



## CHAPTER 8

### Aviation Emergency Response Plan

#### PURPOSE AND SCOPE

The Company is prepared to respond to an aviation accident involving one of its corporate aircraft on a global basis. This Aviation Emergency Response Plan is intended to provide guidance to Flight Department personnel responding to such an event.

This manual describes the Company's aviation accident response organization and the overall response strategy and provides guidance on initial steps to be taken to activate company elements consistent with that strategy. All accident response actions will be aligned with corporate priorities, listed below.

Priority	Description
1	Support company personnel and families.
2	Work with authorities to provide life safety support to affected personnel.
3	Proactively respond with sufficient resources to professionally support affected parties.
4	Professionally manage and protect company resources.
5	Determine what occurred, and modify procedures as necessary to prevent recurrence, where possible.

*During an accident response, the Flight Department will focus its efforts on the following Human Resources key elements:*

- *Coordinating the response through Corporate Human Resources.*
- *Supporting department personnel.*
- *Participating in the accident investigation.*

**MANUAL DISTRIBUTION AND MAINTENANCE.** This manual shall be distributed to all Flight Department and Company personnel who would be key responders should there be an aircraft accident.

Key responders include:

Title	Name	(B) Telephone	(C) Telephone	Email
•	_____	_____	_____	_____
•	_____	_____	_____	_____
•	_____	_____	_____	_____
•	_____	_____	_____	_____
•	_____	_____	_____	_____

#### ORGANIZATION AND OVERALL RESPONSIBILITIES

The Company will establish direction and control for the entire response. The Company will act as the strategic decision making body and use company resources, as necessary, to respond to internal and external demands.

The response will include the establishment of an Emergency Response Center (ERC) at the [location] to coordinate the technical aspects of a response and the related investigation.

Additionally, the Flight Department may mobilize members of its emergency response investigation team (Go-Team), and the Company may mobilize selected support personnel (On-Site Support Team) to the vicinity of the accident to jointly manage the On-Site response.

# Safety Best Practices Manual

The Go-Team will join with appropriate agencies to investigate the causes of the accident. The On-Site Support Team will assist with personnel and family support, security, media relations, and relations with others affected by the accident.

**EMERGENCY RESPONSE CENTER.** The ERC is central to the technical response to any incident involving company aircraft. The Flight Department manager, or a designee, will implement the Emergency Response Plan and activate the ERC. The ERC responsibilities have been organized into five functions to provide sufficient resources for responding to the many aspects of an incident. The positions will be filled by personnel familiar with the types of activities required. Personnel will be scheduled in shifts to cover responses requiring a 24-hour presence.

**EMERGENCY RESPONSE CENTER RESPONSIBILITIES.** Functional responsibilities for operating the ERC are outlined as follows:

<b>Emergency Response Center Responsibilities</b>	
<b>Emergency Manager (EM) / Flight Dept. Manager</b>	<ul style="list-style-type: none"> <li>• Once verification is received that an accident has occurred, gather personnel for an initial brief.</li> <li>• Activate the ERC, and establish direction and control for the tactical level response from the Flight Department.</li> <li>• Ensure notifications are made to: Corporate, National Transportation Safety Board (NTSB), Insurance carrier, Department personnel. Maintain contact with Corporate to support overall response.</li> <li>• Once the manifest has been printed and verified, provide information to Corporate and emergency management officials (Fire Dept., county officials, etc.).</li> <li>• Complete Emergency Manager Checklist.</li> <li>• Maintain EVENT LOG.</li> <li>• Ensure notifications are made to crewmembers' families and emergency contacts. Ensure family assistance personnel are assigned to each affected family from the Flight Department. Ensure notifications are documented, and that family assistance personnel have contacted the affected families.</li> <li>• Utilize all Company resources necessary to support response</li> <li>• Maintain the ERC until the pace of information flow no longer requires full-level response. Establish a watch system to support On-Site personnel until the [Corporate] effort at the accident scene has ended.</li> <li>• Ensure all inquiries are responded with, "The focus of our efforts at this time is to attend to the needs of our passengers, crew and their families, and work with the NTSB and local public safety officials to determine the cause and extent of the accident. If you have any questions, please contact Company Public Affairs at [phone #]."</li> <li>• Obtain latest version of NTSB accident notification Form 6120.1 to be filed within ten days of accident from <a href="http://www.nts.gov/report.html">http://www.nts.gov/report.html</a>.</li> <li>• Provide emotional support for other ERC personnel and monitor for signs of emotional stress.</li> </ul>

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<b>Emergency Response Center Responsibilities (continued)</b>	
<b>Dispatch</b>	<ul style="list-style-type: none"> <li>• Upon notification of an aircraft accident, print the passenger manifest. Check for any messages from the affected flight which would show any changes in the manifest.</li> <li>• Contact the departure location FBO for information on servicing completed prior to departure; request receipts for fuel, hangar space, catering and other services provide. Request documentation for any maintenance action requested or performed.</li> <li>• Arrange for transportation for On-Site Support Team and their equipment to the site and coordinate support, as requested. Use company aircraft, regularly scheduled airlines or charter, as the situation dictates.</li> <li>• Complete Dispatch Checklist.</li> <li>• Maintain EVENT LOG.</li> <li>• Provide emotional support for other ERC personnel, and monitor for signs of emotional stress.</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• Complete Maintenance Checklist.</li> <li>• Maintain EVENT LOG.</li> <li>• Notify affected base maintenance personnel to segregate maintenance documentation, then copy and secure it in a locked location.</li> <li>• Provide emotional support for other ERC personnel and monitor for signs of emotional stress.</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>• Set up a room as the ERC.</li> <li>• Power-up and check all ERC communications systems for proper operation. Check: telephones, fax, computer with e-mail.</li> <li>• Ensure support for personnel in the ERC (water, beverages, meals, light snacks, replacement administrative supplies).</li> <li>• Document ERC position manning and schedules.</li> <li>• Complete Administrative Support Checklist.</li> <li>• Maintain EVENT LOG.</li> <li>• Manage operation of the ERC telephone system. Ensure phone lines are identified for usage as outgoing lines and incoming hotlines for family members and Corporate, as needed.</li> <li>• Provide emotional support for other ERC personnel, and monitor for signs of emotional stress.</li> </ul>

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## RESPONSE OVERVIEW

Responses to aviation accidents vary based on location, time, and scale of human tragedy and loss. Although these variations make each accident response unique, there is a common core of activities in most aviation accident responses. The following is a list of activities and organizations that can be expected to be involved. Although media coverage is expected to impact the response, it should be less than that expected during major aviation accidents. In recent accidents involving business aircraft, media coverage has been mostly regional in nature and has focused on the accident itself and the passengers onboard.

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## GENERAL FLOW OF ACTIVITIES

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### Immediate Response Activities

#### On-Site:

- Emergency Response units arrive.
- Initial reports to FAA.
- Injured sent to hospitals.
- Media response begins.
- Public Safety officials secure accident site.

#### Company (at time of notification):

- Confirm accident.
- Notify appropriate personnel (recall list).
- Establish Emergency Response Center.
- Conduct initial briefing.
- Verify crew and passenger manifest.
- Deploy response teams.
- Conduct internal notification (employees).
- Notify NTSB.
- Contact insurance representative.
- Families or Emergency Contact notification process initiated.
- Prepare for response to media inquiries, calls from family members, and others.

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## Response Activities next 24 hours

### On-Site:

- Emergency Response units depart.
- Company response personnel begin arriving on-site.
- NTSB/FAA personnel arrive.
- Alternate Security arrangements established.
- Accident investigation begins.
- Families / close contacts begin arriving On-Site.
- Airframe, avionics, engine manufacturers contacted.

