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Emergency Response Plan

***See the document: Working with Omni Manuals
for editing instructions and procedures***

Revision: 2

04 June 2017

Serial Number: _____

Assigned to: _____

Position: _____

AIRCRAFT N _____ (if applicable)

Date of Assignment: _____

If found, please return this manual to:

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Record of Revisions

PLAN SERIAL NUMBER: _____

Insert all revisions immediately.

Record a brief description of the revision, effective date and the initials of the person inserting the revision.

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1.4 EMERGENCY RESPONSE PERSONNEL

1.4.1 EMERGENCY RESPONSE CENTER PERSONNEL

(A) Assembled at the direction of the President, ERC personnel (ERCP) direct YCO actions, collect data, organize the dissemination of information to various persons and agencies, and maintain all records and reports associated with the event. ERCP are as follows:

President:	Name, First, Last	Tel. 999-999-9999	email address
Director of Safety:			
Director of Maint:			
Director of Ops:			
Chief Pilot:			

(B) A team leader should be appointed to oversee actions and assess whether an occurrence requires activation of the complete Emergency Response Plan.

1.5 DEFINITIONS

(A) Definitions used in this Emergency Response Plan are similar to those used by NTSB to distinguish aircraft accidents and incidents. Refer to NTSB Part 830 for definitions of aircraft accidents and incidents.

- (6) **AIRCRAFT ACCIDENT** - An event associated with the operation of 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.
- (7) **SUBSTANTIAL DAMAGE** - Damage or failure that adversely affects the structural strength, performance, or flight characteristics of the aircraft and that normally requires major repair or replacement of affected component/s. Generally the following damages are not considered to be substantial damage:
 - (a) Engine failure or damage limited to an engine
 - (b) Bent fairings, dents or small punctured holes in skin
 - (c) Ground damage to propeller blades
 - (d) Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wing tips.
- (8) **FATAL INJURY** - Any injury that results in death within 30 days of the accident.
- (9) **SERIOUS INJURY** - Any injury that:
 - (a) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
 - (b) Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - (c) Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - (d) Involves any internal organ;
 - (e) Involves second / third degree burns, or any burns affecting more than 5 percent of the body.
- (10) **AIRCRAFT INCIDENT** - Any situation other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.
- (11) **GROUND ACCIDENT/INCIDENT** - An occurrence that involves damage to company aircraft, property, or personnel when no intent for flight exists. This can be damage or injury incurred while towing an

aircraft (not during pushback, since then intent for flight exists), driving a vehicle, or falling down stairs, but is not limited to these events.

- (12) **MISSING AIRCRAFT** - An aircraft is considered to be missing when its position is unknown, and with the supply of fuel normally carried, it can no longer be airborne.
- (13) **OVERDUE AIRCRAFT** - An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received by ATC or YCO:
- (a) For 30 minutes after its last notified estimated time of arrival (ETA);
 - (b) For 5 minutes after the estimated time of landing, after having landing clearance;
 - (c) Within 10 minutes after takeoff.
- (14) **SIGNIFICANT EVENT** - An event where one or more fatal or serious injuries occur, an aircraft receives substantial damage, or facilities / property are substantially damaged.

1.6 GENERAL POLICIES

1.6.1 EMERGENCY PREVENTION

- (A) YCO personnel and managers understand that the safety of coworkers and the general public are everyone's primary concern. All YCO personnel also understand that in an imminent danger situation, they have the authority to take whatever action is necessary to avoid injury or prevent an accident. This includes emergency cessation of flight operations, maintenance activities and/or ground operations. Prompt and decisive action may be necessary in such cases. Remember, it is better to err on the side of safety rather than risk the potentially severe consequences of an emergency.

1.6.2 PROMPT COMMUNICATIONS

- (A) In an emergency of any type, management shall be notified as expeditiously as possible. Names and telephone numbers for notification of all YCO management personnel and ERC personnel are provided herein and in this ERP's Table of Contents. All information received regarding the accident / incident / occurrence shall be forwarded and communicated to the Accident Response Team Leader as soon as possible. Prompt communications may aid in deciding on an immediate course of action that could greatly reduce the potential for injury and risk.

1.6.3 MITIGATING RISK IN AN EMERGENCY

- (A) The procedures contained herein are intended to reduce/control/mitigate the effects of various emergencies that may be encountered by YCO personnel. Such mitigating strategies include evacuation of people, contacting emergency responders and firefighting agencies, containing spills of hazardous substances, shutting down of electrical power, etc. In all risk-mitigating actions, preservation of life is the highest priority.

