you) are representing the airline		
4	Check that the SRC is ready to receive customers, and identify a work area, if not pre-allocated agree an area with the airport authority, or select a suitable area		
5	If you have staff with you, ensure they are briefed, and agree what roles you require them to perform. Ensure that staff who subsequently arrive are briefed and allocated roles (Section D:GREEN)		
6	Assess need for any additional staff and request to the LICC		
7	Ensure staff have a supply of Immediate Needs Forms (Section D:GREEN)		
8	Ensure that medical attention (physical and mental health) is available and that the dignity of the survivors is being preserved. Seek airport authority assistance if required. Request medical representatives and faith leaders if situation requires it. (Section A:ORANGE)		
9	Ensure that catering has been made available (non-alcoholic beverages and food). This may be in conjunction with airport authority or seek to support this using GHP resources.		

10	If there are young children in the SRC, obtain some reading material or other provisions for them		
11	Ensure that the process put in place to identify those who have already provided information is being followed (usually mandated by the airport authority and will be agreed locally eg using cards, lanyards, stickers etc.).		
12	Remember customers may not be available immediately for the forms to be completed, but when possible begin using the Immediate needs forms. (Section D:GREEN)		
13	Ensure that completed forms are sent to the LICC using runners (every 20 minutes). Retain copies, if you can photocopy and keep safe do so. If you cannot copy, keep a list of customer details collected and their immediate needs.		
14	Report any issues with customers in the SRC back to the LICC and keep a record of these.		
15	Maintain regular contact with the LICC, call every 30 minutes, to receive the latest information on customers being brought to the SRC.		
16	Ensure that regular approved information briefings are provided for customers in the SRC (normally by the police or airport authority.)		
17	Ensure that any customer immediate needs are being actioned and delivered by either the airport authority or GHP teams.		
18	Liaise with the lead agency (eg. Police or airport authority) to identify the circumstances, i.e. police and/or border control approval; when crew can be released from SRC, advise details to LICC.		
19	Liaise with the LICC to identify if customers have friends and relatives in the FRRC who will require a reunion to take place.		

20	Ensure customers are escorted to the Reunion Area Ensure that onward travel, escort home or hotel requirements have been actioned and delivered. Ensure that they are provided with an airline contact. (If, GoCrisis are activated by the ICC, this will be a public facing number provided to all parties at the earliest opportunity)		
21	If customers are leaving without reunion, ensure that an escort is provided by the police/airport authority/airline. Ensure that they are provided with an airline contact. Brief customers regarding the Media presence at the airport if applicable.		
22	Record details of any customers departing the SRC (Section D:GREEN)		
23	When the SRC has closed down or a relief has arrived, return to the LICC and report for a debrief before going off duty (Section D:GREEN)		
24	All documentation, used and unused, should be returned to the LICC along with the Grab Bag		
25	Ensure that all staff including yourself have the contact of someone to provide emotional support if needed. Seek this from easyJet/GHP management teams if not readily available.		
26	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

Action List: C.2 Crew Reception Centre coordination actions (CRC)

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

The Crew Reception Centre is for uninjured operating crew or operating crew with very minor injuries. They will be brought here from the accident scene.

Action

Ensure you have received a briefing from the Airport Authority or your team lead with the latest known information update.

Role of the Crew Reception Centre team

- Meet and assist arriving operating crew.
- Record details from crew on appropriate forms (these are usually provided by the Airport Authority or available in **Section D Green** of this local plan) including any immediate needs, i.e. financial, clothing, medical, accommodation/travel etc.
- Record also any details from passengers who are enquiring about other passenger(s) who is/are not in the Crew Reception Centre
- Note that if crew are traveling on the same flight as relatives, they may choose to go to the SRC.
- Ensure that regular contact and information updates are maintained with the LICC.
- Minimum two people from airline or handling agent staff

Stations contact details and reception centre locations found on easyJet Station Information System or printed section A

