

Emergency Response Planning (ERP) & Aircraft Recovery (AR)

Report on ERP and AR as part of
Post Event Review of
IATA World Safety & Operations Conference (WSOC)

Hanoi, Vietnam
19-21 September 2023



Agenda Items – WSOC ERP & AR Track

- The World Safety and Operations Conference (WSOC) brought the previous Cabin Operations Safety Conference (COSC), the IATA Safety Conference, the Emergency Response Planning (ERP) Forum, and the Aircraft Recovery (AR) Forum under one roof.
- The Conference was broken into three tracks – Safety, Cabin & Flight Operations, ERP & AR.
- The Agenda for the ERP & AR track included the following:
 - State of Industry Address - Chair & Secretariat, ERP Task Force (ERPTF)
 - Overview of IATA Aircraft Recovery Task Force (ARTF) and its mandate
 - Fundamentals of Aircraft Recovery - Airline Planning and Preparedness
 - Aircraft Accident Family Briefings – Demonstration of US model by NTSB TDA + Case Studies (MH370 and MH17)
 - IATA and IATP (International Aircraft Recovery Pool) - Collaboration and Common Goals
 - Panel Discussion – Legal & Insurance Aspects of ERP (Humanitarian Response) and Aircraft Recovery
 - Airline Family Assistance & Family Support Groups
 - 2 ➤ The Evolution of Crisis Communications

Key Take Aways

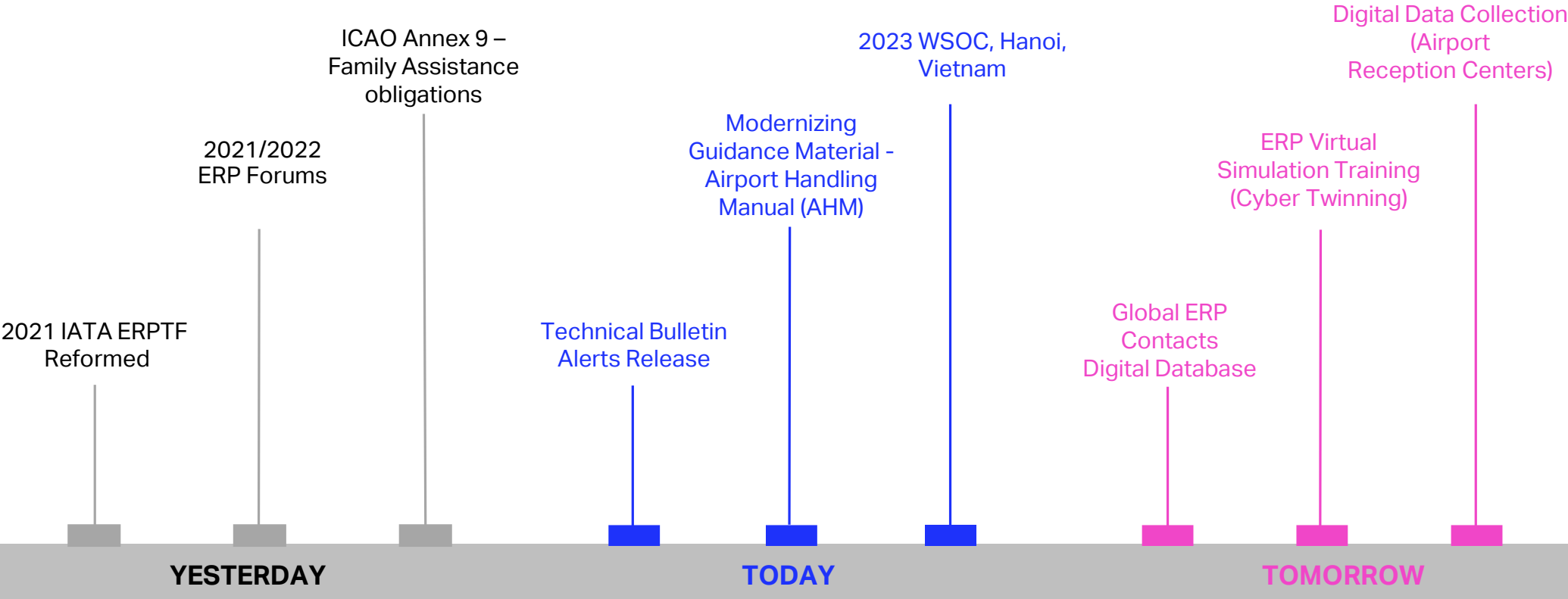
- Live demonstration of mock Family Briefing – facilitated by a representative from US NTSB Transportation Disaster Assistance team - was an opportunity for delegates to realistically experience the US version of this long-established Family Briefing model
- Crisis Communications - "...find me a platypus - develop your own crisis persona balancing commercial responsibilities with moral obligations..." (August Whitcomb, September 2023)
- Aircraft Recovery incidents are resource intensive so critical to plan labor and other resources for these in peacetime
- Critical to include legal and insurance expertise in ERP exercises and procedures...nobody likes (or needs) surprises during a crisis!
- In Aircraft Recovery events, consider insurance and environmental aspects, and the importance of collaboration with airports
- Important to engage and build positive relationships with Family Associations in peacetime, to break down potential barriers, and develop understanding and communication between aircraft accident airlines and families
- A better understanding of the highly specialized Aircraft Recovery discipline and how it fits into the overall aircraft accident response