1.6.4 CONFIDENTIALITY

- (A) All information relative to an accident, incident or other emergency should be treated as extremely sensitive and held in strictest confidence; no information should be given to any employee or other person. "Heat of the moment" statements may be admissible as evidence in court trials involving liability even though they may be hearsay. Therefore, it is YCO policy and in the best interest of all concerned to decline responses to questions that seek an expression as to the cause of any accident. All communication with regard to an accident / incident or other emergency will come from senior management only, and all inquiries should be referred for response.

NOTE:

All personnel involved in an aircraft accident / incident or other emergency should *write down any details that can be recalled . . . times, dates, persons, places, etc...* from memories and/or conversations concerning the accident/incident/event. These records could become valuable in subsequent investigations and actions.

1.6.5 PRESS AND MEDIA RELATIONS

- (A) Make no statements regarding the accident / incident / emergency to anyone;
- (B) Do not, under any circumstances, speculate as to the cause of an accident / incident or other emergency;
- (C) All press and/or media inquiries should be referred to management personnel on duty.

1.6.6 NOTIFICATION OF RELATIVES AND AIRCRAFT OWNERS

- (A) Relatives of personnel, passengers and crew will be notified only by management after adequate information has been obtained and the status of those involved in the accident / incident or other emergency has been confirmed.
- (B) Only management personnel will notify aircraft owners, when aircraft are involved.

1.6.7 COPING WITH EMOTIONAL DISTRESS

- (A) Events surrounding a serious accident or other tragedy can result in emotional distress and trauma that must not be overlooked. Friends and co-workers may be hospitalized or critically injured; regulatory agencies and family members want answers; uncertainty and worry often clouds good judgment, and stress levels are high for everyone involved. Some people need to remain involved and be kept active in order to cope with this type of stress; others are almost unable to function, and require immediate attention by social workers who are trained to cope with these situations.

1.6.8 RELIEF FROM DUTY

- (A) Under these circumstances, any person who is unable, due to emotional distress, to perform any of the duties or to accept responsibilities assigned by this Emergency Response Plan, need not continue without assistance and relief. Senior management must be cognizant of the situation, and relieve any person from duty who is unable to perform the tasks and actions set forth herein. In this case, substitution of personnel is acceptable and encouraged. All persons suffering from severe emotional distress should receive the personal assistance and counseling of a social worker as set forth in the Family Assistance Plan in Section 16 of this ERP.

1.6.9 EMPLOYEE ASSISTANCE

- (A) After all immediate matters have been addressed, personnel involved in an aircraft accident or other serious emergency may need counseling or emotional reassurance, depending on the severity of the accident or emergency, their level of involvement and exposure to traumatizing events. Management offers this counseling and other benefits through the **YCO EMPLOYEE ASSISTANCE PROGRAM**. Contact a department manager for more information.

2.1.5 ANNUAL ERP EXERCISE

- (A) At least once annually, Your Company conducts a simulation of an aircraft accident in order to exercise the duties and responsibilities of all personnel and to examine and measure the effectiveness of the processes established in this ERP. All managers should be involved in each simulation.
- (B) YCO managers will determine which interfacing organization(s) the annual drill will be coordinated with. At the discretion of management, certain federal, state, and local airports or other authorities may also be involved.

NOTE:

All personnel who have a role in the emergency response plan should be trained in their respective duties and responsibilities, and the plan should be exercised annually in order to test its integrity.

2.1.6 ON-SITE ASSISTANCE

- (A) Depending on the severity of the accident, insurance adjusters or a claims representative may be available to provide a wide range of services and assistance at an accident site. These services include:
 - (1) comforting the injured and their families;
 - (2) helping with medical, hospital and funeral arrangements;
 - (3) assisting local authorities in securing the accident site;
 - (4) coordinating with the NTSB, FAA and local authorities;
 - (5) removing the aircraft to a repair or storage facility, and
 - (6) clean-up of the accident site.

2.1.7 COMPANY REPRESENTATION

- (A) Your Company may wish to have its own, specially-trained staff member present at an aircraft accident site.

3.1.4 APPROPRIATE / AVAILABLE DEPARTMENT MANAGERS

- (A) Appropriate and available department managers are those who were not involved in the accident, and who were contacted in the initial alert notification. Appropriate managers (or their delegates) should promptly:
 - (1) Secure all [redacted];
 - (2) Secure all pertinent maintenance records;
 - (3) Advise training and [redacted];
 - (4) Arrange for [redacted] testing;
 - (5) Report all actions taken to the Accident Response Team Leader.