No.	Crew Reception Centre Action	Date / Time	Actioned by / Comments
1	Upon arrival at the Crew Reception Centre check that access control/security is in place. If not, contact local airport authority.		
2	Contact the LICC to advise that you are in situ and to test communications		
3	Ensure that other agencies present are aware that you (and any team members with you) are representing the airline		
4	Check that the Crew Reception Centre is ready to receive crew and identify a work area, if not pre-allocated agree an area with the lead agency, or select a suitable area		
5	If you have staff with you, ensure they are briefed, and agree what roles you require them to perform. Ensure that staff who subsequently arrive are briefed and allocated roles (Section D:GREEN)		
6	Assess need for any additional staff and request to the LICC		
7	Ensure staff have a supply of Immediate Needs Forms (if not provided by airport authority, use forms in Section D:GREEN)		
8	Ensure that medical attention (physical and mental health) is available and that the dignity of the crew is being preserved		

9	Ensure that catering has been made available (non-alcoholic beverages and food), seek support for this from the airport authority or AOCM.		
10	Ensure that the process put in place to identify those who have already provided information is being followed (using cards, lanyards, stickers etc.). Remember that crew may not be available immediately for the forms to be completed		
11	Ensure that completed forms are sent to the LICC using runners (every 20 minutes). Retain copies if you can photocopy and keep safe. If you cannot copy, keep a list of crew details collected and their immediate needs		
12	Report any issues with crew in the Airline Crew Reception Centre back to the LICC and keep a record of these		
13	Maintain regular contact with the LICC (eg. call every 30 minutes) to receive the latest information on crew being brought to the Crew Reception Centre		
14	Ensure that regular approved information briefings are provided for crew in the Crew Reception Centre (normally by the lead agency)		
15	Ensure that any crew immediate needs are being actioned and delivered		
16	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

Action List: C.3 Friends and Relatives Reception Centre coordination actions (FRRC)

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

The Friends and Relatives Reception Centre is for the friends and relatives of customers who have been involved in the incident. They may be at the airport or have travelled to airport. The FRRC should be a discreet, comfortable and secure area away from the intrusive attentions of the Press. In some locations it is the airline responsibility to provide.

The FRRC will run for between 12-24 hours before the Family Assistance Centre (**Section A:ORANGE**) is opened (if required).

Action

- Ensure you have received a briefing from the Airport Authority or your team lead with the latest information update.
- Collect the FRRC Grab Bag; check that you have an adequate supply of appropriate forms, stationery, station telephone contact list, radio or mobile phone (as determined locally).

Role of the FRRC team

- Meet and assist arriving friends/relatives.
- Record details from relatives on appropriate forms (these are usually provided by the Airport Authority or available in **Section D:GREEN – page D5** of this local plan)
- Ensure that regular contact and information updates are maintained with the LICC.
- Minimum two people from airline or handling agent staff.

Stations contact details and reception centre locations found on easyJet Station Information System or printed section A

No.	Friends and Relatives Reception Centre Action	Date / Time	Actioned by / Comments
1	Upon arrival at the FRRC check that access control/security is in place. If not, ask to the local airport authority		
2	Make contact with the LICC to advise that you are in situ and to test communications		
3	Ensure that other agencies present are aware that you (and any team members with you) are representing the airline.		
4	Check that the FRRC is ready to receive friends/relatives and identify a work area, if not pre-allocated agree an area with the lead agency, or select a suitable area		
5	If you have staff with you, ensure they are briefed, and agree what roles you require them to perform. Ensure that staff who subsequently arrive are briefed and allocated roles (Section D:GREEN)		
6	Assess need for any additional staff and request to the LICC		
7	Ensure staff have a supply of Customer Enquiry Forms (if not provided by airport authority, use forms in Section D:GREEN)		
8	Ensure that medical attention (mental health) and spiritual care is available and provided as appropriate		
9	Ensure that catering has been made available (non-alcoholic beverages and food), seek support for this from the airport authority or AOCM.		