### Company:

- Maintain media contact.
- Contact FBO/service providers for information on last stop.
- Follow-up contact begins with families emergency contacts.
- ERC operates at high intensity while information comes in, is verified and distributed, and people and equipment are transported to the accident site.
- Aircraft Maintenance and Pilot Records are copied and secured for turnover to NTSB for accident investigation.

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## Response Activities Short Range (next week to ten days)

### On-Site:

- Conclusion of investigative field effort and removal of the wreckage.
- NTSB interviews surviving crew.
- FAA portion of investigation continues with review of records and documentation.
- Medical care continues. Possible transportation for further medical care.
- Coroner and mortuary services are completed. Deceased transported.
- Family members depart. Seriously injured may be transferred closer to their home based on standard of care available and ability to travel safely.
- On-Site Corporate responders demobilize. Family support will continue for hospitalized personnel.
- Conclusion of environmental response.

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## Response Activities Short Range (next week to ten days)(continued)

### On-Site:

- Conclusion of field investigations.
- Medical care may continue.
- Wreckage custody transferred to insurer.

### Company:

- Counseling support for survivors, family members, responders and coworkers.
- Response review and development of Lessons Learned.
- Implement changes to policies and procedures identified in accident investigation and response review.
- Legal actions continue.

EXPECTATIONS OF RESPONSE ORGANIZATIONS. Relationships with external organizations will be largely time-dependent and will vary with the circumstances of each accident. Likely on-site relationships and responsibilities are outlined below.

<b>Company Relationships with External Organizations</b>	
<b>Organization</b>	<b>Nature of Contact/Relationship</b>
Firefighters and Emergency Rescue	<ul style="list-style-type: none"><li>• Have initial authority over accident site.</li><li>• Will maintain security perimeter around site, and will not allow access until the scene is declared safe.</li><li>• Will be interested in any information Go-Team members can provide on passengers, crew, and materials onboard the aircraft.</li><li>• Once the site is safe, will turn over Incident Command to NTSB Investigator-in-Charge.</li></ul>

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<b>Company Relationships with External Organizations (continued)</b>	
NTSB/FAA	<ul style="list-style-type: none"> <li>Investigator-in-Charge accepts responsibility as Incident Commander from local emergency or fire department personnel.</li> <li>Will maintain site security during field investigation.</li> <li>May accept a trained Go-Team as “party to the investigation” to support gathering of technical information and records for aircraft, personnel and standards, safety, and maintenance programs.</li> <li>Share investigation-related information with Go-Team members.</li> <li>Remove Company or any “party” found withholding pertinent information or leaking investigation-related information.</li> <li>Take possession of, and review maintenance and operational documentation regarding aircraft, crew, policies, etc.</li> </ul>
Aircraft/Parts Manufacturers	<ul style="list-style-type: none"> <li>Can be expected to also be “parties to the investigation.”</li> <li>Provide historical information on parts, equipment, etc. and support various technical studies and engineering analysis.</li> <li>Can be expected to have bias.</li> </ul>
Property/Building Owners	<ul style="list-style-type: none"> <li>Any affected Property/Building Owners will be introduced to Company’s insurance representative at the scene.</li> </ul>
Security	<ul style="list-style-type: none"> <li>Initial security expected to be provided by local or state police until the site is declared safe.</li> <li>Police authority may continue until the completion of the field portion of the accident investigation, or may shift to Company responsibility — coordinate with Company Security on-site or Corporate.</li> <li>Be sure to hire “off-duty” police officers for site security responsibilities — they have arrest authority (in U.S.). Outside U.S., have Corporate coordinate security with embassy personnel, and local military/law enforcement agencies.</li> </ul>

# Safety Best Practices Manual

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<b>Company Relationships with External Organizations (continued)</b>	
Media	<ul style="list-style-type: none"> <li>• Expect them at the site.</li> <li>• Not likely to follow “safety exclusion zone” rules unless heavily enforced.</li> <li>• Company personnel respond to queries with, <i>“The focus of our efforts at this time is to attend to the needs of our passengers, crew and their families, and work with the NTSB and local public safety officials to determine the cause and extent of the accident. If you have any questions, please contact [Company Public Affairs] at [phone #].”</i></li> <li>• Spokesperson to provide factual information only. Incident may require a spokesperson on-site. No company personnel will release any information related to the investigation.</li> </ul>
Insurance Company	<ul style="list-style-type: none"> <li>• Insurance company will mobilize to support on-site activities, pay Company for hull damage or loss, and handle any third party claims.</li> <li>• Can expect to coordinate with Company Insurance contact, if on the On-Site Support Team, or the Security or Logistics support personnel.</li> </ul>
Hospital	<ul style="list-style-type: none"> <li>• First Company personnel on-site expected to find out what hospitals involved in response, and location and status of any injured passengers and crew members.</li> </ul>
Family members of crew /passengers	<ul style="list-style-type: none"> <li>• High priority objective of all personnel is to honorably and supportively relate to surviving passengers and crew, and all affected family members.</li> <li>• Expect human resources personnel and trained volunteers to establish and operate a family and friends assistance center.</li> <li>• Coordinate all family travel and logistics through Human Resources and the On-site Support Team.</li> </ul>
Coroner/ Medical Examiner	<ul style="list-style-type: none"> <li>• Will provide information on cause of deaths to support the accident investigation.</li> <li>• Should be referred to family members for personal effects (Have Human Resources personnel coordinate this).</li> <li>• Human Resources personnel will coordinate transportation to burial site.</li> </ul>
Mortuary	<ul style="list-style-type: none"> <li>• Human Resources personnel will contact local mortuary to support affected family members.</li> <li>• Human Resources personnel will coordinate transportation to burial site.</li> </ul>
Others	<ul style="list-style-type: none"> <li>• Support, as applicable, through On-Site Support Team.</li> </ul>



# Safety Best Practices Manual

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## EMERGENCY RESPONSE CENTER PLAN

The ERC is a critical organization in the response. It is important that each member in the ERC is aware of their responsibilities and the resources available to support them in their tasks and understand what they can expect during the life of the response. The following paragraphs provide a brief overview of functions expected during the response.

**NOTIFICATION AND VERIFICATION OF ACCIDENT.** Accident response begins with notification and verification that a company aircraft has been involved in an accident. Initial notification may come as a telephone call to any Department base, corporate headquarters, or any company location. When contact is made with the Department, the information will be verified immediately, if possible, and routed to the Flight Department manager as quickly as possible. If the accident cannot be verified within 15 minutes, then the Department will be contacted and given all information known.

Verification consists of Company personnel contacting a municipal emergency manager, emergency services dispatcher, fire department personnel, and airport personnel. In the case of an international incident, the Company should contact embassy personnel to verify that a company aircraft has been involved in an accident.

The Emergency Response Plan will be implemented upon verification of the event. The media may enhance the verification effort, but accidents in many remote locations may not be covered by the media until a response is underway.

**MANIFEST RETRIEVAL.** A high priority upon verification of an accident is the retrieval of an accurate crew and passenger manifest. Immediately upon verification, the dispatcher on duty will print the trip and manifest information of the flight involved. The dispatcher will then attempt to retrieve any manifest modifications sent by the aircraft prior to its takeoff, making change notations on the printed manifest.

Once the manifest is secured, the information will be passed to the Department manager and the Company to begin the process of notifying and supporting the families of crew and passengers.