NOTE:

No statements to the press will be made unless authorized by senior management.

- (B) Be wary of any individuals seeking information. Provide information only to properly identified local and federal officials. Ask to see proper identification and do not be intimidated.

3.2 ALERTS

3.2.1 CALLS BETWEEN ACCIDENT RESPONSE TEAM MEMBERS

- (A) Once the Accident Response Team Leader has been notified of an aircraft accident, a series of phone calls among key personnel will be triggered.

NOTE:

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

3.2.2 NOTIFICATION OF AUTHORITIES

- (A) The Accident Response Team Leader shall immediately notify the Federal Aviation Administration (FAA) Communications Center Duty Officer, the YCO Principal Operations Inspector (POI), Principal Maintenance Inspector (PMI) and if applicable, the Principle Cabin Safety Inspector (CSI). The Team Leader may delegate these duties to his representative or the Director of Safety.

National Transportation Safety Board (Region): **Tel: 999-999-9999**
FAA Comm. Center Duty Officer (Local Area FSDO): **Tel: 999-999-9999**

FAA POI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PMI:	Name, First, Last	Tel: 999-999-9999	email address
FAA PAI:	Name, First, Last	Tel: 999-999-9999	email address
Unit Supervisor:	Name, First, Last	Tel: 999-999-9999	email address

- (B) In carrying out notifications of FAA and company personnel, if a person cannot be contacted immediately, the caller shall go on to the next name until the list is completed and then return to those persons that have not been contacted.

NOTE:

Do not postpone notifications or delay action while awaiting the return call of someone who cannot be contacted.

CAUTION:

Be wary of any individuals seeking information. It is essential in this critical time that the rights and privacy of all employees and YCO be protected. Comments are often taken out of context, and the press routinely reports erroneous information in order to get a story or news report aired or published. Provide information only to properly identified local and federal officials.

3.5 ACCIDENT INVESTIGATION

- (A) Until the arrival of the NTSB or FAA, YCO is responsible for the preservation of the wreckage, mail, cargo, and all records pertaining to the accident. Refer to the YCO **Event Investigation Program** for more information.
- (1) The U.S. NTSB will normally [REDACTED] in the United States.
 - (2) The Canadian TSB will normally conduct the investigation of the accident in Canada.
 - (3) At an overseas locations, the [REDACTED] may invite the NTSB and FAA to assist.
 - (4) YCO may or may not be invited to participate and provide personnel for the investigative team.

3.6 REQUIRED REPORTS

- (A) The following reports will be [REDACTED], but remain the responsibility of the Director of Operations.
- (1) **Within 3 hours advise the U.S. Department of State of each passenger who is a U.S. citizen, together with the point of contact for each passenger.**
 - (2) **Crewmember Statement:** In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the accident as they appear to him/her.
 - (3) The Aircraft Dispatcher of the flight shall [REDACTED] all information used in dispatching the flight and any flight following messages received from the flight.
 - (4) **Within three (3) days, YCO shall submit to the FAA a Mechanical Reliability Report in accordance with 121.703.**
 - (5) **Within ten (10) days, YCO shall file a report on NTSB Form 6120.1 or Form 7120.2.**
 - (6) **Upon request, submit a report to Director, Family Support Services, National Transportation Safety Board.**

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4.1.5 PRESERVING EVIDENCE

NTSB Sec. 830.10 Preservation of aircraft wreckage, mail, cargo, and records.

- a. *The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to Sec. 831.12(b) of this chapter.*
- b. *Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:*
 1. *To remove persons injured or trapped;*
 2. *To protect the wreckage from further damage; or*
 3. *To protect the public from injury.*
- c. *Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.*
- d. *The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.*

(A) In addition to those items required by law (above) you should also:

- (1) **Control access to the site** by cordoning off the area and allowing into the area only those individuals who have official business. Establishing a pass system to identify authorized personnel is an excellent technique for serious accidents. Everyone who enters should be briefed on the known or suspected hazards and cautioned to avoid disturbing the evidence (flipping switches and souvenir hunting).
- (2) **Photograph everything.** Some evidence may be easily destroyed prior to the arrival of the accident investigators. Photograph switch positions, ground scars, and other perishable evidence.
- (3) **Identify witnesses and request statements.** Request witnesses to write out their statements as soon as possible (before witnesses can compare notes).