10	If there are young children in the FRRC, obtain some reading material or other provisions for them		
11	Ensure that completed forms are sent to the LICC using runners (every 20 minutes). Retain copies if you can photocopy and keep safe. If you cannot copy, keep a list of friends/relatives details collected and their immediate needs		
12	Be aware that Press may infiltrate the FRRC, if found they should be asked to leave immediately. Report to the LICC and make the airport authority aware.		
13	Report any issues with crew in the FRRC back to the LICC and keep a record of these.		
14	Maintain regular contact with the LICC, call every 30 minutes to provide/receive a status update		
15	Ensure that regular approved information briefings are provided for crew in the FRRC (normally by the lead agency)		
16	Ensure that any friends/relatives immediate needs are being actioned and delivered.		
17	Liaise with the LICC to identify if passengers have friends and relatives in the FRRC who will require a reunion to take place		
18	When advised by LICC that passengers are being released for a reunion, discreetly advise the friends/relatives concerned (remember it may be that not all passengers have survived)		
19	Ensure friends/relatives are escorted to the Reunion Area; ensure this is done according to the local plan. Ensure that onward travel, escort home or hotel requirements have been actioned and delivered in accordance with this plan or those in section F.		

	Ensure that an airline contact is provided		
20	Record details of any friends/relatives departing the FRRC. Brief passengers regarding the Press presence at the airport		
21	When all reunions have been completed, the FRRC will close down. If a location has been identified for the Family Assistance Centre , arrange accommodation for friends and relatives at this hotel Brief remaining friends/relatives regarding the location of the Family Assistance Centre. If a location has been identified for the FAC, arrange accommodation for friends and relatives at this hotel If the FAC has yet to be identified , arrange transport/hotel accommodation as required, obtain a contact and arrange to contact them with details when known.		
22	When the FRRC has closed down or a relief team has arrived, return to the LICC for a debrief before going off duty (Section D:GREEN)		
23	All documentation, used and unused, should be returned to the LICC along with the Grab Bag		
24	Ensure that all staff including yourself have the contact of someone to provide emotional support if needed.		
25	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

easyJet	BR-MN-002	Issue: 7	Effective Date: 01/09/2024
	Station Emergency Response Plan (SERP)		Owner: Business Resilience

Action List: C.4 Reunion Centre coordination actions (RC)

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

The Reunion Area is where the uninjured customers from the Survivor/Evacuee Reception Centre and the next of kin from the Friends & Relatives Reception Centre can be discreetly reunited with one another, once permission has been given from the lead agency. In some locations it is the airline responsibility to provide.

Action

- Ensure you have received a briefing from the Airport Authority or team lead with the latest information update.
- Collect the Reunion Area Grab Bag; check that you have an adequate supply of appropriate forms, stationery, station telephone contact list, radio or phone (as determined locally).

Role of the Reunion area team

- Assist with the Reunion process.
- Obtain contacts for customers leaving the airport and fulfil any outstanding immediate needs.
- Minimum two people from easyJet or handling agent staff.

Stations contact details and reception centre locations found on easyJet Station Information System or printed section A

No.	Reunion Centre Action	Date / Time	Actioned by / Comments
1	Upon arrival at the Reunion Area, check that access control is in place. If not, ask the local airport authority		
2	Make contact with the LICC to advise that you are in situ and to test communications		
3	Ensure that other agencies present are aware that you (and any team members with you) are representing the airline, and that you will need to see the customer(s) and friends/relatives when leaving the area. NB. At some locations this may be an airline responsibility		
4	Check that the Reunion Area is ready to receive customers and friends and relatives		
5	If you have staff with you, ensure they are briefed, and agree what roles you require them to perform. Ensure that staff who subsequently arrive are briefed and allocated roles (Section D:GREEN)		
6	Assess need for any additional staff and request to the LICC		
7	Ensure that you have a supply of Incident Log Forms, Cash and Payment Control Forms available (Section D:GREEN)		
8	Liaise with LICC if any immediate needs have not been met		
9	Record details of any expenditure for customer needs using Payment Control Form and liaise with the LICC for provisions		

