

## Instructions

**Organizational Meeting.** The key to the Plan's success is the ability of corporate management to respond in a logical, coordinated manner to the news of an accident involving a company aircraft.

The first step in ensuring a timely and appropriate response is to assemble a team of key corporate personnel, each of whom will have specific, pre-assigned responsibilities should an accident occur.

It is recommended that your Accident Response Team be composed of a primary and an alternate representative from each of the following departments (or their equivalents in your management structure):

1. **Aviation** (supervisor of operations, chief pilot, aircraft dispatcher or aircraft maintenance manager)
2. **Senior Management** (CEO, COO, executive vice president)
3. **Legal**
4. **Risk Management**
5. **Human Resources**
6. **Public Relations**
7. **Switchboard** (operator or administrator).

**Checklists.** Since the responsibilities of each Team Member tend to be forgotten over time or in the aftermath of an aircraft accident, we have prepared two checklists for each Team Member.

The first version details each Team Member's responsibilities. A copy of this version should be kept in a secure place at each team member's office and home.

The second is an abbreviated, wallet-size version which briefly outlines the responsibilities of each Team Member and provides space for recording the names, phone, cell phone and/or pager numbers of each Member. This should be carried by each Member at all times.

Every effort should be made to maintain the accuracy of telephone and pager numbers. Changes should be reported to the Response Team Leader immediately.

**Flight Department.** Flight Crew members should confirm changes to the passenger/crew manifest to flight operations prior to departure. This results in an accurate list of passengers and crew members involved in the accident. It is highly recommended to always file an IFR or VFR flight plan. It is also recommended that corporate "flight following" procedures be implemented.

**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.

**Activating the Plan.** In most cases, news of an accident involving your aircraft will come from a government agency like the Federal Aviation Administration (FAA) or the National Transportation Safety Board (NTSB). Therefore, 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 responsibilities.

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

**Rehearsal.** The best test of how well your Plan will work, and where it may need refinement, is to create a hypothetical accident and rehearse your Response Plan at the close of your organizational meeting. Ideally, this rehearsal should be followed by another two weeks later. Both rehearsals should be directed by the Team Leader and, if possible, the second rehearsal should be kept secret from all members of the Response Team except your Top Management primary and alternate representatives.

**On-Site Assistance.** Your USAIG claims representative will 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.

**Company Representation.** Your company may wish to have its own, specially-trained staff member present at an aircraft accident site. If so, USAIG recommends that this individual receive special training. A USAIG branch manager or our Safety Engineering Department can assist you in locating a training facility.

### **Flight Crew Members - "M A N I F E S T"**

**Mayday** 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.

**Abandon Aircraft** Evacuate aircraft in accordance with the procedures described in the Aircraft Flight Manual or your company's Operations Manual.

**Notify Authorities** Inform local police, fire and rescue at the accident site of any passenger injuries and arrange for treatment.

**Isolate** With police assistance, isolate and secure the scene. It is the operator's responsibility to preserve the integrity of the site for investigators.

**First Aid** 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. Arrange for the physician's report to be sent to your company.

**Eyewitnesses** 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.

**Silence** 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)).

**Team Leader** Contact your Aircraft Accident Response Team Leader and advise him/her of the situation. Let the Team Leader coordinate your company's response.

## **Switchboard Operators and After-Hours Contact**

### **Details**

Know the name used as the aircraft's registered owner if it is different from your company's name.

Get the name, entity, telephone number, fax number, and address of the person calling in the report.

Presume anonymous calls regarding threats of sabotage or hostages are 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.

### **Call**

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.

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.

## **Accident Response Team Leader - "C A R E"**

### **Confirm**

Get the name, entity, telephone number, fax number and address of the person calling in the report.

Try to make certain the caller is not perpetrating a hoax by calling him/her back. If necessary, verify the entity's phone number with long distance information.

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.

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.**

Obtain as much information from the caller as possible. For example:

1. Make and model of aircraft
2. Aircraft Registration number
3. Location of the accident or occurrence
4. Medical condition of persons involved
5. Names of the health care facilities providing treatment
6. Extent of damage to the aircraft
7. Whether police, fire, rescue or FAA are enroute or on the scene
8. Whether other government agencies have been notified

### **Alert**

Assess whether the accident or occurrence requires activating the complete Response Plan.