(B) **Be sure to GET WITNESSES' NAMES, ADDRESSES AND PHONE NUMBERS.** Supervisors must ensure that personnel with information pertinent to the investigation are made available to the investigators in a timely manner. If possible, coordinate with the accident investigator(s) PRIOR to de-mobilizing personnel with information pertinent to the accident.

(C) **Secure equipment and records.** Crew items (i.e. helmets, survival equipment (if used), notes, charts, etc.) as well as dispatch logs and records should be controlled and provided to the investigation team upon ON-SITE arrival.

4.2.1 EMERGENCY CONTACT CHECKLIST

(A) The following agencies shall then be contacted and informed of the situation. Only those agencies deemed necessary need be contacted. **DO NOT CALL** them unless you have reason to believe they are unaware of the accident. Local disaster plans normally include their automatic notification.

Agency	Contact	Phone
DOI-AM/USFS	1-888-4MISHAP	(1 888 464-7427)
FAA Flight Service Station	1-800-WX BRIEF	(1 800 992-7433)
FAA Communication Center		1-202-267-3333
NTSB Communication Center		1-202-314-6290
Update phone numbers, frequencies, and POCs quarterly and for each mission		
1. Primary Response (Emerg. Responders dial 911, use discrete numbers as back-up)		
a.	Fire Department	
b.	Police	
c.	Ambulance	
d.	Air Ambulance	
e.	Hospital	
f.		
2. Secondary Response (Support Personnel)		
a.	Flight Following -- FAA Flight Service Station	(1 800 WX BRIEF)
b.	– Dispatcher	
c.	DOI-AM / USDA-FS Aviation Safety Manager	(1 888 4MISHAP)
d.	NTSB	(1-202-314-6290)
e.	Photographer	
f.	HAZMAT Response Team	
g.	Coroner	
h.	Clergy	
i.	Explosive Ordnance Disposal (Military or Police)	
j.	Engineer / Recovery Specialists	
k.		
3. Agency Management and Other Agencies (as required)		
a.	Public Affairs Officer	
b.	Military Base Operations	
c.	Federal Emergency Management Agency (FEMA)	
d.	Airport Operations	
e.	Aircraft Owner/Operator	
f.	Contracting Officer	
g.	Security	
h.	DOI-AM Regional Office or USFS Regional Office	
i.		

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5.3 SWITCHBOARD OPERATOR'S AND AFTER-HOURS CONTACT CHECKLIST

Action	Date	Time
<p>Know the name of company aircraft's registered owner(s), if different from the name of Your Company.</p>		
<p>Get the information: (use forms provided in Section 17 of this ERP)</p> <ul style="list-style-type: none"> • Name, entity, telephone [redacted] • [redacted] threats of sabotage or hostages as 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. 		
<p>Call the President, D.O. and/or other department managers with initial notification of the event. Be prepared to provide as many details as possible.</p>		
<p>Direct all incoming phone calls regarding the accident to the Team Leader. Calls from the media should be directed to [redacted].</p>		

Notes:
Do not speak to the media. Act in a responsible, professional manner.
Report Emergencies Immediately to available YCO managers.
If all information is not [redacted] gathered.

Assemble Flight [redacted]		
Direct any other duties for the [redacted].		
Ensure Crew [redacted] schedules as required.		
Notify Cockpit [redacted] Human Resources).		
Ensure [redacted] of Safety and Human Resources)		
Ensure hospitalized crewmembers receive a visit.		

NOTES:

5.9 SECURITY CHECKLIST

(A) Security actions should be [redacted] orth below. The President should be kept well-informed of all security actions taken, and any difficulties encountered in the successful completion of all security duties.

Action	Name of person responsible	Date	Time
Establish telephone and action log (Attachment 1).			
If accident site is at the [redacted] site.			
If the accident is not at the home airport, establish, contact and [redacted] enforcement agencies.			
Contact local police association for use of off-duty police as site guards.			
Provide any [redacted] by the YCO Response Team.			
Provide [redacted], and also provide security to [redacted].			
Recall [redacted] Assistance Coordinator.			

