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Emergency Response Plan

***See the document: Working with Omni Manuals
for editing instructions and procedures***

Revision: 2

04 June 2017

Serial Number: _____

Assigned to: _____

Position: _____

AIRCRAFT N _____ (if applicable)

Date of Assignment: _____

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Record of Revisions

PLAN SERIAL NUMBER: _____

Insert all revisions immediately.

Record a brief description of the revision, effective date and the initials of the person inserting the revision.

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Emergency Response Plan

1. General Information

1.1 OVERVIEW

- (A) This **EMERGENCY RESPONSE PLAN (ERP)** provides duties, responsibilities, instructions and guidance for managers and other personnel throughout Your Company, in the event of an aircraft accident, incident or other occurrence of a serious nature. All YCO personnel should know where to locate the YCO Emergency Response Plan, and the various checklists herein that are to be used as control measures.

1.2 RESPONSIBILITY AND AUTHORITY

1.2.1 ERP ACCOMPLISHMENT

- (A) The Director of Safety (DOS) is responsible for accomplishment of the YCO Emergency Response Plan. The DOS is authorized to bring proposed changes before the Safety Action Group for review and acceptance, in accordance with **paragraph 0.7.8 Document Revision Process** of the YCO SMS Manual. All proposed changes must be accepted by the Safety Action Group.

1.2.2 FORMS REFERENCED

- (A) The following forms are used in conjunction with this ERP:
- (1) **Injury Report** (Form ERP030);
 - (2) **Aircraft Accident / Incident Report** (Form ERP031);
 - (3) **Overdue or Missing Aircraft Checklist** (Form ERP032);
 - (4) **Bomb Threat Telephone Checklist** (Form ERP033);
 - (5) **Dangerous Goods Occurrence Report** (Form ERP034);

1.2.3 DELEGATION OF EMERGENCY AUTHORITY

SRR 5.27(a),(b)

- (A) When the YCO Emergency Response Plan is activated, the Accountable Executive delegates emergency authority throughout the YCO organization with duties and responsibilities as set forth herein.
- (B) In the event a key manager of YCO is involved in an accident and is unable to perform his / her duties, further delegation of emergency authority is permitted by other key managers, including delegation of alternate accident response personnel.

1.3 COORDINATION WITH OTHER ORGANIZATIONS

SRR 5.27(c)

- (A) A coordinated response to an accident involving company aircraft is essential to minimizing negative outcomes. Your company coordinates its emergency response actions by:
- (1) Providing a copy of the ERP to those organizations with whom YCO interfaces during provision of services;
 - (2) Including pertinent interfacing organizations during emergency response drills.
- (B) For example, YCO includes the Airport Rescue & Fire Fighting (ARFF) department of the local airport at which YCO has its main base of operations.

1.4 EMERGENCY RESPONSE PERSONNEL

1.4.1 EMERGENCY RESPONSE CENTER PERSONNEL

(A) Assembled at the direction of the President, ERC personnel (ERCP) direct YCO actions, collect data, organize the dissemination of information to various persons and agencies, and maintain all records and reports associated with the event. ERCP are as follows:

President:	Name, First, Last	Tel. 999-999-9999	email address
Director of Safety:			
Director of Maint:			
Director of Ops:			
Chief Pilot:			

(B) A team leader should be appointed to oversee actions and assess whether an occurrence requires activation of the complete Emergency Response Plan.

1.5 DEFINITIONS

(A) Definitions used in this Emergency Response Plan are similar to those used by NTSB to distinguish aircraft accidents and incidents. Refer to NTSB Part 830 for definitions of aircraft accidents and incidents.

- (6) **AIRCRAFT ACCIDENT** - An event associated with the operation of aircraft that takes place between the time any person boards the aircraft with the intention of flight, and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.
- (7) **SUBSTANTIAL DAMAGE** - Damage or failure that adversely affects the structural strength, performance, or flight characteristics of the aircraft and that normally requires major repair or replacement of affected component/s. Generally the following damages are not considered to be substantial damage:
 - (a) Engine failure or damage limited to an engine
 - (b) Bent fairings, dents or small punctured holes in skin
 - (c) Ground damage to propeller blades
 - (d) Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wing tips.
- (8) **FATAL INJURY** - Any injury that results in death within 30 days of the accident.
- (9) **SERIOUS INJURY** - Any injury that:
 - (a) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
 - (b) Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - (c) Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - (d) Involves any internal organ;
 - (e) Involves second / third degree burns, or any burns affecting more than 5 percent of the body.
- (10) **AIRCRAFT INCIDENT** - Any situation other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.
- (11) **GROUND ACCIDENT/INCIDENT** - An occurrence that involves damage to company aircraft, property, or personnel when no intent for flight exists. This can be damage or injury incurred while towing an

aircraft (not during pushback, since then intent for flight exists), driving a vehicle, or falling down stairs, but is not limited to these events.

- (12) **MISSING AIRCRAFT** - An aircraft is considered to be missing when its position is unknown, and with the supply of fuel normally carried, it can no longer be airborne.
- (13) **OVERDUE AIRCRAFT** - An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received by ATC or YCO:
- (a) For 30 minutes after its last notified estimated time of arrival (ETA);
 - (b) For 5 minutes after the estimated time of landing, after having landing clearance;
 - (c) Within 10 minutes after takeoff.
- (14) **SIGNIFICANT EVENT** - An event where one or more fatal or serious injuries occur, an aircraft receives substantial damage, or facilities / property are substantially damaged.

1.6 GENERAL POLICIES

1.6.1 EMERGENCY PREVENTION

- (A) YCO personnel and managers understand that the safety of coworkers and the general public are everyone's primary concern. All YCO personnel also understand that in an imminent danger situation, they have the authority to take whatever action is necessary to avoid injury or prevent an accident. This includes emergency cessation of flight operations, maintenance activities and/or ground operations. Prompt and decisive action may be necessary in such cases. Remember, it is better to err on the side of safety rather than risk the potentially severe consequences of an emergency.

1.6.2 PROMPT COMMUNICATIONS

- (A) In an emergency of any type, management shall be notified as expeditiously as possible. Names and telephone numbers for notification of all YCO management personnel and ERC personnel are provided herein and in this ERP's Table of Contents. All information received regarding the accident / incident / occurrence shall be forwarded and communicated to the Accident Response Team Leader as soon as possible. Prompt communications may aid in deciding on an immediate course of action that could greatly reduce the potential for injury and risk.

1.6.3 MITIGATING RISK IN AN EMERGENCY

- (A) The procedures contained herein are intended to reduce/control/mitigate the effects of various emergencies that may be encountered by YCO personnel. Such mitigating strategies include evacuation of people, contacting emergency responders and firefighting agencies, containing spills of hazardous substances, shutting down of electrical power, etc. In all risk-mitigating actions, preservation of life is the highest priority.

1.6.4 CONFIDENTIALITY

- (A) All information relative to an accident, incident or other emergency should be treated as extremely sensitive and held in strictest confidence; no information should be given to any employee or other person. "Heat of the moment" statements may be admissible as evidence in court trials involving liability even though they may be hearsay. Therefore, it is YCO policy and in the best interest of all concerned to decline responses to questions that seek an expression as to the cause of any accident. All communication with regard to an accident / incident or other emergency will come from senior management only, and all inquires should be referred for response.

NOTE:

All personnel involved in an aircraft accident / incident or other emergency should *write down any details* that can be recalled . . . times, dates, persons, places, etc...from memories and/or conversations concerning the accident/incident/event. These records could become valuable in subsequent investigations and actions.

1.6.5 PRESS AND MEDIA RELATIONS

- (A) Make no statements regarding the accident / incident / emergency to anyone;
- (B) Do not, under any circumstances, speculate as to the cause of an accident / incident or other emergency;
- (C) All press and/or media inquiries should be referred to management personnel on duty.

1.6.6 NOTIFICATION OF RELATIVES AND AIRCRAFT OWNERS

- (A) Relatives of personnel, passengers and crew will be notified only by management after adequate information has been obtained and the status of those involved in the accident / incident or other emergency has been confirmed.
- (B) Only management personnel will notify aircraft owners, when aircraft are involved.

1.6.7 COPING WITH EMOTIONAL DISTRESS

- (A) Events surrounding a serious accident or other tragedy can result in emotional distress and trauma that must not be overlooked. Friends and co-workers may be hospitalized or critically injured; regulatory agencies and family members want answers; uncertainty and worry often clouds good judgment, and stress levels are high for everyone involved. Some people need to remain involved and be kept active in order to cope with this type of stress; others are almost unable to function, and require immediate attention by social workers who are trained to cope with these situations.

1.6.8 RELIEF FROM DUTY

- (A) Under these circumstances, any person who is unable, due to emotional distress, to perform any of the duties or to accept responsibilities assigned by this Emergency Response Plan, need not continue without assistance and relief. Senior management must be cognizant of the situation, and relieve any person from duty who is unable to perform the tasks and actions set forth herein. In this case, substitution of personnel is acceptable and encouraged. All persons suffering from severe emotional distress should receive the personal assistance and counseling of a social worker as set forth in the Family Assistance Plan in Section 16 of this ERP.

