Emergency Response Planning (ERP) 2022

Forum Report

Public version

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Contents

1. Introduction

The 2022 ERP Forum was opened by the IATA Director of Aviation Security & Cyber.

In his address the Director highlighted the continued emphasis IATA places on aviation security and safety and to that extent, Emergency Response Planning (ERP). He also outlined IATA's competition guidelines which applied for each of the two days of the Forum and an overview of Forum logistics. He then handed over to the Forum Coordinator, Gregory Janelle from Hong Kong Airlines.

Matthew Vaughan, IATA Director of Aviation Security & Cyber

Gregory Janelle, Hong Kong Airlines & ERP Forum Coordinator

1.1. Keynote Sessions

The Chief Operations Officer from Geneva International Airport (GVA) and IATA's own Policy Economist both delivered keynote presentations to open the Forum. The GVA COO provided a masterplan overview of GVA Airport and its role in serving the region. He touched on GVA's own Aerodrome Emergency Plan and its integration with the Airport Operations Centre using 3 key operational modes - normal, degraded, and crisis. In closing the COO provided a high-level summary of GVA's COVID-19 responses and its impact in terms of the airport's operational continuity.

IATA's Policy Economist delivered a state of the industry overview describing in macro detail current economic conditions for the industry as well as forecasting data which organisations can use to increase their understanding of risks and opportunities in various parts of the world.

Giovanni Russo, Chief Operations Officer Geneve Airport

Martina Bednarikova, IATA Policy Economist

1.2. Brussels Airport 2016 Attacks

The following two presentations focused on specific elements of the immediate response and preservation of life in the moments following the tragic event of terrorist bombings at Brussels Airport on22 March 2016. The Delta Airlines representative provided a lessons-learned overview of Delta's preparedness in responding to events that day. Specifically, she provided g insight into how Delta activated its ERP plan focusing on baggage recovery and reunification and call centre arrangements within a culture of compassion and care.

The former Brussels Airport Security Manager provided a graphic overview of the immediate aftermath of the event and the Airport's response to prevent further events in the hours, days, and months following. Most notably BRU Airport was reopened to air traffic within 72 hours and continues to commemorate the event every year.

Theresa Debosky, Manager – Emergency Operations & Planning - Delta Airlines

Wilfried Covent, former Brussels Airport Security Manager

1.3. ERP Developments for Airlines & Airports Inclusive of Aircraft Recovery

In planning this year's Forum, the ERP Task Force wanted to open a conversation of how ERP planners can coordinate and engage more with airports. The presentation from ACI World's Director of Safety provided a detailed overview of Airport Emergency Planning (AEP) more broadly and touched upon post-pandemic work underway in respect to strengthening existing ICAO guidance materials.

The Director spoke specifically about "disaster arrangements" including airport's emergency response often extends beyond that of aircraft accidents. The Director underscored the need to improve arrangements for assistance to accident victims and their families with respect to airport planning. Furthermore, he reiterated the importance of collaboration and communication and how for the first time in aviation history "we must learn to communicate effectively with up to four different generations of people and the varying means they use to connect with each other."

IATA's Manager for Operational Efficiency presented on the aspects related to aircraft recovery and IATA's own Aircraft Recovery Forum, focusing on the planning arrangements for airlines, airports, and the wider community. The Manager detailed proposals for the Procedures for Air Navigation Services (PANS) - Aerodrome guidance development efforts underway with ICAO and underscored that ICAO guidance often finds its way into national regulations, hence the criticality of guidance narratives being balanced and moderated. In closing the Manager provided Forum delegates with an overview of the geographic arrangements for basic and larger aircraft recovery kits and training options available via IATA.

Juan Marquinez, ACI World Director of Safety

Iryna Khomenko, IATA Manager Operational Efficiency

1.4. Airlines and Airports Mutual Assistance Planning

Continuing the airport theme, the Vice President Safety at Terminal 4 (T4) of JFK Airport opened with a brief on Terminal 4's existing vision and strategic priorities, whilst emphasising that Terminal 4 is a private terminal operator, not at an airport operator.

T4 currently serves over 25 international airlines and is developing its emergency response plans in coordination with its airline customers. It's crisis response arrangements include more than just aircraft accidents and provides a wholistic response capability for its airline customers no matter the size/scale/source of the disruption/crisis/emergency at hand.