ERP & AR - Macro Trends

- Cyber/digital disruption using ERP frameworks to coordinate response
- Modernizing Family Assistance
- ICAO Annex 9 Facilitation
- ERP Management succession planning
- Annual ERP conference
- Shift of high-value AR equipment investment from airlines to airports in the last 15 years



ERPTF - Projects Walk Through



US NTSB Mock Family Briefing

"...attendees were deeply moved by a truly unique and profoundly insightful experience.

In a special extended session, an empathetic Facilitator from the US National Transportation Safety Board (NTSB) Transportation Disaster Assistance team led a poignant live demonstration of the US NTSB model for Accident Family Briefings.

Onstage, IATA ERP Task Force members, embodying the roles of key response agencies, stood beside the NTSB, while our audience bravely took on the roles of distressed family members.

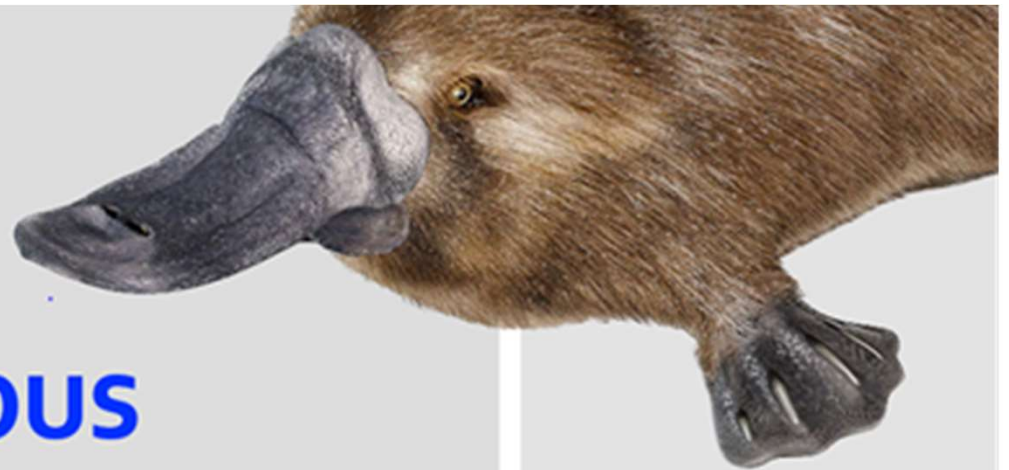
This was a rare, emotionally charged opportunity to witness the deeply impactful Accident Family Briefing model presented in a "peacetime" setting, offering invaluable lessons in compassion and preparedness..."