1.6.9 EMPLOYEE ASSISTANCE

- (A) After all immediate matters have been addressed, personnel involved in an aircraft accident or other serious emergency may need counseling or emotional reassurance, depending on the severity of the accident or emergency, their level of involvement and exposure to traumatizing events. Management offers this counseling and other benefits through the **YCO EMPLOYEE ASSISTANCE PROGRAM**. Contact a department manager for more information.

2. Emergency Response Planning

2.1 ORGANIZATIONAL MEETING

- (A) Plan ahead to respond in a logical, coordinated manner to the news of an accident involving a company aircraft by putting together a team of key corporate personnel, each of whom will have specific, pre-assigned responsibilities in the event of an accident. Your Accident Response Team should be composed of a representative from each of the following departments (or their equivalents in your management structure) AND an alternate member, in the event a primary team member is involved in the accident:

President:	Name, First, Last	Tel. 999-999-9999	email address
Director of Safety:	Name, First, Last	Tel. 999-999-9999	email address
Director of Maint:	Name, First, Last	Tel. 999-999-9999	email address
Director of Ops:	Name, First, Last	Tel. 999-999-9999	email address
Chief Pilot:	Name, First, Last	Tel. 999-999-9999	email address

2.1.1 CHECKLISTS

- (A) Checklists provide Team Members with their individual responsibilities and serve as a control to ensure the timely and coordinated completion of all responsibilities.

2.1.2 FLIGHT DEPARTMENT

- (A) Flight Crewmembers should always ensure accurate crew, jumpseat and passenger information exists in flight plans / flight releases / load manifests prior to departure. Always file a flight plan, even for positioning flights, "deadheads", or other non-revenue flights, regardless of the weather.

2.1.3 ACCIDENT RESPONSE TEAM LEADER (AND ALTERNATE)

- (A) It is strongly recommended that these individuals not be onboard the same aircraft at the same time. The most desirable candidates are members of management who are thoroughly familiar with company operations and / or maintenance.

2.1.4 ACTIVATING THE PLAN

- (A) The news of an accident involving company aircraft may come from a customer, ground agent or government agency such as the Federal Aviation Administration (FAA) or the National Transportation Safety Board (NTSB). That call may be answered by the company switchboard operator or after-hours answering service. The initial phone call alert should trigger a series of phone calls among the members of the Accident Response Team. Ultimately, all departments represented by primary and alternate Team members will become aware of the aircraft accident and will have begun to carry out their specified duties and responsibilities.

NOTE:

Since the response to news of an accident will most likely be communicated via telephone, it is imperative that each Response Team member communicate as specified in the ERP. Failure to do so will severely limit the effectiveness of the Plan.

2.1.5 ANNUAL ERP EXERCISE

- (A) At least once annually, Your Company conducts a simulation of an aircraft accident in order to exercise the duties and responsibilities of all personnel and to examine and measure the effectiveness of the processes established in this ERP. All managers should be involved in each simulation.
- (B) YCO managers will determine which interfacing organization(s) the annual drill will be coordinated with. At the discretion of management, certain federal, state, and local airports or other authorities may also be involved.

NOTE:

All personnel who have a role in the emergency response plan should be trained in their respective duties and responsibilities, and the plan should be exercised annually in order to test its integrity.

2.1.6 ON-SITE ASSISTANCE

- (A) Depending on the severity of the accident, insurance adjusters or a claims representative may be available to provide a wide range of services and assistance at an accident site. These services include:
 - (1) comforting the injured and their families;
 - (2) helping with medical, hospital and funeral arrangements;
 - (3) assisting local authorities in securing the accident site;
 - (4) coordinating with the NTSB, FAA and local authorities;
 - (5) removing the aircraft to a repair or storage facility, and
 - (6) clean-up of the accident site.

2.1.7 COMPANY REPRESENTATION

- (A) Your Company may wish to have its own, specially-trained staff member present at an aircraft accident site.

3. Aircraft Accident / Significant Event

3.1 MANAGEMENT RESPONSE ACTIONS

(A) When an accident or incident occurs, it is normally not possible to assess the situation accurately. The following procedures apply.

3.1.1 FIRST PERSON - SWITCHBOARD

(A) Make an initial alert phone call to [REDACTED]
[REDACTED] of the specific response should be.

NOTE:

The designated Team Leader will be determined by which members of management (if any) were involved in the accident or event.

3.1.2 FLIGHT CREW MEMBERS

(A) If the situation warrants:

- (1) Declare an emergency / Evacuate aircraft per Aircraft Flight Manual or Company Operations Manual
- (2) Notify local authorities;
- (3) Observe [REDACTED];
- (4) Secure the scene / Render first aid;
- (5) Contact [REDACTED];
- (6) Do not speak to the media or make statements to government officials.

3.1.3 ACCIDENT RESPONSE TEAM LEADER

(A) If the President or Director of Operations is involved in the accident, [REDACTED]
[REDACTED] Response Plan.

(B) Initiate **POST-ALERT DUTIES & RESPONSIBILITIES** under Paragraph 3.3 below, activate the ERP and follow the **Checklists in Section 5**. The Team leader should further:

- (1) Verify information received in initial contact;
- (2) Assess the si [REDACTED];
- (3) Notify FAA and NTSB;
- (4) Direct all [REDACTED];
- (5) Contact local law enforcement;
- (6) Confirm crew [REDACTED]
[REDACTED] any wreckage;
- (8) Delegate retrieval of records [REDACTED]
[REDACTED] and amend flight operations as necessary including involving company personnel at the accident site.
- (10) Prepare statement for release to the press.

3.1.4 APPROPRIATE / AVAILABLE DEPARTMENT MANAGERS

- (A) Appropriate and available department managers are those who were not involved in the accident, and who were contacted in the initial alert notification. Appropriate managers (or their delegates) should promptly:
 - (1) Secure all [redacted];
 - (2) Secure all pertinent maintenance records;
 - (3) Advise training and [redacted];
 - (4) Arrange for [redacted] testing;
 - (5) Report all actions taken to the Accident Response Team Leader.

NOTE:

No statements to the press will be made unless authorized by senior management.

- (B) Be wary of any individuals seeking information. Provide information only to properly identified local and federal officials. Ask to see proper identification and do not be intimidated.

3.2 ALERTS

3.2.1 CALLS BETWEEN ACCIDENT RESPONSE TEAM MEMBERS

- (A) Once the Accident Response Team Leader has been notified of an aircraft accident, a series of phone calls among key personnel will be triggered.

NOTE:

Since the response to news of an accident will most probably be communicated via telephone, it is imperative that each Response Team Member communicate as specified in your Plan. Failure to do so will break the phone chain and severely limit the effectiveness of the plan.

3.2.2 NOTIFICATION OF AUTHORITIES

- (A) The Accident Response Team Leader shall immediately notify the Federal Aviation Administration (FAA) Communications Center Duty Officer, the YCO Principal Operations Inspector (POI), Principal Maintenance Inspector (PMI) and if applicable, the Principle Cabin Safety Inspector (CSI). The Team Leader may delegate these duties to his representative or the Director of Safety.

National Transportation Safety Board (Region): Tel: 999-999-9999
FAA Comm. Center Duty Officer (Local Area FSDO): Tel: 999-999-9999

FAA POI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PMI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PAI:	Name, First, Last	Tel: 999-999-9999	email address
Unit Supervisor:	Name, First, Last	Tel: 999-999-9999	email address

- (B) In carrying out notifications of FAA and company personnel, if a person cannot be contacted immediately, the caller shall go on to the next name until the list is completed and then return to those persons that have not been contacted.

NOTE:

Do not postpone notifications or delay action while awaiting the return call of someone who cannot be contacted.

3.3 POST-ALERT DUTIES & RESPONSIBILITIES

- (A) The following actions shall be taken and duties performed in the event of an aircraft accident. The Director of Safety may also direct that these actions be taken in the event of an aircraft incident, based on the Director of Safety's assessment of the incident.

3.3.1 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- (A) Keep the rest of all flight operations running.
- (B) Establish telephone communications between the Accident Response Team Leader and the accident site.
- (C) The Accident Response Team Leader will complete **Aircraft Accident / Incident Report SP031**
- (D) The Accident Response Team Leader will [REDACTED] pertinent Maintenance Records, etc.). All flight records will be given to the Emergency Response Center Chairman upon request.
- (E) The Accident Response Team Leader will [REDACTED] with date, time, and content of call.

3.3.2 SAFETY OFFICER'S PROCEDURES

- (A) The Director of Safety shall confirm notification of all ERC personnel and NTSB / FAA Authorities, and establish a telephone log of all notifications. The Director of Safety shall [REDACTED] logs and any other accident information available for each ERC member.

3.3.3 EMERGENCY RESPONSE CENTER PROCEDURES

- (A) Emergency Response Center members will assemble at the YCO principal base of operations and under the direction of the President:
- (1) Each member will [REDACTED] prepared for each department.
 - (2) Each member will follow the procedures located in the checklist.
 - (3) Follow the checklist with the [REDACTED] accomplished by your department.
 - (4) Collect and organize all records [REDACTED].
 - (5) Stand by for further [REDACTED].
 - (6) Initially each required ERC position should plan on being staffed 24/7.
 - (7) The ERC Chairman, at [REDACTED] of operation.
 - (8) In the event a call is made to any ERC position, appropriate steps (such as forwarding calls) shall be taken to prevent missing an important call.