	(Section D:GREEN)		
10	Record details of all customers leaving including any onward travel arrangements/requirements, next destination, accommodation and contact details. Ensure that they are provided with an airline contact. Pass this information to the LICC once completed (Section D:GREEN)		
11	Brief customers and friends/relatives regarding the state of the Press presence (this can be obtained from the LICC)		
12	Confirm release of customers with relevant authority eg police or local government.		
13	Record all reunions and pass details to the LICC		
14	When the Reunion Area has closed, or a relief team has arrived, return to the LICC and report for a debrief before going off duty (Section D:GREEN)		
15	All documentation, used and unused, should be returned to the LICC along with the Grab Bag		
16	Ensure that all staff including yourself have the contact of someone to provide emotional support. If needed seek this from easyJet/GHP Management if not readily available.		
17	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

easyJet	BR-MN-002	Issue: 7	Effective Date: 01/09/2024
	Station Emergency Response Plan (SERP)		Owner: Business Resilience

Action List: C.5 Hospital coordination actions

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

The Hospital Coordinator role is required when customers have been hospitalised as a direct result of the incident. It is usual that we will not immediately know the identities of those customers transferred to a hospital.

This role will be performed by Airport SAT/GoCrisis SAT/easyJet SAT members when they arrive on station.

Action

- Ensure you have received a briefing from the Airport Authority or team lead with the latest information update.
- Collect the Hospital Grab Bag; check that you have an adequate supply of appropriate forms, stationery, station telephone contact list, phone (as determined locally) All the information must be sent to LICC for communicating as required.
- Ensure you have some limited monetary funds.

Role of Hospital Coordinator

- Identify yourself to the hospital staff as being available to those injured customers arriving and subsequently being released from hospital.
- Complete documentation for customers leaving the hospital and fulfil any immediate needs. (Form available **Section D:GREEN - page D2** of this local plan)
- Minimum two people from easyJet or handling agent staff.

Stations contact details and reception centre locations found on easyJet Station Information System or printed section A

No.	Hospital Co-ordinator Action	Date / Time	Actioned By / Comments
1	The LICC will advise which hospital(s) should be attended and any known information regarding customers numbers		
2	Contact the LICC to advise that you are in situ and to test communications		
3	On arrival make contact with the hospital staff to identify that you are representing the airline		
4	Request a suitable area to set-up a guest area where friends/relatives and hospital staff know where to find you (this may be in the reception area and not ideal), once set-up confirm to LICC		
5	If you feel that a security presence is required, contact the LICC		
6	Introduce yourself to friends/relatives as they arrive and become known. Ascertain what assistance they required		
7	Identify if payment of hospital fees for any customer is required and if so contact the LICC to facilitate payment from the airline		
8	If hospital staff make you aware of customers being identified (it is unlikely that the hospital staff will advise you, you will most likely be advised by friends/relatives), complete a form for each customer and inform the LICC with details as soon as possible (Section D:GREEN)		
9	Record all reunions and pass details to the LICC		
10	Maintain regular contact with the LICC, call every 30 minutes to provide/receive a status update		

11	Ensure that any friends/relatives immediate needs, travel and accommodation needs are being actioned		
12	Record details of all customers leaving including onward travel arrangements, next destination, accommodation and contact details. Ensure that they are provided with an airline contact. Pass this information to the LICC once completed. Provide an airline contact (Section D:GREEN)		
13	Brief customers and friends/relatives regarding the state of the Press presence at the hospital, and if any additional medical facilities are required (this can be obtained from the LICC)		
14	If you are made aware, communicate any news of fatalities to the LICC. If family members are present try and offer them assistance and direct them to the Family Assistance Centre		
15	When the Hospital activity has closed down or a relief has arrived, return to the LICC and report for a debrief before going off duty. (Section D:GREEN)		
16	All documentation, used and unused, should be returned to the LICC along with the Grab Bag		
17	Ensure that all staff including yourself have the contact of someone to provide emotional support if needed		
18	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

easyJet	BR-MN-002	Issue: 7	Effective Date: 01/09/2024
	Station Emergency Response Plan (SERP)		Owner: Business Resilience