Closing Remarks of WSOC



Evolution of Crisis Communications

Find Me a Platypus





<https://www.flickr.com/photos/iataorg/albums/72177720311180772/page2>

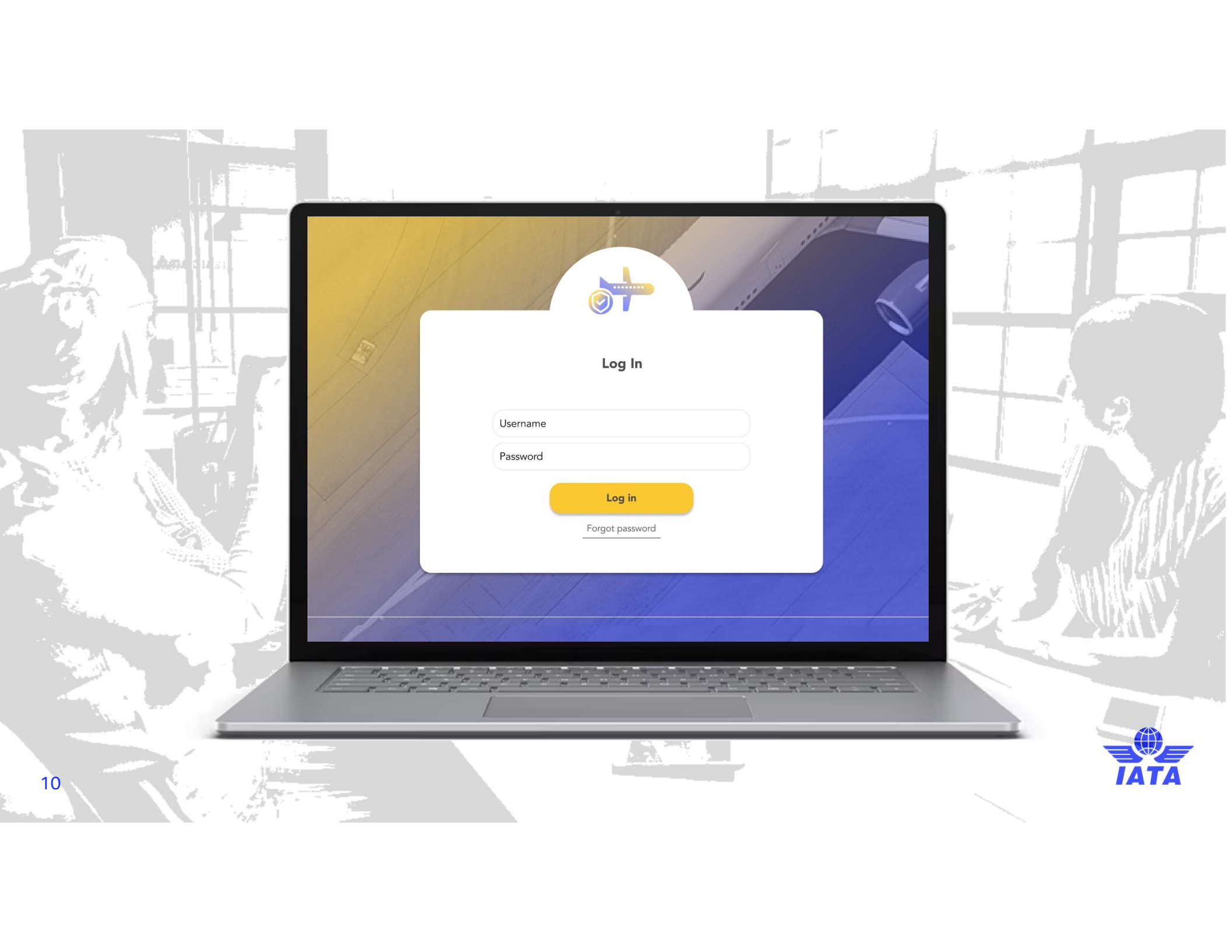


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Threat Identification

AIRPORT	COUNTRY	EVENTS	CHANGE	FAVORITE
KEV UKROK Kyiv	Ukraine	141	+50%	<input type="checkbox"/>
MEX MAMMX Mexico City	Mexico	87	+25%	<input type="checkbox"/>
ANK LTAD Ankara	Turkey	73	+10%	<input type="checkbox"/>
BOB GBBR Boacota	Brazil	72	+5%	<input type="checkbox"/>
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WORLD SAFETY & OPERATIONS CONFERENCE - HANOI - SEPTEMBER 2023

Address by Dominic Bathersby

Chair IATA Emergency Response Planning Task Force (ERPTF)

1. INTRODUCTION

Good afternoon, ladies and gentlemen,

My name is Dominic Bathersby, and I am the Manager of Group Business Resilience at Virgin Australia, based in Brisbane Australia.