3.3.4 FIRST PERSON PROCEDURES AT ACCIDENT SCENE

- (A) The first employee ("First Person") to arrive at the scene of an accident may be a line service person, mechanic or other employee. This First Person must, [REDACTED] a checklist system that will enable the first person to commence an orderly response to an aircraft accident.

3.3.5 ACTION PRIORITIES

(A) At the scene of an accident, action priorities for company representatives shall be:

- (1) Rescue and saving lives.
- (2) Caring for [REDACTED] survivors.
- (3) Preservation of:
 - (a) Wreckage
 - (b) Mail and Cargo
 - (c) Flight records, flight data recorder, [REDACTED] (the flight data recorder and
 - (d) Voice recorder will be quarantined by the Maintenance Q/A).
 - (e) Maintenance records
- (4) Establish contact with the Manager on Duty / ERCP.

(B) Once the situation has stabilized, the following actions shall be taken:

- (1) Request assistance from [REDACTED], mail, cargo and easily destroyed evidence.
- (2) If Dangerous Goods are involved, consult the **Dangerous Goods Manual** for proper handling and advise local authorities.
- (3) Take photographs and notes of [REDACTED] and gouges, etc.
- (4) Maintain continuous contact with the Manager on Duty / ERCP.
- (5) Request that the area be secured and to be treated as a "crime scene."

3.4 COMMUNICATIONS

(A) Unless otherwise authorized, all communication with the accident location will be through the Emergency Response Center. The Manager of [REDACTED] accurate records of all significant phone calls and conversations, including the time and date they took place.

NOTE:

All statements to the press will only be made through the President or other designated member of senior management.

3.4.1 MEDIA STATEMENT EXAMPLE:

"I have received notification that our company aircraft has been involved in an (accident-incident-threatening act). I understand that (number) passengers and (number) crew members were onboard.

We are in the process of notifying the [REDACTED]

[REDACTED] Plan and are working with the investigative authorities in charge to determine exactly what happened.

We will inform the media of additional information as soon as it becomes available. Otherwise, we will (hold a press conference-issue a press release) tomorrow at (time)."

CAUTION:

Be wary of any individuals seeking information. It is essential in this critical time that the rights and privacy of all employees and YCO be protected. Comments are often taken out of context, and the press routinely reports erroneous information in order to get a story or news report aired or published. Provide information only to properly identified local and federal officials.

3.5 ACCIDENT INVESTIGATION

- (A) Until the arrival of the NTSB or FAA, YCO is responsible for the preservation of the wreckage, mail, cargo, and all records pertaining to the accident. Refer to the YCO **Event Investigation Program** for more information.
- (1) The U.S. NTSB will normally [REDACTED] in the United States.
 - (2) The Canadian TSB will normally conduct the investigation of the accident in Canada.
 - (3) At an overseas locations, the [REDACTED] may invite the NTSB and FAA to assist.
 - (4) YCO may or may not be invited to participate and provide personnel for the investigative team.

3.6 REQUIRED REPORTS

- (A) The following reports will be [REDACTED], but remain the responsibility of the Director of Operations.
- (1) **Within 3 hours advise the U.S. Department of State of each passenger who is a U.S. citizen, together with the point of contact for each passenger.**
 - (2) **Crewmember Statement:** In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the accident as they appear to him/her.
 - (3) The Aircraft Dispatcher of the flight shall [REDACTED] all information used in dispatching the flight and any flight following messages received from the flight.
 - (4) **Within three (3) days, YCO shall submit to the FAA a Mechanical Reliability Report in accordance with 121.703.**
 - (5) **Within ten (10) days, YCO shall file a report on NTSB Form 6120.1 or Form 7120.2.**
 - (6) **Upon request, submit a report to Director, Family Support Services, National Transportation Safety Board.**

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4. Administrative Information On-Site

4.1 RESPONSIBILITIES OF FIRST PERSON OR SENIOR EMPLOYEE ON SCENE

4.1.1 OVERVIEW

- (A) Your role during the initial response to an accident is to [REDACTED] YCO entrusts you, as its senior on-site representative, to arrive at a common-sense solution.
- (B) This list is not all encompassing; rather, it provides the minimum essential elements that apply to most aviation mishaps. You must tailor this plan to your own organization, mission, and operational location.
- (C) All personnel involved in [REDACTED].

4.1.2 PRIORITY OF ACTIONS

- (A) Subparagraphs are listed in order of priority.
- (1) **Protect people** - Life saving operations take first priority.
 - (2) **Protect property** - Property should be protected from unnecessary additional damage.
 - (3) **Preserve evidence** - Treat the [REDACTED] get their addresses and phone numbers.
 - (4) **Notify and investigate** - Report the accident. Do not delay reporting if detailed information is not immediately available.
 - (5) **Recovery operations** - Everything [REDACTED].

4.1.3 PROTECT PEOPLE

- (A) Many times in the urgency to assist accident victims the rescuers may place themselves in jeopardy and become victims themselves. Risk assessment and mitigation procedures should be enforced.
- (B) Ensure ALL crew and passengers involved in an aircraft accident are cleared by medical authority prior to returning to duty.
- (C) Keep non-essential personnel well clear, and preferably upwind.
- (D) Hazards at an aircraft accident site can include:
- (1) **Biological Hazards** -- Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and many others. See OSHA's 29 CFR 1910.1030 for control measures.
 - (2) **Toxic Substances** -- Fuel, oil, hydraulic fluid, and exotic aircraft materials such as beryllium, lithium, chromium, and mercury. You must also consider the cargo the aircraft was carrying.
 - (3) **Pressure Vessels** -- Tires (often above 90 psi), hydraulic accumulators, oleo struts, oxygen cylinders, and fire extinguishers. They may look OK, but they may have been damaged in the crash.
 - (4) **Mechanical Hazards** -- Metal under tension (rotor blades bent under fuselage), heavy objects, composite materials, and innumerable sharp edges.
 - (5) **Fire Hazards** -- Unburned fuel, hot metal (or other components), aircraft batteries, pyrotechnics, and the ignition of grass as a result of the accident. Be cautious of smoldering items which may re-ignite.
 - (6) **Environmental Hazards** -- Weather, terrain, and animals (snakes, spiders, scorpions, etc.) Depending on the location and time of year, the environment may be among the most serious hazards at the scene.

- (E) Utilize available protective devices and clothing, and use extreme caution when working around the wreckage. Protective measures include:
- (1) Minimizing the number of personnel allowed to enter the accident site.
 - (2) Ensuring exposed personnel use appropriate personal protective equipment (PPE) such as boots, long pants, long-sleeved shirts, leather gloves (use surgical gloves as inserts if blood or bodily fluids are present), and appropriate respirators if toxic vapors or composite material pose respiratory hazards.
- (F) Do whatever is necessary to extricate victims and to extinguish fires, but keep in mind the need to protect and preserve evidence. Document and/or photograph the location of any debris which must be disturbed in order to carry out rescues or fire suppression activities.

4.1.4 PROTECT PROPERTY

NTSB Sec. 831.12 Access to and release of wreckage, records, mail, and cargo.

- a. *Only the Board's accident investigation personnel, and persons authorized by the investigator-in-charge to participate in any particular investigation, examination or testing shall be permitted access to wreckage, records, mail, or cargo in the Board's custody.*
- b. *Wreckage, records, mail, and cargo in the Board's custody shall be released by an authorized representative of the Board when it is determined that the Board has no further need of such wreckage, mail, cargo, or records. When such material is released, Form 6120.15, "Release of Wreckage," will be completed, acknowledging receipt.*

- (A) Treat the accident site like a crime scene. Wreckage, cargo, and debris should not be disturbed or moved except to the extent necessary:
- (1) To remove victims.
 - (2) To protect the wreckage from further damage.
 - (3) To protect the public.
- (B) *In addition to the authority explicit in NTSB 831.12 another (very good) argument for restricting access is for the protection of the public from the hazards of the accident site.*
- (C) Initially the accident site should be protected by either your own people (e.g. if the accident occurred at a fire) or by local law enforcement officers. The investigation team may request extended security until the investigation is completed.

4.1.5 PRESERVING EVIDENCE

NTSB Sec. 830.10 Preservation of aircraft wreckage, mail, cargo, and records.

- a. *The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to Sec. 831.12(b) of this chapter.*
- b. *Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:*
 1. *To remove persons injured or trapped;*
 2. *To protect the wreckage from further damage; or*
 3. *To protect the public from injury.*
- c. *Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.*
- d. *The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.*

(A) In addition to those items required by law (above) you should also:

- (1) **Control access to the site** by cordoning off the area and allowing into the area only those individuals who have official business. Establishing a pass system to identify authorized personnel is an excellent technique for serious accidents. Everyone who enters should be briefed on the known or suspected hazards and cautioned to avoid disturbing the evidence (flipping switches and souvenir hunting).
- (2) **Photograph everything.** Some evidence may be easily destroyed prior to the arrival of the accident investigators. Photograph switch positions, ground scars, and other perishable evidence.
- (3) **Identify witnesses and request statements.** Request witnesses to write out their statements as soon as possible (before witnesses can compare notes).

