



**TUI GROUP AIRLINES**

**Station Emergency Response Plan**

**Issue 8**

**01 DEC 2023**

**This plan contains confidential information essential for use before and during an emergency response. It may be shared outside of the Airline only with those contractors, service providers and other key stakeholders who have a role.**

**This plan forms part of the TUI Group Airlines Emergency Response Planning Manual.**

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## EMERGENCY RESPONSE

### INCIDENT NOTIFICATION AIRLINE CONTACTS

# INCIDENT NOTIFICATION AIRLINE CONTACTS

EMERGENCY USE ONLY – DO NOT DISCLOSE

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<b>On Site Manager in ERC Luton UK</b> +44 (0)1582 645590	

## INCIDENT/ACCIDENT INITIAL SITUATION REPORT

Sent the INCIDENT/ACCIDENT INITIAL SITUATION REPORT from the next page in case of:

Incident	Serious Incident	Accident
<ul style="list-style-type: none"><li>• Aeroplane incident, or PAN call, that could affect the safety of operation or could attract (serious) media attention</li><li>• Aeroplane ground damage</li><li>• Bomb threat - Ground</li><li>• DG incident</li><li>• Flight affected by natural disaster</li><li>• Airport bomb threat</li><li>• ATC Incerfa</li></ul>	<ul style="list-style-type: none"><li>• Aeroplane serious incident or MAYDAY call, that nearly resulted in an aircraft accident</li><li>• Accident with aeroplane sustaining considerable damage and / or damage to third party property</li><li>• Bomb threat - Air</li><li>• DG accident causing injuries / fatalities</li><li>• ATC Alerfa</li></ul>	<ul style="list-style-type: none"><li>• Aeroplane accident with fatal or serious injuries and substantial aircraft damage</li><li>• Aeroplane hull loss</li><li>• Aeroplane Hijacking</li><li>• Considerable damage to third party property</li><li>• ATC Detresfa</li></ul>

Note: These are examples only and not stating all possible events, in case of doubt inform the airline.



**\*\* COMPLETE IMMEDIATELY \*\***

**INCIDENT/ACCIDENT INITIAL SITUATION REPORT**

**NOTIFICATION DETAILS**

Reporter: \_\_\_\_\_  
Company: \_\_\_\_\_  
Location: \_\_\_\_\_  
Contact details: \_\_\_\_\_  
\_\_\_\_\_

**FLIGHT DETAILS**

Flight No:	Route:
A/C Registration:	Last Point of Departure:
A/C Type:	Next Destination:
Pax Numbers: (Unverified)	Crew Numbers: (FC / CC / Jump Seat ) _____ / _____ / _____

Dangerous Goods on Board?  Yes  No

Dangerous Goods Details (Type, UN-Number etc.):

**INCIDENT DETAILS**

Date of Incident (LOCAL) \_\_\_\_\_ // Time of Incident (UTC) \_\_\_\_\_

Incident Location \_\_\_\_\_ // DARKNESS or LIGHT

**NATURE OF INCIDENT**

*(Including condition of pax, crew, extent of damage to aircraft / property / ground casualties etc.)*

**NOTIFY THE AFFECTED AIRLINES OCC IMMEDIATELY REGARDLESS IF ALL DETAILS ARE KNOWN**  
**(SEE AIRLINE CONTACTS PAGE)**  
**ACTIVATE YOUR EMERGENCY RESPONSE PLAN**