Today though it gives me great pleasure to stand before you as Chair of IATA's Emergency Response Planning Task Force.

2. ERPTF BACKGROUND

By way of background and for those who are not already aware - after many years of lobbying by some passionate emergency response practitioners, our ERP Task Force was reconstituted and endorsed in October 2019 by IATA's Safety, Flight & Ground Operations Advisory Council, and the IATA Safety Working Group.

Then, following a call for nominations, our Task Force was formally instituted by the IATA Secretariat, for a 3-year term, commencing in December 2021.

Meeting monthly, the TF comprises ten volunteer delegates representing airlines from across the world including Air France, El Al, China Eastern, KLM, Swiss, Emirates, LATAM, Finnair, and my own, Virgin Australia.

We are also fortunate to enjoy representation from IATA in the form of our Secretariat, Mr Matthew Vaughan, and IATA's External Instructor and Consultant Expert to ICAO, Mr Gregory Janelle.

Firstly today I want to welcome my fellow Task Force members to this World Safety & Operations Conference and thank them for their continuing commitment to our ongoing program of work.

On behalf of those Task Force members, but also all of you, I also want to express my gratitude and appreciation to IATA, to our hosts Vietnam Airlines, and to the organizers, for inviting us to join this prestigious event.

Being part of this World Safety & Operations Conference is an exciting development for our ERP community. We strongly believe we all benefit any time we come together to exchange knowledge, experiences, and best practice. And we are very grateful we have the opportunity to do that this week, here in Hanoi, at such a significant event.

Please join me in thanking all of those involved with getting us here today.

As well as welcoming members of the ERP community, I'd also like to welcome members of the Aircraft Recovery community joining us this week - you are very welcome, we look forward to getting to know you, and thank-you for being here.



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I'd also like to especially extend a warm welcome to those joining us who may not have direct ERP or Aircraft Recovery responsibilities.

Wherever you are joining us from - be it Safety, Cabin Operations, Flight Operations, or Security - and whether you're representing an airline, an airport, or another part of our industry - we know the topic of Emergency Response has broad appeal and widespread interest across, but also beyond, our industry - so welcome and thank you for being here.

Ladies and gentlemen, we have a busy but exciting couple of days ahead of us and my thanks are extended to all who are delivering presentations in our ERP track.

But before we dive into our agenda, I wanted to take this opportunity to update you on the recent accomplishments of the ERP Task Force, as well as touch on some of the projects we currently have underway.

3. ACCOMPLISHMENTS

The Task Force began this year, 2023, with great momentum following the successful staging of our annual IATA ERP Forum last October.

I'm sure those of you who were able to join us for that event in Geneva will agree - it was fantastic to come together to meet in person once again, to share our knowledge and experiences, but also to spend time getting to know each other in those always important networking opportunities that come when we are able to meet face-to-face.

Outcomes from the Forum in Geneva helped the Task Force refine its work plans for 2023 and 2024. And whilst much of our work is ongoing, I'm pleased to provide the following report on the work of the Task Force since last October.

3.1. EMRG SPECIAL SERVICE REQUEST (SSR) CODE

The Task Force recently finalized and distributed an ERP Technical Bulletin for the new EMRG Special Service Request code (or 'SSR').

This SSR refers to the need for urgent air transport of airline ERP personnel travelling on another airline as part of the response to an ERP event.

For example - as part of your response, one of you might wish or need to travel on my airline, Virgin Australia.

But in addition to emergency response staff, the SSR extends to also include other persons who have been directly affected by an aircraft accident and/or whose travel is due to an ERP event.

Examples here could include next-of-kin or other family members of those onboard, also representatives from ERP vendors.



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The EMRG code is now referenced in the Airline Industry Reservations Interline Message Procedures (or 'AIRIMP').