(B) **Be sure to GET WITNESSES' NAMES, ADDRESSES AND PHONE NUMBERS.** Supervisors must ensure that personnel with information pertinent to the investigation are made available to the investigators in a timely manner. If possible, coordinate with the accident investigator(s) PRIOR to de-mobilizing personnel with information pertinent to the accident.

(C) **Secure equipment and records.** Crew items (i.e. helmets, survival equipment (if used), notes, charts, etc.) as well as dispatch logs and records should be controlled and provided to the investigation team upon ON-SITE arrival.

4.1.6 NOTIFY AND INVESTIGATE**(A) Initial Notification:**

- (1) DOI Aviation Management (DOI-AM) or the USDA-Forest Service (USFS) will be contacted by calling 1-888-4MISHAP (1-888-464-7427) and providing the information on Aircraft Accident Checklist FS 5700-28.
- (2) DO NOT DELAY the initial notification by trying to complete all of the blanks on the form. Call in the accident as soon as possible and call back as more information becomes available.
- (3) The DOI-AM or USFS Investigator will review your actions and advise you of any additional actions you should be taking, or reports you need to make.
- (4) If you have enough people you should conduct the notification process at the same time as you are conducting other aspects of the immediate response.

(B) Investigation:

- (1) Aircraft accidents (fatality, serious injury, or substantial damage) will usually be investigated by NTSB personnel (PL 106-181). DOI-AM/USFS personnel will generally be a "party" to the NTSB investigation.
 - (2) Aircraft incidents-with-potential will be investigated by Air Safety Investigators from DOI-AM or USFS.
 - (3) Aircraft incidents will usually require the local Aviation Manager or Aviation Safety Manager to investigate the event and report the facts and circumstances to DOI-AM/USFS. No report is required by the NTSB unless specifically requested (Part 830.15).
- (C) All aviation-related events that impact aviation safety (for either DOI-AM or USFS), must be reported using the SAFECOM (<http://www.safecom.gov/>).

4.1.7 RECOVERY OPERATIONS

- (A) If an accident is investigated by DOI-AM or USFS investigators, they are responsible for notification of the NTSB and compliance with section 831.12 prior to releasing the wreckage.
- (B) Actual recovery (and the associated costs) is usually the responsibility of the owner (or the owner's insurer). Before committing the Government to unnecessary costs, check with the appropriate Contracting Officer.
- (C) Use extreme caution when removing or recovering aircraft wreckage. Normally, salvage personnel are aware of, and take appropriate precautions for, hazards at accident sites. Your people may not!

NOTE:

The YCO First Person at the location of the accident is authorized to recruit assistance from other sources in time of emergency. These assistants will be compensated by YCO.

4.2 CONDUCT OF AIRCRAFT ACCIDENT INVESTIGATIONS:

- (A) All U.S. Department of the Interior (DOI) and U.S. Department of Agriculture - Forest Service (USDA-FS) aircraft mishaps are investigated under the authority of the National Transportation Safety Board (NTSB) as defined in:
 - (1) 49 Code of Federal Regulations (CFR) Parts 830 and 831
 - (2) Public Law (PL) 106-181, and Federal Management Regulation (FMR) 102-33.185.
- (B) Regardless of severity, all aircraft mishaps (accidents or incidents) are the domain of the NTSB. If the NTSB elects to not visit the site and the physical investigation is conducted by DOI or USDA-FS personnel, it is still an NTSB investigation and investigative efforts must comply with their rules and standards.

4.2.1 EMERGENCY CONTACT CHECKLIST

(A) The following agencies shall then be contacted and informed of the situation. Only those agencies deemed necessary need be contacted. **DO NOT CALL** them unless you have reason to believe they are unaware of the accident. Local disaster plans normally include their automatic notification.

Agency	Contact	Phone
DOI-AM/USFS	1-888-4MISHAP	(1 888 464-7427)
FAA Flight Service Station	1-800-WX BRIEF	(1 800 992-7433)
FAA Communication Center		1-202-267-3333
NTSB Communication Center		1-202-314-6290
<i>Update phone numbers, frequencies, and POCs quarterly and for each mission</i>		
1. Primary Response (Emerg. Responders dial 911, use discrete numbers as back-up)		
a. Fire Department		
b. Police		
c. Ambulance		
d. Air Ambulance		
e. Hospital		
f.		
2. Secondary Response (Support Personnel)		
a. Flight Following -- FAA Flight Service Station (1 800 WX BRIEF)		
b. _____ – Dispatcher		
c. DOI-AM / USDA-FS Aviation Safety Manager (1 888 4MISHAP)		
d. NTSB (1-202-314-6290)		
e. Photographer		
f. HAZMAT Response Team		
g. Coroner		
h. Clergy		
i. Explosive Ordnance Disposal (Military or Police)		
j. Engineer / Recovery Specialists		
k.		
3. Agency Management and Other Agencies (as required)		
a. Public Affairs Officer		
b. Military Base Operations		
c. Federal Emergency Management Agency (FEMA)		
d. Airport Operations		
e. Aircraft Owner/Operator		
f. Contracting Officer		
g. Security		
h. DOI-AM Regional Office or USFS Regional Office		
i.		

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5. Aircraft Accident Checklists

5.1 GENERAL

(A) Responsibilities for emergency response may be overlooked in the aftermath of an accident, so best practices suggest the use of checklists. A hard copy of these checklists should be kept in several locations, such as in the office, at home, and at Your Company's after-hours answering service switchboard. Laminated copies could also be kept in flight bags and ground vehicles, along with emergency telephone contact numbers.

NOTE:

Every effort should be made to maintain the accuracy of telephone, pager and other contact information. Changes should be promptly reported to YCO administration for timely revision and distribution of updated lists, to all appropriate ERC personnel and managers.

(B) Checklists are included herein for:

- (1) Flight Crew Members;
- (2) President (or other Senior Manager);
- (3) Director of Operations;
- (4) Director of Safety;
- (5) Director of Maintenance;
- (6) Manager on Duty or Dispatcher;
- (7) Security

5.2 FLIGHT CREW MEMBERS' CHECKLIST

Action	Date	Time
Declare an emergency. It is important to acknowledge the seriousness of an emergency situation. Declaring a Mayday as early as possible will allow more time for emergency services to properly respond.		
Evacuate aircraft in _____ Manual.		
Inform Local Authorities at the accident site including police, fire and rescue of any passenger injuries and arrange for treatment.		
Isolate and secure the scene with police assistance. It is the operator's responsibility to preserve the integrity of the site for investigators.		
Render emergency first aid to injured persons. Arrange for medical treatment, by a physician, for all passengers and crew whether they appear injured or not. After an accident, the welfare of all _____ Your Company.		

<p>Obtain witnesses. Observe anyone in the area at the time of the incident who may be an eyewitness. Try to obtain names and addresses so that they can be contacted later.</p>		
<p>Do not make statements to the media. Other than responding to emergency medical treatment inquiries, do not speak to anyone at the scene. You should have the opportunity to fully recover from shock and review the details of the event in a thoughtful manner and seek counsel from You [redacted] aircraft documents, pilot's license and medical certificate (14 CFR 61.3(h)), and blood alcohol tests (14 CFR 91.17(c)(d)).</p>		
<p>Contact your Aircraft Accident Response Team Leader and advise him/her of the situation. Let the Team Leader coordinate Your Company's response.</p>		

CAUTION

Do not permit any persons to re-enter the aircraft under any circumstances. If sound judgment dictates a need to re-enter the aircraft or wreckage, this should be done so only by a crewmember.

- (A) As required by NTSB regulations, the PIC (or SIC if the PIC is incapacitated) is responsible for ensuring that no person disturb or move any wreckage, mail or cargo, except to the extent necessary:
 - (1) to remove persons injured or trapped;
 - (2) to protect the wreckage from further damage; or
 - (3) to protect the public from injury.

- (B) This responsibility shall remain [redacted] are available, request assistance if necessary to secure the accident site.

NOTE:

Do not allow aircraft parts, cargo, mail or baggage to be moved unless necessary for rescue operations. Do not allow any aircraft switches or controls to be touched.

5.3 SWITCHBOARD OPERATOR'S AND AFTER-HOURS CONTACT CHECKLIST

Action	Date	Time
<p>Know the name of company aircraft's registered owner(s), if different from the name of Your Company.</p>		
<p>Get the information: (use forms provided in Section 17 of this ERP)</p> <ul style="list-style-type: none"> • Name, entity, telephone [redacted] • [redacted] threats of sabotage or hostages as genuine. Try to record the exact words of the caller. Listen for identifiable background noise. • Note the date and time of the call and the reported accident/occurrence. 		
<p>Call the President, D.O. and/or other department managers with initial notification of the event. Be prepared to provide as many details as possible.</p>		
<p>Direct all incoming phone calls regarding the accident to the Team Leader. Calls from the media should be directed to [redacted].</p>		

Notes:
Do not speak to the media. Act in a responsible, professional manner.
Report Emergencies Immediately to available YCO managers.
If all information is not [redacted] gathered.

5.4 PRESIDENT’S CHECKLIST

(A) The President should have administrative support from the Manager on Duty or Director of Safety if the D.O. has been deployed to the accident scene as Senior [redacted] the accident.