## GROUND HANDLING AGENT CHECKLIST 1 – IMMEDIATE RESPONSE CHECKLIST

### TUI GROUP AIRLINES AIRCRAFT SERIOUS INCIDENT/ACCIDENT IMMEDIATE RESPONSE CHECKLIST – GROUND HANDLING AGENT

		COMPLETED	
		Time	Initials
1	<b>NOTIFY</b> the affected Airline's Operations Centre via telephone, follow up with fax/ email of Initial Situation Report - <b>(REFER TO CONTACTS PAGE)</b>		
<b>IF YOU ARE THE ACCIDENT STATION</b>			
2	<b>NOTIFY</b> Air Traffic Control, Fire Service and any other appropriate authority as required of: <ul style="list-style-type: none"> <li>• Crew and Passenger Numbers and</li> <li>• Amount and type of cargo including Dangerous Goods on board.</li> </ul> <p><i>Only the above information can be released. No further information can be released without authorisation from the Airline.</i></p>		
3	<b>ENSURE</b> Passenger Information Screens have been changed to "Contact Airline" or "Proceed to Info Desk". <i>Note: This step should only be completed once staff are in place to answer questions.</i>		
4	<b>DISPATCH</b> representatives to the Passenger Reception Centre (PRC) / Survivors Reception Centre (SRC) and ensure enough Passenger Information Cards (PIC, see Annex B) hard copies are available to hand out to the Survivors. <b>SEND</b> copies of Passenger Information Cards to the affected airline by email and/or fax. Refer to contact details.		
<b>IF YOU ARE THE DEPARTURE STATION</b>			
5	<b>COLLECT</b> and securely store all flight files and documents. <b>SEND</b> copies of Flight Paperwork to the affected airline by email and/or fax. Refer to contact details.		
6	<b>LOCKDOWN</b> DCS Check-in System.		
7	Commence <b>VALIDATED PASSENGER / CREW MANIFEST REVIEW</b> Ground Handling Agent Checklist - 2 (SEE NEXT PAGE)		
<b>ALL AFFECTED STATIONS</b>			
8	<b>ENSURE</b> a representative is sent to the Airport Emergency Operations Centre or <b>ESTABLISH CONTACT</b> with a senior manager from the Airport Authority.		
9	<b>DISPATCH</b> representatives to the Friends and Relatives Reception Centre (FRC) and ensure enough Passenger Enquiry Cards (PEC, see Annex A) hard copies are available to hand out to the Friends and Relatives.		
10	<b>COLLECT</b> and securely store all Passenger Enquiry Cards. <b>SEND</b> copies of Passenger Enquiry Cards to the affected airline by email and/or fax. Refer to contact details.		
11	<b>PROVIDE</b> welfare and support to all persons directly affected.		
12	<b>CONTINUOUS LIAISON</b> – Maintain a single point of contact for the affected airline. Assign an individual to provide updates to the affected Airline. For example: passenger status, location etc.		
13	Any requests for additional information from external parties (e.g. media) must be relayed directly to the affected airline.		
<b>END OF CHECKLIST</b>			



## GROUND HANDLING AGENT CHECKLIST 2 – VALIDATED PAX/CREW MANIFEST (DEPARTURE STATION ONLY)

VALIDATED PASSENGER/CREW MANIFEST CHECKLIST			
	**TO BE COMPLETED IN A SECURE LOCATION** **TO BE PROVIDED WITHIN 2 HOURS OF INCIDENT** CAUTION! - Passenger Manifest information must be treated with extreme care; ONLY the affected Airline's Head Office is authorised to distribute manifests	Time	Initials
1	<p><b>OBTAI</b>N and <b>SEND</b> to the affected airline via the designated point of contact:</p> <ol style="list-style-type: none"><li>1) <input type="checkbox"/> 'Verified Boarded Passenger Manifest' (Annotate "COPY 1")</li><li>2) <input type="checkbox"/> Special Service Request information (SSR)</li><li>3) <input type="checkbox"/> APIS Report / E-Borders information (if available) – where additional passenger information is stored or is available</li><li>4) <input type="checkbox"/> Crew Manifest e.g. Crew list / GENDEC</li><li>5) <input type="checkbox"/> Gate boarding log</li></ol> <p><i>Note: For stations using the Airline's DCS, this task will be completed by the Airline.</i></p> <p><b>CONFIRM</b> with the Gate Team if any last minute changes were made prior to departure. If yes, <b>ENSURE</b> last minute changes are reflected in the manifest.</p>		
2	<p><b>SECURELY STORE</b> the passenger / crew manifest with flight paperwork. Preferably within a TUI Group Airlines office if appropriate and available.</p>		
<b>IF IN DOUBT CALL THE AFFECTED AIRLINE</b> <b>END OF CHECKLIST</b>			



# GUIDELINES

## (ADDITIONAL INFORMATION/ MATERIAL FOR REFERENCE AND TO SUPPORT LOCAL TRAINING)

### 1 Introduction and Administration

#### Purpose

This document is intended to serve as an operational plan for use by airport personnel responding to an aircraft incident or accident involving an aircraft of the TUI Group Airlines.

#### Distribution

The TUI Station ERP will be provided via the TUI Aviation Ground Handling Portal. It can be found in the documents section of the system in the folder "Emergency Response Documents".