**PLAN IMPLEMENTATION AND OPENING BRIEF.** While Dispatch personnel are retrieving and verifying the manifest, the Department manager (or designee) will gather all personnel in the office, or contact available personnel for a conference call to inform everyone what is known, and to make assignments for completing notifications and establishing the ERC. This brief will be fact based, and personnel assignments will be made based on who is available to fill the ERC positions. If possible, crew and passenger manifest information will be available by the completion of the initial briefing.

# Safety Best Practices Manual

**NOTIFICATION OF AUTHORITIES AND COMPANY.** At the completion of the initial brief, assigned personnel will contact the following:

<b>Corporate Representative</b>	<ul style="list-style-type: none"> <li>• Make initial report of confirmed accident including severity, if known.</li> <li>• Inform of response plan activation.</li> <li>• Provide personnel manifest information.</li> <li>• Request mobilization of Company assets to support families, security, and media relations.</li> <li>• Request Company resources to meet with personnel waiting at flight's destination.</li> <li>• Establish a briefing schedule.</li> </ul>
<b>NTSB</b>	<ul style="list-style-type: none"> <li>• Report the accident, location, and other information known, see 49 CFR Part 830 in Appendix.</li> </ul>
<b>Aviation Base contacts</b>	<ul style="list-style-type: none"> <li>• Contact and notify Flight Department personnel — be sensitive to what personnel are doing (e.g., flying), and their relationship with those involved.</li> <li>• Inform employees that any activity related to accident response must be recorded on EVENT LOG.</li> <li>• Request support of aircraft and personnel.</li> <li>• Request copying and security of required maintenance and operational documentation.</li> </ul>
<b>Public Affairs</b>	<ul style="list-style-type: none"> <li>• Provide latest information for support of press release or response to media inquiries.</li> <li>• Determine whether on-site media representative will be assigned and arrange transportation.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Determine whether on-site security representative will be assigned and arrange transportation.</li> </ul>

**NOTIFICATION AND SUPPORT FOR FAMILIES OF FLIGHT DEPARTMENT PERSONNEL.** The most difficult portion of a response is the notification and support of family members. There is now much more understood about supporting survivors and families of all victims of aircraft disasters due to the experiences of personnel in actual responses.

Notification is best conducted in person by a team of two people comprised of public safety officials or clergy. There is great stigma attached to persons making death notifications, so it is not recommended that family friends participate in that process. They will be much more beneficial to the family in the follow-on support role. Those participating in the notification should be excluded from participating in follow-on support.

Family support may take a variety of forms. It often includes arranging transportation for family members to visit the site, and hospital if their loved one is an injured survivor of the accident. It may require providing short term funds, handling pet care and home security issues, providing counseling on finances and insurance benefits, arranging for obituaries, mortuary services, and other such support.

For airlines and charter air carriers, volunteers from Human Resources or Customer Service are typically trained to perform service as a notifier or family liaison. Family assistance programs are required for these organizations. Although, the Company is not required to use this model, it is strongly recommended because it is the standard in the industry and it provides the resources to best accomplish the tasks of supporting survivors and the families of those involved in an aircraft accident.

## 4.6 EMERGENCY RESPONSE CENTER MANAGEMENT

A significant amount of information and tasking should be expected in the early stages of a response. The EM will play the critical role in management of the ERC and its personnel. All personnel in the ERC will:

# Safety Best Practices Manual

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- Manage incoming information and maintain an Event Log.
- Search for needed information to support decision making.
- Respond to requests by On-Site personnel.
- Make decisions on technical response issues.
- Provide or obtain information to support the Company.

This is a highly stressful environment which may last up to a few days. It is important to have more than one person who can fill each position to allow for rest periods.

Regular contact will be maintained with personnel On-Site. Initially this is planned to be hourly, on the half hour (to allow the latest information to be used in preparation of media releases on the hour). The schedule should be modified as necessary. Almost continual contact will be maintained with the Company and supporting functions. Initial briefings will discuss known facts, open tasks, and set priorities for the upcoming period.

**DOCUMENTATION REQUIREMENTS.** Due to the complexity and stress of a response, a selection of forms is provided as tools for the accurate tracking of taskings, events, communications, and expenses. For tracking purposes, all activities associated with a response (other than those listed on a checklist) must be recorded by the person performing the action on an Event Log. All Department personnel must use the forms provided in the appendices for this purpose. The following table characterizes the use, type, and personnel requirements of these forms.

Documentation Requirements		
Use	Type	Personnel Requirements
Internal Purposes	• EVENT LOG	All participants
	• Victim Location and Status Record	ERC Personnel

**SECURING ERC RERESPONSE.** As the pace of the overall response slows, the ERC may be secured as deemed appropriate by the EM. When the response can be managed appropriately without a manned ERC, the EM will secure the ERC response operation. This does not end the involvement of designated personnel, which may last for weeks depending on the incident, but does mark the end of the period of highest intensity.

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## AVIATION DEPARTMENT – BASE PLAN (FOR MULTI-BASE OPERATIONS)

Although the bulk of the activity during the response will be concentrated at the scene of the accident and in the ERC, each base will have a role to play. This will be particularly true for any base where the personnel or aircraft involved in the accident are stationed, but depending on the actual situation may heavily involve all bases to some extent. The following paragraphs briefly describe the types of actions involved in the response which can be expected of base personnel. There may also be a shift of normal responsibilities for short periods of time due to selected personnel assignment to the response or investigation.

**NOTIFICATION/VERIFICATION OF ACCIDENT.** If the call comes to a base operation, then the information will be routed to the Flight Department manager by the most expeditious means. If the accident verification can be made by trained base personnel, then they will make the verification and pass it to the Flight Department manager during the initial contact. If verification cannot be immediately completed, then they will contact the Flight Department manager with the unverified information. In no case should the notification of the Flight Department manager be delayed for more than fifteen (15) minutes for verification to be made. Initial report information is to be documented using the Notification/Verification Form in the Forms section.

**NOTIFICATION OF FLIGHT DEPARTMENT MANAGER.** As soon as possible after the notification of an accident has occurred, notify the Flight Department Manager by any appropriate and available means. Send a facsimile of the Notification/Verification Form to the Flight Department Manager, if it can be directly received. Caution should be taken when sending facsimile copies to hotels or other locations where non-company personnel may handle or read the content of the message. If the Flight Department Manager is unavailable, attempt to contact the

# Safety Best Practices Manual

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personnel listed in Section 2.1 in listed order until someone is reached that can verify the accident (if not already completed), and implement the Emergency Response Plan.

**SUPPORT OF OPERATIONS.** Depending on the location or particular circumstances surrounding an aircraft accident, many Flight Department resources may be called on to support the response. This may include sending personnel to the ERC, flying affected family members or needed equipment to the scene, or a variety of other support functions. Base personnel will be kept informed of the activities and needs through periodic telephone conferences.

**SEGREGATION AND SECURING OF DOCUMENTATION.** To support the investigation into the cause of the accident, all maintenance- and operational-related information requested by the NTSB or FAA will be provided by photocopy of appropriate records. The initial stages of this effort are the identification, segregation, and securing of the following documentation.

If individual documents are too large for photocopy or if NTSB or FAA officials demand to review original documents, offer to let them use company offices to complete their review. In no case should original copies of records or documents be removed from company property without approval from the Company.

## MAINTENANCE RECORDS

- Aircraft Maintenance Log/Deferred Maintenance Log.
- Minimum Equipment List.
- Overhaul and inspection records of airframe, engines and equipment.
- Applicable manufacturer maintenance manuals.

