



Emergency Response Plan

Revision: Original

15 August 2009

Serial Number: _____

Assigned to: _____	Position: _____
AIRCRAFT N _____ (if applicable)	Date of Assignment: _____

If found, please return this Emergency Response Plan to:

Your Company
6421 South Dorset Road
Spokane, WA 99224
USA
Tel. 509-838-8121

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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

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Emergency Response Plan

Section 1 - General Information

1. OVERVIEW

This **EMERGENCY RESPONSE PLAN (ERP)** provides duties, responsibilities, instructions and guidance for Your Company managers and other personnel in the event of an aircraft accident, incident or other occurrence of a serious nature. All YCO personnel should be familiar with the notification and communication procedures contained herein, and the various checklists that are to be used as control measures.

A coordinated response to an accident involving company aircraft is an essential and required component of safety management. Due to the variable nature of circumstances surrounding an accident or incident, checklists and procedures may require modification. This could also be necessary to comply with local requirements if an incident or accident occurs outside of the United States.

2. RESPONSIBILITY AND AUTHORITY

The Director of Safety (DOS) is responsible for the quality of the YCO Emergency Response Plan. The DOS is authorized to bring proposed changes before the Safety Committee for review and acceptance, in accordance with procedures set forth in the YCO **SMS Manual Introduction**. All proposed changes must be accepted by the Safety Committee.

3. EMERGENCY RESPONSE PERSONNEL

A. EMERGENCY RESPONSE CENTER MEMBERS

Assembled at the direction of the President, ERC members 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.

ERC members are as follows:

Accident Response Team Leader:	Don Rugby	Tel: 888-235-7771
Flight Department:	Bob Bell	Tel: 888-235-7771
Senior. Management:	Howard Reid	Tel: 888-235-7771
Legal Department:	Robert Gustafson	Tel: 888-235-7771
Risk Management:	Tim Green	Tel. 888-235-7771
Human Resources:		
Public Relations Department:		
Switchboard:		

4. DEFINITIONS

Definitions used in this Emergency Response Plan are similar to those used by NTSB to distinguish aircraft accidents and incidents. Refer to the YCO **Event Investigation Program** for NTSB definitions of aircraft accidents and incidents.

- **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.
- **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:
 - Engine failure or damage limited to an engine
 - Bent fairings, dents or small punctured holes in skin
 - Ground damage to propeller blades
 - Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wing tips.
- **FATAL INJURY** - Any injury that results in death within 30 days of the accident.
- **SERIOUS INJURY** - Any injury that:
 - Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
 - Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - Involves any internal organ;
 - Involves second / third degree burns, or any burns affecting more than 5 percent of the body surface.
- **AIRCRAFT INCIDENT** - Any situation other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.
- **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.
- **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.
- **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:
 - For 30 minutes after its last notified estimated time of arrival (ETA);
 - For 5 minutes after the estimated time of landing, after having landing clearance;
 - Within 10 minutes after takeoff.
- **SIGNIFICANT EVENT** - An event where one or more fatal or serious injuries occur, an aircraft receives substantial damage, or facilities / property are substantially damaged.

5. GENERAL POLICIES

A. EMERGENCY PREVENTION

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.

B. PROMPT COMMUNICATIONS

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.

C. MITIGATING RISK IN AN EMERGENCY

The guidance and procedures contained herein are intended to reduce, control or 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.

D. CONFIDENTIALITY

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.

E. PRESS AND MEDIA RELATIONS

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

F. NOTIFICATION OF RELATIVES AND AIRCRAFT OWNERS

- 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;
- **Only management personnel** will notify aircraft owners, when aircraft are involved.

G. COPING WITH EMOTIONAL DISTRESS

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.

H. RELIEF FROM DUTY

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 6 of this ERP.

I. EMPLOYEE ASSISTANCE

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.

6. MANAGEMENT RESPONSE ACTIONS

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

A. FIRST PERSON - SWITCHBOARD

An initial call regarding an accident involving your aircraft should trigger a series of calls among the Accident Response Team. Get accurate details and immediately call the primary Team Leader of your Response Plan.

B. FLIGHT CREW MEMBERS

If the situation deems necessary:

- Declare an emergency
- Evacuate aircraft per Aircraft Flight Manual or Company Operations Manual.
- Notify local authorities
- Secure the scene
- Render first aid
- Observe witnesses
- Do not speak to the media or make statements to government officials
- Contact Team Leader

C. ACCIDENT RESPONSE TEAM LEADER

Initiate **POST-ALERT DUTIES & RESPONSIBILITIES** under Paragraph 7 below, activate the ERP and follow the checklists in Section 3.