Action List: C.6 Hotel coordination actions

GHP/AOCM Name and role:
Date and Time:
Location of Centre

Background

The Hotel Coordinator role is required when customer, crew, friends/relatives have been accommodated as a direct result of the incident. It is likely that they are associated with customer fatalities and are attending the Family Assistance Centre, which may be in a different location.

This role will be performed by SAT members when they arrive on station.

Action

- Ensure you have received a briefing from the Airport Authority or team lead with the latest information update.
- Collect the Hotel Grab Bag; check that you have an adequate supply of appropriate forms, stationery, station telephone contact list, radio or mobile phone (as determined locally).
- Ensure you have some limited monetary funds.

Role of Hotel Coordinator

- Identify yourself to the hotel staff as being available to those friends/relatives staying at the hotel.
- Complete documentation for friends/relatives staying at hotel, provide transportation to the FAC and fulfil any immediate needs. Form located **Section D:GREEN - page D3/5** of this local plan.
- Minimum two people from easyJet or handling agent staff.

Stations contact details and reception centre locations found on easyJet Station Information System

No.	Hotel Coordinator Action	Date / Time	Actioned By / Comments
1	The LICC will advise which hotel(s) should be attended and any known information regarding customers numbers.		
2	Contact the LICC to advise that you are in situ and to test communications		
3	On arrival make contact with the hotel staff, explain that you are representing the airline and offering assistance to customers.		
4	Request a room to set-up a guest area where friends/relatives and hotel staff know where to find you, once set-up confirm to LICC		
5	If you feel that a security is required, contact the LICC		
6	Introduce yourself to friends/relatives as they arrive and become known. Ascertain what assistance they require		
7	Maintain regular contact with the LICC, call every 30 minutes to provide/receive a status update		
8	Ensure that any friends/relatives immediate needs, travel and accommodation needs are being actioned (Section D:GREEN)		
9	Ascertain and co-ordinate any transport requests for the friend/relatives, e.g. to/from Family Assistance Centre if open.		
10	Ensure that you have a contact for all friends/relatives leaving the hotel. Ensure that they are provided with an airline contact		

	(Section D:GREEN)		
11	Brief friends/relatives regarding any presence of media at the hotel.		
12	When the Hotel activity has closed or relief has arrived, return to the LICC and debrief before going off duty (Section D:GREEN)		
13	All documentation, used and unused, should be returned to the LICC along with the Grab Bag		
14	Ensure that all staff including yourself have the contact of someone to provide emotional support if needed		
15	Keep this checklist safe as it will be required by easyJet and may form part of any formal investigation		

ACTION LIST END

SECTION D - STATION EMERGENCY RESPONSE FORMS

Customer or Crew immediate needs (commonly used in SCR/ERC)

Enter the customer or crew details below

Identify type > (please tick)	Crew?	Customer?	Date:		Time	
Title			Nationality			
First name			Date of Birth			
Middle name			Age			
Last name			Languages spoken			
Crew number if applicable			Faith needs			
Permanent Address			Current Location			
			☐ Reception Centre			
			☐ Hotel			
			☐ Hospital			
Baggage						
Immediate needs? (eg Clothing, Footwear, medical needs, finance, transport, accommodation)						
Form completed by	Name		Company			
	Contact number		ID/Staff number			
If possible, email a copy of this form to: ARCH@easyjet.com						

Customer enquiry form (commonly used in FRRC)

This form contains 4 sections:

Person seeking customer, customer concerned, Next of Kin, and form completion

1) Details of person who is seeking a customer

Date		Time	
Title		Nationality	
First name		Date of Birth	
Middle name		Age	
Last name		Languages spoken	
Permanent Address		Current Location:	
		Reception Centre	
		Hotel	
		Hospital	

2) Details of customer who is being enquired about

Title		Nationality	
First name		Date of Birth	
Middle name		Age	
Last name		Languages spoken	
Crew number if applicable		City and country of residence	

3) Next of Kin of the person enquired about (if known / different from top section)

Title		Date of Birth	
First name		Nationality	
Last name		Date of Birth	
Phone		Languages spoken	

4) Form completed by

Name		Company	
Contact number		ID/Staff number:	

Email a copy of this form to: ARCH@easyjet.com

Payment control (used in all centres)

Delivered by	to record	payment	to, or d	lf of cu	s.				
Amount (note currency)									
Signature of recipient									
Brief details of expenditure									
Customer Name									
Date/Time									

Staff briefing guide (used by all teams)

The below is a simple guide to enable briefing of teams on the current situation and any further updates. Populate the form with known information before providing the brief to your team.

Question	Example	Your Comments	
Major Incident?	Has the airport declared a major incident? Are they activating their own emergency response plans?	Incident Date: Incident Time: Major incident declared: Yes/ No	Briefing Date: Briefing Time:
Exact location	Is it on/off airport property? Has it Occurred on route?		
Type of incident	What has happened?		
Hazards present	What may impact the response efforts?		
Access Routes	What is the best way to get to offices or reception centres?		
Number, type and severity of casualties	How many, and what condition?		
Emergency Services present and those required	Who from the airport authority and emergency services are in attendance? Do you need additional support?		
How many staff do you have available to support?	Are you able to respond effectively with the resources you have? What about shift rotations?		
Has support from the airline been requested?	Do you need extra personnel from the airline central teams?		
Additional Comments			

Staff briefing guide

EXAMPLE ONLY

Question	Example	Your Comments	
Major Incident?	Has the airport declared a major incident? Are they activating their own emergency response plans?	Incident Date: 01/01/19 Incident Time: 11:00 local Major incident declared: Yes/ No	Briefing Date: 01/01/19 Briefing Time: 11:15 local
Exact location	Is it on/off airport property? Has it Occurred on route?	Runway 32 left, eastern end of runway. Incident happened on landing.	
Type of incident	What has happened?	Aircraft overshot the runway upon landing. Nose gear has collapsed, and the front end of the aircraft is now in contact with the ground. There is a fire on the left hand side of the aircraft, evacuation is under way.	
Hazards present	What may impact the response efforts?	Smoke, Fire, Fuel, Access restrictions – emergency services will not allow access to aircraft until fire is under control.	
Access Routes	What is the best way to get to offices or reception centres?	No restrictions, therefore normal access routes appl. Use main staff central stairwell in terminal 1 for LICC. The airport authority has confirmed the pre-approved reception centres will be active as per section A of this plan.	
Number, type and severity of casualties	How many, and what condition?	No confirmed information, however, be prepared for a large number of casualties due to use of emergency slides and the presence of fire at the incident site.	
Emergency Services present and those required	Who from the airport authority and emergency services are in attendance? Do you need additional support?	Fire, Police, Ambulance – however only Fire are allowed to access the site at present until safe for other responders.	
How many staff do you have available to support?	Are you able to respond effectively with the resources you have? What about shift rotations?	3 front of house 5 back of house 1 easyJet AOCM onsite	
Has support from the airline been requested?	Do you need extra manpower from the airline central teams?	No, need to request additional support from easyJet ICC	
Additional Comments	There will be significant media presence shortly due to the severity of the incident, please familiarise yourself with the Media Statement in section A of the SERP. The airport authority has confirmed the police will be leading the response.		