The presentation included an overview of the high-level challenges in play including communications, adoption of said response arrangements, and training and maintenance of emergency/crisis response/recovery plans in place. The Vice President spoke of the annual safety and security conferences the airport hosts to proactively drive response, planning and testing arrangements with all airport stakeholders, not just it's airline customers.

Stacey Lora, Vice President Safety, Terminal 4, JFK Airport

1.5. Facilitated Workshops

Forum delegates were assigned into four different workshops for 45-minute ideation sprint sessions to address the titles of the workshops as described below. Workshop facilitators were identified in advance and each of the four groups were colour coded to move the delegates equitably between each workshop.

Delegates were invited to share their ideas, challenges, and solutions across the workshops.
Results of the workshops will be reviewed by IATA and the ERP Task Force and considered for adoption in the Task Force's workplan.

Below is a high-level summary of each outcome related to the workshops.

Workshop A – "Digital Data Capture at Accident Emergency Locations (Survivor Reception, Family Reception, Hospitals, etc.)"

- Broad support for the development of an industry-wide digital based solution to capture data/information in an automated way, whilst acknowledging there will always be a need for paper-based workflows.
- Data privacy and consent arrangements need to be fully considered. This is specifically the case in terms of victims' rights and digitally being able to create a log and capture consent early in the response arrangements.
- A strategy for adoption based on airlines and partners being able to use all or parts of the application's functions for day-to-day operations and/or routine disruption management.

Workshop B – "Virtual Delivery of ERP Training & Exercises"

- Consideration be given to development of standardised terminology to facilitate multi-jurisdictional learning and education.
- It was felt that ERP training will always be combination of face-to-face and virtual sessions as the best way to maintain engagement, preparedness, and rationalisation of the training itself.
- The concept of digital gaming to be assessed for ERP simulated exercises.

Workshop C – "Global Fundamentals of Local Emergency Response Plans"

- Supported that all AEP/s be available in English, downloadable via secure means
- Standardisation of terminology, forms, and categories of events/incidents
- Government buy-in to ensure airport administrator responses are considered for international regulatory requirements of airlines who operate to such airports.

Workshop D – "Special Assistance Teams – Post-Pandemic Challenges & Best Practice Solutions"

- Several findings presented which included universal adoption of terminology; resourcing strategies to maintain special assistance teams; training in terms of a global baseline of education through accreditation/certification; regulation/guidance materials are seemingly out of date, with specific reference to IATA's own Public Health Emergency Manual; and provision of care/family assistance to ensure there are choices/options available to victims' families and friends.

Facilitated Workshops

1.6. Accident Responses | Lessons Learned

Session RESTRICTED.

1.7. (airline) 01JUN09 | Long Term Management of an Accident

Session RESTRICTED.

1.8. ACRP Research Report 171: Establishing a Coordinated Local Family Assistance Program for Airports

The Principal of NavAid Crisis Consulting Group presented on a concentrated research effort focusing on family assistance in the US. The research program approach was described as classical in nature starting in 2014 with a clear problem statement as the title infers.

Following on from this a panel was selected and progressed the research effort via interviews and family surveys. In 2017, the research culminated in the publishing of a guidebook and toolkit providing a clear framework of benefits for airports underpinned by a research-based family assistance set of practices and guidelines. The research can be accessed online - https://www.trb.org/ACRP/ACRPReport171.aspx

Sue Warner-Bean, NavAid Crisis Consulting Group

1.9. Insurance Perspective AVN 76 Humanitarian

Following the success of IATA's own Risk and Insurance Forum held in June in London, IATA's Insurance lead a panel discussion on the extent to which humanitarian related insurance is provided during the initial stages of an aircraft accident response.

The panel provided a high-level step by step overview of the major loss insurance product.

Notably discussion focused on the passenger manifest exchange requirements in the early stages of a major loss.

A question-and-answer session following this panel presentation further underscored the significance of ensuring this type of CLOSED briefing for industry continues into 2023.

Panel hosted by Elizabeth Holton, IATA Insurance

Panel members (right to left) - Paul Woodley (HFW), Chris Whittington (Charles Taylor Adjusting), Steve Wilkinson (Gallagher Aerospace) & Philip Clayton (Willis Towers Watson)

1.10. United Nations Perspectives (ICAO and the World Food Program)

Representatives of the two agencies of the United Nations presented on their respective programs in terms of international coordination and emergency/disaster response arrangements. ICAO's Strategic Planning & Coordination Officer spoke about disaster risk reduction and response mechanisms for aviation and provided an overview of ICAO's crisis response role in terms of pandemics, airspace disruption and natural disasters.

