

# Post Germanwings 4U9525

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# Dealing with the crisis

4U9525 Post Emergency Aspects

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# Agenda

## Post Emergency Aspects

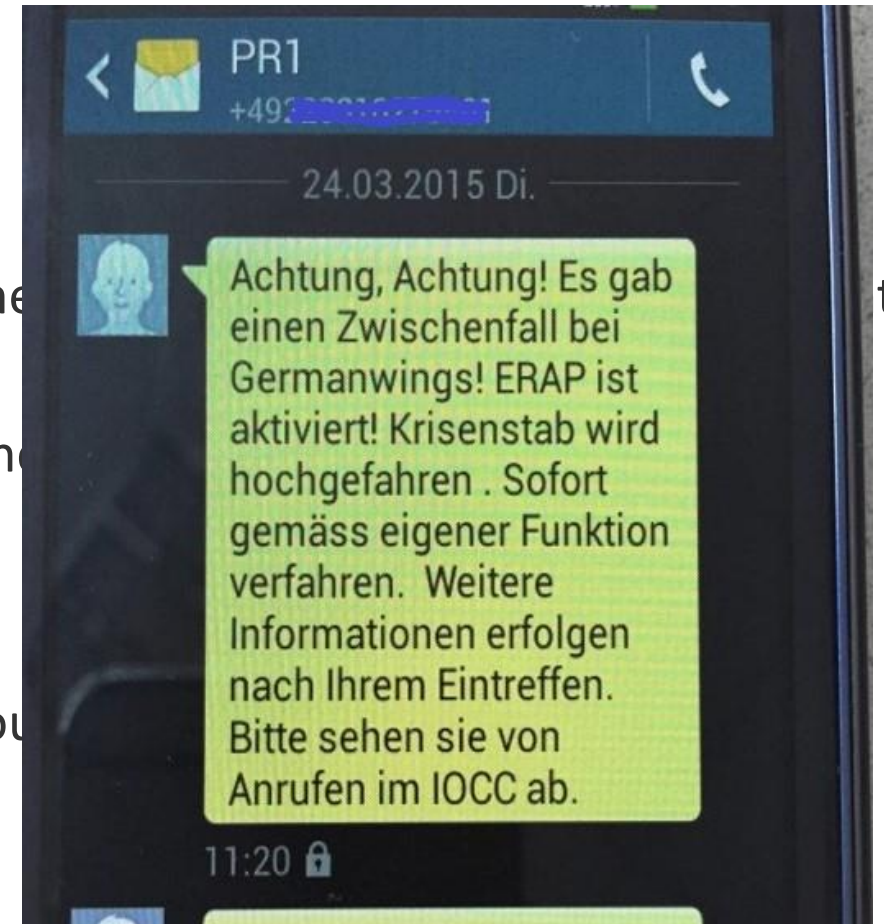
Personal Aspects

Workload

Media

# Personal Aspects

- Alerting
- How do you get out of the first shock?
- Every Aviation Accident triggers widespread concern, but the nearer (to the flight) you work, the more affected you are
- Pay special attention to the employees in your OCC, Maintenance
- Talking to the relatives at the airport
- Ensure professional psychological help for everyone
- Monitor each others condition (most likely you forget about you)



# Workload

- Huge workload within the first days/weeks
- You need everybody to master the situation
- Consider calling your staff in - even in their days OFF or holidays
- Make sure not to exterminate any information (emails, letters, documents)
- Take notes or minutes
- Consider a shift schedule (to avoid that all team members are exhausted at once)
- Who can help you? (Crisis Management Consultants, Travel Agents, Security Companies, Translators )



# Media

- Expect Media Attention everywhere & anytime
- Journalists are present at the crash site, aerodrome of departure and destination & the company headquarter, the AIB's headquarter and also...
- ...at homes of victims NOK (relatives and friends)
- Media Reps try to get statements in front of camera from experts (and *so-called* experts)
- They might call the relatives families under false identity
- Be prepared, that some media reps show a '*whatever it takes*' attitude to collect information
- Some Journalists do not adhere to journalistic principles

Thank you  
for your attention