NOTES:

- (B) When an accident or incident occurs, Your Company, as the operator of the aircraft, is responsible for the preservation of "...any aircraft wreckage, cargo, and mail aboard the aircraft and all records, including all recording mediums of flight, [REDACTED] takes custody thereof or a release is granted." (NTSB 830.10)

6.3.3 REQUIRED REPORTS

- (A) The following reports will be generated, collected, and submitted according to this plan. Typically, the Director of Operations will submit the required reports.
- (1) Crewmember Statement (may be typed or handwritten on separate sheets of paper):
 - (a) In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the incident as they appear to him/her.
 - (2) If requested, the Accident [REDACTED]
[REDACTED] including all facts and reports received by him concerning the flight.
 - (b) The Accident Response Team Leader of the flight shall submit a written report containing all information used in dispatching the flight and any flight following messages received from the flight.
- (B) A written report of the above incidents shall be filed with the NTSB only when requested by an authorized representative of the Board.

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8.2.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

(A) The Accident Response Team Leader shall:

- (1) Complete Injury Report Form SP030 for each person.
- (2) Contact appropriate department managers, and, depending on the size and scope of the event, activate the YCO [REDACTED].
- (3) If a crewmember becomes incapacitated while in the performance of his/her duties, the NTSB and FAA shall be notified, and Crew Scheduling must be alerted for a replacement.

8.2.3 REQUIRED REPORTS

(A) The following reports shall be filled out as soon as possible:

- (1) If **intent for flight** exists when a person is seriously injured or killed, it is considered an **aircraft accident** and NTSB form 6120.1/2 must be filled out. (For additional information, refer to **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS**.)
- (2) Complete report required under the Occupational Safety and Health Act (OSHA).
- (3) Human Resources [REDACTED], Family Support Services, National Transportation Safety Board (NTSB).

9. Overdue or Missing Aircraft

9.1 OVERDUE AIRCRAFT

(A) An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received [REDACTED]

[REDACTED]
[REDACTED] after having landing clearance

(3) Within 10 minutes after takeoff

9.2 MISSING AIRCRAFT

9.2.1 RECOGNITION AND INITIAL REPORT

(A) An aircraft is considered to be missing when its position is unknown, and when it can no longer be airborne based on the amount of fuel aboard at take- [REDACTED]

[REDACTED] aircraft will most likely come to the Accident Response Team Leader or Flight Control.

9.2.2 ACCIDENT RESPONSE TEAM LEADER PROCEDURES

(A) In either situation, the first steps are to try and locate the aircraft using **OVERDUE OR MISSING AIRCRAFT CHECKLIST FORM SP032**.

(1) If no contact is established with [REDACTED]

[REDACTED] of senior management.

NOTE:

Do not delay notification while awaiting more complete information.

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10. Hijacking

10.1 GENERAL

- (A) If a company aircraft is hijacked, [REDACTED] via a phone patch to Flight Control or the Manager on Duty.

10.2 HIJACKING INITIAL RESPONSE

- (A) Upon receipt of information indicating a company aircraft is being hijacked, the Manager on Duty shall:
- (1) Initiate Emergency Notification of the President & all department managers
 - (2) Notify the FAA [REDACTED] YCO.
 - (3) Maintain direct contact with the aircraft if possible.
 - (4) Use the ERC as a Command Center.
 - (5) The flight crew will [REDACTED] [REDACTED] aircraft, with the Captain of the aircraft and company management.
 - (7) All department managers should be prepared to provide on-site technical support, including personnel, to the Airport and Security Authorities if requested.
 - (8) At the conclusion of the incident, disclose no information to the news media or general public unless specifically authorized by management.

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11.2.2 SUSPICIOUS OBJECTS

- (A) If any suspicious object/package is unidentified and suspected to be a bomb:
- (1) Inquire in immediate surroundings regarding ownership of the object/package, and make an announcement regarding the unclaimed item.
 - (2) Do not touch [REDACTED]
[REDACTED]
[REDACTED].
 - (5) Attempt to determine the object's status through use of a FAA-approved explosive detection system.
- (B) If the explosive detection system indicates the presence of an explosive in the object, immediately notify local law enforcement and begin orderly evacuation of all people in the area.

- (E) For bomb threats not received at the YCO main base of operations, the person receiving the threat should inform the Station/Facility Manager who will:
- (1) Contact local police.
[REDACTED]
 - (3) Coordinate with Police and YCO Safety / Security Officer who will determine further action.

12.3 BOMB WARNING CLASSIFICATION

- (A) The Bomb Warning classifications are:
- (1) **Indirect:** There is no Positive Target Identification (PTI); the threat does not relate to a specific flight, and indicates that the [REDACTED] Identification. Immediate implementation of bomb warning procedures is recommended.
 - (a) When a Bomb Warning is evaluated as Direct, all communication between the flight crew and Ground Communication Centers will be in plain English.

