



# Emergency Response Planning Forum (virtual) 2021

Final Report

22 June 2021





## Introduction

The host welcomed all participants on behalf of the planning team. All attendees are reminded of the rules of engagement and the IATA competition guidelines. IATA welcomed all participants to the virtual ERP Forum and look forward to a fruitful virtual event.

## Keynote Address

Crisis Advisor presented an overview of emergency response planning. During the presentation common failures and mistakes were highlighted. Throughout the presentation risks to operational effectiveness were flagged as well. Key items are also highlighted to enable situational awareness during an emergency response, the decision-making process, and the reporting.

## NTSB Presentation

The NTSB TDA presented their investigation team composition, its legal role, and its current operating status to Forum participants. The JFSOC coordination call concept and the family assistance service structure were also shared. Due to recent circumstances, technological capabilities are especially highlighted. Some of the key takeaways for the presentation include the following:

- Communication is essential
- Remain flexible and agile
- Collaborate often with airport authorities, station personnel, service providers
- Reach out to TDA

### Question

What are your views on providing virtual family assistance as not all families are going to be able to travel due to COVID 19 restrictions?

### Answer

The current Amendment to ICAO Annex 9 (Facilitation) contains provisions within the Standards and Recommended Practices that Contracting States facilitate the expedited travel of persons associated with an aircraft accident and/or serious incident. This was further underscored by ICAO State Letter AN13/35-20/47, dated 20 March 2020 which emphasized the need for States to support air operators during COVID-19 and recommendation issued by the ICAO Council Aviation Recovery Task Force (CART).



## Airlines Panel Discussion

Facilitated by Emirates and Virgin Atlantic, panellists from several other carriers shared best practices from their respective airlines ranging from having a more agile approach, to continuously updating the ERP manual to improve its current planning procedures. Technology was discussed in depth with Icelandair sharing their experiences in running online emergency exercises and responses. The positive feedback received include better for concentration, ability to multitask, savings on travel and quick response time. One negative however is the response system previously established are ignored. Cathay Pacific shared the importance of data protection and their approach of having a Data Protection Officer on the Emergency Response team. LATAM group also shared some of their procedures which could be found below:

[https://drive.google.com/drive/u/0/folders/1x4rnMzsC1oUytQ\\_HEJD5mPsucXLOUusw](https://drive.google.com/drive/u/0/folders/1x4rnMzsC1oUytQ_HEJD5mPsucXLOUusw)

Going forward, the panellists agreed the importance of leveraging local resources (alliances, GHAs), keep it simple & agile, data protection and timing being critical as keys to success. It should also be noted that IATA is currently in the process of updating the ERP section of the SGHA, all inputs from the ERP community are welcome to be sent to [pluhackovai@iata.org](mailto:pluhackovai@iata.org).

### Question

What is your view on families live streaming family briefings on their phones and would you encourage companies to have an official live stream as well as an audio stream of a briefing, as we are now living in the age of zoom/ Teams?

### Answer

This would be down to the individual air operator to decide the way in which communications with effected families would take place.



## ERP Training & Exercise During Pandemic

British Airways gave an overview on its Station Emergency Response training program, telephone enquiries exercise and business continuity exercise. During the pandemic the reviews and exercise all moved to a virtual setting. MS Teams became the go to platform to test new procedures and processes - for example the virtual family assistance protocols. Clear exercise controls were needed including a timeline to follow so that everyone is clear on where they were in the process. The reduction of workforce also meant that business continuity procedures needed to be reviewed. This was done leveraging technology and identify key systems to be prioritized. GoCrisis presented the challenges in running training and exercises during the pandemic. Some of the key lessons learned include the following:

- Existing processes and systems that were in place could be deployed quickly
- Technical support essential
- Shorter time frame, less attendees, more sessions
- More people attended virtual (Executive Leadership too!)
- Interaction is harder, so cameras on!
- Cameras not allowed for some due to company policy or country security
- Start session few minutes early
- Session protocol clear, including role of facilitator (security, control and supporting speaker)
- Record, transcribe and answer questions

### Question

How well does Virtual Training work for Special Assistance Teams (SAT)?

### Answer

Some IATA Member Airlines have chosen this option with a high degree of success. We all prefer face-to-face options but for now this is a recommended practice to ensure SAT currency with requirements are adequately maintained.