#### **Internal**

- TUI Group Airlines managers responsible for Emergency Response

#### **External**

- Ground Handling Company
- Other agencies where applicable

#### Review and Amendment

This document must be reviewed at least once per year. Ad-hoc amendments should also be made if there are fundamental operational changes which affect the practical use of this plan. Any amendment to this plan will result in a complete reissue. It is the responsibility of the Airline to issue the plan after each revision.

#### Integrated Emergency Response

This document is intended to be read in conjunction with the Airport Authority's Emergency Response Plan, the Ground Handling Agent's Station Emergency Response Plan and any other locally enforceable plan held by an interested party.

Where possible, copies of these plans should be submitted to the TUI Group Airlines via the TUI Aviation Ground Handling Portal to the TUI Airlines.

## **Regulation and Reference Documents**

CAA (CAP168) – Licensing of Aerodromes  
 EU 996-2010  
 ICAO Annex 13 – Accident / Incident Investigation  
 ICAO Annex 14 – Aerodromes Volume I, Aerodrome Design and Operations  
 ICAO Doc 9137 – Airport Services Manual (Pt.5 – Removal of Disabled Aircraft)  
 ICAO Doc 9137 – Airport Services Manual (Pt.7 – Airport Emergency Planning)  
 ICAO Doc 9973 – Manual on Assistance to Aircraft Accident Victims and their Families  
 IATA – Emergency Response Plan Guidance Material  
 US Foreign Air Carrier Family Support Act  
 TUI Group Airlines – Ground Operations Manual  
 TUI Group Airlines – Basic Emergency Response Planning Manual

## **Revision List**

#	Details of Amendments	Date	By
0	New Revision in line with TUI Group Airlines	DEC 15	TUI Group Airlines ERP Managers
1	Various updates	OCT 16	TUI Group Airlines ERP Managers
2	Various updates	OCT 17	TUI Group Airlines ERP Managers
3	Various updates	OCT 18	TUI Group Airlines ERP Managers
4	Various updates	OCT 19	TUI Group Airlines ERP Managers
5	Various updates / Removed Fill In Pages	JUL 20	TUI Group Airlines ERP Managers
6	Major changes due to adoption of TA Ground Handling Portal	NOV 20	TUI Group Airlines ERP Managers
7	Contacts sheet updates due to TOCC in Luton	JUN 22	TUI Group Airlines ERP Managers
8	Layout Updates and Alignment of Incident Notification Airline Contacts	DEC 23	TUI Group Airlines ERP Managers

## **ABBREVIATIONS / ACRONYMS**

<b>CRC</b>	Crew Reception Centre
<b>ECC</b>	Emergency Call Centre
<b>EOC</b>	Emergency Operations Centre (Airport)
<b>ERC</b>	Emergency Response Centre, also known as a Crisis Management Centre
<b>FAC</b>	Family Assistance Centre
<b>FRC</b>	Friends and Relatives Reception Centre
<b>GHA</b>	Ground Handling Agent
<b>GHP</b>	Ground Handling Portal (TUI Aviation)
<b>PIC</b>	Passenger Information Card
<b>PEC</b>	Passenger Enquiry Card
<b>PRC</b>	Passenger Reception Centre also known as a Survivor Reception Centre
<b>REUNION</b>	Reunion for Survivors with Friends and Family

## 2 Emergency Response Planning

The response to an aircraft accident will involve multiple agencies, often with competing interests and some with a role which is legally defined. It is essential that roles and responsibilities are clearly defined prior to an incident / accident.

Plans need to be relevant, practical, user friendly and ensure all users are familiar with their own roles and the wider plan.

The Airline, Ground Handling Agent and Airport Authority should have their own plan. Each should ensure a person is assigned responsibility for the maintaining the plans.

A copy of the Ground Handling and Airport Authority Plan should be provided to the TUI Airlines via the TUI Aviation Ground Handling Portal.

Where possible, a working relationship should be established with the following agencies:

- Emergency Services (Police, Fire and Rescue Services, Ambulance Services)
- Health Services
- Customs and Immigration
- Local Authorities

In addition to multiagency planning meetings, regular multiagency training and exercising of the plans will help to identify deficiencies in any plans and provide the opportunity to take corrective action before a real event.