12.3.1 INFLIGHT COMMUNICATION CODES

- (A) When communicating with ATC or any other Agency outside YCO, use the term **"bomb warning."**

12.3.2 MANAGER ON DUTY PROCEDURES

- (A) If the aircraft is on the ground:
- (1) Contact the crew and the ground station immediately, directing an aircraft evacuation.
 - (2) Ensure local police at the [REDACTED] **Checklist (Form SP033).**
- (C) After notifying the captain, the Manager on Duty shall contact the Director of Safety and the President, and activate the YCO Emergency Response Center (see **SECTION 3: AIRCRAFT ACCIDENT / SIGNIFICANT EVENT PROCEDURES** of this ERP for more information).

12.3.3 SAFETY OFFICER PROCEDURES

- (A) The Director of Safety will:
- (1) Determine a bomb warning classification for internal use.
 - (2) Coordinate a course of action with the Director of Operations and the Manager on Duty.

13. Emergency Evacuation of Employees from Overseas Locations

13.1 GENERAL

(A) In the event there is a sudden situation such [REDACTED] the following procedures apply.

13.1.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

- (1) Gather as much information as possible from the reporting source to include:
 - (a) The nature [REDACTED]
[REDACTED] area, or if that is not possible, a significant landmark.
 - (c) The number of company employees to be evacuated.
 - (d) The names of YCO employees to be evacuated.
 - (e) Are the employees in a safe [REDACTED]
[REDACTED]
[REDACTED] with them (i.e., cell phone, satellite phone)?
- (2) Contact the Director of Safety.
- (3) If contact is not made within 15 minutes, contact the YCO President.
- (4) Report the details to the Director of Safety and/or President with all details to determine if the Emergency Response Center (ERC) personnel shall be recalled. In the event the President is unavailable, the Director of Operations will act on his behalf.

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14. Abduction/Kidnapping of YCO Employee

14.1 GENERAL

(A) In the event the Manager on Duty is notified that a company employee has been kidnapped or abducted, the following procedures apply.

14.1.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

(1) Gather as much information as [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] the initial report:

(d) What are the details of the incident: (time, place, etc.):

(e) Contact information of the reporting source:

(2) Contact the Director of Safety.

(3) If contact is not made within 15 minutes, [REDACTED]

[REDACTED] /or President with all details to determine if the Emergency Response Center (ERC) personnel shall be recalled. In the event the President is unavailable, the Director of Operations will act on his behalf.

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15.2.1 MANAGER ON DUTY PROCEDURES

(A) The Manager on Duty shall take the following action:

- (1) Ensure local police [redacted] threat and the status of police notification.
- (3) Contact appropriate department / facility managers with details and for recommended additional courses of action.

15.2.2 SAFETY OFFICER PROCEDURES

(A) The Director of Safety will:

- (1) Coordinate actions at the incident [redacted] and override the plan determined by YCO.

15.2.3 EVACUATION PROCEDURES

(A) If an emergency evacuation is ordered, local police and the Station/Facilities Manager determine the direction of evacuation and safe haven to report to in accordance with local procedures.

- (1) The Station/Facility Manager ensures all company employees are notified to evacuate the building and ensures all employees leave the [redacted]
- (e) Fuel truck - 6500 ft (over 1 mile)
- (f) Semi-trailer - 7000 ft. (approx. 1.3 miles)

15.2.4 EXPLOSION RESPONSE PROCEDURES

(A) In the event of a sudden explosion at a company facility, the immediate concern should be to notify emergency services agencies and evacuate the area. The explosion may be caused by something other than a bomb (i.e. transformer,

[redacted] on Duty at YCO's principal base of operations) should follow these steps:

- (1) Evacuate personnel from the blast site [redacted] emergency service personnel (police and fire agencies) determine the site is safe.
- (5) Be aware of the possibility of a secondary device, including the possibility of a secondary device at the evacuation assembly area.

16.3 RADIOACTIVE MATERIAL EMERGENCY RESPONSE CHART

16.3.1 NRC - US NUCLEAR REGULATORY COMMISSION

(A) NRC maintains an active program to ensure readiness to respond to any event that might impact public health or threaten the environment. NRC's Office of Nuclear Security and Incident Response (NSIR) has the primary responsibility for this essential agency function.

