



Crisis Response Management

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- Definition:
 - It is the systematic approach of preparing the airline to cope with an abnormal crisis situation to respond effectively and efficiently, it constructs the process of managing a crisis that resulted in the loss of life and minimizing the effects of an aircraft crash.
- The 3 C's:
 - Command
 - Control
 - Coordination
- Pillars of Crisis Response Management:
 - Manuals
 - Crisis Management Center
 - Family Assistance Team

- IATA – IOSA Standards Manual
- ICAO Doc. 9137 – Airport Services Manual
- ICAO Annex 9 – Facilitation
- ICAO Annex 13 – Aircraft Accident Investigation
- ICAO Doc. 9973 – Assistance to Victims and Families
- Montreal Convention 1999 – Liability
- Local Civil Aviation Regulations

Crisis Response Management

- The Crisis Management Center is activated only under 2 conditions:

Aircraft Crash that resulted in loss
of life

Aircraft Crash that resulted in a
major structural damage to the
aircraft

Crash Site Management

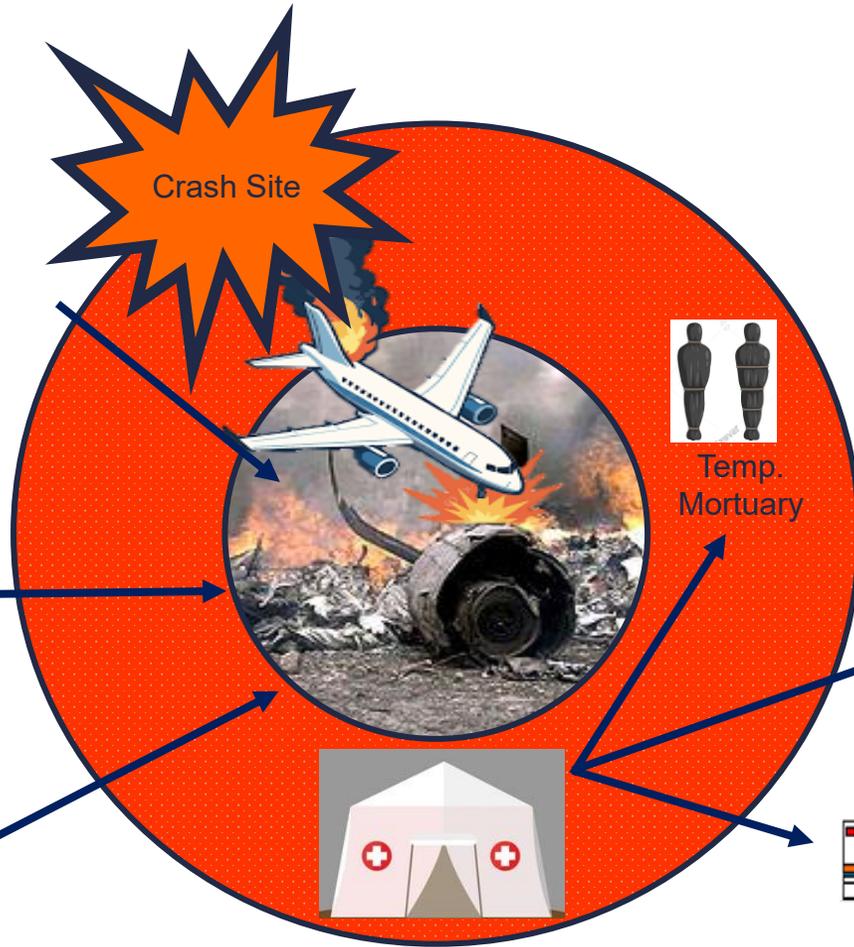


Aircraft Removal Equipment

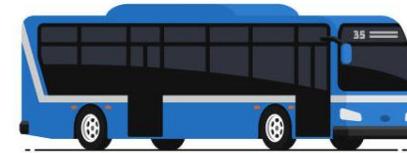
Investigators Police, Airport
Staff Airline Staff; Safety,
Security, etc