## 3 GHA / Airline Crisis Management Structure (AIRPORT)

The provision of assistance to those people directly affected is the primary concern in the aftermath of an aircraft accident.

The Ground Handling Agent (GHA) is the Airline's primary representative on station. As such, the GHA must immediately provide all possible assistance and inform the affected airline by phone as per this plan (see GROUND HANDLING AGENT - CHECKLIST 1). Airline or other Airline representatives will be dispatched to provide support.

Due to the relationship between the charterer and the other members of the TUI Group, local representatives may also be present to offer assistance with the immediate welfare of those affected.

A tour operator's customers on board a TUI Group Airlines flight must be treated as passengers of the affected Airline.

### 3.1 Passenger Manifest Verification

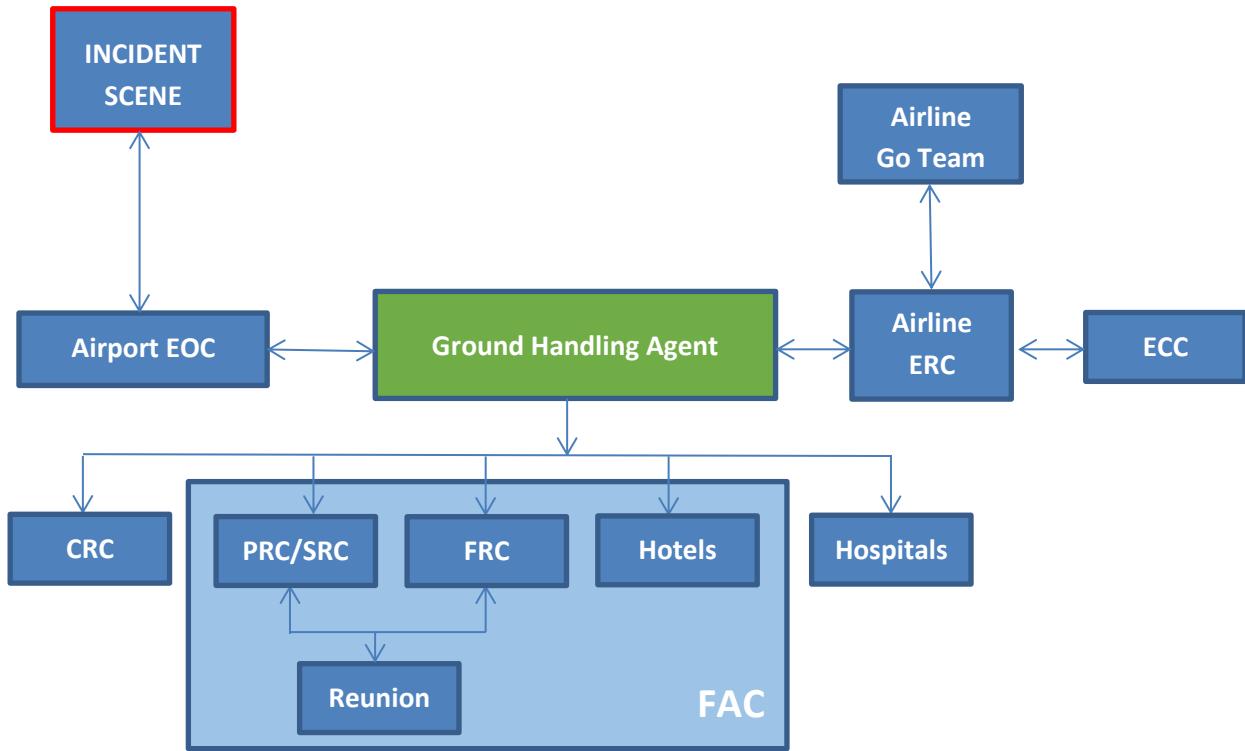
In accordance with international regulations (EU996-2010, US Foreign Air Carrier Support Act, ICAO Doc 9998), a verified passenger manifest must be made available to the affected airline as soon as possible and to authorities on request after authorization from the airline, without exceeding 2 hours (EU) or 3 hours (US). Where an 'All Boarded manifest' can be produced, this is to be treated as the validated manifest as described in EU996-2010.

Care must be taken to ensure that the names on the manifest are accurate e.g. where the number of characters limits the full spelling of the passengers' name on the manifest. To support this process, electronically stored passport information collected for immigration purposes i.e. E-Borders or APIS may be used.