The Accident Response Team Leader shall assess whether the accident or occurrence requires the complete Response Plan and contact Senior Management. Team leader shall:

- Verify information received in initial contact
- Assess the situation and amend the plan to meet the needs of the situation
 - Notify FAA and NTSB
 - Direct all calls to Team Leader, Senior Management or Public Relations.
 - Contact local Law Enforcement
 - Confirm crew and passenger manifest
 - Make arrangements to preserve any wreckage
- Retrieve Records relating to flight, weather, crew, maintenance
- Inform flight department and other employees and amend flight operations as necessary including involving company personnel at the accident site.

D. SENIOR MANAGEMENT

If a coordinated YCO response is desired, Senior Management will contact the next primary Team Member (Legal Representative) and work on getting a statement prepared for the media.

E. LEGAL REPRESENTATIVE

If required, will contact the next primary Team Member (Risk Manager) and work with both Risk Manager and insurance representatives and work to preserve evidence.

F. RISK MANAGER

Contact the next primary Team Member (Human Resources Specialist) and begin to review the provisions of the insurance policy and work with the insurance representatives.

G. HUMAN RESOURCES SPECIALIST

Contact the next Primary Team Member (Public Relations Representative) and begin to compile an accurate list of passengers and crew members and their medical conditions.

- Deal with family needs.
- Coordinate medical coverage and needs.
- Compile personnel records of flight crew.

H. PUBLIC RELATIONS REPRESENTATIVE

Contact the Accident Response Team Leader, and confirm that all members of the Team have been contacted. Work with Senior Management on a statement for the media. Be cooperative and prepared.

I. APPROPRIATE DEPARTMENT MANAGERS

- Secure all pertinent flight records.
- Secure all pertinent maintenance records.
- Report all actions taken to the Accident Response Team Leader.

NOTE:

All statements to the press will be made through the Public Relations Department, Unless otherwise authorized by senior management.

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.

7. ALERTS

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.

A. NOTIFICATION OF AUTHORITIES

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 Safety Officer.

FAA Comm. Center Duty Officer:	Tel: 519-271-2000	(Your City FSDO)
FAA POI: Mo Hammerson	Tel: 519-271-2000	mo.henderson@faa.gov
FAA PMI: John Dobble	Tel: 519-271-2000	john.dobble@faa.gov
FAA PAI: Tom Frank	Tel: 519-271-2000	thom.frank@faa.gov
NTSB:	Tel:	

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

In no case will notification be postponed or no action taken while awaiting the return of someone who cannot be contacted.

8. POST-ALERT DUTIES & RESPONSIBILITIES

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

A. ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- Keep the rest of all flight operations running.
- Establish permanent telephone communications between the Accident Response Team Leader and the accident site.
- The Accident Response Team Leader will complete **AIRCRAFT ACCIDENT / INCIDENT REPORT SP031** as found in the YCO **SMS Forms Catalog**.
- The Accident Response Team Leader will immediately collect, inventory, assemble and sequester all flight records which may include, but are not limited to Flight Plan / Dispatch / Release, Load Manifest, Passenger Manifest, Dangerous Goods Declarations and Pilot Notices, Aircraft Log Pages, pertinent Maintenance Records, etc.). All flight records will be given to the Emergency Response Center Chairman upon request.
- The Accident Response Team Leader will maintain a separate log apart from the standard logbook to record all calls (including those calls requesting accident information) with date, time, and content of call.

9. ACCIDENT INVESTIGATION

- The U.S. NTSB will normally conduct the investigation of the accident in the United States.
- The Canadian TSB will normally conduct the investigation of the accident in Canada.
- At an overseas locations, the national government will conduct the investigation and may invite the NTSB and FAA to assist.
- YCO may or may not be invited to participate and provide personnel for the investigative team.

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.

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Section 2 – Emergency Response Planning

1. ORGANIZATIONAL MEETING

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:

- **Flight Department** (director of aviation, chief pilot, aircraft dispatcher, aircraft maintenance manager);
- **Senior Management;**
- **Legal;**
- **Risk Management;**
- **Human Resources;**
- **Public Relations;**
- **Switchboard** (operator or administrator).

A. CHECKLISTS

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

B. FLIGHT DEPARTMENT

Flight Crewmembers should confirm all changes to the passenger/crew manifest to flight operations prior to departure to ensure an accurate passenger/list. It is highly recommended to always file an IFR or VFR flight plan. It is also recommended that corporate “flight following” procedures be implemented.

C. ACCIDENT RESPONSE TEAM LEADER (AND ALTERNATE)

It is recommended that these individuals not be onboard the same aircraft at the same time. The most desirable candidates would be individuals who are thoroughly familiar with your corporate aircraft operations, such as the supervisor of aviation operations, chief pilot, aircraft dispatcher or chief of maintenance.

D. ACTIVATING THE PLAN

The news of an accident involving your aircraft will most likely come from a government agency like the Federal Aviation Administration (FAA) or the National Transportation Safety Board (NTSB). That call will probably be answered by your switchboard operator or after-hours answering service. The initial phone call should trigger a series of phone calls among the members of your Accident Response Team. Ultimately, all key departments represented by your 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 your Plan. Failure to do so will break the phone chain and severely limit the effectiveness of the Plan.