And it's important to note that the code is only intended as guidance for air carriers.

In other words, airlines that see or receive the EMRG SSR are under no obligation to do anything with it. And, if they choose to assist the traveler, the extent to which the SSR is acted upon is for each airline to determine at the time of an ERP event.

So once again, to use me at my airline Virgin Australia as an example - if my airline sees the EMRG SSR code in your booking, it is entirely up to us whether we choose to acknowledge it, and if we do to what extent.

We may for example offer you an upgrade, we may provide you an allowance for extra baggage, we may assist with expediting your movement through the airport, we may prioritize your travel in an offload situation - but to reiterate, we are under no obligation to do anything.

Providing airlines with this flexibility and discretion was a conscious and deliberate decision by the Task Force - we did not want to stipulate or dictate that airlines were obliged to provide assistance or other courtesies.

And, once again, the lengths that carriers go to - or do not go to - is a decision for each airline.

3.2. DIGITAL DATA COLLECTION IN AN ERP EVENT

Whilst on the subject of Technical Bulletins, the Task Force is also close to finalizing and distributing another ERP Technical Bulletin for the protocols around minimum data collection in an ERP event.

For example - and as many of us are already aware, to enable the reunification of people with their loved ones as effectively and as efficiently as possible, airports need to be able to collect information in a timely and secure manner from people enquiring about persons onboard an accident flight.

The goal of the Task Force here is to develop a simple and standardized data collection and matching system method, preferably digital to replace outdated paper-based forms, for use for example by airport reception center staff in the hours immediately following an accident at an airport.

The Task Force is fortunate to have our Secretariat Matthew Vaughan exploring what role IATA may play in developing such a method, and we'll continue to investigate what post-accident data capture options are available, obviously being very mindful that any solution complies with data collection and retention regulations.



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3.3. GLOBAL ERP CONTACTS DATABASE

The Task Force has also been exploring the feasibility of an electronic ERP contact list database.

For background - some of you will remember a good friend of the global ERP community, Mr Henry Bommers, who for many years, in addition to managing Emergency Response for Air Canada, maintained and distributed a global list of airline ERP practitioners.

Over the years, 'Henry's List', as it came to be known, has been an invaluable resource for many of us.

Following Henry's retirement in 2019, the list has continued to be managed and maintained by another longtime ERP colleague of ours, Mr Kees van der Louw, of KLM.

Kees, on behalf of all of us, thank you for continuing this important work.

Ladies and gentlemen, you'll appreciate that maintaining such a list is not a simple or straight forward task, and, as I'm sure Kees can attest, it can be tedious and time consuming.

So the Task Force has been exploring the possibility of developing an electronic database of contact information to enable fast access by each one of us in an ERP event.

Essentially, what we want to develop is a self-service, electronic version of Henry's List.

Like the collection of reunification information at airports, there are a range of issues to be worked through here - including again the obvious privacy and information security considerations.

So this piece remains a work in progress for the Task Force but something we are hopeful of finalizing early in 2024.

4. CONCLUSION

In conclusion ladies and gentlemen, I am - as I'm sure are you - looking forward to the next couple of days and the opportunity for us to hear presentations from some world class colleagues and friends.

On that note I want to publicly express my sincere thanks, once again on behalf of you all, to Gregory Janelle and Iryna Khomenko, for their tireless efforts in pulling together such an amazing array of speakers for us this week.

Agendas like the one we have before us this next couple of days don't happen by themselves - so please join me in thanking Gregory and Iryna, but also thanking in advance those among us who are due to present over the next couple of days.



**WORLD SAFETY & OPERATIONS CONFERENCE -
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Address by Dominic Bathersby

Chair IATA Emergency Response Planning Task Force (ERPTF)

Ladies and gentlemen, I very much look forward over the next several days to meeting and making new friends with some of you, but also reconnecting with old ones.

In the meantime - once again for being here. And welcome.



U.S. Family Assistance Operations

Kim Frierson

Coordinator, Emergency Operations

Transportation Disaster Assistance

Objectives

Discuss the family assistance roles and responsibilities of the NTSB and an air carrier following commercial aviation accidents that occur within the U.S.