Any person who has concern over the accuracy of the 'All Boarded Manifest' must inform the affected Airline immediately.

### 3.2 Communication Flow Chart

Clear channels of communication must be established. Therefore, communication from the Ground Handling Agent to the Airline must be via the affected Airline's Operations Duty Manager or Operations Centre and then via the established single point of contact.



Where SAT or other TUI staff are deployed within airport reception centres and hotels, then updated operational communications must be made to the ERC.

Until the ERC of the affected airline is opened, communications should be passed directly to the Operations Centre.

### 3.3 TUI Group Airlines Airport Staff

The plan assumes that there will be no TUI Group Airlines staff at the airport. As such, the airline will be represented by the Ground Handling Agent during the immediate response.

Where there is a TUI Group Airlines staff presence, i.e. manager or crew base, then consideration must be given at a local level with regards to additional planning for staff and their involvement in an response.

### 3.4 Security

At all bases additional security should be provided to protect employees, passengers, family members and company property.

## 4 Humanitarian Assistance (Welfare for Victims)

Survivors and Family Members should be provided with all possible assistance including the provision of food and beverages, accommodation, medication, onward travel, locksmiths and purchase of clothing for immediate use. This list is not exhaustive.



The Ground Handling Agent will be the primary representative for TUI Group Airlines and is expected to respond on the Airline's behalf. At resort airports, immediate support may also be expected (though not solely relied upon) from TUI Musement and other TUI Group employees. Temporary IDs may be required for Airside Access for some non-airport workers.

**AUTHORISATION TO PROVIDE THIS ASSISTANCE TO THOSE DIRECTLY AFFECTED IS NOT REQUIRED WHEN THIS PLAN IS ACTIVATED.**

## **4.1 Reception Centres**

### **4.1.1 Passenger Reception Centre (PRC) / Survivors Reception Centre (SRC)**

A place where all victims who do not require hospital treatment are taken to be cared and accounted for. At the airport, this is typically a gate room or baggage hall in an airside area. Essentially, the PRC / SRC should have adequate facilities to hold up to 300 + uninjured survivors, with security, catering, toilets, telephones, airline amenity kits, blankets, emergency clothing and footwear etc. This should ideally be supplied, however local infrastructure will dictate accordingly.

### **4.1.2 Friends and Relatives Reception Centre (FRC)**

Friends and Relatives waiting for the affected flight should be identified by the Airline/GHA/Airport/Other etc. staff and segregated from the public. The airport and airline should include in their respective emergency response plans clear procedures for how the above is to be accomplished.

The FRC is a facility established at the airport in the event of an emergency to care for the relatives and friends as they are awaiting information about passengers involved in the accident. The FRC should ideally have adequate facilities to hold up to 600 + persons i.e. privacy, seating, toilets, telephones, catering etc.

### **4.1.3 Crew Reception Centre (CRC)**

It is TUI Group Airlines preference to segregate the Pilots and Cabin Crew from the passengers once in the reception centre. As such, a separate Reception Centre should be provided for the Crew. Circumstances and individual preference will need to be considered at the time of an incident.

### **4.1.4 Temporary Mortuary / Body Holding Area**

A storage facility, out of sight of the media, for bodies and human remains which ensures the deceased are treated with dignity, care and respect.

Temporary mortuary facilities, where possible, should be refrigerated. Likely locations include external airside areas, disused terminal buildings, hangars etc.

### **4.1.5 Family Assistance Centre (FAC)**

The Family Assistance Centre will be established within a few hours of the incident occurring. It is the place where survivors, their family members and families of the directly affected persons will be accommodated once the Airport's reception centres at the airport have closed. A suitable hotel should be identified close to your airport which may be used for this purpose. Ideally, the hotel should have conference facilities and suitable levels of accommodation.

## **4.2 Special Assistance Team (SAT)**

Following an aircraft accident, as part of our longer term humanitarian response, the Special Assistance Team (SAT) will be deployed as part of the 'Go Team' to assist with the provision of welfare to all victims of the incident. Depending on the location and accessibility to your airport, their arrival may take several hours.

### 4.3 Hotels

It is beneficial to identify local hotels close to the airport which can be used by members of the Go Team and for use as a Family Assistance Centre.

Hotels will also be required close to airports for family members and Go Team members waiting for flights / transportation to/from the home countries.