16.3.2 LOCATIONS

(A) The NRC has its headquarters in Rockville, Maryland and four regional offices around the United States. Business hours are 0730 - [REDACTED]

<p>[REDACTED]</p>	<p>[REDACTED]</p> <p>U.S NRC Region II Sam Nunn Atlanta Federal Center 23 T85 61 Forsyth Street, SW Atlanta, GA 30303-8931</p> <p>Phone: 404-562-4400 Toll Free: 1-800-577-8510</p> <p>Hours: 0700 - 1615 lcl (ET) Monday through Friday</p> <p>TDD: 301-415-5575</p>
<p style="text-align: center;">Region III</p> <p>Address: U.S NRC Region III 801 Warrenville Road Lisle, IL 60532-4351</p> <p>Phone: 630-829-9500 Toll Free: 1-800-522-3025</p> <p>Fax: 630-515-1078</p> <p>Hours: 0700 - 1645 lcl (CT) Monday through Friday</p> <p>TDD: 301-415-5575</p>	<p style="text-align: center;">Region IV</p> <p>Address: U.S NRC Region IV Texas Health Resources Tower 611 Ryan Plaza, Suite 400 Arlington, TX 76011-8064</p> <p>Phone: 817-860-8100 Toll Free: 1-800-952-9677</p> <p>Hours: 0700 - 1615 lcl (CT) Monday through Friday</p> <p>TDD: 301-415-5575</p>

16.4 DANGEROUS GOODS EMERGENCY RESPONSE CHART

HAZARD CLASS DIVISION AND COMPATIBILITY GROUP	DANGEROUS GOODS CLASS	HAZARD DESCRIPTION	IMMEDIATE ACTION: MINIMIZE LEAKAGE AND CONTACT WITH OTHER CARGO.
1.3C 1.3G	Explosives	[REDACTED]	[REDACTED]
[REDACTED]	(Acceptable on Cargo Aircraft [REDACTED])	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Ignites when leaking High pressure cylinder bursting Subcooling	See Explosives Evacuate goods Ventilate area
2.3	Toxic Gas (acceptable on Cargo Aircraft Only - CAO)	High pressure cylinder bursting and toxic inhalation	KEEP AWAY minimum 25 meters
3	Flammable Liquid	Gives off flammable vapor	See Explosives
4.1	Flammable Solid	Combustible, contributes to fire	DO NOT USE WATER UNDER ANY CIRCUMSTANCES
4.2	Spontaneously Combustible	Ignites in contact with air	
4.3	Dangerous when wet	Ignites in contact with water	
5.1 5.2	Oxidizer Oxidizer Peroxide	Ignites combustibles on contact	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Isolate area. Obtain qualified assistance DO NOT TOUCH KEEP AWAY minimum 25 meters
[REDACTED]	[REDACTED]	[REDACTED] disease in humans and animals	
7 CAT I 7 CAT II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and harmful to health	
8	Corrosive	Hazardous to skin and metal	See Explosives AVOID CONTACT WITH SKIN!
9	Polymeric Beads Magnetized Material Carbon Dioxide, Solid (Dry Ice) Miscellaneous Dangerous Goods	Evolves small quantities of Flammable Gas Affects navigation system Causes subcooling/suffocation Hazards not covered by other classes	AVOID CONTACT WITH SKIN! No immediate reaction required.

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17. International SOS

17.1 GENERAL

(A) International SOS provides medical assistance, international healthcare, security services and outsourced customer care throughout the world. The company has over 4,400 professionals operating in 66 countries. Emergency medical [REDACTED]

[REDACTED] SOS is not only for serious medical problems, it is for any medical condition or simply for medical advice or to answer a medical query, such as food-related illness, intestinal problem, severe cold, etc.

17.2 MEDICAL ASSISTANCE PROCEDURES

To obtain medical assistance or advice, crewmembers and other employees should contact the Manager on Duty who will in turn contact [REDACTED] is available to all YCO employees who are traveling both during flight and on the ground.

17.2.1 FOR INFLIGHT ASSISTANCE ONLY

(1) SOS Philadelphia In-Flight Assistance Line - 1-215-701-2818

(2) For non-in-flight [REDACTED]

[REDACTED], Middle East - 44-20-8762-8008

(d) Asia, Australia, New Zealand, Pacific Rim - 65-338-7800

17.2.2 IN-FLIGHT ASSISTANCE PROCEDURES

(A) In the situation of a serious medical condition occurring during flight, use the following procedure, and be aware that a First Aid Kit is carried aboard all company aircraft:

(1) Upon receiving a medical call concerning an injured or ill person, the Manager on Duty will establish a phone link with [REDACTED]

[REDACTED] nationality, next of kin)