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## OPERATIONAL RECORDS

- Passenger Manifest and Cargo Trip Pack information (if carrying cargo).
- Policy and Operations Manuals.
- Safety Manual.
- Pilot Handbook.
- Training Records.
- Flight crew personnel files.
- Company medical records pertaining to the flight crew.
- Weight and balance data on the flight.
- Flight plan.
- Copies of the crewmembers duty for the proceeding 30 days.
- Any communication from the crew concerning the trip.
- Any noted problems during the trip.
- Weather conditions at time of accident and forecasts for plus and minus one hour.
- Fuel slip and other FBO services.
- Other information known concerning the flight.

Documents and flight recordings are NOT to be released to anyone without the consent of the Flight Department Manager or designee. If documents are to be released, the following guidelines should be followed:

# Safety Best Practices Manual

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- If the original document is released to an aviation, government or police authority, photocopies are to be made prior to release. Copies are to be retained for the Flight Department Manager. All original documents must be transported by the most secured means available.
- A receipt listing all documents given to authorities must be obtained, with name, signature of the recipient, date and time.
- A record of all documents and copies must be kept. This is to include a listing of all released documents and who received them. Use an EVENT LOG to record each released document. Additionally, an Aircraft Records Transmittal sheet should be used as a checklist to account for ALL (Maintenance and Operational) records gathered and transmitted.

## EMERGENCY RESPONSE SYSTEM TESTING

Periodic training and testing of the response plan will be conducted to ensure the integrity of plan features and participants.

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# Safety Best Practices Manual

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## BOMB OR HIJACK THREAT

If a Company aircraft is reported to have a Bomb or Hijack Threat, use the respective form in this manual and forward the information immediately to the Emergency Manager.

<b>NOTIFICATION/VERIFICATION Checklist</b>	
<b>Date/Time of Call:</b>	<b>Your Name:</b>
<b>Action</b>	
<p>1. <b><u>Caller Information</u></b></p> <ul style="list-style-type: none"> <li>• Name:</li> <li>• Title:</li> <li>• Telephone number:</li> </ul>	
<p>2. <b><u>Initial Description</u></b></p> <ul style="list-style-type: none"> <li>• Aircraft location:</li> <li>• Aircraft type:</li> <li>• Brief description of accident:</li> </ul> <p><b>IMPORTANT:</b> Inform the caller you will need to verify information, and will call them back within 5 minutes at their location.</p>	
<p>3. <b><u>Verification Contact</u></b></p> <ul style="list-style-type: none"> <li>• If available, check with Dispatch to see if Company aircraft may be in the vicinity of the reported accident.</li> <li>• Locate independent method of verifying agency telephone number — use telephone information (1- area code - 555-1212) or 911 (if local).</li> <li>• If number is the same, then contact directly. If number is not the same, then contact the agency number you obtained telephone information. Check to see if the person and number are authentic.</li> <li>• Verifier Information               <ul style="list-style-type: none"> <li>○ Name:</li> <li>○ Title:</li> <li>○ Agency Address:</li> <li>○ Telephone number:</li> </ul> </li> </ul>	
<p>4. Notify Flight Department Manager by most expeditious means possible. Provide all details known.</p>	
<p>5. Contact initial caller. Document any further information discussed. Forward information request to Flight Department Manager, or designee, for response.</p>	

# Safety Best Practices Manual

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## 6. Aircraft Information

- Aircraft Identification Number
- Aircraft Type/Color
- Time of Incident
- Damage Description
- Location
- Nearest Airport
- Directions/Key Info
- Other aircraft involved?

## 7. Personnel Information

	<u>Name and Injury Status</u>	<u>Contact Location/Number</u>
a)		a)
b)		b)
c)		c)
d)		d)
e)		e)
f)		f)
g)		g)
h)		h)
i)		i)
j)		j)
k)		k)
l)		l)
m)		m)
n)		n)
o)		o)

# Safety Best Practices Manual

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8. **Rescue Operations/Contacts**

<b><u>Agency/Name</u></b>		<b><u>Telephone</u></b>
a) Local Police:	a)	
b) State Police:	b)	
c) Fire Department:	c)	
d) Rescue:	d)	
e) Ambulance:	e)	
f) Helicopter:	f)	
g) Hospital:	g)	
h) Hospital:	h)	
i) Hospital:	i)	

**NOTES:**

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# Safety Best Practices Manual

EMERGENCY MANAGER Checklist		
Date/Time of Contact:	Caller:	Contact number:
ACCIDENT VERIFICATION/INITIAL BRIEFING		
	<p>1. <b><u>Verification</u></b></p> <p><input type="checkbox"/> If aviation accident has been verified, request copy of verification report.</p> <p><input type="checkbox"/> If no verification has been completed, then perform verification and document on Notification/Verification Checklist.</p>	
	<p>2. <b><u>Passenger Manifest</u></b></p> <p><input type="checkbox"/> Contact Dispatch for passenger and crew manifest.</p> <p><input type="checkbox"/> Ensure no manifest changes were received.</p> <p><input type="checkbox"/> Is anyone waiting for passengers or crew members at the destination point?</p>	
	<p>3. <b><u>Initial Briefing</u></b></p> <p><input type="checkbox"/> Gather available personnel, contact by conference call when not in the office</p> <p><input type="checkbox"/> Inform them of the facts known about the incident</p> <p><input type="checkbox"/> Make initial contact assignments:</p> <p style="padding-left: 40px;"><input type="checkbox"/> Corporate Notification _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> NTSB Notification _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> Insurance Company _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> _____</p> <p><input type="checkbox"/> Set TIME for key management to meet: _____</p> <p><input type="checkbox"/> Make initial personnel assignments:</p> <p style="padding-left: 40px;"><input type="checkbox"/> Emergency Manager _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> Dispatch _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> Administrative Support _____</p> <p style="padding-left: 40px;"><input type="checkbox"/> Maintenance _____</p>	

# Safety Best Practices Manual

INTERNAL/EXTERNAL NOTIFICATION DIRECTORY			
1. <b><u>Corporate Emergency Mgmt Team</u></b> Contact one member, as listed below.			
	<u>Office</u>	<u>Home</u>	<u>(P)ager, (Ca)r, (Ce)ll</u>
<input type="checkbox"/> Name, Title	Phone #	Phone #	Phone #
<input type="checkbox"/> Name, Title	Phone #	Phone #	Phone #
<input type="checkbox"/> Name, Title	Phone #	Phone #	Phone #
2. <b><u>National Transportation Safety Board/Federal Aviation Administration</u></b> Contact priority: closest NTSB Regional/Field Office, NTSB Washington, DC, FAA Headquarters. International, contact FAA Headquarters			
	<u>Telephone Nos.</u>	<u>Fax Nos.</u>	
<input type="checkbox"/> NTSB Field Office — Anchorage, Alaska	(907) 271-5001	(907) 271-3007	
<input type="checkbox"/> NTSB Field Office — Atlanta, Georgia	(404) 562-1666	(404) 562-1674	
<input type="checkbox"/> NTSB Regional Office — Chicago, Illinois	(630) 377-8177	(630) 377-8172	
<input type="checkbox"/> NTSB Field Office — Denver, Colorado	(303) 373-3500	(303) 373-3507	
<input type="checkbox"/> NTSB Regional Office — Arlington, Texas	(817) 652-7800	(817) 652-7803	
<input type="checkbox"/> NTSB Regional Office — Gardena, California	(310) 380-5660	(310) 380-5666	
<input type="checkbox"/> NTSB Regional Office — Miami, Florida	(305) 597-4610	(305) 597- 4616	
<input type="checkbox"/> NTSB Regional Office —Seattle, Washington	(253) 874-2880	(240) 752-6343	
<input type="checkbox"/> NTSB Field Office — Ashburn, VA	(571) 223-3930	(571) 223-3926	
<input type="checkbox"/> NTSB Headquarters – Washington, DC	(202) 314-6000		
<input type="checkbox"/> FAA Headquarters Operations Center Washington DC (Staffed 24 hours/day)	(202) 267-3333 (202) 863-5100		
3. <b><u>Insurance</u></b>			
<input type="checkbox"/> Insurance co. name/representative	Phone #		