1. Refer to [NTSB regulation Part 830](#)
2. Refer to any applicable corporate policies
3. Refer to your aircraft insurance policy

Consider possible modifications to this Plan to meet the needs of the situation.

Call the next primary or alternate member (the Senior Executive) of your Response Team.

You will receive a confirmation call from the last Team Member informing you of the name and phone number of each Team Member notified.

Instruct switchboard operators to direct incoming phone calls related to the accident to your location. Calls from the media should be directed to the Senior Executive or Public Relations Representative.

Notify the FAA and NTSB. For criminal acts such as sabotage, hostages or a bomb threat, notify the FBI.

1. Simply give the facts

2. Do not speculate or draw your own conclusions to explain anything  
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3. Follow the guidelines of [NTSB regulation Part 830](#)

Contact law enforcement officials at the scene and, if necessary, authorize use of off-duty police for site security.

Confirm the passenger/crew manifest. Obtain an accurate list of passengers and crew members involved in the accident from the Team Leader or flight department scheduler. Verify exact names, employers and contact telephone numbers.

The Risk Manager will receive notification of the accident through this Plan. If your company does not have a Risk Manager, notify your aviation insurance broker and the USAIG field claims office nearest to the accident site.

Carefully consider the advice of your USAIG aviation insurance claims professional.

Contact those individuals who were to meet the aircraft at its intended destination. If the aircraft's destination was home base, coordinate with your Human Resources Specialist for family notification and arrangements.

Make arrangements for the preservation of any wreckage.

If you contract with an in-flight medical service, have them contact the hospital with passenger and crew medical histories.

Ensure that crew members involved in the accident or occurrence receive medical evaluations as soon as possible and be sure a physician documents their condition.

## **Records**

Retrieve the following original records, make copies for your own purposes and store the originals in a secure place for future reference or use by the FAA or NTSB.

1. Weather reports for the airports closest to the location of the occurrence (METARs, Terminal Forecasts, Airmets, Sigmets, Notams)
2. All trip papers related to the aircraft and its flight, including weight and balance calculation

3. All personnel and training records for crew members involved, including pilot duty and rest records
4. All maintenance records, including airframe and engine logs and aircraft maintenance log sheets

Have the FBO who last fueled the aircraft collect a fuel sample.

## **Employees**

Inform flight department employees in person, if possible. If expediency is necessary, inform them via telephone. Do not leave a message other than for a return call.

1. Do not inform other flight crews while they are flying. Wait until they arrive at their next destination
2. Advise employees not to discuss the accident with anyone outside the company, including the FAA, NTSB, or law enforcement, unless directed to do so by a company superior.

Consider having the flight department "stand down" by giving employees one or more days off. This time off may help employees with their emotional state.

1. Assure employees this is not a disciplinary measure but is standard procedure for situations like this
2. Use this time to evaluate whether a company flight or maintenance procedure might have contributed to the cause of the accident
3. Use airlines or charters for flight schedules during this time

Consider sending your specially trained company representative to the accident site.

Within the United States, it is within the discretion of the NTSB investigator-in-charge to allow participation in the field investigation by the companies whose employees, functions, activities or products were involved in the accident or incident and who can

provide suitable qualified technical personnel to assist in the field investigation (49 CFR 831.11). Dispatch that individual to the accident site. Have that person inform the local law enforcement, FAA, NTSB and your aviation insurance claims specialist that he or she is on-scene as your company representative.

If permitted by the investigator-in-charge, photograph the damaged aircraft and the scene.

Keep your Team's Legal Representative informed on the status of your actions.

## **Senior Executive**

### CALL

Call the next primary or alternate member (the Legal Representative) of your Response Team. Inform him/her of the name and phone number of each Team Member notified.