It is imperative that as many hotel rooms as is possible are secured in the immediate aftermath of an incident / accident.

### 5. Aircraft Recovery

In accordance with ICAO Annex 14, Doc 9137 Pt. 5 – *Removal of Disabled Aircraft*, an aircraft recovery plan is in place.

In summary:

- Plans for the recovery of a disabled aircraft will be implemented immediately by our 24/7 operational team.
- As full members of the International Airlines Technical Pool (IATP), we have full access to the IATP recovery kits located globally. As appropriate, ad-hoc contracts with local 'experts' (i.e. crane operators) may be required.
- Action to recover a disabled aircraft is expected to commence well within 48hours, although it is accepted that unforeseen factors may delay the response or ability to deploy kits.
- Each Airline has a 'Go Team' on standby 24/7 for dispatch to serious incidents/accidents, which includes technical support for aircraft recovery.
- Once approval is granted from the investigating authorities, any recovery of a disabled aircraft must be in liaison with the affected Airline's Safety Manager, Insurance Representatives, Engineers and Aircraft Manufacturers (**Note** - this list is not exhaustive).

The affected Airline will be responsible for the engagement of / contracting necessary contractors at a local and international level. This will be based on discussions with our insurers and no third party should be contracted without obtaining approval from the affected Airline.

The recovery kit will be flown in from the storage locations, closest to the incident/accident site. This can take approximately 20 hours to arrive, assuming the closest airport remains operational.

### 6 Media Relations

Ideally, media communications should be coordinated by all interested parties to avoid contradictory information being released and to ensure coordination from a timing perspective.

Each airline is responsible for its own communications.

#### 6.1 Guidance for Ground Handling Agents, Ground Staff and Company Employees

Survivors, Friends and Families should be protected from unwanted intrusion by the media. However, they must not be prevented from speaking with the media if they wish.

All media communications on behalf of the affected airline will be directed and authorised via their respective Head Office. This will be delivered by official press statements or delivered by authorised spokespersons. These communications will be authorised by the respective Airline's Response Teams.

**Ground Handling Agent or Airline Employees are not authorised to make statements on behalf of the Airline.**

**All media enquiries should be directed to the affected Airline.**



## ANNEX A Passenger Enquiry Card (PEC)

<b>MUST</b>	Flight Number / Date		Date/Time of form completion	Station Forwarding Form	
	Name of agent completing form				
<b>ENQUIRER DETAILS</b>					
<b>MUST</b>	Last/Family Name			First/Middle Name	
	Relationship to passenger				
	Address				
	Telephone number (incl. country and area code)				Email address
<b>PASSENGER DETAILS</b>					
<b>MUST</b>	Last/Family Name			First/Middle Name	
	Male/Female/Child /Infant		Nationality		Approximate Age
	Traveling to/from				
<b>CAN</b>	Address			Telephone number (incl. country and area code)	
	<b>Passenger Traveling with (if known)</b>	Last/Family Name	First/Other Name(s)		Relationship to Passenger
		<b>NEXT OF KIN (if known)</b>			
<b>CAN</b>	Full Name			Relationship	
	Address			Telephone number (incl. country and area code)	
	<b>Remarks (Continue on separate sheet if necessary)</b>				



## ANNEX B Passenger Information Card (PIC)

<b>MUST</b>	Flight Number / Date		Date/Time of form completion		Station Forwarding Form		
	Name of agent completing form						
	<b>PASSENGER DETAILS</b>						
<b>MUST</b>	Last/Family Name				First/Middle Name		
	Relationship to passenger						
	Address						
	Telephone number (incl. country and area code)					Email address	
	Nationality					Passport Country of Issue (if different)	
	Language					Passport Number	
	<b>FAMILY AND FRIENDS (Person to be contacted)</b>						
<b>MUST</b>	Last/Family Name				First/Middle Name		
	Relationship to passenger				Telephone number (incl. country and area code)		
	Anyone meeting passenger at airport?	YES	NO	If YES, Name of Meeter		Relationship to passenger	
	<b>PASSENGER'S REQUIREMENTS</b>						
<b>MUST</b>	Any Special Requirements (transport, accommodation, clothing, medications etc.)						
	<b>PASSENGER'S STATUS</b>						
<b>MUST</b>	Location of passenger				Time		
	Is passenger Injured?	YES	NO	If YES, nature of injuries (Brief)			