4. <b><u>Go-Team/Emergency Response Center Personnel</u></b>		
<input type="checkbox"/> Go-Team/ERC Personnel		
Position	Name	Contact Numbers*
<b>Flight Department Emergency Manager</b>	Name, Title	Phone #'s
Alternate 1	Name, Title	Phone #'s
Alternate 2	Name, Title	Phone #'s
<b>Dispatch</b>	Name, Title	Phone #'s
<b>Maintenance</b>	Name, Title	Phone #'s
<b>Administrative Support</b>	Name, Title	Phone #'s

# Safety Best Practices Manual

<b>Response Management</b>		
<b>1. Initial Status:</b>		
<input type="checkbox"/> Passenger Manifest/Cargo list	<input type="checkbox"/> List of Corporate Telephone/FAX Numbers	
<input type="checkbox"/> Victim Location and Status Record for each passenger/crew	<input type="checkbox"/> Increased Security necessary?	
<input type="checkbox"/> Department Next-of-Kin Notification assignments	<input type="checkbox"/> NTSB notified?	
<input type="checkbox"/> Department Next-of-Kin support assignments	<input type="checkbox"/> Corporate notified?	
<input type="checkbox"/> ERC Personnel Schedule	<input type="checkbox"/> Flight Department personnel notified?	
<input type="checkbox"/> Briefing Schedule — first 3 hours	<input type="checkbox"/> Insurance notified?	
<input type="checkbox"/> List of important Telephone/FAX Numbers	<input type="checkbox"/> NTSB Form 6120.1 Filed ( ten days)	
<b>2. Continual Operations:</b>		
<input type="checkbox"/> Keep track of key times	<input type="checkbox"/> Set priorities at scheduled briefings	
<input type="checkbox"/> Take regular breaks	<input type="checkbox"/> Maintain status of open priority actions	
<input type="checkbox"/> Light refreshments — fruit, vegetables, sandwiches, water	<input type="checkbox"/> Maintain files of completed actions	
<input type="checkbox"/> Monitor personnel for signs of traumatic stress	<input type="checkbox"/> Check with department managers on personnel status as appropriate.	
<input type="checkbox"/> Maintain contact with personnel/next-of-kin at the site		
<b>3. Shift Turnover:</b>		
<input type="checkbox"/> Relievers to arrive 30 minutes prior for individual turnover — review open and completed actions	<input type="checkbox"/> Affirm time of next shift change, and any personnel changes	
<input type="checkbox"/> Both shifts present for turnover brief — review key events and actions, set priorities for 1st hour.	<input type="checkbox"/> Discuss any changes in procedure, or points of contact outside of department.	
<b>4. Deactivation:</b>		
<input type="checkbox"/> Deactivate positions at Emergency Manager's discretion — when level of activity allows response operation to continue	<input type="checkbox"/> Establish "duty" schedule and documentation methods for deactivated positions — include briefings and contact numbers.	
<input type="checkbox"/> Assign personnel to collect notes.		
<b>5. Checklist Status</b>		
Closed Date/Time:		<b>Emergency Manager</b>
Closed Date/Time:		<b>Dispatch</b>
Closed Date/Time:		<b>Administrative Support</b>
Closed Date/Time:		<b>Maintenance</b>

# Safety Best Practices Manual

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Department Management Checklist	
<b>Note:</b>	<input type="checkbox"/> = One-time activities; check when complete. • = Continual activities.
Immediate Action	
1.	<b><u>Notification/Verification</u></b>
<input type="checkbox"/>	Upon receipt of a report that a company aircraft has been involved in an accident, ensure the information is verified (using Notification/Verification Checklist) and passed to the Flight Department manager.
<input type="checkbox"/>	If aviation accident has been verified, request copy of verification report.
2.	<b><u>Initial Briefing</u></b>
<input type="checkbox"/>	Gather available department personnel, contact by telephone (not cellular) when not in the office.
<input type="checkbox"/>	Inform them of the facts known about the incident.
<input type="checkbox"/>	Brief all personnel on proper media responses shown below.
<input type="checkbox"/>	Make initial contacts:
<input type="checkbox"/>	Chief Pilot
<input type="checkbox"/>	Maintenance Manager
<input type="checkbox"/>	Pilots/Maintenance Technicians
<input type="checkbox"/>	Base Administrative/Support Personnel
Responses for Request for Information	
•	“We are in the process of investigating a <u>report</u> of an incident involving one of our aircraft. There is no information available at this time. If the incident is confirmed, informational updates will be provided by [Co. name] Public Affairs. They can be reached at [phone #].”
•	“[Co. name] confirms that an incident involving one of our aircraft has occurred, however, we are unable to provide any details at this time. The [Co. name] Public Affairs office will be providing periodic updates on the situation as information becomes available. They can be reached at [phone #].”
•	“The focus of our efforts at this time is to attend to the needs of our passengers, crew and their families, and work with the NTSB and local public safety officials to determine the cause and extent of the accident. If you have any questions, please contact [Co. name] Public Affairs at [phone #].”

# Safety Best Practices Manual

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## Department Management Checklist (cont'd)

### Continuing Operations

- If base of operations was accident aircraft's intended destination, then:**
  - Be prepared to meet with personnel expected to meet incoming passengers.
  - All personnel, other than affected family members, are to be informed using the appropriate level of response listed above.
  - Family members should be provided a private room, and a call made to;
  - Emergency Manager (for family of crew) to allow them to hear latest information
    - Corporate (for family of passengers) to allow them to hear the latest information
    - For any family member, provide supportive contact, and call on local clergy or counseling resources, or trained volunteers to support personnel.
  
- If base is home for aircraft or crewmembers involved, then:**
  - Arrange for family notification and family support personnel to initiate their activities
  - Complete records segregation, collection and security as listed in Section 5.4
  - Monitor personnel for indications of traumatic stress, provide information as appropriate to the Emergency Manager
  - Consider stand-down for upcoming maintenance activities and operations.