- Legislation
- Concept of Operations
- Joint Family Support Operations Center and Family Assistance Center

U.S. Federal Family Assistance Legislation

Aviation Disaster Family Assistance Act (1996 & 1997)

- 49 USC § 1136: NTSB & the Designated Organization
- 49 USC § 41113: U.S. Air Carriers
- 49 USC § 41313: Foreign Air Carriers

Rail Passenger Disaster Family Assistance Act (2008)

- 49 USC § 1139: NTSB & the Designated Organization
- 49 USC § 24316: Rail Passenger Carriers

Any NTSB Investigation (2018)

- 49 USC § 1140: Info for Families of Individuals Involved in Accidents

Criteria: “Legacy Legislated” Accident

- NTSB is the lead investigative agency
- Results in any loss of life
- Domestic or foreign air carrier
- DOT Economic Authority
 - Certificate of Public Convenience & Necessity
 - FAR Part 121 air carriers
 - FAR Part 135 air taxi/commuter (few)
 - FAR Part 129 air carriers

Air



- NTSB is the lead investigative agency
- Results in any loss of life
- Interstate / intrastate / intercity high speed passenger rail
- i.e., Amtrak & future high-speed passenger rail
- Excludes: commuter, tourist, historic, scenic, or excursion rail carriers

Rail



49 U.S.C. § 41113 and § 41313

Air Carrier Responsibilities

- 18 assurances filed with DOT & NTSB
- Notification of involvement
 - Toll-free #
 - Emergency contact outreach
- Provision of manifest to NTSB
- Personal effects management
- Logistical support for families
 - Transportation and lodging
 - Equal treatment for rev, non-rev, crew and ground victims
- Commit resources and training for staff
- Consult with families prior to construction of memorial

Assurance Differences - § 41313

Assurance 14

Substitute Measures: If a foreign air carrier does not wish to comply with assurances 10, 11, or 12 a description of proposed adequate substitute measures with which the foreign carrier does not wish to comply.

- 10, 11: Red Cross support and compensation
- 12: Family member travel and physical care

Assurance 18

Simultaneous electronic transmission of NTSB hearing:

- Foreign air carrier is only responsible for U.S. location if departure or arrival is outside of U.S.

Notification of Legislated Status



Determination of legislated status & notification process: Step 1

TDA Chief, in consultation with senior management, evaluates available information to determine if accident meets criteria established in 49 USC §1136:

1. NTSB lead agency
2. DOT CPCN (domestic), Economic Authority (foreign)
3. Any loss of life



Determination of Legislated Status & Notification Process: Step 2

Communicate decision to DOT Office of Aviation Enforcement & Proceedings.



Determination of Legislated Status & Notification Process: Step 3

Communicate decision to affected air carrier by email:

1. Decision to classify accident as “legislated” based on current information
2. Copy of applicable legislation
3. Copy of current assurances on-file with NTSB
4. Request for FA ops POC & contact info.
5. Request for manifest
6. Request to acknowledge receipt of email

Communicate decision to American Red Cross – Designated Organization.