(d) Description of problem or complaint

(e) Mental status - i.e. conscious, alert/ drowsy / disoriented / unconscious

(f) Past Medical History - include if Medic alert wristband or necklace

(g) Medications

(h) Vital signs - pulse, breathing rate, temperature

- (3) If the Captain or crewmember feels that circumstances and time do not allow for a call to the Manager on Duty in System Control, International SOS may be called directly on their In-Flight Assistance Line - 215-701-2818. This number can be called collect if necessary.
- (a) Provide International SOS with necessary information as outlined above. In such cases, International SOS will call the Manager on Duty and link them to the call. If it appears a medical evacuation will [REDACTED]
- [REDACTED] will provide advice on immediate treatment, and monitoring of the patient as deemed appropriate by the SOS medical team, until arrival at destination.
- (a) The PIC or Manager on Duty will advise SOS of time to destination, and if required, time to alternative destinations if diversion may be required. Based on the available medical information, International SOS will recommend to the crew whether diversion is medically advisable, and based on the timings provided, make a recommendation as to best destination. However, the ultimate decision to divert a flight and make an emergency landing at a location other than the original destination rests with the Pilot-in Command.
- (5) Once the patient is on the ground, the Manager on Duty will coordinate with the Dir. of Flight Operations for ambulance (tarmac) access to the aircraft. International SOS will arrange with the Manager on Duty who will coordinate with the Dir. of Flight Operations for medical support and transport once the patient is on the [REDACTED]
- [REDACTED] to arrival at the medical facility. In such cases where a GOP is not provided, YCO will assist in providing SOS with details of payer information. YCO authorizing persons will advise SOS whether further medical monitoring in hospital will be required. SOS will advise YCO on mode of repatriation of patient, if applicable.
- (7) YCO and International SOS are responsible for protecting the physician/patient relationship and patient confidentiality.
- (8) International SOS medical assistance is not available when at home or on personal travel.

18.2.2 PASSENGER MANIFEST VERIFICATION

- (A) Immediately following an accident, a passenger and crew manifest for that flight will be collected (see Section 3C Aircraft

[REDACTED] within one hour to the President. The lists of passengers and crewmembers traveling on any YCO aircraft involved in an accident are confidential, and will not be discussed with anyone outside the airline. The preliminary list will be updated on an hourly basis as new information is gathered.

18.2.3 FAMILY ACCESS TO THE ACCIDENT SITE

- (A) The NTSB has

[REDACTED] at the site. Trained family assistance personnel will be deployed to the accident scene if deemed necessary, when it is known that family members will be traveling to the site. YCO will contract for hotel accommodations for visiting members of any victims' immediate families and liaison personnel. The Director of Human Resources will obtain authority from the to contract hotels and to relay billing instructions, names of guests and specifically which expenses will be covered by YCO.

18.2.4 HUMAN REMAINS AND PERSONAL EFFECTS

- (A) The medical examiner is responsible for the disposition of human remains. It is expected that YCO will arrange for the shipment

[REDACTED] by YCO should be returned to the family, if requested through the FAC. If no request has been received after 18 months, then the articles should be disposed of. The FAC will work with the involved families to determine if a monument with an inscription should be erected in memory of the victims.

19.4 CREWMEMBER HISTORY

This form is used to report crewmember information to YCO's insurance carrier.

Full Name	_____
Date of Birth	_____
Home Address	_____
Ratings	_____
Date of Last Proficiency Check	_____
Last Recurrent (Initial) Training	_____
Medical Certificate class, date, Limitations, Waivers	_____
Degree of Injury	_____
Seat Occupied	_____
Total Flight Time	_____
Total Flight Time in Type	_____
Hours Flown – Last 90 days	_____
Hours Flown – Last 30 days	_____
Hours Flown – Last 24 hours	_____
Duty Time last 24 hours Prior to Flight	_____
Date employed by YCO	_____
Previous Accidents	_____

19.5 ACCIDENT MESSAGE

Flight _____ Local date _____

Passengers on Board _____

Hazardous Material on Board _____

Action Taken (Report Immediately) _____
_____Passenger/Crew Status (General condition and brief description of injuries)

_____Disposition of Survivors _____
_____Disposition of Remains _____
_____**Aircraft Data:**

Gross Weight _____ CG _____

Flight Control Configuration _____ Flight Profile _____

Emergency Equipment used _____

Weather: Ceiling _____ Visibility _____ Wind _____

Temp _____ Alt Setting _____

Runway Conditions _____

Equipment Necessary for Access and Removal _____