

*Corporate Aviation*  
*Aircraft Accident Response Plan*



# Aircraft Accident Response Plan

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# Aircraft Accident Response Plan

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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 and effective response to an incident involving company property. This guidance concerns notification, steps to take at the time of an incident, immediate consequences and requirements for compensation in the event of personal injury, fatality or substantial damage to company property.

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 responsible parties
- Communication with employees and families
- Effective management of information

The overall success of this plan hinges on key people being able to immediately contact the appropriate resources. Although statistically remote, aviation accidents can adversely affect our employees and the community. The consequences of a serious injury, death, and significant property damage can be devastating.

This plan is designed to facilitate handling of the incident in a safe and caring manner. It is of the utmost importance that this plan be developed and exercised before they are needed. The procedures contained herein will assist to reduce the stress, and clarify the 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 report an aircraft accident or any of the following list of events:

1. Flight control system malfunction or failure;
2. Inability of any required flight crew member to perform his or her duties as a result of injury or illness;
3. Failure of structural components of the aircraft, including engine, turbine blades and vanes;
4. In-flight fire; or
5. Aircraft collide in flight.
6. Damage to property, other than the aircraft, in the amount of \$500,000 (including materials and labor) or fatality, whichever is less.

7. In-flight failure of electrical systems emergency bus powered by a back-up or air-driven generator to retain flight
8. In-flight failure of hydraulic systems remaining hydraulic or mechanical
9. Sustained loss of the power or thrust
10. An evacuation of an aircraft in which
11. An aircraft is overdue and is believed

#### NTSB Definitions:

1. "Aircraft Accident" means an occurrence associated with the operation of an aircraft, which places in jeopardy the lives of any person on board, any person on the ground, or the aircraft itself, and in which any person on board the aircraft receives substantial damage.

2. "Substantial Damage" means damage or failure of an aircraft that requires major repair or replacement of the affected component. For multi-engine aircraft, it includes damage to the engine if only one engine fails or is damaged, but excludes damage to the engine if the engine is replaced. It also includes damage to the fuselage, wings, or landing gear, wheels, tires, flaps, engine accessories, or other parts of the aircraft that are essential for the safe operation of the aircraft. "Substantial damage" does not include damage to the aircraft that is necessary for the safe operation of the aircraft.

3. "Operator" means any person who causes or is responsible for the operation of an aircraft, or the owner or lessee of an aircraft.

4. "Fatal Injury" means any injury that results in the death of a person.

5. "Serious Injury" means any injury that (1) requires medical attention beyond first aid, (2) results in a fracture of any bone (except simple fracture of fingers, toes, or thumb), (3) involves injury to the head, neck, or torso, (4) involves injury to the eye, (5) involves injury to the ear, nose, or mouth, (6) involves injury to the third-degree burns, or any burns affecting more than 10 percent of the body surface.

## **2.0 Accident Response Plan Elements**

### **A. Passenger Crew Manifest**

Flight crewmembers must confirm changes to the p each leg. An accurate list of passengers and crewm be given to contact numbers for non-company pass

### **B. Accident Response Team**

The Accident Response Team includes those identi Contact List” located on the next page. The plan w the next identified alternate on the contact list if the

### **C. Plan Activation**

In most cases, news of an aircraft accident will con like the Federal Aviation Agency (FAA) or NTSB. among the members of the Aircraft Accident Respc represented by the primary and alternate team mem will have begun to carry out their specified respons

### **D. Checklists**

A checklist detailing each team member’s duties is and at home. Every effort should be made to maint: numbers. Changes should be reported to the Direct should be reviewed and updated annually. Abbrevi telephone numbers are beneficial and consideration member.

### **E. Rehearsal**

The Aircraft Accident Response Plan should be reh  
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## 2.1 Accident Response Team Contact List

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



### 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:
  - i. If ATC lost contact with aircraft:
    1. Notify Team Leader of situation
  - ii. If aircraft is in contact with ATC:
    1. Notify Team Leader of situation

#### 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 on board
  - 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 S**
4. Fill out the Accident Initial Report Forr
5. Try to make certain the caller is not per
6. If the call is from a foreign country, ver that country. U.S. Department of State,
7. Notify the Director of Aviation or the d
8. Direct remaining incoming phone calls or the designated alternate.

# Accident Initial Report Form

Date:	Time:	Location:
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_		
<u>Witnesses:</u>		
Names		Telephone Numbers

## 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 serious or fatal injury.
  - b. The aircraft is involved in a situation questionable or unknown.
4. Confirm passenger/crew manifest. Verify registration
5. Notify members of the Accident Response Team
6. Contact those individuals who were to meet with your Human Resources for family notification
7. Ensure that crewmembers involved receive physician documents their condition.
8. Calls from the media should be directed to the designated media contact
9. Notify FAA and NTSB. Refer to NTSB regulations for hostages, or a bomb threat, notify the FBI.
  - a. Simply give the facts. Do not speculate anything.
  - b. Follow the guidelines of NTSB regulations (10 days).
10. Contact law enforcement officials at the scene for site security. Reasonable costs to secure site
11. Work with the insurance company claims adjuster on any wreckage.
12. If the location is a foreign country, call the Consulates and Diplomatic Missions, visit:

## **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 aircra
  - 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 or by telephone. Do not leave a message on voicemail.
  - a. Do not inform other flight crews who are en route to the destination.
  - b. **Advise employees not to discuss the accident** with the media, including the FAA, NTSB, or law enforcement personnel superior.
  - c. Consider having the flight department employees take a few days off. This time-off may help employees deal with the stress of the situation.
    - i. Assure employees this is not a punishment and that situations like this can happen to anyone.
  - d. Use this time to evaluate whether a crew member or flight attendant contributed to the cause of the accident.
  - e. Use airlines or charter for flight schedule.
  - f. Consider sending a specially trained representative to the scene.
    - i. Within the United States, it is possible to have a representative in charge to allow participation in the investigation by flight department employees, functions, activities, and personnel who can provide suitable quality information for the investigation (49 CFR 831.11).
    - ii. Dispatch that individual to the scene with law enforcement, FAA, NTSB, and other agencies if he or she is on-scene as your representative.
    - iii. If permitted by the investigating agency, allow the representative to be at the scene.
    - iv. Keep the Team's Legal Representative informed of all activities.
    - v. Require the NTSB to sign for all items removed from the scene.
    - vi. Keep in mind the NTSB may have a limited number of briefings.
    - vii. Consider the use of an outside investigator.

## 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 involved
4. Verify with your Team Leader that the criminal acts such as sabotage, hostages, etc. notified the FBI.
  - a. When notifying the FAA and NTSB, do not draw your own conclusions.
  - b. Follow the guidelines of NTSB
  - c. Verify that flight department records are reviewed (Pilot logbooks, aircraft logbook, and crew and passenger manifests)
  - d. Verify with Team Leader that the claim is handled by the insurance company
  - e. Keep in mind the NTSB may not attend briefings.

## CHECKLIST

### **HUMAN RESOURCES**

1. Obtain an accurate list of passengers and crew.
2. Verify exact names and contact telephone numbers.
3. Obtain an accurate report of medical conditions.
4. Arrange to have family members of accident victims notified with established policies and procedures.
5. Be sensitive to immediate needs of family.
  - a. If the family desires, fly the spouse(s).
  - b. Offer to pick up children from school.
  - c. Offer to inform clergy of each family member, provide family counselors and assisting with family needs.
  - d. Contact the local Employee Assistance Program for counseling support.
  - e. Coordinate health care coverage with family.
  - f. Copy personnel records of flight crew involved in accident for your purposes. Store or provide a copy for the Legal Department.
  - g. Notify the People Services Center to assist in simplifying administration.



## CHECKLIST

### **PUBLIC RELATIONS**

1. Be prepared to answer media questions. Consider:

a. Sample initial media statement:

*“I have received notification that our Company aircraft 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 investigators on what happened. We will inform the media of additional information. Otherwise, we will (hold a press conference/issue a press release).*

b. Flight Department Mission and Goal

*“The Mission of our Aviation Department is to meet the needs of our customers in a safe, efficient, and cost-effective manner. We use best industry practices while maintaining the responsiveness and flexibility that is essential to our business. We conduct our operations in a professional and controlled manner. We promote the highest personal integrity in all that we do. We promote the corporation’s role as a good corporate citizen.*

c. The average number of years of experience of our pilots

d. The average number of flight hours of our pilots

e. Our pilots receive recurrent training

f. We operate the following aircraft: \_\_\_\_\_

g. In regard to Corporate Aviation safety, we are a member of the National Business Aviation Association (NBAA) 202-767-6700.

h. Implement procedures to shield employees from media inquiries

## CHECKLIST

### **FAMILY COORDINATOR**

1. Coordinate family counselors and brief immediate family members.
2. Assist immediate family with all travel 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 insuran

#### Notice from the

#### In the event of an occurrence, cl:

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 prom
  - a. Time, place and description of events;
  - b. Names and locations of Passengers, wi
  - c. Location or description of any damage
3. Immediately forward to us every demand, no receive;
4. Cooperate and assist us in all matters of any c
5. Authorize us to obtain any records relating to
6. Not abandon the Aircraft or any other salvag
7. Take all reasonable precautions to protect the accident or loss.
  - a. Reasonable expenses incurred in provi request". Any further loss or damage d insured property will not be covered by
8. Promptly report any suspected theft or vanda
9. Allow us the option to inspect any Aircraft or disposal;
10. File with us within ninety (90) days after the information and in the form we reasonably re under oath;
11. Exhibit the damaged property and produce fc invoices, permitting copies to be made, at rea
12. If requested, provide clear title to us for any p made by us; and
13. Allow us to inspect Aircraft records, repair a 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
3. Ensure that the aircraft and related equipment nothing is moved except to the extent necessary the aircraft or related equipment from further from injury.
4. Call and notify the Accident Response Team Aircraft Accident Response Plan.
  - The Team Lead will contact the
5. As soon as possible, prepare a written report
6. Make no statement regarding estimates of
  - If requested to make a statement, state information in accordance with company an official from my company is available
  - Pass on all requests for information to
7. Preserve the aircraft, related equipment a manifest, tapes of flight recorders and voice
8. Make sketches and descriptive notes. Photographs also be secured. Identify the location, including aircraft was moved, any significant impairment property.
9. Obtain names, addresses and phone numbers witnesses.
10. Obtain names and addresses of all federal
11. Ask law enforcement to keep spectators (until an official of the NTSB arrives and in the area be identified as law enforcement

## NOTES


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