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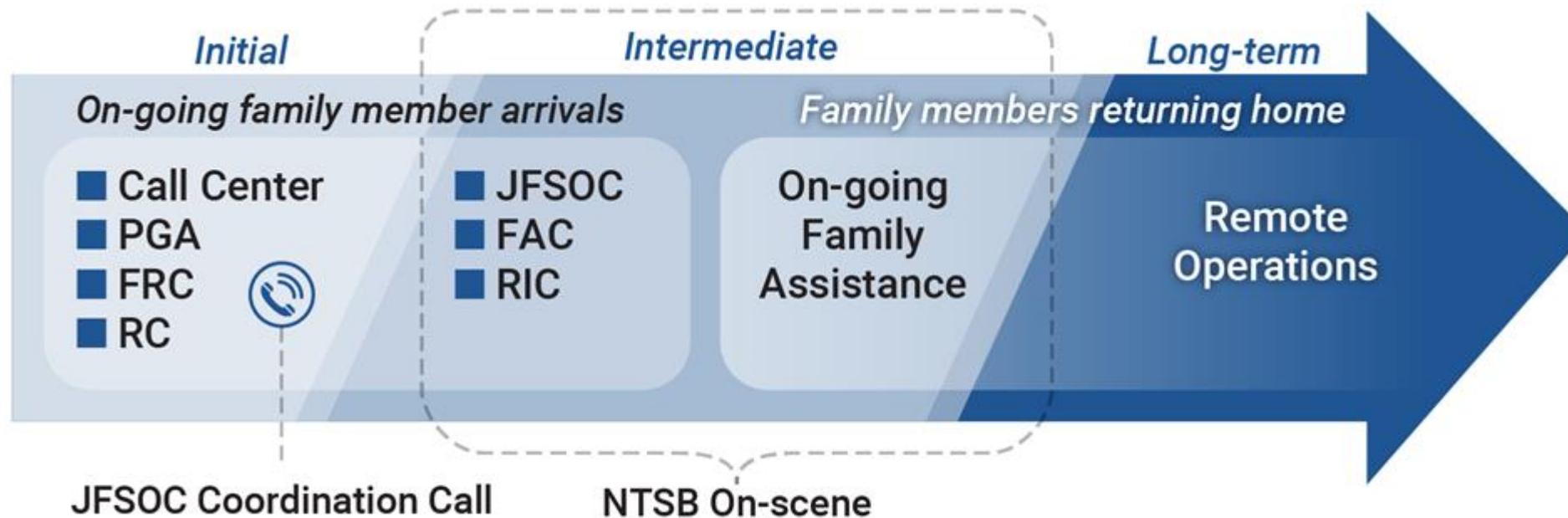
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4. Request for FA ops POC & contact info.
5. Request for manifest
6. Request to acknowledge receipt of email

Communicate decision to American Red Cross – Designated Organization.

Family Assistance Concept of Operations



JFSOC Coordination Call

Objectives

- Open lines of communication between key family assistance operations stakeholders.
- Obtain situational awareness: completed actions, current and planned activities.
- Organize first on-scene JFSOC meeting
- (date/time, location, participants)

Participants

- Air Carrier
- American Red Cross
- NTSB
- Local agencies, OEM, LEO, Fire/EMS, ME/C, Healthcare coalition, hospitals
- Federal agencies, DOS, FBI
- NGO's: service provider, non-profits

JFSOC Coordination Call: Air Carrier

- Team status
 - Departure/destination/diversion airport
 - Corporate Response Team status
 - Alliance Partner/Carrier Mutual Aid activation
 - Service provider activation
 - Airport interface
- Manifest status/requests
- 800 # status & call volume
- Family notification status
- Family member locations
- Foreign national & special population involvement
- PGA, FRC, FAC, JFSOC status
- Media Relations contact info

Purpose of a JFSOC

A central meeting location separate from an EOC where response stakeholders are brought together to monitor, plan, coordinate, and execute a family assistance response operation

- Maximize utilization of available resources
- Prevent duplication
- Ensure access at FAC and remote locations
- Communication and sharing of information
- Critical component of a family assistance operation



Family Assistance Center

- Focus of services for family member when traveling to the accident location
- Location allows organizations to meet the immediate and short-term needs of family members
- Provides safety, security, physiological needs and information

FAC Planning Considerations

- Joint Family Support Operations Center
- Family Briefing Room
- Registration/Badging Area
- Service Area and Private Rooms
 - Mental Health
 - Spiritual Care
 - Quiet Room
 - Child Care
 - Health/Medical
- Extra rooms/space
- Security
- Medicolegal
 - Antemortem interviews
 - Death notifications
- Basic Needs
 - Meals and refreshments
 - Restrooms
- Staffing Areas
 - Operations Rooms
 - Respite/Break
- Comms/Technology

Purpose of Family Member Briefings

Ensure survivors, family members, and friends have current and accurate information regarding the recovery process, identification of victims, the investigation and other areas of concern.

Briefings

- Offer structure and routine
- Offer access to information
- Introduce agencies, processes and support services
- Create realistic expectations
- Offer transparency
- Provide factual information to family members prior to press conferences
- Address concerns and answer questions
- Combat rumor mill



[ntsb.gov](https://www.ntsb.gov)