Staff debrief guide (used by all teams)

Facilitator:	Staff present:	Date: Time:
In the event of a traumatic incident, all your staff will be involved in one way or another. It is essential that an operation debrief take place at the end of each shift. Debrief after such incidents help people deal with the event and their reactions constructively. Early intervention by debrief can reduce distress and prevent the onset of later problems. It enables people to establish that their feelings and emotions following a major incident may be experienced by many others in a similar situation. Debriefing is not counselling – further professional help may be required after this session.		
Location	Find quiet place to conduct the briefing uninterrupted	
Introductions	• Introduce yourself and explain you are facilitating the debrief and you are not a counsellor • Explain the process is confidential • Explain there is no formal structure and that the session is an open discussion of what took place.	
Group Discussion	• A group session may be beneficial in the first instance ◦ Ensure everyone introduces themselves and ◦ Explain the role they played in the response • Discuss the feelings everyone may go through, e.g. ◦ Grief ◦ Anger ◦ Sadness ◦ Fear • Allow people to express their opinions, reactions and feelings without inhibition or constraint • At the end of the session, remind everyone that should they wish to seek professional support to escalate it to you or their line manager.	
Time Limit	The debrief should last no longer than one hour	
DO NOT	• Do not force anyone to express their feelings (especially in a group session) • Do not set yourself high expectations (you are not a counsellor) • Try not to take notes during the debrief, if necessary, make notes after • Do not discuss specific debrief sessions with other staff members	
Follow up	Ensure that any person requiring follow up is recorded. Where further professional help is required or requested, ensure this is escalated to the team lead or AOCM for your station.	

Customer leaving (commonly used in RC - or SRC if no reunion)

As customers leave a reception centre, record their details using this form. Highlight any ongoing communication or support

Customer details		Date:		Time:	
Title		Nationality			
First name		Date of Birth			
Middle name		Age			
Last name		Languages spoken			
		Contact Number			
Detail onward travel arrangements agreed with person affected	Comments:	Current Location			
	How was this paid for and by who?	☐ Reception Centre			
		☐ Hotel			
		☐ Hospital			
Does the person affected have a vehicle they need support retrieving?	Registration: Make: Model: Colour:	Location of vehicle and any comments			
Please list any follow up actions required					
Form completed by	Name		Company		
	Contact number		ID/Staff number		
Email a copy of these completed forms to: ARCH@EASYJET.COM					

SECTION E - GLOSSARY

Abbreviation and description

This list is not exhaustive but provides guidance on the commonly used abbreviations.

AAIB	Air Accident Investigation Branch (UK)
ACCID	Air Accident Notification Message
ALERFA	The code word used in hard copy messages to ATC, used to designate an alert phase. (see also Alert Phase)
Alert Phase	A situation wherein apprehension exists as to the safety of an aircraft and its Occupants. (see also ALERFA)
AMB	Airline Management Board
AOC	Air Operator's Certificate
ARCH	Airline Response Coordination Hub (easyJet specific)
ATC	Air Traffic Control
AXA ICAS	Independent Counselling and Advisory Service
BEAA	Switzerland Air Accident Investigation
BFU	Büro für Flugunfalluntersuchungen
CAA	Civil Aviation Authority
Casualty Bureau	Police information centre to collect and disseminate details of customers/crew (UK and some European Police Forces only).
CCC	Crisis Communications Centre (AKA Media Centre)
CFIT	Controlled Flight into Terrain
CIC	Crisis Information Centre
CIM (OneVoice)	Crisis Incident Management System used by easyJet
CMC	Crisis Management Centre
CMT	Crisis Management Team
CRC	Crew Reception Centre
CRIC	Centre de Renseignement et de l'Information de Compagnie. Located in Geneva.
CVR	Cockpit Voice Recorder
DCA	Directorate of Civil Aviation
DESTRESFA	The code word used in hard copy messages to ATC to designate a distress phase (see also Distress Phase)