# Safety Best Practices Manual

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DISPATCH Checklist
<b>Note:</b> <input type="checkbox"/> One-time activities; check when complete. • = Continual activities.
Immediate Action
<b>1. Manifest</b> <input type="checkbox"/> Retrieve and Print Passenger Manifest and trip information. <input type="checkbox"/> Read Manifest, ensure it is legible. <input type="checkbox"/> Check for updates to Passenger Manifest. <input type="checkbox"/> Provide copies of the Passenger Manifest, with changes to Emergency Manager. <input type="checkbox"/> Provide copies of trip information to Emergency Manager. <input type="checkbox"/> Attend Emergency Manager's initial brief.
<b>2. Flight Departure Information</b> Contact FBO, or Handling Agency and request FAX and hard-copy of records of the following: <input type="checkbox"/> Fuel Slip (date/time/volume/truck number/tank number). <input type="checkbox"/> Documentation of any maintenance requests/actions. <input type="checkbox"/> Meteorological report for time of departure. <input type="checkbox"/> Copies of catering delivery documentation.
Transportation Support
<b>1. Personnel/Supplies/Equipment</b> <ul style="list-style-type: none"><li>• Coordinate transportation of On-Site Support Team members and equipment/supplies, as requested.</li></ul>
<b>2. Family Support Transportation</b> <ul style="list-style-type: none"><li>• Coordinate transportation of passengers and crew family members to the location of the accident, if desired by the family members. If family members do not wish to travel on Company aircraft, then coordinate transportation on charter, or airline carrier (lowest priority). Family support contact, when assigned, should travel with the family members to the location.</li><li>• Coordinate the movement of these passengers and their baggage through representative handling the family liaison effort at the site.</li></ul>

# Safety Best Practices Manual

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<b>DISPATCH Checklist (cont'd)</b>	
<b>Response Management</b>	
<b>1. General</b>	<ul style="list-style-type: none"><li>• Maintain EVENT LOG sheets for each Flight Operations/Dispatch tasking.</li><li>• Provide EM with information pertaining to the schedule of Company aircraft, e.g. flights in support of response, and flights in support of other Company business.</li></ul>
<b>2. Flight Schedule</b>	<ul style="list-style-type: none"><li>• Coordinate modification of flight schedules, as required, to support response efforts.</li><li>• Coordinate alternate flight support to continue Company operations.</li></ul>
<b>3. Records</b>	<ul style="list-style-type: none"><li>• Retrieve, seal and secure pilot training records.</li></ul>

Notes:

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# Safety Best Practices Manual

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MAINTENANCE Checklist	
<b>Note:</b> <input type="checkbox"/> = One-time activities; check when complete. • = Continual activities.	
Immediate Action	
1. <b>Records</b> Support investigation effort by collecting maintenance records of accident aircraft in preparation for turnover to FAA/NTSB.	
<input type="checkbox"/> Aircraft Maintenance Log/Deferred Maintenance Log.	
<input type="checkbox"/> Minimum Equipment List.	
<input type="checkbox"/> Overhaul and inspection records of airframe, engines and equipment.	
<input type="checkbox"/> Applicable manufacturer maintenance manuals.	
<b>Important:</b> Ensure Company maintains copies of all documents provided to the investigation team (FAA/NTSB).	
Monitoring Maintenance Operations	
1. <b>Emergency Management Participation</b>	
<ul style="list-style-type: none"><li>• Maintain EVENT LOG for all taskings, actions and communications.</li><li>• Support response team personnel.</li></ul>	

Notes:

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# Safety Best Practices Manual

<b>ADMINISTRATIVE SUPPORT Checklist</b>	
<p><b>Note:</b>  <input type="checkbox"/>= One-time activities; check when complete.  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>= Continual activities.</p>	
<b>Emergency Management Activation</b>	
<p><b>1. Communications Equipment</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Telephones.</li>   <li><input type="checkbox"/> Computer.</li>   <li><input type="checkbox"/> FAX machines.</li>   <li><input type="checkbox"/> Television.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Plug in telephone systems/Check dial-tone.</li> <li><input type="checkbox"/> Set up computers, check operational status.</li> <li><input type="checkbox"/> Set up FAX, check operational status.</li> <li><input type="checkbox"/> Turn on TV to CNN, or most applicable channel.</li> </ul>
<p><b>2. Administrative Supplies</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Three</b> copies of Accident Preparedness Plan.</li> <li><input type="checkbox"/> <b>Five</b> Tablets of EVENT LOG.</li> <li><input type="checkbox"/> Pads, pens.</li> <li><input type="checkbox"/> Easels/markers for each.</li> <li><input type="checkbox"/> One Tablet each of Records.</li> <li><input type="checkbox"/> Clipboards, file folders, file carriers.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide each station the package of materials they will need to begin.</li> <li><input type="checkbox"/> Complete heading information on a Victim Location and Status Record for each crewmember and passenger.</li> <li><input type="checkbox"/> Post Telephone number list near each telephone.</li> </ul>

# Safety Best Practices Manual

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## ADMINISTRATIVE SUPPORT Checklist (cont'd)

### 3. Emergency Management Shift Schedule

Personnel assignments for Shift A (Date/Time Period: \_\_\_\_\_)

Emergency Manager \_\_\_\_\_

Dispatch \_\_\_\_\_

Administrative Support \_\_\_\_\_

Maintenance \_\_\_\_\_

Personnel assignments for Shift B (Date/Time Period: \_\_\_\_\_)

Emergency Manager \_\_\_\_\_

Dispatch \_\_\_\_\_

Administrative Support \_\_\_\_\_

Maintenance \_\_\_\_\_

## Administrative Support

### 1. Telephone System

- Operate the switchboard for the incoming telephone calls. Document and distribute telephone calls, and messages. Give calls from family members of the crew and passengers top priority.

# Safety Best Practices Manual

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## ADMINISTRATIVE SUPPORT Checklist (cont'd)

### 2. General Activities

- Order refreshments for response team members. Fruits, vegetables and light snacks. Keep plenty of liquids available.
- Coordinate lodging support for response team members, if needed.
- Keep adequate supply of general admin. supplies on-hand (pens, file folders, tablets, forms, etc.).
- Monitor the response area, and call for clean-up times to collect and dispose of members' trash.
- Monitor response team members for symptoms of traumatic stress. Alert the Emergency Manager when appropriate.

# Safety Best Practices Manual

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Checklists

**EVENT LOG**

DATE:		LOCAL TIME:      AM    PM	
PERSON TAKING CALL:		SUBJECT OF CALL:	
PHONE CONTACT(S): NAME :			
ORGANIZATION:			
TELEPHONE #:			
MESSAGE:			
ASSIGNED TO:	<input type="checkbox"/> CORPORATE	<input type="checkbox"/> ERC MANAGER	
	<input type="checkbox"/> ADMINISTRATIVE	<input type="checkbox"/> OPERATIONS	
	<input type="checkbox"/> GO-TEAM/ LOGISTICS	<input type="checkbox"/> MAINTENANCE	
ACTION(S) TAKEN			
FOLLOW UP ACTIONS:			
DATE/TIME CLOSED:			

# Safety Best Practices Manual

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Victim Location and Status Record				
Date	Passenger / Crewmember Name	Location	Status	Telephone Number

# Safety Best Practices Manual

FAMILY NOTIFICATION/ FAMILY ASSISTANCE ASSIGNMENT	
<hr/> (Date/Time)	1. <b><u>Name of Crew Member:</u></b>
<hr/> (Date/Time)	2. <b><u>Location/Status:</u></b>
<hr/> (Date/Time)	3. <b><u>Primary Family Member:</u></b> Name: _____ Address: _____ _____ Telephone: _____ Any information known on sensitivities (health, etc.): _____ _____ _____
<hr/> (Date/Time)	4. <b><u>Notifier(s):</u></b> Name: _____ Organization: _____ Position: _____ Telephone: _____  Name: _____ Organization: _____ Position: _____ Telephone: _____

