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Aircraft Accident Response Plan

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1.0 Introduction

The intent of this booklet is to outline the immediate considerations, steps and processes for an effective response to an incident involving company aircraft. The objective is to provide guidance concerning notification, steps to take at immediate consequences and requirements for circumstances that by definition include serious personal injury, fatality or substantial damage to

Primary objectives of the plan include:

- Safety
- Preservation of life
- Protection of the company property and interests
- Containment of crisis and prevention of further damage
- Establishment of communication with responding agencies and services
- Communication with employees and families
- Effective management of information

The overall success of this plan hinges on key personnel recognizing a crisis situation and immediately contacting the appropriate resources so that the crisis can be managed effectively.

Although statistically remote, aviation accidents are extremely serious situations, which could adversely affect our employees and the communities involved. Aviation accidents could cause serious injury, death, and significant property damage.

This plan is designed to facilitate handling of these types of situations in a professional, efficient, and caring manner. It is of the utmost importance that contingency plans for an aircraft accident be developed and exercised before they are needed. The crisis management procedures contained herein will assist to reduce the stress, allowing decisions to be more effective and responsibilities more clearly defined.

1.1 Requirement to Notify the National Transportation Safety Board (NTSB)

According to federal law, an operator of an aircraft is required to immediately notify the NTSB of an aircraft accident or any of the following listed incidents:

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 structural components of a turbine engine excluding compressor and turbine blades and vanes;
4. In-flight fire; or
5. Aircraft collide 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. In-flight failure of electrical systems emergency bus powered by a back-up or air-driven generator to retain flight control or essential instruments;
8. In-flight failure of hydraulic systems remaining hydraulic or mechanical systems;
9. Sustained loss of the power or thrust;
10. An evacuation of an aircraft in which an emergency egress system is utilized.

11. An aircraft is overdue and is believed

NTSB Definitions:

1. “Aircraft Accident” means an occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft and all such persons have disembarked, and in which any person suffers death, or serious injury, or in which the aircraft receives substantial damage.

2. “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. NOTE: Engine failure or damage limited to an engine if only one engine fails or is damaged, bent fairing or cowling, dented skin, small puncture holes in the skin or fabric, ground damage to rotor or propeller blades, and damage to landing gear, wheels, tires, flaps, engine accessory “substantial damage”.

3. “Operator” means any person who causes or authorizes the operation of an aircraft, such as the owner or lessee of an aircraft.

4. “Fatal Injury” means any injury that results in death within thirty (30) days of the accident.

5. “Serious Injury” means any injury that (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; (2) results in a fracture of any bone (except simple fracture of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves injury to any internal organ; or (5) involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
2.0 Accident Response Plan Elements

A. Passenger Crew Manifest

Flight crewmembers must confirm changes to the passenger/crew manifest prior to departure on each leg. An accurate list of passengers and crewmembers is essential. Careful attention should be given to contact numbers for non-company passengers.

B. Accident Response Team

The Accident Response Team includes those identified on the “Accident Response Team Contact List” located on the next page. The plan will be executed by the Director of Aviation or the next identified alternate on the contact list if the director is not available.

C. Plan Activation

In most cases, news of an aircraft accident will come from a governmental agency like the Federal Aviation Agency (FAA) or NTSB. The initial call will trigger a series of calls among the members of the Aircraft Accident Response Team. Ultimately, all key departments represented by the primary and alternate team members will become aware of the accident and will have begun to carry out their specified responsibilities.

D. Checklists

A checklist detailing each team member’s duties is essential. A copy should be kept at the office and at home. Every effort should be made to maintain accurate telephone and cell phone numbers. Changes should be reported to the Director of Aviation immediately and this list should be reviewed and updated annually. Abbreviated wallet checklists, including critical telephone numbers are beneficial and consideration should be given to issue these to each team member.

