ERP_Action Checklist

Station: _____ Date: _____

Type of Emergency: _____

Customer Airline involved in Emergency (if applicable): _____

Step	Action	Complete (Yes/No)	By Who	Comment / Remarks
1.	Notify the Aircraft Operator's Flight Watch (OCC, ONN etc), by telephone and follow up with a fax/SITA message for confirmation. Information must include: • Type of Emergency • Type, nationality and registration marks of the aircraft. • Name of the owner, operator and hirer (if any) of the aircraft. • Name of pilot in command (if known). • Place / date / time (UTC) of the accident. • Last point of departure and next point of intended landing of the aircraft. • Position of the aircraft with reference to some easily defined geographic point or latitude / longitude (if known).			

	• Number of crew and passengers on board, number of fatalities, seriously injured, as well as the number of fatalities or seriously injured of other persons not on board but affected by the incident / accident - so far as is known. • Nature of the accident and extent of damage to the aircraft so far as is known. • Any additional information.			
2.	Implement the Airport Emergency Procedures and the Operators Emergency Procedures and keep an Emergency Response Event Log.			
3.	Mobilise all available staff to assist (including off duty staff if necessary). Secure normal operation!			
4.	Notify DHS CEO, Station or Regional Manager of the incident and advise of any possible repercussions that may affect DHS			
5.	Notify the Charter and / or Tour Operator's Local Manager and arrange a joint local response to the incident under the control and co-ordination of the Operator's CMC.			

6.	In association with the Aircraft Operator send an experienced representative to the Airports LICC and in addition establish liaison with the Airport Authority.			
7.	Set up a staffed centralised location for answering public telephone enquiries until the Aircraft Operator's Emergency Call Centre is operational and then re-direct any public telephone enquiries to it.			
8.	Ensure staff at enquiry desks are briefed to direct persons responsible for meet & greet to an area identified in the Local Contingency Plan (as allocated by the Airport Authority), and on how to deal with media enquiries.			
9.	Provide a boarded passenger list (if departing airport). Ensure that access to this information is restricted and that the information is secured.			
10.	Provide following documents if requested by Operator: • Loadsheet • Loading Instruction • Cargo Documentation incl. any special and/or dangerous goods			
11.	Notify any previous route airport.			

12.	Notify the appropriate Embassy or Consulate of the condition of any of their citizens who were on board.			
13.	Send appropriate staff to assist Airport Authority to prepare areas identified in the Local Contingency Plan: • Non-hospitalised Survivor Reception Centre (SRC) • Friends and Relatives Reception Centre (FRRC) • Reunion area • Other identified information desks • Airport Emergency Operations Centre			