## Responding to an Aircraft Accident During Pandemic

Air India spoke about how they responded to the Air India Express Flight IX1344 accident during the pandemic. The process of intimation, activation and communication was followed. A detailed timeline was shared with the participants with relief flights, telephone enquiries centre and the activation of Angels of Air India (a team of 75). As this was during the pandemic, PPE kits were issued with safety briefings being conducted. Overall Angels of Air India responded to the call of duty and rose to the challenge of COVID-19 pandemic and worked under extremely critical situations and circumstances. The care and support provided by them to the affected passengers and families won accolades not only from the passengers and relatives, but also from National and Local media. Despite overcoming health requirement challenges, the biggest challenges remained talking to the family members. Due to restrictions, family members could not meet the victims at times. Hence the team was present for almost a month with 2 Angels assigned per person. The government, police and medical personnel were all of great help.

In addition, Kenyon Inc was informed immediately after the accident, and sent personnel to Calicut. Upon arrival they were involved in Personal Effects retrieval services. The retrieval of personal belongings, documents and valuables of the passengers and the timely dissemination of valuables and documents by Kenyon was much appreciated by the affected passengers and their families. As illustrated by Kenyon, getting into India internationally was a challenge due to travel restrictions along with monsoon travel. Lessons learned through this experience is the need to work closely with customer with changing needs and keeping the process flexible and agile. Team motivation and general safety of staff are also important.

## Go Teams - Overcoming New Hurdles

Together with Aviem, Cathay Pacific shared the 4 steps of best practices for humanitarian assistance in response to a disaster in aviation including telephone enquiry centre, family support centre, roll out of onsite family assistance centre, and returning family's home. Aviem also highlighted the challenges of establishing virtual family assistance centres and enhancing remote support for Go-Teams.

2021 ERP Forum - Placeholder Invite

04:25:19

Request control

Participants

Invite someone or dial a number

Share invite

In this meeting (153)

Mute all

Robin Zhang (Organizer)

+447891129854 (Guest)

PIA Corporate Safety (G... (Guest)

Monica Shetty (Guest)

Abigail Pollard (Outside your organization)

Adams, Mark (Outside your organization)

Adrian Rodgers (Outside your organization)

Adriana Milena Molina Aguilera (Outside your organization)

### Aviation Disaster Response Flow

Best Practices for Humanitarian Assistance

- Telephone Enquiry Centre**  
Telephone enquiry centre is up and taking calls within an hour from family & friends
- Family Support Centre (TELE-CARE)**
  - ONE OF THE MOST CRITICAL STEPS IN PROCESS
  - FIRST CONTACT
  - INFORMATIONAL UPDATES
  - INTRODUCE CARE/SAT
  - MAKE LOGISTICAL ARRANGEMENTS
  - CONTINUED CARE FOR FAMILIES NOT TRAVELING
- FAC / On-Site Support**  
Family Assistance Centre established to receive and support families at accident location. Typically a few days to a couple of weeks while families complete their needs, follow family & cultural rituals, and bring their loved ones home
- Families Return Home**  
Once Care/SAT says goodbye, families continue to receive support from the Family Support Centre until such time they are ready to discuss claims, insurance, legal questions/issues

Jeff Morgan (Guest)