Action	Date	Time
Receive briefings from Director of Safety / Director of Operations.		
With the Director of Safety and/or D.O., select YCO people and external support personnel to deploy to the accident site.		
Instruct all team members [redacted] y be released by the (on-site) Senior [redacted] approval of the President		
Inform all team members to [redacted] and filing, or to the Director of Safety for tracking and filing at the ERC.		
Direct preparation for team travel to accident site.		
Recall legal counsel (if required).		
Recall Public Relations advisors (if required).		
Be prepared with a statement for the media. State only the facts. Do not speculate (see example below)		
Be prepared to answer media questions. State only the facts. Do not talk “off the record”. Refer reporters to the [redacted] It may be helpful to provide information regarding the company’s: Safety Management System Average number of years of experience for your pilots Pilot recurrent training program Type and age of aircraft		
Issue an in-house statement for company employees.		
Notify the Board of Directors and other executives as necessary.		
Receive and disseminate daily status reports from Senior Representative		

5.5 DIRECTOR OF OPERATIONS' CHECKLIST

(A) The Director of Operations should coordinate with the President to ensure all duties are performed due to the numerous communications and activity generated by the event. The Director of Safety, Manager on Duty, Human Resources and other personnel should be available to assist the D.O. An alternate person may be required to perform or delegate the duties of any manager who has been involved in an accident.

Action	Date	Time
Direct Emergency Response Center members to initiate notifications from appropriate call lists.		
Establish telephone and action log.		
Establish contact with the on-site location.		
Brief all Team members on known facts.		
Locate and isolate [redacted] delegate these duties.		
Direct the Director of [redacted] site.		
Appoint NTSB liaison. Ensure proper YCO representation on NTSB investigative groups.		
Notify FAA and NTSB in accordance with procedures in Section 3A. Discuss response plans [redacted].		
Direct a Chief Pilot to collect [redacted] pertaining to flight.		
Secure and copy pertinent flight crew records. Sequester records for collection by NTSB.		
Evaluate existing conditions (Initial Assessment of Risk) that might cause another similar [redacted] precautionary measures.		
Procure a set of [redacted]		

Assemble Flight [redacted]		
Direct any other duties for the [redacted].		
Ensure Crew [redacted] schedules as required.		
Notify Cockpit [redacted] Human Resources).		
Ensure [redacted] of Safety and Human Resources)		
Ensure hospitalized crewmembers receive a visit.		

NOTES:

5.6 SAFETY OFFICER'S CHECKLIST

(A) The Director of Safety's primary role is to support the President and D.O. in the completion of their duties and with regard to unforeseen circumstances that may arise.

Action	Date	Time
Report immediately, and supervise the activation of the Response Team.		
Ensure notification [redacted], Red Cross).		
Assist the President and D.O. in supervising the Emergency Response Center (ERC).		
Prepare a room or private [redacted].		
Gather documents/information [redacted] Insurance Company as required.		
Complete NTSB Accident Report Form for President's review.		
Perform [redacted] and/or D.O.		

NOTES:

5.7 DIRECTOR OF MAINTENANCE’S CHECKLIST

(A) The Director of Maintenance should work in close coordination with Maintenance Q/A to ensure that all aircraft maintenance records pertaining to the aircraft involved are secured, copied and sequestered for NTSB and FAA. Other maintenance personnel may be assigned to assist the Maintenance Q/A on-site and prepare for aircraft recovery.

Action	Date	Time
Establish telephone and action log.		
Notify the Aircraft Manufacturer.		
Secure and copy [redacted] a log of all documents copied for NTSB and/or FAA.		
Compile applicable [redacted].		
Develop aircraft [redacted] plan in concert with NTSB.		

NOTES:

5.8 MANAGER ON DUTY OR DISPATCHER'S CHECKLIST

(A) The Manager on Duty should provide administrative support to Emergency Response Center members, if possible. The Manager o [redacted] other information pertaining to the accident. **The Manager on Duty should ensure that original documents are retained, and duplicate copies are made for all copies of all YCO records given to NTSB and/or FAA regarding the accident investigation.**

Action	Date	Time
Collect all flight information documents and passenger manifest. Copy PAX & CREW [redacted]		
Verify and confirm that each and every passenger (and crew) shown in flight documents are or were in fact aboard the aircraft. Update manifest as information is [redacted] and distribute copies to all ERC personnel.		
Establish contact with accident site.		
Inform on-site Senior [redacted] and communications updates.		
Ensure each crewmember not [redacted]		
[redacted]		
Establish log of any documents [redacted] to any agency (NTSB, FAA, Insurance Carrier).		
Provide [redacted] (Continuous).		
Serve as central call receiver.		
Schedule [redacted]		
Initiate schedule adjustments.		

NOTES:

5.9 SECURITY CHECKLIST

(A) Security actions should be [redacted] orth below. The President should be kept well-informed of all security actions taken, and any difficulties encountered in the successful completion of all security duties.

Action	Name of person responsible	Date	Time
Establish telephone and action log (Attachment 1).			
If accident site is at the [redacted] site.			
If the accident is not at the home airport, establish, contact and [redacted] enforcement agencies.			
Contact local police association for use of off-duty police as site guards.			
Provide any [redacted] by the YCO Response Team.			
Provide [redacted], and also provide security to [redacted].			
Recall [redacted] Assistance Coordinator.			

NOTES:

6. Aircraft Incident

6.1 GENERAL

- (A) An aircraft incident is a [REDACTED] less than substantial damage; or if injury to personnel is involved, the injury is less than serious.
- (2) Refer to Definitions in **Section 1** of this ERP for descriptions of SERIOUS INJURY and SUBSTANTIAL DAMAGE.

6.2 AIRCRAFT INCIDENT INITIAL RESPONSE

6.2.1 RECOGNITION AND INITIAL REPORT

- (A) The first YCO employee who becomes aware of an aircraft incident should contact the Accident Response Team Leader and/or the Director of Safety at the numbers provided in Section 1.

NOTE:

Do not delay notification while awaiting more complete information.

6.3 ALERTS

- (A) Once the Accident Response Team Leader and/or the Director of Safety have been notified of an aircraft incident, the Accident Response Team Leader will alert department designees.

6.3.1 FOR ANY AIRCRAFT INCIDENT

- (A) The Director of Operations, Director of Maintenance and Director of Safety shall be alerted through one of the telephone numbers listed in [REDACTED] Safety and any other available department managers should promptly determine if the event is to be regarded as a significant event. If the event is determined to be significant, refer to **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS** of this ERP.

6.3.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- (A) The Accident Response Team Leader will solicit reports or statements (as appropriate) from all involved persons as soon as possible, and provide the Director of Safety with copies of all reports for investigation and follow-up. Upon receipt of information concerning an aircraft incident, the Accident Response Team Leader shall:
- (1) Complete **FORM SP031 AIRCRAFT ACCIDENT / INCIDENT REPORT**.
 - (2) If persons are injured (even minor), complete **FORM SP030 INJURY REPORT**.
 - (3) Ensure that all pertinent [REDACTED] Director of Operations or his representative.
 - (4) The Director of Operations or designee will make all accident/incident notifications to the NTSB.

- (B) When an accident or incident occurs, Your Company, as the operator of the aircraft, is responsible for the preservation of "...any aircraft wreckage, cargo, and mail aboard the aircraft and all records, including all recording mediums of flight, [REDACTED] takes custody thereof or a release is granted." (NTSB 830.10)

6.3.3 REQUIRED REPORTS

- (A) The following reports will be generated, collected, and submitted according to this plan. Typically, the Director of Operations will submit the required reports.
- (1) Crewmember Statement (may be typed or handwritten on separate sheets of paper):
 - (a) In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the incident as they appear to him/her.
 - (2) If requested, the Accident [REDACTED]
[REDACTED] including all facts and reports received by him concerning the flight.
 - (b) The Accident Response Team Leader of the flight shall submit a written report containing all information used in dispatching the flight and any flight following messages received from the flight.
- (B) A written report of the above incidents shall be filed with the NTSB only when requested by an authorized representative of the Board.

7. Ground Incident

7.1 GENERAL

- (A) A Ground Incident is an occurrence or event that involves damage to company property or personnel when no intent for flight exists. It can be but is [redacted] turn, driving a vehicle, or falling down stairs.

7.2 GROUND INCIDENT INITIAL RESPONSE

7.2.1 RECOGNITION AND INITIAL REPORT

- (A) The first YCO employee who becomes aware [redacted] contact the Accident Response Team Leader at the telephone numbers listed in Section 1:

NOTE:

Do not delay notification while awaiting more complete information.

- (B) The Accident Response Team [redacted] should be contacted.

7.2.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- (A) The Accident Response Team Leader will solicit a report from all involved persons as soon as possible, and provide the Director of Safety with copies of all [redacted] Leader shall:
- (1) Complete **FORM SP031 AIRCRAFT ACCIDENT / INCIDENT REPORT.**
 - (2) If persons are injured (even minor), complete **FORM SP030 INJURY REPORT.**

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8. Injury or Death

8.1 GENERAL

- (A) **INJURY REPORT FORM SP030** should be submitted for any job-related injuries, regardless of their severity. Reports may be submitted to your department / station manager, or directly to the Director of Safety.