DFDR	Digital Flight Data Recorder
DfT	Department for Transport
Distress Phase	A situation wherein there is a reasonable certainty that an aircraft and its Occupants are threatened by grave and imminent danger or require immediate assistance. (see also Destresfa)
DVI	Disaster Victim Identification
ECC	Emergency Control Centre Emergency Contact Centre
ELT	Emergency Location Transmitter - Aircraft.
Emergency Operation Centre	A fixed designated area at the airport or city to be used in supporting and managing operations for the Emergency Services at the accident site.
Emergency Phase	A generic term whose meaning depends on the case; it may be an uncertainty phase, an alert phase or a distress phase.
ERC	Evacuee Reception Centre (known as the SRC – Survivor Reception Centre)
EZS	easyJet Switzerland AOC
EZU	easyJet Europe AOC
EZY	easyJet UK AOC
FAC	Family Assistance Centre (now also sometimes referred to as an HAC – Humanitarian Assistance Centre.) A facility that will be set up at a suitable location close to the scene to care for the needs and welfare of customer's family and friends.
FDR	Flight Data Recorder
FOCA	Federal Office for Civil Aviation (Swiss)
FRRC	Friends and Relations Reception Centre
HR	Human Resources (GoCrisis may refer to this for 'Human Remains')
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
ICAS	(Now AXA ICAS) Independent Counselling and Advisory Service
INCERFA	The code word used in hard copy messages to ATC to designate an uncertainty phase. (see also Uncertainty Phase)
GCCC	GoCrisis Call Centre
LICC	Local Incident Co-ordination Centre. Usually located at the accident airport or at the accident scene.
MCC	Media Contact Centre (this forms part of the services provided by GoCrisis)
MIL	Military

MOC	Maintenance Operational Control
Mandatory Occurrence Report (MOR)	A report of those factors that are acts, events, conditions and circumstances which combined to induce or cause the accident or incident to occur.
NAA	National Aviation Authority
NDM	Network Duty Manager - ICC
NOK	Next-of-Kin (nearest and legal relative)
OBS	Observed
ICC	Operations Control Centre located in Hanger89. Responsible for managing the flying programme. ICC is staffed 24 hours.
PEF	Customer Enquiry Form
PIC	Public Information Centre
PNR	Customer Name Record (In Reservation System)
PRC	Customer Record Card (documentation of all customers and crew on board)
PRO	Press Relations Officer
Rendezvous Point (RVP)	A pre-arranged reference point, i.e. entrance gate, road junction, cross road or other specified place, to which personnel and vehicles responding to an emergency situation initially proceed to receive directions to staging area and/or the accident/incident site.
Re-union Centre (RC)	A centre designated by the airport or police to reunite survivors and relatives.
SAR	Search and Rescue
SAT	Special Assistance Team – EZY Volunteer humanitarian assistance deployment team
SELCAL	Selective calling
SITA	Societe Internationale de Telecommunications Aeronautiques (similar to telex)
SOB	Souls on Board (total number on board including Crew)
SRC	Survivors' Reception Centre (known as the ERC – Evacuee Reception Centre)
State of Manufacture	The state(s) responsible for the certification of the airworthiness of the prototype.
State of Occurrence	The country that an accident or incident occurs.
State of Operator	The Country in which the operator has his principal place of business or, if he has no such place of business, his permanent residence.
State of Registry	The Country on whose register the aircraft is entered.

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Triage	A procedure used to sort casualties into priorities for treatment; Immediate Care - Priority I, Delayed Care - Priority II, or Minor Care - Priority III.
UFN	Until Further Notice
UTC (ZULU)	Universal Co-ordinated Time and is the same as Z or Zulu.
WHO	World Health Organisation

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	Station Emergency Response Plan (SERP)		Owner: Business Resilience

SECTION F - AIRPORT AUTHORITY DOCUMENTS

Please place local documentation after this page in the hard copy ring binder version of this plan.

For example:

- Terminal maps
- Airport Authority emergency response manual (if applicable)
- Contact/phone lists