Type here to search

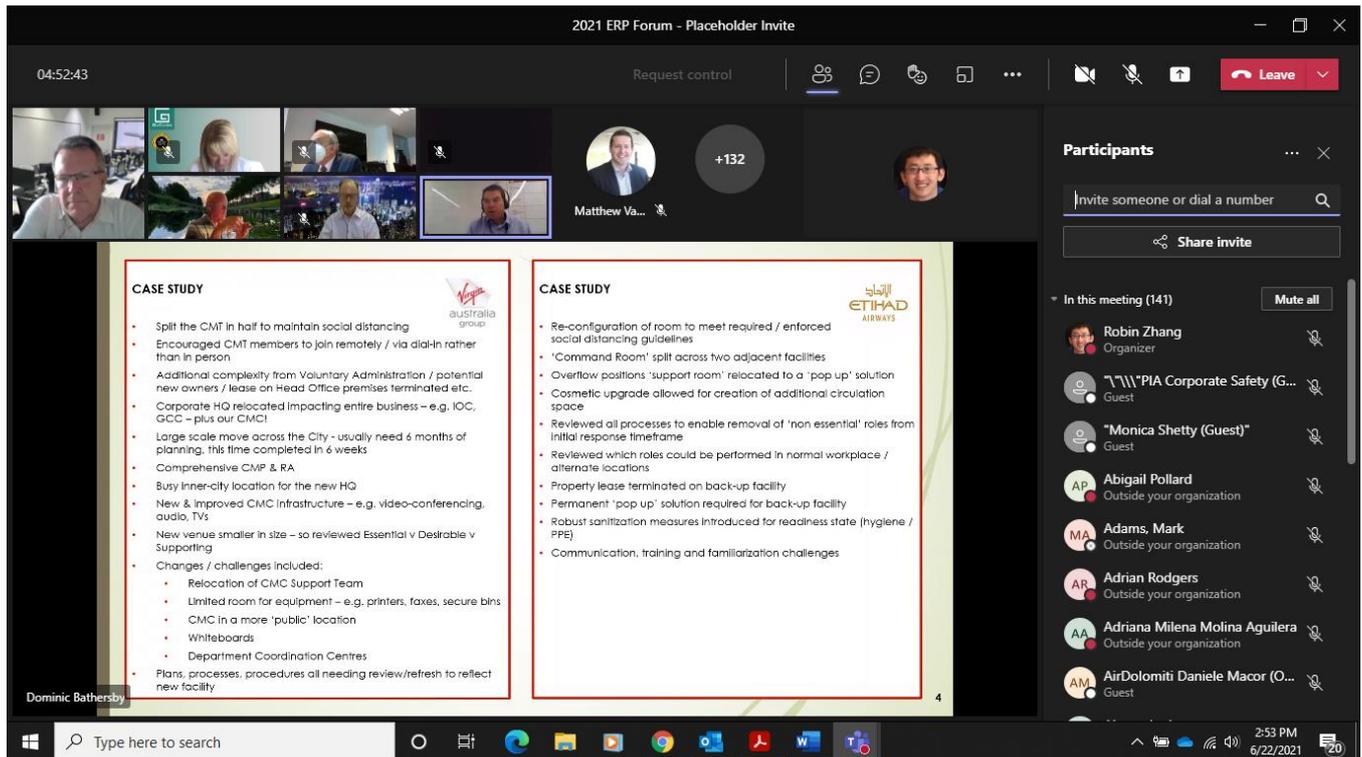
2:25 PM 6/22/2021



A detailed outport support team process for Cathay Pacific was presented to all presenters including the support levels and checklists. Some of the adaptations include an online virtual assistance website portal, building in virtual components into checklists, securing testing facilities with sufficient PPE, and building extra workstations for staff & vendors who help manage PHE records. It is also important to discuss with insurers on what will be covered with the adaptation.

## Is your Crisis Management Centre fit for purpose?

Virgin Australia and Etihad Airways presented case studies at their respective airlines.



### Question

If airline does not have any agreement with SAT Support team/ GO TEAM or any, can it be activated at the last mins from any other airlines or service provider as we under IATA. During C19 most of the airlines are downsizing which just enough to run daily ops.

### Answer

Currently, IATA does not currently provide and/or offer such support. A proposal of this kind would need to be worked and endorsed through the IATA Governance groups and ratified via an industry wide Resolution. However, there is nothing stopping airlines engaging directly with vendors who may offer this service during these times.



The main goals of making changes to the CMC is to adapt and respond to the challenges of the current environment. Some of the top challenges identified included the following:

- Capacity and accommodation issues
- Procedural and technological changes
- Maintaining compliance and identifying an advocate

## Accident Responses Under Pandemic Travel Restrictions

Blake Emergency Services presented case studies of their deployments during the pandemic including the first anniversary of ET302 and PK8303. Some of the considerations during the deployment included item processing, travel restrictions, local lockdowns, movement restrictions and positive COVID tests. Overall, some of the high-level considerations to prepare for regarding future emergency response deployments include the following:

- Constantly changing requirements in all states
- Continually monitor current COVID position in State of Occurrence
- Testing, testing, testing
- PPE
- Social distancing and hand washing
- Limit team movement and mixing
- Quarantine
- Mental Health

## Wrap up and Closing Comments

IATA thanked the ERP Forum planning team along with the presenters and participants for attending the virtual ERP Forum. As a next step, relevant list of IATA resources on the topic are shared and IATA will be more involved in the Emergency Response space. This also includes establishing a specific ERP Task Force which will represent the airline industry on all ERP matters. Call for nominations for the Task Force will go out within Q3 of 2021. In addition, upon agreement by the presenter, all presentations will be shared to the participants along with a feedback survey.