8.2 SERIOUS INJURY

8.2.1 RECOGNITION AND INITIAL REPORT

- (A) The first YCO employee who [redacted] with company operations shall contact LOCAL EMERGENCY SERVICES, the YCO Accident Response Team Leader and/or the Director of Safety, in that order.

EMERGENCY SERVICES: CALL 911

- (B) **State calmly and clearly:**

- (1) **The nature of the emergency or injuries**
- (2) **Estimated number of injured**
- (3) **Address of the injury location and telephone number**
- (4) **Do not hang up until 911 hangs up first.**

NOTE:

Do not delay notification while awaiting more complete information.

- (C) As soon as possible after the event that caused the serious injury or injuries, a list of the individuals involved shall be compiled and provided to the [redacted] be notified and requested to activate the YCO **Family Assistance Plan**.
- (D) Under this plan, YCO provides support services to the families of those deceased as well as those injured and survivors without injury, through a Family Assistance Support Center (FASC). YCO has designated the Director of Human Resources as the key [redacted].

NOTE

**YCO policy prohibits the release of passenger / crew / supernumerary manifest information unless specifically authorized by the FASC.
This information is considered sensitive and confidential.**

- (E) Coordination with federal, state and local authorities having emergency responsibilities will be accomplished by the YCO Family Assistance staff, and on site by the YCO Emergency Response Center.

8.2.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

(A) The Accident Response Team Leader shall:

- (1) Complete Injury Report Form SP030 for each person.
- (2) Contact appropriate department managers, and, depending on the size and scope of the event, activate the YCO [REDACTED]).
- (3) If a crewmember becomes incapacitated while in the performance of his/her duties, the NTSB and FAA shall be notified, and Crew Scheduling must be alerted for a replacement.

8.2.3 REQUIRED REPORTS

(A) The following reports shall be filled out as soon as possible:

- (1) If **intent for flight** exists when a person is seriously injured or killed, it is considered an **aircraft accident** and NTSB form 6120.1/2 must be filled out. (For additional information, refer to **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS**.)
- (2) Complete report required under the Occupational Safety and Health Act (OSHA).
- (3) Human Resources [REDACTED], [REDACTED], Family Support Services, National Transportation Safety Board (NTSB).

9. Overdue or Missing Aircraft

9.1 OVERDUE AIRCRAFT

(A) An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received [REDACTED]

[REDACTED]
[REDACTED] after having landing clearance

(3) Within 10 minutes after takeoff

9.2 MISSING AIRCRAFT

9.2.1 RECOGNITION AND INITIAL REPORT

(A) An aircraft is considered to be missing when its position is unknown, and when it can no longer be airborne based on the amount of fuel aboard at take- [REDACTED]

[REDACTED] aircraft will most likely come to the Accident Response Team Leader or Flight Control.

9.2.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

(A) In either situation, the first steps are to try and locate the aircraft using **OVERDUE OR MISSING AIRCRAFT CHECKLIST FORM SP032**.

(1) If no contact is established with [REDACTED]

[REDACTED]
[REDACTED] of senior management.

NOTE:

Do not delay notification while awaiting more complete information.

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10. Hijacking

10.1 GENERAL

- (A) If a company aircraft is hijacked, [REDACTED] via a phone patch to Flight Control or the Manager on Duty.

10.2 HIJACKING INITIAL RESPONSE

- (A) Upon receipt of information indicating a company aircraft is being hijacked, the Manager on Duty shall:
- (1) Initiate Emergency Notification of the President & all department managers
 - (2) Notify the FAA [REDACTED] YCO.
 - (3) Maintain direct contact with the aircraft if possible.
 - (4) Use the ERC as a Command Center.
 - (5) The flight crew will [REDACTED] [REDACTED] aircraft, with the Captain of the aircraft and company management.
 - (7) All department managers should be prepared to provide on-site technical support, including personnel, to the Airport and Security Authorities if requested.
 - (8) At the conclusion of the incident, disclose no information to the news media or general public unless specifically authorized by management.

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11. Ground Facility Bomb Threat

11.1 GENERAL

- (A) Any employee aware of a potential bomb threat will immediately notify the Manager on Duty and the Director of Safety. If the threat is [REDACTED] law enforcement.

11.2 GROUND FACILITY BOMB THREAT INITIAL RESPONSE

11.2.1 SPECIFIC ACTIONS

- (A) When a telephone bomb threat is received, the recipient should do the following:
- (1) Do not hang [REDACTED]
[REDACTED]
[REDACTED] the caller says. If feasible, record the conversation.
 - (4) If available, use the Bomb Threat Telephone Checklist (Form SP033).
 - (5) Ask the caller about the location and type of device.
 - (6) How soon will the device detonate? What will make it detonate?
 - (7) Listen to the voice of the caller and note accents, affectations, sex, age, etc. and note these [REDACTED]
[REDACTED]
[REDACTED] hanging up.
 - (11) Notify the Manager on Duty.
- (B) Every effort should be made to extend the conversation by asking the caller detailed questions regarding the type of bomb, type of explosive, type of timing device, time set to explode, etc.
- (C) Once a threat is made, the person receiving the threat shall immediately contact the Manager on Duty and the Director of Safety. The Director of Safety shall immediately notify authorities (see **Paragraph 3.2.2: Notification of Authorities**);

NOTE:

While most bomb threats are hoaxes, it is important that every threat be taken seriously. In general, the more specific information the caller provides, the greater the credibility of the threat.

- (D) For bomb threats not received at YCO's main base of operations, the person receiving the threat should inform the Station/Facility Manager who will:
- (1) Contact [REDACTED]
[REDACTED] Duty.
 - (3) Coordinate with Police and the YCO Director of Safety or Security Officer who will determine further action, i.e. evacuation, etc.

11.2.2 SUSPICIOUS OBJECTS

- (A) If any suspicious object/package is unidentified and suspected to be a bomb:
- (1) Inquire in immediate surroundings regarding ownership of the object/package, and make an announcement regarding the unclaimed item.
 - (2) Do not touch [REDACTED]
[REDACTED]
[REDACTED].
 - (5) Attempt to determine the object's status through use of a FAA-approved explosive detection system.
- (B) If the explosive detection system indicates the presence of an explosive in the object, immediately notify local law enforcement and begin orderly evacuation of all people in the area.

12. Aircraft Bomb Threat

12.1 GENERAL

- (A) Any employee aware of a potential bomb threat will immediately notify the Manager on Duty and the Director of Safety. If the threat is [redacted] regarding bomb threats are made in person, attempt to detain the individual. Immediately summon security or local law enforcement.
- (B) In flight, the crew will be following specific instructions contained in their Flight Operations Manuals.

12.2 AIRCRAFT BOMB THREAT INITIAL RESPONSE

12.2.1 SPECIFIC ACTIONS

- (A) When a telephone bomb threat is received, the recipient should do the following:
- (1) Do not hang up on the caller. Remain on the line and gather as much information as possible.
 - (2) Whenever possible, try to [redacted]
[redacted]
[redacted] of device.
 - (6) How soon will the device detonate? What will make it detonate?
 - (7) Listen to the voice of the caller and note accents, affectations, sex, age, etc. and note these observations.
 - (8) Listen carefully for background noises (i.e. traffic, machinery, television, etc.) and note these observations.
 - (9) Ask the caller why the device has been placed.
 - (10) Wait for the caller to [redacted]
[redacted]
[redacted] the conversation by asking the caller detailed questions regarding the type of bomb, type of explosive, type of timing device, time set to explode, specific flight involved, etc.

NOTE:

While most bomb threats are hoaxes, it is important that every threat be taken seriously. In general, the more specific information the caller provides, the greater credibility of the threat.

- (C) Once a threat is made, the person receiving the threat shall immediately contact the Manager on Duty and the Director of Safety. The Director of [redacted]
[redacted]
[redacted] case emergency egress means will be used. The flight crew has been trained to follow the instructions contained in their Flight Operations Manuals.

- (E) For bomb threats not received at the YCO main base of operations, the person receiving the threat should inform the Station/Facility Manager who will:
- (1) Contact local police.
[REDACTED]
 - (3) Coordinate with Police and YCO Safety / Security Officer who will determine further action.

12.3 BOMB WARNING CLASSIFICATION

- (A) The Bomb Warning classifications are:
- (1) **Indirect:** There is no Positive Target Identification (PTI); the threat does not relate to a specific flight, and indicates that the [REDACTED] Identification. Immediate implementation of bomb warning procedures is recommended.
 - (a) When a Bomb Warning is evaluated as Direct, all communication between the flight crew and Ground Communication Centers will be in plain English.

12.3.1 INFLIGHT COMMUNICATION CODES

- (A) When communicating with ATC or any other Agency outside YCO, use the term **"bomb warning."**

12.3.2 MANAGER ON DUTY PROCEDURES

- (A) If the aircraft is on the ground:
- (1) Contact the crew and the ground station immediately, directing an aircraft evacuation.
 - (2) Ensure local police at the [REDACTED] **Checklist (Form SP033).**
- (C) After notifying the captain, the Manager on Duty shall contact the Director of Safety and the President, and activate the YCO Emergency Response Center (see **SECTION 3: AIRCRAFT ACCIDENT / SIGNIFICANT EVENT PROCEDURES** of this ERP for more information).