# Safety Best Practices Manual

<p>_____</p> <p>(Date/Time)</p>	<p>5. <b><u>Notification made:</u></b></p> <p>Location: _____</p> <p>By whom: _____</p> <p>Comments: _____</p> <p>_____</p>
<p>_____</p> <p>(Date/Time)</p>	<p>6. <b><u>Family Assistance Representative Assigned:</u></b></p> <p>Name: _____</p> <p>Organization: _____</p> <p>Position: _____</p> <p>Telephone: _____</p> <p>Name: _____</p> <p>Organization: _____</p> <p>Position: _____</p> <p>Telephone: _____</p>
<p>_____</p> <p>(Date/Time)</p>	<p>7. <b><u>Family Assistance Contact made:</u></b></p> <p>Location: _____</p> <p>By whom: _____</p> <p>Comments: _____</p> <p>_____</p>
<p>8. <b>Family Members Transportation Plans</b></p> <p>Name: _____</p> <p>Address: _____</p> <p>_____</p> <p>Telephone: _____</p> <p>Traveling from: _____</p> <p>Traveling to: _____</p>	<p><u>Assistance Planned</u></p>
<p>• <b>Family Members Transportation Plans</b></p> <p>Name: _____</p> <p>Address: _____</p> <p>_____</p> <p>Telephone: _____</p> <p>Traveling from: _____</p> <p>Traveling to: _____</p>	<p><u>Assistance Planned</u></p>

# Safety Best Practices Manual

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<ul style="list-style-type: none"><li>• <b>Family Members Transportation Plans</b> Name: _____ Address: _____ _____ Telephone: _____ Traveling from: _____ Traveling to: _____</li></ul>	<u>Assistance Planned</u>
<ul style="list-style-type: none"><li>• <b>Family Members Transportation Plans</b> Name: _____ Address: _____ _____ Telephone: _____ Traveling from: _____ Traveling to: _____</li></ul>	<u>Assistance Planned</u>
<ul style="list-style-type: none"><li>• <b>Family Members Transportation Plans</b> Name: _____ Address: _____ _____ Telephone: _____ Traveling from: _____ Traveling to: _____</li></ul>	<u>Assistance Planned</u>



# Safety Best Practices Manual

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Personnel Travel Coordination Record						
Actual Arrival (D/T)	Name	Title/Function	ETA Area (D/T)	Method of Transportation	ETA Site (D/T)	Local Transportation

# Safety Best Practices Manual

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Logistics Tracking Record						
Actual Arrival (D/T)	Equipment/Supplies	Deliver to: (location/name)	ETA Area (D/T)	Method of Transportation	Tracking number	Number of Pieces

# Safety Best Practices Manual

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## Emergency Manager's Shift Turnover Briefing Checklist

Status/Location of passengers and crew members:	
Status of family notifications:	
Status of Family Assistance Plan implementation — affected families not yet contacted:	
Company response personnel On-Site activities — completed, and planned:	
Operational Status of Flight Department:	

# Safety Best Practices Manual

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## Emergency Manager's Shift Turnover Briefing Checklist (cont.)

Status of Company response mobilization (ERC/SSTF):	
Status of Notifications:	
Status of Open Taskings — in priority order:	
New Taskings discussion:	
Priorities and Assignments:	

# Safety Best Practices Manual

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## Emergency Manager's Shift Turnover Briefing Checklist (cont.)

_____	
_____	
_____	
_____	
_____	

# Safety Best Practices Manual

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## Aircraft Records Transmittal Checklist

Note: Check with Legal before releasing any documents

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### Maintenance Records

- Aircraft Maintenance Log/Deferred Maintenance Log.
  - Minimum Equipment List.
  - Overhaul and inspection records of airframe, engines and equipment.
  - Applicable manufacturer maintenance manuals.
- 

### Operational Records

- Passenger Manifest and Cargo Trip Pack information (if carrying cargo).
- Policy Manuals.
- Training Records.
- Flight crew personnel files.
- Company medical records pertaining to the flight crew.
- Weight and balance data on the flight.
- Flight plan.
- Copies of the crewmembers duty the proceeding month.
- Any communication from the crew concerning the trip.
- Any noted problems during the trip.
- Weather conditions (at time of accident); forecast for one hour either side of incident.
- Fuel Slip and other FBO services.
- Other information known concerning the flight.

# Safety Best Practices Manual

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## Telephone Bomb Threat Checklist

**Your Name:**

**Dept:** Flight Department

**Time/Date:**

### **Bomb Facts:**

**Pretend difficulty with hearing**, if caller seems agreeable to further conversation keep the caller talking. Ask questions like:

When will the bomb go off?

Certain hour?

Time remaining?

Where is it located?

Building Area?

What kind of bomb is it?

Where are you now?

What does it look like?

What will cause it to explode?

Why was the bomb "planted"?

How do you know so much about the bomb?

What is your name?

What is your address?

Did caller appear familiar with the building by the description of the bomb location?  Yes  No  
Write out the message in its entirety and any other comments on a separate sheet of paper.

### **Caller's Description:**

Male

Female

### **Age of Caller:**

Elderly

Adult

Juvenile

### **Origin of Call:**

Local

Long Distance

Pay Phone

Mobile/Cellular

Internal

### **Voice Description (mark all that apply):**

Deliberate

Fast

Crying

Distorted

Stutter

Rational

High Pitch

Laughing

Accent

Lisp

Coherent

Whisper

Angry

Local

Cracking

Distinct

Loud

Profanity

Nasal

Out of Breath

Pleasant

Soft

Incoherent

Raspy

Clearing Throat

Calm

Excited

Intoxicated

Deep

Race

Slow

Emotional

Slurred

Disguised

Familiar

Other

If familiar, who did it sound like?

### **Background Noises:**

Factory

Music

Bar/Pub

Trains

Animals

Quiet

Voices

Airplane

Party

Street traffic

Office Machines

PA system

Other

### **Next Steps:**

- When both the phone call and this checklist are completed, immediately print and save this form and notify security at:

- Notify management at the affected facility.

# Safety Best Practices Manual

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## Hijacking Threat Checklist

\_\_\_ A. Date and time call was received:

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\_\_\_ B. Exact words used by the caller:

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### Questions to ask caller:

\_\_\_ C. When was the aircraft hijacked?

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\_\_\_ D. Where was it hijacked from?

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\_\_\_ E. Where is it planning to land?

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\_\_\_ F. Why did you hijack the aircraft?

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# Safety Best Practices Manual

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\_\_\_ G. Who are you?

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\_\_\_ H. Where are you?

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**To be completed after the caller hangs up:**

\_\_\_ I. Description of caller's voice

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Male \_\_\_\_\_ Female \_\_\_\_\_  
Young \_\_\_\_\_ Middle Age \_\_\_\_\_ Old \_\_\_\_\_  
Accent \_\_\_\_\_ Impediments \_\_\_\_\_ Sober \_\_\_\_\_

Tone of Voice \_\_\_\_\_ Is Voice Familiar \_\_\_\_\_

Sounds like \_\_\_\_\_ Background noise \_\_\_\_\_

\_\_\_ J. Any characteristics of voice or background noise:

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\_\_\_ K. Time caller hung up:

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\_\_\_ L. Remarks:

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# Safety Best Practices Manual

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\_\_\_\_ **M. Name and telephone number of recipient:**

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\_\_\_\_ Notify the department Emergency Manager, IMMEDIATELY

\_\_\_\_ Notify the local police, as needed

\_\_\_\_ Notify the local office of the FBI, as needed

\_\_\_\_ Notify the local office of the FAA, as needed.

# Safety Best Practices Manual

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## Appendix - NTSB 830

### § 830.1 Applicability.

This part contains rules pertaining to:

- (a) Initial notification and later reporting of aircraft incidents and accidents and certain other occurrences in the operation of aircraft, wherever they occur, when they involve civil aircraft of the United States; when they involve certain public aircraft, as specified in this part, wherever they occur; and when they involve foreign civil aircraft where the events occur in the United States, its territories, or its possessions.
- (b) Preservation of aircraft wreckage, mail, cargo, and records involving all civil and certain public aircraft accidents, as specified in this part, in the United States and its territories or possessions.