## High Level ERP Forum Recommendations

- 1) Establishment of a dedicated public facing ERP Forum ULR ([iata.org](http://iata.org))
- 2) Establish and update a repository of international and national regulations as it relates to Family Assistance and Aircraft Accident provisions.
- 3) Review of IATA traffic conference resolutions as it relates to special categories of travel for families and support personnel when responding to an aircraft accident.
- 4) IATA to establish an Emergency Response Planning (ERP) Task Force in 2021.



## Participating Organizations

<b>Aer Lingus</b>		<b>GoCrisis</b>	<b>NTSB</b>	<b>Sun Country Airlines</b>
<b>Aeroflot</b>	<b>Boeing</b>	<b>Gol Linhas Aerea Inteligents</b>	<b>Oman Air</b>	<b>Swiss International Air Lines</b>
<b>Aerolineas Argentinas</b>	<b>Breeze Airways</b>	<b>Gulf Air</b>	<b>Omni Air International</b>	<b>TAP Air Portugal</b>
<b>Aeromexico</b>	<b>British Airways</b>	<b>Hi Fly</b>	<b>Privilege Style</b>	<b>Turkish Airlines</b>
<b>Air Arabia</b>	<b>Cargolux</b>	<b>Hong Kong Airlines</b>	<b>Qatar Airways</b>	<b>United Airlines</b>
<b>Air Astana</b>	<b>Cathay Pacific</b>	<b>HK Express</b>	<b>Republic Airways</b>	<b>UPS Airlines</b>
<b>Air Canada</b>	<b>China Eastern Airlines</b>	<b>Iberia</b>	<b>Royal Brunei Airlines</b>	<b>Vietnam Airlines</b>
<b>Air Dolomiti</b>	<b>Copa Airlines</b>	<b>Icelandair</b>	<b>Royal Jordanian</b>	<b>Virgin Atlantic</b>
<b>Air Europa</b>		<b>IndiGo</b>	<b>RwandAir</b>	<b>Virgin Australia Airlines</b>
<b>AirlinAir France</b>	<b>Czech Airlines</b>	<b>Japan Airlines</b>	<b>S7 Airlines</b>	<b>Vueling</b>
<b>Air India</b>	<b>Dallas International Airport</b>	<b>Jazz</b>	<b>Safair</b>	<b>WestJet</b>
<b>Air Tahiti Nui</b>	<b>Delta Air Lines</b>	<b>JetBlue</b>	<b>Saudia</b>	
<b>Alaska Airlines</b>	<b>El Al</b>	<b>Kenya Airways</b>	<b>SkyWest Airlines</b>	
<b>Alitalia</b>	<b>Egyptair</b>		<b>SmartLynx Airlines</b>	
<b>American Airlines</b>	<b>Emirates</b>	<b>KLM</b>	<b>Smartwings</b>	
<b>Amtrak</b>	<b>Etihad Airways</b>	<b>Lufthansa</b>	<b>South African Airways</b>	
<b>Avianca</b>	<b>Executive Jets Management</b>	<b>Malaysia Airlines</b>	<b>Southwest Airlines</b>	
<b>Aviem</b>	<b>Finnair</b>	<b>Malindo Air</b>	<b>Spirit Airlines</b>	
<b>Azul Brazilian Airlines</b>	<b>Flydubai</b>	<b>Mango</b>	<b>SriLankan Airlines</b>	
<b>Bangkok Airways</b>	<b>Garuda Indonesia</b>	<b>Norwegian Air Shuttle</b>	<b>Surinam Airways</b>	



## Special Thanks to IATA Strategic Partners



Further thanks to the following organisations

**CRISIS ADVISORS**