12.3.3 SAFETY OFFICER PROCEDURES

- (A) The Director of Safety will:
- (1) Determine a bomb warning classification for internal use.
 - (2) Coordinate a course of action with the Director of Operations and the Manager on Duty.

13. Emergency Evacuation of Employees from Overseas Locations

13.1 GENERAL

(A) In the event there is a sudden situation such [REDACTED] the following procedures apply.

13.1.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

- (1) Gather as much information as possible from the reporting source to include:
 - (a) The nature [REDACTED] [REDACTED] area, or if that is not possible, a significant landmark.
 - (c) The number of company employees to be evacuated.
 - (d) The names of YCO employees to be evacuated.
 - (e) Are the employees in a safe [REDACTED] [REDACTED] [REDACTED] with them (i.e., cell phone, satellite phone)?
- (2) Contact the Director of Safety.
- (3) If contact is not made within 15 minutes, contact the YCO President.
- (4) Report the details to the Director of Safety and/or President with all details to determine if the Emergency Response Center (ERC) personnel shall be recalled. In the event the President is unavailable, the Director of Operations will act on his behalf.

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14. Abduction/Kidnapping of YCO Employee

14.1 GENERAL

(A) In the event the Manager on Duty is notified that a company employee has been kidnapped or abducted, the following procedures apply.

14.1.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

(1) Gather as much information as [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] the initial report:

(d) What are the details of the incident: (time, place, etc.):

(e) Contact information of the reporting source:

(2) Contact the Director of Safety.

(3) If contact is not made within 15 minutes, [REDACTED]

[REDACTED] /or President with all details to determine if the Emergency Response Center (ERC) personnel shall be recalled. In the event the President is unavailable, the Director of Operations will act on his behalf.

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15. Suspicious Items / Vehicles and Explosions

15.1 GENERAL

(A) In the event that an [redacted] cardboard boxes, automobiles or other vehicles. Any of these, or numerous other items could conceal an explosive device. **Contact the police by calling 911.** Explain that a suspicious letter/parcel has been received and request a police response.

15.1.1 LETTER / PACKAGE BOMB

(A) The following indicators are signs of [redacted]
[redacted]
[redacted] or misspelled.

- (4) Mailed from a foreign country.
- (5) Excessive securing material (string or tape).
- (6) No return address.
- (7) Oil stains.
- (8) Peculiar odor.
- (9) Envelope may feel especially rigid or seem uneven or lopsided.
- (10) An irregular [redacted] noises.
- (12) Protruding wires.
- (13) Pressure or resistance when removing contents.

15.1.2 SUSPICIOUS VEHICLES

(A) A suspicious vehicle is defined [redacted] with some of the following characteristics can be considered to be suspicious:

- (1) No license plates.
- (2) No registration or inspection stickers or other official documentation.
- (3) Rental utility vehicle such as a U-[redacted] type truck or van.

15.2 SUSPICIOUS ITEM / VEHICLE RESPONSE

(A) Upon noting a suspicious item or vehicle, [redacted]
[redacted]
[redacted] further action, i.e. evacuation, etc.

15.2.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

- (1) Ensure local police [redacted] threat and the status of police notification.
- (3) Contact appropriate department / facility managers with details and for recommended additional courses of action.

15.2.2 SAFETY OFFICER PROCEDURES

(A) The Director of Safety will:

- (1) Coordinate actions at the incident [redacted] and override the plan determined by YCO.

15.2.3 EVACUATION PROCEDURES

(A) If an emergency evacuation is ordered, local police and the Station/Facilities Manager determine the direction of evacuation and safe haven to report to in accordance with local procedures.

- (1) The Station/Facility Manager ensures all company employees are notified to evacuate the building and ensures all employees leave the [redacted]
- (e) Fuel truck - 6500 ft (over 1 mile)
- (f) Semi-trailer - 7000 ft. (approx. 1.3 miles)

15.2.4 EXPLOSION RESPONSE PROCEDURES

(A) In the event of a sudden explosion at a company facility, the immediate concern should be to notify emergency services agencies and evacuate the area. The explosion may be caused by something other than a bomb (i.e. transformer,

[redacted] on Duty at YCO's principal base of operations) should follow these steps:

- (1) Evacuate personnel from the blast site [redacted] emergency service personnel (police and fire agencies) determine the site is safe.
- (5) Be aware of the possibility of a secondary device, including the possibility of a secondary device at the evacuation assembly area.

16. Hazardous / Radioactive Material Incident

16.1 GENERAL

- (A) This Section contains procedures for immediate actions and internal reporting of incidents involving Dangerous Goods / Radioactive [REDACTED] of Dangerous Goods / Hazardous Material / Radioactive Material Incidents to appropriate regulatory authorities.

16.1.1 MANAGER ON DUTY PROCEDURES

- (A) In the event of a dangerous goods / hazardous material incident, the Manager on Duty will:
- (1) If aboard an aircraft that is airborne, inform the aircrew to follow the procedures in the Emergency Response Guide Book located on the aircraft.
 - (2) Fill out the **Dangerous Goods Occurrence Report (Form SP034)**
 - (3) **Contact CHEMTREK at 1-800-424-9300 or 703-527- 3887** for emergency assistance.
 - (4) **Notify INTERNATIONAL SOS if medical consultation is needed at 1-800-523-6586 or 215-942-8226.**
 - (5) Notify the incident site [REDACTED]
[REDACTED], and to determine if additional supervisors or department managers should be contacted.
- (B) A Dangerous Goods Emergency Response chart is provided for quick reference of initial actions and precautions (see **DANGEROUS GOODS EMERGENCY RESPONSE CHART** below).

16.1.2 REQUIRED REPORTS

- (A) Refer to the YCO Dangerous Goods Program for reporting requirements to authorities and reporting procedures. To report an [REDACTED] **Form SP034**).

16.2 RADIOACTIVE MATERIAL INCIDENT RESPONSE

- (A) In the event of a radioactive incident, pass the following information to persons with authority at the incident site:
- (1) Do not occupy the aircraft until qualified personnel have determined there is no significant surface radiation contamination.
 - (2) Segregate persons [REDACTED]
[REDACTED] the radioactive materials.
 - (4) In incidents involving fire, stay upwind: keep out of smoke, fumes, or dust rising from the accident.
 - (5) Remove injured from the accident area with as little contact as possible. Take any measure necessary to save a life but carry out only minimal first aid and surgical procedures until medical personnel familiar with radiation medicine arrive.
 - (6) Do not eat, drink, or smoke in the area. Do not use food or drinking water that may have been contaminated with material from the accident.

16.3 RADIOACTIVE MATERIAL EMERGENCY RESPONSE CHART

16.3.1 NRC - US NUCLEAR REGULATORY COMMISSION

(A) NRC maintains an active program to ensure readiness to respond to any event that might impact public health or threaten the environment. NRC's Office of Nuclear Security and Incident Response (NSIR) has the primary responsibility for this essential agency function.

16.3.2 LOCATIONS

(A) The NRC has its headquarters in Rockville, Maryland and four regional offices around the United States. Business hours are 0730 - [REDACTED]

<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED] : U.S NRC Region II Sam Nunn Atlanta Federal Center 23 T85 61 Forsyth Street, SW Atlanta, GA 30303-8931</p> <p>Phone: 404-562-4400 Toll Free: 1-800-577-8510</p> <p>Hours: 0700 - 1615 lcl (ET) Monday through Friday</p> <p>TDD: 301-415-5575</p>
<p style="text-align: center;">Region III</p> <p>Address: U.S NRC Region III 801 Warrenville Road Lisle, IL 60532-4351</p> <p>Phone: 630-829-9500 Toll Free: 1-800-522-3025</p> <p>Fax: 630-515-1078</p> <p>Hours: 0700 - 1645 lcl (CT) Monday through Friday</p> <p>TDD: 301-415-5575</p>	<p style="text-align: center;">Region IV</p> <p>Address: U.S NRC Region IV Texas Health Resources Tower 611 Ryan Plaza, Suite 400 Arlington, TX 76011-8064</p> <p>Phone: 817-860-8100 Toll Free: 1-800-952-9677</p> <p>Hours: 0700 - 1615 lcl (CT) Monday through Friday</p> <p>TDD: 301-415-5575</p>

16.4 DANGEROUS GOODS EMERGENCY RESPONSE CHART

HAZARD CLASS DIVISION AND COMPATIBILITY GROUP	DANGEROUS GOODS CLASS	HAZARD DESCRIPTION	IMMEDIATE ACTION: MINIMIZE LEAKAGE AND CONTACT WITH OTHER CARGO.
1.3C 1.3G	Explosives	[REDACTED]	[REDACTED]
[REDACTED]	(Acceptable on Cargo Aircraft [REDACTED])	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Ignites when leaking High pressure cylinder bursting Subcooling	See Explosives Evacuate goods Ventilate area
2.3	Toxic Gas (acceptable on Cargo Aircraft Only - CAO)	High pressure cylinder bursting and toxic inhalation	KEEP AWAY minimum 25 meters
3	Flammable Liquid	Gives off flammable vapor	See Explosives
4.1	Flammable Solid	Combustible, contributes to fire	DO NOT USE WATER UNDER ANY CIRCUMSTANCES
4.2	Spontaneously Combustible	Ignites in contact with air	
4.3	Dangerous when wet	Ignites in contact with water	
5.1 5.2	Oxidizer Oxidizer Peroxide	Ignites combustibles on contact	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Isolate area. Obtain qualified assistance DO NOT TOUCH KEEP AWAY minimum 25 meters
[REDACTED]	[REDACTED]	[REDACTED] disease in humans and animals	
7 CAT I 7 CAT II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and harmful to health	
8	Corrosive	Hazardous to skin and metal	See Explosives AVOID CONTACT WITH SKIN!
9	Polymeric Beads Magnetized Material Carbon Dioxide, Solid (Dry Ice) Miscellaneous Dangerous Goods	Evolves small quantities of Flammable Gas Affects navigation system Causes subcooling/suffocation Hazards not covered by other classes	AVOID CONTACT WITH SKIN! No immediate reaction required.