Specifically, ICAO's latest multilateral effort called HADRA (Humanitarian Assistance and Disaster Response in Aviation). Overall, this effort continues to focus on improving the preparedness of States for disaster management and a communications tool being developed to implement developed guidance and practices.

The World Food Program's Head of Quality, Aviation Services presented on the WFP's Aviation Service and its own disaster management arrangements with States across 22 humanitarian air service operations globally. He provided a short overview of some recent examples of collaboration in coordination with their passenger services advocacy efforts. Finally, the presentation illustrated the WFP's global footprint in terms of aviation services and identified partners as strategically important when responding and providing humanitarian relief air services to states experiencing disasters.

Chrystelle Damar, Strategic Planning & Regional Coordination Officer ICAO

Denys Saltanov, Head of Quality, Aviation Services, UN World Food Program

1.11. Conclusions

The Forum concluded with closing comments from the ERPTF Chairman, the Forum Coordinator, and the IATA Secretariat.

In summary:

- there was broad support from delegates for the Forum's format and the ongoing role to be played by the ERP Task Force, including IATA continuing to provide secretariat support to the Task Force.

- The Forum acknowledged and endorsed ICAO's designation of February 20 each year as the International Day Commemorating Air Crash Victims and Their Families

- The Forum acknowledged ICAO's progress with respect to standards and recommended practices development for Annex 9 and Annex 14; the Airport Services Manual Part 4 – Airport Emergency Planning; and Air Navigation Services PANS Aerodrome (DOC 9918).

- The Forum acknowledged the progress achieved on one of the recommendations to come from the 2021 ERP Forum being the implementation of an industry wide SSR code provision of ERP. The SSR code (EMRG) will be published via the A4A-IATA Reservations Interline Message Procedures (AIRIMP) manual from June 2023. ERP in this instance is defined as per IATA IOSA Standards Manual (ISM) defined activation of an ERP program.

- The Forum recognised IATA's re-development for the former ERP Handbook, has now been merged into the Integrated Risk and Resilience Management Manual (IRRM), publicly available via:

  https://www.iata.org/en/publications/store/integrated-risk-resilience-management-manual/

- The Forum recognised IATA's suite of ERP and AEP training options for ERP/AEP emerging and existing professionals available via:

  https://www.iata.org/en/training/?search=Emergency%20Response&ordering=Relevance

- The Forum recognised IATA's existing guidance material contained in the Airport Handling Manual (AHM), specifically the checklists contained in section Management and Safety – AHM 620 – see link below:

  https://www.iata.org/en/publications/store/airport-handling-manual/

- Delegates of the Forum provided unanimous support for a 2023 ERP Forum to be held in Q4 of 2023, noting opportunities to merge with other technical forums such as the Aircraft Recovery Forum and the Risk and Insurance Forum, with these opportunities with other forums to be further explored by the ERP Task Force.

1.12. High-Level Forum Outcomes 2022

i.   Further consideration for mandating Family Assistance arrangements for airports servicing international airlines.

ii.   Further consideration in the development of the ICAO Procedures for Air Navigation Services (PANS) Aerodrome noting that both Aircraft and Airport operators possess aircraft recovery plans. It was noted that airports are calling for individual airline's plans, including a standardised process and terminology, inclusive of airports desires to make airline providing their plans a mandatory expectation before carriers commence operations.

iii.   IATA Airport Design Reference Manual Edition 13 to include high level facilities planning considerations for airline ERP, and aerodrome emergency plans (AEP) to include master planning for Family Assistance facilities.

iv.   Maintain the annual ERP Forum and continue to include Airport organisations/associations and ground handling agents as part of the Forum's ongoing cross-dialogue agenda.

v.   Increase dialogue between IATA ERPTF and ACI World to explore opportunities for aerodrome emergency plans to better align with airline ERP requirements.

vi.   Explore development of virtual training and/or tabletop exercises using virtual/gaming type platforms.

vii.   Explore development of remote/digital data-capture program for universal use at emergency locations (hospitals, airports, etc).

Thank you to our Strategic Partners