Fire & Rescue
Services

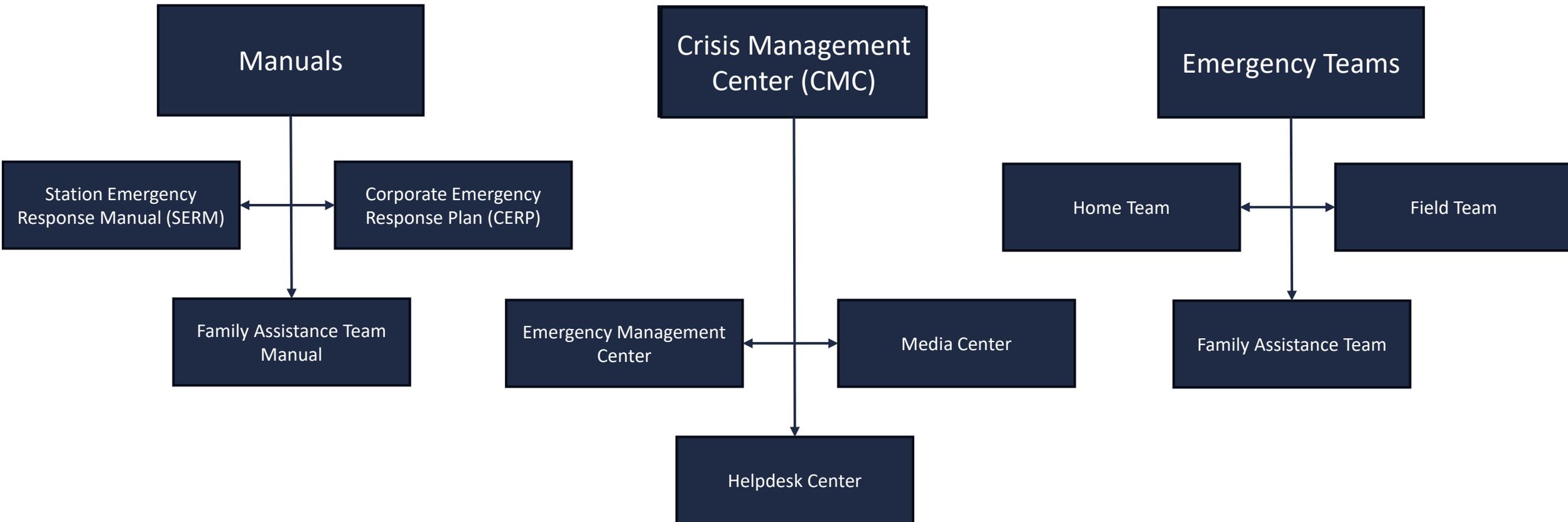


Survivor Reception Centre /
Crew Reception Centre
(separate hotels)

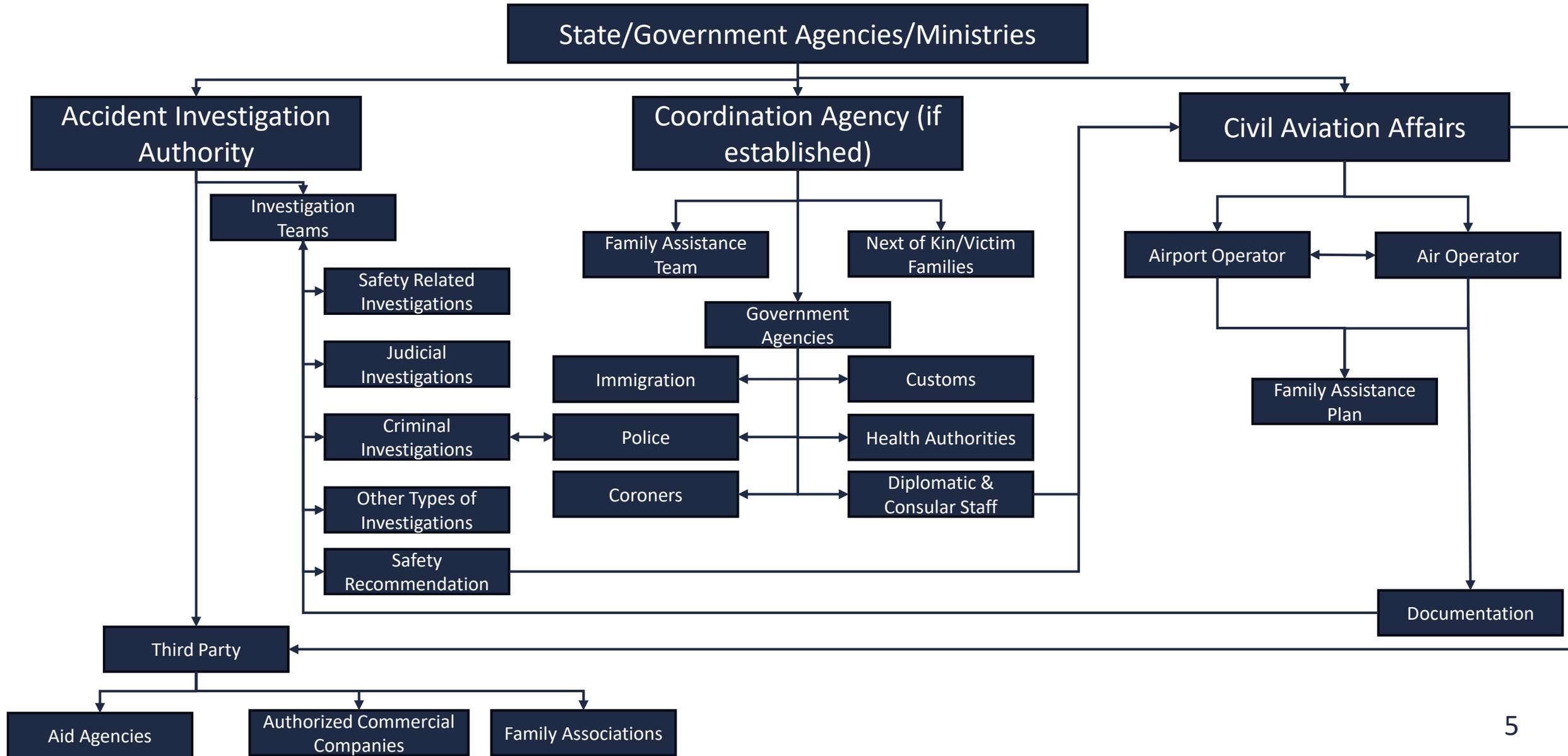


Hospitals

Crisis Management Organizational Structure



Crisis Management Organizational Structure



Stage 1: Alert, Notification & Activation

- Ensure all team members are correctly notified and CMC is effectively activated

Stage 2: Aircraft Crash & Impact Stage

- Establishing coordination with the accident site
- Gathering of initial facts between the Home team reports with the Emergency Director

Stage 3: Emergency Operations Management

- Establish an effective command and control structure within the CMC
- Resources and logistics management

Stage 4: Victims, Survivors Families and Media Management

- Family Assistance Plan
- Media management and public releases

Stage 5: Investigation & Recovery Phase

- Accident site released for investigation teams
- Airline recovery, compensation and family's support

Stage 6: Aftermath & Operational Restoration

- Debrief, after action report, and documentation
- Transition to normal operations status