E. Rehearsal

The Aircraft Accident Response Plan should be rehearsed annually with a hypothetical accident.
## 2.1 Accident Response Team Contact List

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name</th>
<th>Work</th>
<th>Mobile</th>
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<tbody>
<tr>
<td>Team Lead</td>
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<td>Team Lead (Alternate)</td>
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<td>Team Lead (Alternate)</td>
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<td>Team Lead (Alternate)</td>
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<td>Public Relations</td>
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<td>Family Coordinator</td>
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<td>Human Resources</td>
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<td>Risk Management</td>
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<td>Legal</td>
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<tr>
<td>Local Air Traffic Control</td>
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<tr>
<td>Airport Manager</td>
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<tr>
<td>Airport Maintenance</td>
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<td></td>
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<tr>
<td>Fire Department</td>
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<tr>
<td>Police Department</td>
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<td></td>
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<tr>
<td>Company Security Agency</td>
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<tr>
<td>Insurance Broker</td>
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</tr>
<tr>
<td>NTSB</td>
<td></td>
<td>(202) 314-6000</td>
<td></td>
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<tr>
<td>U.S. State Department</td>
<td></td>
<td>(202) 647-4000</td>
<td></td>
</tr>
<tr>
<td>NBAA</td>
<td></td>
<td>(202) 783-9000</td>
<td></td>
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<tr>
<td>Flight Safety Foundation</td>
<td></td>
<td>(703) 739-6700</td>
<td></td>
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<tr>
<td>FBI</td>
<td></td>
<td>(202) 324-3000</td>
<td></td>
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<tr>
<td>FAA</td>
<td></td>
<td>(866) 835-5322</td>
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</table>
3.0 CHECKLISTS

This section contains checklists to be used by the Aircraft Accident Response Team.

CHECKLIST

AIRCRAFT FAILS TO REPORT IN

1. If Aircraft Fails to Report In (Possible Aircraft Accident):
   a. Call Local Air Traffic Control to verify position of aircraft.
      i. If ATC lost contact with aircraft:
         1. Notify Team Leader.
      ii. If aircraft is in contact with ATC, verify aircraft status is normal.

CHECKLIST

LOCAL AIRCRAFT EMERGENCY

1. If aircraft reports an EMERGENCY on company frequency or UNICOM:
   a. Verify the following:
      iii. Nature of Emergency
      iv. Flight crew’s intentions:
      v. Fuel on board
      vi. Total number of people:
      vii. Landing runway
   b. Notify Aircraft Rescue services
   c. Notify the Team Leader of situation
CHECKLIST

INITIAL CALL

Aircraft accident away from local base

1. If the Director of Aviation is available, caller on the line. Do not place the call.

2. Get the name, entity, phone number, an

3. VERIFY EMERGENCY RESCUE SERVICES

4. Fill out the Accident Initial Report Form.

5. Try to make certain the caller is not per

6. If the call is from a foreign country, verify that country. U.S. Department of State,

7. Notify the Director of Aviation or the designated alternate.

8. Direct remaining incoming phone calls or the designated alternate.
# Accident Initial Report Form

<table>
<thead>
<tr>
<th>Date:</th>
<th>Time:</th>
<th>Location:</th>
</tr>
</thead>
</table>

**Caller’s Information:**

Name________ Organization _________________ Phone #_______________

**Description of Accident:**

**Medical Condition of Passengers:**

**Damage to aircraft:**

**Damage to other property:**

Which government agencies have been notified? Rescue_ Fire_ Police_ FAA_ Other_

**Witnesses:**

<table>
<thead>
<tr>
<th>Names</th>
<th>Telephone Numbers</th>
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<td></td>
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</tr>
</tbody>
</table>
CHECKLIST

ACCIDENT RESPONSE TEAM LEADER – ALERT PHASE

1. Verify Emergency Rescue is responding to
2. Confirm Checklist for INITIAL CALL is complete.
3. Assess whether the incident requires activation under any of the following conditions:
   a. The aircraft is involved in an accident where one or more persons onboard sustain a serious or fatal injury.
   b. The aircraft is involved in a situation where the safety of the persons onboard is questionable or unknown.
4. Confirm passenger/crew manifest. Verify names, employers and contact telephone numbers.
5. Notify members of the Accident Response Team, as appropriate.
6. Contact those individuals who were to meet the aircraft at its intended destination. Coordinate with your Human Resources for family notification and arrangements, if necessary.
7. Ensure that crewmembers involved receive medical evaluations as soon as possible and be sure a physician documents their condition.
8. Calls from the media should be directed to Public Relations.
9. Notify FAA and NTSB. Refer to NTSB regulation Part 830. For criminal acts such as sabotage, hostages, or a bomb threat, notify the FBI.
   a. Simply give the facts. Do not speculate or draw your own conclusions to explain anything.
   b. Follow the guidelines of NTSB regulation Part 830 (File forms 6120.1 or 7120.2 within 10 days).
10. Contact law enforcement officials at the scene and, if necessary, authorize use of off-duty police for site security. Reasonable costs to secure the aircraft or accident site are covered by the insurer.
11. Work with the insurance company claims specialist to make arrangements for the preservation of any wreckage.
12. If the location is a foreign country, call the U.S. Embassy. For a complete list of U.S. Embassies, Consulates and Diplomatic Missions, visit:

http://ugjpss.state.gov
CHECKLIST

ACCIDENT RESPONSE TEAM LEADER – RECORDS PHASE

1. Retrieve the following original records, n originals in a secure place for future refer

   a. Weather reports for the airports cl (METARS, terminal forecasts, Ai

   b. All trip papers related to the aircr;

   c. All personnel and training records
duty and rest records.

   d. All maintenance records, includin
maintenance logs sheets.

   e. If the incident included possible e
the aircraft collect a fuel sample.
CHECKLIST

ACCIDENT RESPONSE TEAM LEADER – EMPLOYEE PHASE

1. Inform flight department employees in person, if possible. If expediency is necessary, inform them via telephone. Do not leave a message:
   a. Do not inform other flight crews while they are flying. Wait until they arrive at their next destination.
   b. 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.
   c. 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.
      i. Assure employees this is not a disciplinary measure but is standard procedure for situations like this.
   d. Use this time to evaluate whether a company flight or maintenance procedure might have contributed to the cause of the accident.
   e. Use airlines or charter for flight schedules during this time.
   f. Consider sending a specially trained company representative to the accident site.
      i. Within the United States, it is within the discretion of the NTSB investigator in charge to allow participation by the companies whose employees, functions, activities or products were involved in the accident and who can provide suitable qualified technical personnel to assist in the field investigation (49 CFR 831.1).
      ii. 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.
      iii. If permitted by the investigator in charge, photograph the damaged aircraft and the scene.
      iv. Keep the Team’s Legal Representative informed on the status of your actions.
      v. Require the NTSB to sign for any documents required.
      vi. Keep in mind the NTSB may not allow company attorneys to participate in any briefings.
      vii. Consider the use of an outside consultant for advice and assistance.
CHECKLIST

LEGAL DEPARTMENT

1. Coordinate with Risk Management and obtaining statements from the flight crew.

2. Represent crewmembers in discussions.

3. Collect information on any third party injuries or property damage.

4. Verify with your Team Leader that the FAA and NTSB have been notified. In the case of criminal acts such as sabotage, hostage crises, or a bomb threat, verify that Security has notified the FBI.
   a. When notifying the FAA and NTSB, simply give the facts. Do not speculate or draw your own conclusions.
   b. Follow the guidelines of NTSB.
   c. Verify that flight department records are being collected by your Team Leader.
   (Pilot logbooks, aircraft logbooks, weather information, flight log information, and crew and passenger manifests.
   d. Verify with Team Leader that the wreckage has been preserved. (This should be handled by the insurance company claims specialist.
   e. Keep in mind the NTSB may not allow company attorneys to participate in any briefings.
CHECKLIST

HUMAN RESOURCES

1. Obtain an accurate list of passengers and crewmembers involved from the Team Leader.

2. Verify exact names and contact telephone numbers.

3. Obtain an accurate report of medical conditions for each individual.

4. Arrange to have family members of accident victims notified in person, in accordance with established policies and procedures.

5. Be sensitive to immediate needs of family.
   a. If the family desires, fly the spouse(s), by airline, to the location of the accident.
   b. Offer to pick up children from school.
   c. Offer to inform clergy of each family's choice. Clergy can be helpful as trauma counselors and assisting with family needs.
   d. Contact the local Employee Assistance Program (EAP) provider to be ready for counseling support.
   e. Coordinate health care coverage with hospitals.
   f. Copy personnel records of flight crew and other employees involved in the accident for your purposes. Store originals in a secure place for future reference.
   g. Notify the People Services Center to facilitate verification of coverage and simplify administration.
CHECKLIST

PUBLIC RELATIONS

1. Be prepared to answer media questions. Consider the following example media statement:

   a. Sample initial media statement:

      “I have received notification that our Company aircraft has been involved in an accident. I understand that (number) passengers and (number) crewmember the families of these individuals. Our sincere concern from (departure point) to (intended destination). This Accident Response Plan and are working with the inv what happened. We will inform the media of addition Otherwise, we will (hold a press conference/issue a p

   b. Flight Department Mission and Goal

      “The Mission of our Aviation Department is to meet i transportation. We use best industry practices while We have the responsiveness and flexibility that is ess cost-effective and controlled manner. We conduct ou personal integrity in all that we do. We promote the c corporation’s role as a good corporate citizen.

      c. The average number of years of expe

      d. The average number of flight hours c

      e. Our pilots receive recurrent training .

      f. We operate the following aircraft: __

      g. In regard to Corporate Aviation safet Aviation Association (NBAA) 202-7 6700.

      h. Implement procedures to shield empl
CHECKLIST

FAMILY COORDINATOR

1. Coordinate family counselors and brief immediate family members.

2. Assist immediate family with all travel needs. i.e. airlines, charter, hotel, car rental and if available, additional department aircraft.

3. Be sensitive to immediate needs of the family.

4. Act as a liaison between flight department and family.

5. If necessary, arrange for clergy visitation.

6. Contact other company representatives.

7. Assist the Accident Response Team Leader.
CHECKLIST

RISK MANAGEMENT

1. Notify our aviation insurance broker and the
2. Review the provisions of our aircraft insurance policy.

Notice from the

In the event of an occurrence, cli:

1. Not assume any obligation or liability, nor of expense, nor incur any expense other than the
2. Promptly contact us and follow up with prompt
   a. Time, place and description of events;
   b. Names and locations of Passengers, witnesses, injured or deceased persons;
   c. Location or description of any damaged property and/or Aircraft.
3. Immediately forward to us every demand, notice, summons, legal paper or any other process they receive;
4. Cooperate and assist us in all matters of any claim or suit;
5. Authorize us to obtain any records relating to a loss;
6. Not abandon the Aircraft or any other salvage without our prior consent;
7. Take all reasonable precautions to protect the Aircraft or other insured property after any accident or loss.
   a. Reasonable expenses incurred in providing such protection will be deemed, “incurred at our request”. Any further loss or damage due to an Insured’s failure to reasonably protect the insured property will not be covered by this policy;
8. Promptly report any suspected theft or vandalism to the local police;
9. Allow us the option to inspect any Aircraft or insured property before any repairs begin or its disposal;
10. File with us within ninety (90) days after the loss a sworn proof of loss including the information and in the form we reasonably require and, upon our request, submit to examination under oath;
11. Exhibit the damaged property and produce for our examination all pertinent records and invoices, permitting copies to be made, at reasonable times and places as we designate;
12. If requested, provide clear title to us for any property salvage at the time Total Loss payment is made by us; and
13. Allow us to inspect Aircraft records, repair and service invoices, sales receipts and log books as may be required in the settlement of
CHECKLIST

ON SCENE AIRCREW

1. Get all persons clear of the aircraft.
2. Give whatever first aid is necessary and possible.
3. Ensure that the aircraft and related equipment are guarded continuously and that nothing is moved except to the extent necessary to remove persons and protect the aircraft or related equipment from further damage, or to protect the public from injury.
4. Call and notify the Accident Response Team in accordance with the Aircraft Accident Response Plan.
   - The Team Lead will contact the NTSB if required.
5. As soon as possible, prepare a written report for use by the company only.
6. Make no statement regarding estimates of damage, injuries, or opinion of cause.
   - If requested to make a statement, state only the following: "We are gathering information in accordance with company procedures. Please be patient until an official from my company is available."
   - Pass on all requests for information to the Team Lead.
7. Preserve the aircraft, related equipment and all records. These include the manifest, tapes of flight recorders and voice recorders.
8. Make sketches and descriptive notes. Photographs of the accident scene should also be secured. Identify the location, including the position of the aircraft, if the aircraft was moved, any significant impact marks and any damage to surrounding property.
9. Obtain names, addresses and phone numbers of all witnesses.
10. Obtain names and addresses of all federal, state and local investigators.
11. Ask law enforcement to keep spectators (including news media) clear of the area until an official of the NTSB arrives and takes charge. Request that all personnel in the area be identified as law enforcement, medical, or official investigators.