### STATEMENTS

Be prepared with a statement for the media. State only the facts. Do not speculate. For example:

"I have received notification that our company aircraft has been involved in an (accident-incident-threatening act). I understand that (number) passengers and (number) crew members were onboard. We are in the process of notifying the families of these individuals. Our sincere concern goes out to all of them. The aircraft was on a flight from (departure point) to (intended destination). This is all we know at this time. We have activated our Accident Response Plan and are working with the investigative authorities in charge to determine exactly what happened. We will inform the media of additional information as soon as it becomes available. Otherwise, we will (hold a press conference; issue a press release) tomorrow at (time)."

Be prepared to answer media questions. State only the facts. Do not talk "off the record". Consider reciting other information, such as:

1. The corporate aircraft use policy (to enhance corporate productivity)
2. Refer reporters to the National Business Aviation Association (NBAA) at (202) 783-9000 and the Flight Safety Foundation at (703) 739-6700 regarding corporate aviation safety statistics.

3. Average number of years of experience for your pilots
4. Pilot recurrent training program
  
5. Type and age of aircraft

Issue an in-house statement for company employees.

Notify the Board of Directors and other executives as necessary.

### **Legal Representative**

#### CALL

Call the next primary or alternate member (the Risk Manager) of your Response Team. Inform him/her of the name and phone number of each Team Member notified.

#### ADVOCACY

Coordinate with your USAIG aviation insurance claims specialist in obtaining statements from the flight crew. Represent crew members in discussions with investigation officials.

Collect information on any third party injuries or property damage.

Verify with your Team Leader that the FAA and NTSB have been notified. In the case of criminal acts such as sabotage, hostages or a bomb threat, notify the FBI.

1. When notifying the FAA and NTSB, simply give the facts. Do not speculate or draw your own conclusions
  
2. Follow the guidelines of [NTSB regulation Part 830](#)

#### PRESERVATION OF EVIDENCE

Verify that flight department records are being collected by your Team Leader.

Verify with your Risk Manager or your USAIG aviation insurance claims professional that the wreckage has been preserved.

### **Risk Manager**

## CALL

Call the next primary or alternate member (the Human Resources Specialist) of your Response Team. Inform him/her of the name and phone number of each Team Member notified.

## NOTIFY

Notify your aviation insurance broker and the USAIG field claims office nearest to the accident site.

Review the provisions of your aircraft insurance policy.

## **Human Resources Specialist**

### CALL

Call the next primary or alternate member (the Public Relations Representative) of your Response Team. Inform him/her of the name and phone number of each Team Member notified.

### DETAILS

Obtain an accurate list of passengers and crew members involved from your Team Leader or flight department scheduler. Verify exact names and contact telephone numbers.

Obtain an accurate report of medical conditions for each individual.

### NOTIFY

Arrange to have family members of accident victims notified in person. Use company representatives, local police, Red Cross representatives, etc. for this purpose. Only if this is impossible, contact family members by telephone. Do not leave a message other than for a return call.

Be sensitive to immediate needs of family.

1. Consider flying the spouse(s), by airline, to the location of the accident
2. Offer to pick up children from school or child care
3. Offer to inform clergy of each family's choice. Clergy can be helpful as trauma counselors and assisting with family needs

## ADMINISTRATE

Consider having a professional trauma counselor available for the families of the victims.

Coordinate group health care coverage with the hospitals.

Photocopy personnel records of flight crew employees for your purposes. Store originals in a secure place for future reference.

## **Public Relations Representative**

### CALL

Call your Team Leader. This will confirm that all members of your Team have been contacted. Inform him/her of the name and phone number of each Team Member notified.

### STATEMENT

Be prepared with a statement for the media. State only the facts. Never speculate. For example:

"I have received notification that our company aircraft has been involved in an (accident-incident-threatening act). I understand that (number) passengers and (number) crew members were onboard. We are in the process of notifying the families of these individuals. Our sincere concern goes out to all of them. The aircraft was on a flight from (departure point) to (intended destination). This is all we know at this time. We have activated our Accident Response Plan and are working with the investigative authorities in charge to determine exactly what happened. We will inform the media of additional information as soon as it becomes available. Otherwise, we will (hold a press conference; issue a press release) tomorrow at (time)."

Establish control of media communications by trying to be the best source of information.

1. Be readily available. Be well prepared. Be accurate. Be cooperative.
2. Do not talk "off the record".