E. REHEARSAL

At least once annually, Your Company shall conduct 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. At the discretion of management, certain federal, state, and local airports or other authorities may also be involved.

F. ON-SITE ASSISTANCE

Depending on the severity of the accident, your insurance adjuster or claims representative may be available to provide a wide range of services and assistance at an accident site. These services include:

- comforting the injured and their families;
- helping with medical, hospital and funeral arrangements;
- assisting local authorities in securing the accident site;
- coordinating with the NTSB, FAA and local authorities;
- removing the aircraft to a repair or storage facility, and
- clean-up of the accident site.

G. COMPANY REPRESENTATION

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

NOTE:

Personnel who have a role in the emergency response plan should be trained in their respective roles and the plan should be exercised periodically in order to test its integrity.

Section 3 – Aircraft Accident Checklists

2. GENERAL

Responsibilities of each Team Member may be forgotten over time or 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 your office and your home. A small laminated version could be made to keep in your wallet or flight bag 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 reported to the Response Team Leader immediately who should make sure all updated lists are distributed in a timely manner to appropriate ERC members and managers.

Checklists are included for:

- Flight Crew Members;
- Switchboard Operator;
- Accident Response Team Leader;
- Senior Management;
- Legal Representative;
- Risk Manager;
- Human Resource Specialist;
- Public Relations Representative;

A. 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 accordance with the procedures described in the Aircraft Flight Manual or your company's Operations 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.		

<p>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 passengers and other injured persons should be the highest priority. Arrange for the physician's report to be sent to your company.</p>		
<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 your company's legal representative. Unless served with a subpoena, you are under no legal obligation to make a statement to any government official. However, a pilot must cooperate in producing 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.

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:

- to remove persons injured or trapped;
- to protect the wreckage from further damage; or
- to protect the public from injury.

This responsibility shall remain with the flight crew until transferred to emergency workers, management or the NTSB takes custody of the aircraft wreckage, mail and cargo. If the flight crew is incapacitated, the first responder shall assume these responsibilities. If police 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.

B. SWITCHBOARD OPERATOR'S AND AFTER-HOURS CONTACT CHECKLIST

Action	Date	Time
<p>Know the name used as the aircraft's registered owner if it is different from your company's name.</p>		
<p>Get the information: (use form provided)</p> <ul style="list-style-type: none"> • Name, entity, telephone number, fax number, and address of the person calling in the report. • Presume anonymous calls regarding 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 primary Team Leader of your Response Plan. If unable to reach the primary or alternate contact, call the Senior Executive contact as the alternate Plan Team Leader.</p>		
<p>Direct incoming phone calls regarding the accident to the Team Leader. Calls from the media should be directed to the Senior Executive or Public Relations Representative.</p>		

Note:

Do not speak to the media. Act in a responsible, professional manner.

Report Emergencies Immediately to the appropriate Contact.

If all information is not available, do not delay reporting while information is being gathered.

C. ACCIDENT RESPONSE TEAM LEADER'S CHECKLIST

Action	Date	Time
<p>Verify: Get the name, entity, telephone number, fax number, email and address of the person calling-in the report.</p>		
<p>Try to make certain the call is not a hoax by calling him/her back. If necessary, verify the entity's phone number with long distance information.</p> <p>Presume anonymous calls regarding threats of sabotage or hostages as genuine. Try to record the exact words of the caller. Listen for identifiable background noise.</p>		
<p>If the call is from a foreign country, verify the caller's entity with the U.S. Embassy of that country. U.S. Department of State, Washington, DC. Tel: 202-647-4000.</p>		
<p>Note the date and time of the accident/occurrence and the time you received notification.</p>		
<p>Obtain as much information from the caller as possible. For example:</p> <ul style="list-style-type: none"> • Make and model of aircraft • Aircraft Registration number • Location of the accident or occurrence • Medical condition of persons involved • Names of the health care facilities providing treatment • Extent of damage to the aircraft • Whether police, fire, rescue or FAA are enroute or on the scene • Whether other government agencies have been notified 		
<p>Notify Assess whether the accident or occurrence requires activating the complete Response Plan:</p> <ul style="list-style-type: none"> • Refer to NTSB regulation Part 830 (http://www.access.gpo.gov/nara/cfr/waisidx/49cfr830.html) • Refer to any applicable corporate policies 		
<p>Refer to your aircraft insurance policy</p>		
<p>Consider possible modifications to this Plan to meet the needs of the situation.</p>		
<p>Call the next primary or alternate member (the Senior Executive) of your Response Team.</p> <p>You will receive a confirmation call from the last Team member informing you of the name and phone number of each Team member notified.</p>		