

*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 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 and forms to complete to properly handle the immediate consequences and requirements for circumstances that by definition include serious personal injury, fatality or substantial damage to an aircraft.

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 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 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 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;
8. 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;
9. Sustained loss of the power or thrust produced by two or more engines; and
10. An evacuation of an aircraft in which an emergency egress system is utilized.
11. An aircraft is overdue and is believed to have been involved in an accident.

#### 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 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.

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 accessories, brakes, or wing tips are not considered "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 the accuracy of 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

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 position of aircraft.
    - i. If ATC lost contact with aircraft and a search is being launched:
      1. Notify Team Leader of situation
    - 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 on board
    - vii. Landing runway
  - b. Notify Aircraft Rescue services with the information from (a) above.
  - c. Notify the Team Leader of situation

## **CHECKLIST**

### **INITIAL CALL**

#### **Aircraft accident away from local base**

1. If the Director of Aviation is available, immediately hand the phone to him/her. Keep the caller on the line. Do not place the caller on hold. Do not transfer the call.
2. Get the name, entity, phone number, and address of the person reporting accident.
3. **VERIFY EMERGENCY RESCUE SERVICES ARE AT THE SCENE.**
4. Fill out the Accident Initial Report Form, located on the next page.
5. Try to make certain the caller is not perpetrating a hoax by calling back.
6. 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 D.C. Tel: 202-647-4000.
7. Notify the Director of Aviation or the designated alternate.
8. Direct remaining incoming phone calls regarding the accident to the Director of Aviation 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 accident.
2. Confirm Checklist for INITIAL CALL is complete.
3. Assess whether the incident requires activating the Accident Response Plan. Activate the plan 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 US Embassies, Consulates and Diplomatic Missions, visit: <http://ugjpss.state.gov>

## **CHECKLIST**

### **ACCIDENT RESPONSE TEAM LEADER – RECORDS PHASE**

1. 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.
  - a. Weather reports for the airports closest to the location of the occurrence (METARS, terminal forecasts, Airmets, Sigmet, and Notams).
  - b. All trip papers related to the aircraft and its flight.
  - c. All personnel and training records for crewmembers involved, including pilot duty and rest records.
  - d. All maintenance records, including airframe and engine logs and aircraft maintenance logs sheets.
  - e. If the incident included possible engine anomalies, have the FBO who last fueled 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 other than to request a return call.
  - 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 in the field investigation 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 831.11).
    - 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 our Aviation Insurance Claims Specialist in obtaining statements from the flight crew.
2. Represent crewmembers in discussions with investigation officials.
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, hostages, 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 regulation Part 830 (see attachment).
  - 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 or childcare.
  - c. Offer to inform clergy of each family's choice. Clergy can be helpful as trauma counselors and assisting with family's 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. Provide a copy for the Legal Department.
  - 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) crewmembers 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).”*

b. Flight Department Mission and Goals:

*“The Mission of our Aviation Department is to meet the corporation’s needs for executive air transportation. We use best industry practices while operating in a safe, secure, and confidential manner. We have the responsiveness and flexibility that is essential to executive travel. We operate in an efficient, cost-effective and controlled manner. We conduct ourselves as dedicated professionals of the highest personal integrity in all that we do. We promote the company’s fine corporate image and fully support the corporation’s role as a good corporate citizen.*

c. The average number of years of experience for our pilots is \_\_\_\_.

d. The average number of flight hours our Pilots have is \_\_\_\_\_.

e. Our pilots receive recurrent training \_\_\_\_\_ a year.

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

g. In regard to Corporate Aviation safety statistics refer reporters to National Business Aviation Association (NBAA) 202-783-9000 and Flight Safety Foundation 703-739-6700.

h. Implement procedures to shield employees from media contact

## **CHECKLIST**

### **FAMILY COORDINATOR**

1. Coordinate family counselors and brief all pertinent information prior to contacting 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 as required.
7. Assist the Accident Response Team Leader.

## CHECKLIST

### **RISK MANAGEMENT**

1. Notify our aviation insurance broker and the field claims office nearest to the accident site.
2. Review the provisions of our aircraft insurance policy.

#### Notice from the Insurance Provider:

#### In the event of an occurrence, claim, or loss of suit, the insured shall:

1. Not assume any obligation or liability, nor offer to pay any reward except at the Insured's expense, nor incur any expense other than those items listed in this policy.
2. Promptly contact us and follow up with prompt written notice including the:
  - a. Time, place and description of events;
  - b. Names and locations of Passengers, witnesses, injured or deceased persons; and
  - 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 any claim.

## 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 to protect the aircraft or related equipment from further damage, or to protect the public from injury.
4. Call and notify the Accident Response Team Lead in accordance with in 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 to take your questions."
  - 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, and written statements of 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.