### § 830.2 Definitions.

As used in this part the following words or phrases are defined as follows:

*Aircraft accident* means an occurrence associated with the operation of an aircraft which 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. For purposes of this part, the definition of "aircraft accident" includes "unmanned aircraft accident," as defined herein.

*Civil aircraft* means any aircraft other than a public aircraft.

*Fatal injury* means any injury which results in death within 30 days of the accident.

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

*Operator* means any person who causes or authorizes the operation of an aircraft, such as the owner, lessee, or bailee of an aircraft.

*Public aircraft* means an aircraft used only for the United States Government, or an aircraft owned and operated (except for commercial purposes) or exclusively leased for at least 90 continuous days by a government other than the United States Government, including a State, the District of Columbia, a territory or possession of the United States, or a political subdivision of that government. "Public aircraft" does not include a government-owned aircraft transporting property for commercial purposes and does not include a government-owned aircraft transporting passengers other than: transporting (for other than commercial purposes) crewmembers or other persons aboard the aircraft whose presence is required to perform, or is associated with the performance of, a governmental function such as firefighting, search and rescue, law enforcement, aeronautical research, or biological or geological resource management; or transporting (for other than commercial purposes) persons aboard the aircraft if the aircraft is operated by the Armed Forces or an intelligence agency of the United States. Notwithstanding any limitation relating to use of the aircraft for commercial purposes, an aircraft shall be considered to be a public aircraft without regard to whether it is operated by a unit of government on behalf of another unit of government pursuant to a cost reimbursement agreement, if the unit of government on whose behalf the operation is conducted certifies to the Administrator of the Federal Aviation Administration that the operation was necessary to respond to a significant and imminent threat to life or property (including natural resources) and that no service by a private operator was reasonably available to meet the threat.

*Serious injury* means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

*Substantial damage* means damage or failure which adversely affects the structural strength, performance, or flight characteristics of the aircraft, and which would normally require major repair or replacement of the affected component. Engine failure or damage limited to an engine if only one engine fails or is damaged, bent fairings or cowling, dented skin, small punctured holes in the skin or fabric, ground damage to rotor or propeller blades, and damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wingtips are not considered "substantial damage" for the purpose of this part.

# Safety Best Practices Manual

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*Unmanned aircraft accident* means an occurrence associated with the operation of any public or civil unmanned aircraft system that takes place between the time that the system is activated with the purpose of flight and the time that the system is deactivated at the conclusion of its mission, in which:

- (1) Any person suffers death or serious injury; or
- (2) The aircraft has a maximum gross takeoff weight of 300 pounds or greater and sustains substantial damage.

## **§ 830.5 Immediate notification.**

The operator of any civil aircraft, or any public aircraft not operated by the Armed Forces or an intelligence agency of the United States, or any foreign aircraft shall immediately, and by the most expeditious means available, notify the nearest National Transportation Safety Board (NTSB) office<sup>1</sup> when:

<sup>1</sup> NTSB regional offices are located in the following cities: Anchorage, Alaska; Atlanta, Georgia; West Chicago, Illinois; Denver, Colorado; Arlington, Texas; Gardena (Los Angeles), California; Miami, Florida; Seattle, Washington; and Ashburn, Virginia. In addition, NTSB headquarters is located at 490 L'Enfant Plaza, SW., Washington, DC 20594. Contact information for these offices is available at <http://www.ntsb.gov>.

(a) An aircraft accident or any of the following listed serious incidents occur:

- (1) Flight control system malfunction or failure;
- (2) Inability of any required flight crewmember to perform normal flight duties as a result of injury or illness;
- (3) Failure of any internal turbine engine component that results in the escape of debris other than out the exhaust path;
- (4) In-flight fire;
- (5) Aircraft collision in flight;
- (6) Damage to property, other than the aircraft, estimated to exceed \$25,000 for repair (including materials and labor) or fair market value in the event of total loss, whichever is less.
- (7) For large multiengine aircraft (more than 12,500 pounds maximum certificated takeoff weight):
  - (i) In-flight failure of electrical systems which requires the sustained use of an emergency bus powered by a back-up source such as a battery, auxiliary power unit, or air-driven generator to retain flight control or essential instruments;
  - (ii) In-flight failure of hydraulic systems that results in sustained reliance on the sole remaining hydraulic or mechanical system for movement of flight control surfaces;
  - (iii) Sustained loss of the power or thrust produced by two or more engines; and
  - (iv) An evacuation of an aircraft in which an emergency egress system is utilized.
- (8) Release of all or a portion of a propeller blade from an aircraft, excluding release caused solely by ground contact;
- (9) A complete loss of information, excluding flickering, from more than 50 percent of an aircraft's cockpit displays known as:
  - (i) Electronic Flight Instrument System (EFIS) displays;
  - (ii) Engine Indication and Crew Alerting System (EICAS) displays;
  - (iii) Electronic Centralized Aircraft Monitor (ECAM) displays; or
  - (iv) Other displays of this type, which generally include a primary flight display (PFD), primary navigation display (PND), and other integrated displays;
- (10) Airborne Collision and Avoidance System (ACAS) resolution advisories issued either:

# Safety Best Practices Manual

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(i) When an aircraft is being operated on an instrument flight rules flight plan and compliance with the advisory is necessary to avert a substantial risk of collision between two or more aircraft; or

(ii) To an aircraft operating in class A airspace.

(11) Damage to helicopter tail or main rotor blades, including ground damage, that requires major repair or replacement of the blade(s);

(12) Any event in which an operator, when operating an airplane as an air carrier at a public-use airport on land:

(i) Lands or departs on a taxiway, incorrect runway, or other area not designed as a runway; or

(ii) Experiences a runway incursion that requires the operator or the crew of another aircraft or vehicle to take immediate corrective action to avoid a collision.

(b) An aircraft is overdue and is believed to have been involved in an accident.

## **§ 830.6 Information to be given in notification.**

The notification required in §830.5 shall contain the following information, if available:

(a) Type, nationality, and registration marks of the aircraft;

(b) Name of owner, and operator of the aircraft;

(c) Name of the pilot-in-command;

(d) Date and time of the accident;

(e) Last point of departure and point of intended landing of the aircraft;

(f) Position of the aircraft with reference to some easily defined geographical point;

(g) Number of persons aboard, number killed, and number seriously injured;

(h) Nature of the accident, the weather and the extent of damage to the aircraft, so far as is known; and

(i) A description of any explosives, radioactive materials, or other dangerous articles carried.

## **§ 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 §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.

# Safety Best Practices Manual

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## **§ 830.15 Reports and statements to be filed.**

(a) *Reports.* The operator of a civil, public (as specified in §830.5), or foreign aircraft shall file a report on Board Form 6120.1/2(OMB No. 3147-0001)<sup>2</sup> within 10 days after an accident, or after 7 days if an overdue aircraft is still missing. A report on an incident for which immediate notification is required by §830.5(a) shall be filed only as requested by an authorized representative of the Board.

<sup>2</sup> Forms are available from the Board field offices (see footnote 1), from Board headquarters in Washington, DC, and from the Federal Aviation Administration Flight Standards District Offices.

(b) *Crewmember statement.* Each crewmember, if physically able at the time the report is submitted, shall attach a statement setting forth the facts, conditions, and circumstances relating to the accident or incident as they appear to him. If the crewmember is incapacitated, he shall submit the statement as soon as he is physically able.

(c) *Where to file the reports.* The operator of an aircraft shall file any report with the field office of the Board nearest the accident or incident.