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17. International SOS

17.1 GENERAL

(A) International SOS provides medical assistance, international healthcare, security services and outsourced customer care throughout the world. The company has over 4,400 professionals operating in 66 countries. Emergency medical

SOS is not only for serious medical problems, it is for any medical condition or simply for medical advice or to answer a medical query, such as food-related illness, intestinal problem, severe cold, etc.

17.2 MEDICAL ASSISTANCE PROCEDURES

To obtain medical assistance or advice, crewmembers and other employees should contact the Manager on Duty who will in turn contact is available to all YCO employees who are traveling both during flight and on the ground.

17.2.1 FOR INFLIGHT ASSISTANCE ONLY

(1) SOS Philadelphia In-Flight Assistance Line - 1-215-701-2818

(2) For non-in-flight

, Middle East - 44-20-8762-8008

(d) Asia, Australia, New Zealand, Pacific Rim - 65-338-7800

17.2.2 IN-FLIGHT ASSISTANCE PROCEDURES

(A) In the situation of a serious medical condition occurring during flight, use the following procedure, and be aware that a First Aid Kit is carried aboard all company aircraft:

(1) Upon receiving a medical call concerning an injured or ill person, the Manager on Duty will establish a phone link with

nationality, next of kin)

(d) Description of problem or complaint

(e) Mental status - i.e. conscious, alert/ drowsy / disoriented / unconscious

(f) Past Medical History - include if Medic alert wristband or necklace

(g) Medications

(h) Vital signs - pulse, breathing rate, temperature

- (3) If the Captain or crewmember feels that circumstances and time do not allow for a call to the Manager on Duty in System Control, International SOS may be called directly on their In-Flight Assistance Line - 215-701-2818. This number can be called collect if necessary.
- (a) Provide International SOS with necessary information as outlined above. In such cases, International SOS will call the Manager on Duty and link them to the call. If it appears a medical evacuation will [REDACTED]
- [REDACTED] will provide advice on immediate treatment, and monitoring of the patient as deemed appropriate by the SOS medical team, until arrival at destination.
- (a) The PIC or Manager on Duty will advise SOS of time to destination, and if required, time to alternative destinations if diversion may be required. Based on the available medical information, International SOS will recommend to the crew whether diversion is medically advisable, and based on the timings provided, make a recommendation as to best destination. However, the ultimate decision to divert a flight and make an emergency landing at a location other than the original destination rests with the Pilot-in Command.
- (5) Once the patient is on the ground, the Manager on Duty will coordinate with the Dir. of Flight Operations for ambulance (tarmac) access to the aircraft. International SOS will arrange with the Manager on Duty who will coordinate with the Dir. of Flight Operations for medical support and transport once the patient is on the [REDACTED]
- [REDACTED] to arrival at the medical facility. In such cases where a GOP is not provided, YCO will assist in providing SOS with details of payer information. YCO authorizing persons will advise SOS whether further medical monitoring in hospital will be required. SOS will advise YCO on mode of repatriation of patient, if applicable.
- (7) YCO and International SOS are responsible for protecting the physician/patient relationship and patient confidentiality.
- (8) International SOS medical assistance is not available when at home or on personal travel.

18. Family Assistance Plan

18.1 DUTIES AND RESPONSIBILITIES

18.1.1 DIRECTOR OF HUMAN RESOURCES

- (A) The Director of Human Resources will serve as the YCO primary Family Assistance Coordinator (FAC). The Director of Human Resources will maintain a list of family members on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that YCO will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.
- (B) The Director of Human Resources will pre-identify hotels suitable for accommodating the established number of families which could arrive seeking information following an accident in that area. Hotels should also be surveyed for meeting rooms for the GO TEAM and Family Assistance personnel.

18.1.2 SAFETY OFFICER

- (A) The Director of Safety will maintain a list of family members on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that YCO will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.
- (B) The Director of Safety will pre-identify hotels suitable for accommodating the established number of families which could arrive seeking information following an accident in that area. Hotels should also be surveyed for meeting rooms for the GO TEAM and Family Assistance personnel.

18.1.3 MANAGER ON DUTY

- (A) The Manager on Duty will follow guidance in the ERP to gather manifest information on any aircraft to or from their facility which is involved in an accident. The Manager on Duty will maintain a list of family members on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that YCO will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.
- (B) The Manager on Duty will pre-identify hotels suitable for accommodating the established number of families which could arrive seeking information following an accident in that area. Hotels should also be surveyed for meeting rooms for the GO TEAM and Family Assistance personnel.

18.2 PROCEDURES

18.2.1 ACTIVATION OF FAMILY ASSISTANCE TOLL-FREE NUMBERS

- (A) The Director of Operations is responsible for ensuring the activation of Family Assistance Toll-free Numbers. The Director of Human Resources will maintain a list of family members on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that YCO will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.
- (B) The Director of Operations will maintain a list of family members on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that YCO will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.
- (C) Direct Sprint Customer Care to connect the toll-free numbers and program them to "point to" or "ring into" telephone numbers that you provide. These numbers could be:
- (a) Working company land-line telephone numbers
 - (b) Working FAX numbers
 - (c) Working cell-phone numbers
- (4) Record each toll-free number and the working phone number (and location) to which each toll-free number will be connected. Several toll-free numbers should be connected and working within 15 minutes of activation.

18.2.2 PASSENGER MANIFEST VERIFICATION

- (A) Immediately following an accident, a passenger and crew manifest for that flight will be collected (see Section 3C Aircraft

[REDACTED] within one hour to the President. The lists of passengers and crewmembers traveling on any YCO aircraft involved in an accident are confidential, and will not be discussed with anyone outside the airline. The preliminary list will be updated on an hourly basis as new information is gathered.

18.2.3 FAMILY ACCESS TO THE ACCIDENT SITE

- (A) The NTSB has

[REDACTED] at the site. Trained family assistance personnel will be deployed to the accident scene if deemed necessary, when it is known that family members will be traveling to the site. YCO will contract for hotel accommodations for visiting members of any victims' immediate families and liaison personnel. The Director of Human Resources will obtain authority from the to contract hotels and to relay billing instructions, names of guests and specifically which expenses will be covered by YCO.

18.2.4 HUMAN REMAINS AND PERSONAL EFFECTS

- (A) The medical examiner is responsible for the disposition of human remains. It is expected that YCO will arrange for the shipment

[REDACTED] by YCO should be returned to the family, if requested through the FAC. If no request has been received after 18 months, then the articles should be disposed of. The FAC will work with the involved families to determine if a monument with an inscription should be erected in memory of the victims.

19. Attachment Forms

19.3 EMERGENCY TELEPHONE AND ACTION LOG

Date	Time	To/From	Name	Phone Number
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				

19.4 CREWMEMBER HISTORY

This form is used to report crewmember information to YCO's insurance carrier.

Full Name	_____
Date of Birth	_____
Home Address	_____
Ratings	_____
Date of Last Proficiency Check	_____
Last Recurrent (Initial) Training	_____
Medical Certificate class, date, Limitations, Waivers	_____
Degree of Injury	_____
Seat Occupied	_____
Total Flight Time	_____
Total Flight Time in Type	_____
Hours Flown – Last 90 days	_____
Hours Flown – Last 30 days	_____
Hours Flown – Last 24 hours	_____
Duty Time last 24 hours Prior to Flight	_____
Date employed by YCO	_____
Previous Accidents	_____

19.5 ACCIDENT MESSAGE

Flight _____ Local date _____

Passengers on Board _____

Hazardous Material on Board _____

Action Taken (Report Immediately) _____
_____Passenger/Crew Status (General condition and brief description of injuries)

_____Disposition of Survivors _____
_____Disposition of Remains _____
_____**Aircraft Data:**

Gross Weight _____ CG _____

Flight Control Configuration _____ Flight Profile _____

Emergency Equipment used _____

Weather: Ceiling _____ Visibility _____ Wind _____

Temp _____ Alt Setting _____

Runway Conditions _____

Equipment Necessary for Access and Removal _____

19.6 AIRCRAFT MISHAP REPORT

Aircraft Number _____

Flight Number _____

Location _____

Names of Injured and Extent of Injuries:

Description of Mishap and Cause, if Known: _____

Extent of Damage to Aircraft: _____

Date/Time Damage was discovered _____

Name and Employer Identification of Ground Workers Involved:

Local Weather _____

Other Pertinent Details _____