BLAKE EMERGENCY SERVICES
International Crisis Management & Contingency Planning Consultants

An Introduction to Emergency Response

Vietnam Airlines

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INTERNATIONAL CRISIS MANAGEMENT & CONTINGENCY PLANNING CONSULTANTS

BLAKE EMERGENCY SERVICES
International Crisis Management & Contingency Planning Consultants



- INDEPENDENT
  Independent, family-owned company with family values
- TRUSTED
  Trusted and respected by the international aviation insurance community
- RELEVANT EXPERTISE
  Aviation, emergency response services and management, funeral service, repatriations, therapeutic support, crisis communications, forensic archaeology & anthropology
- TRAINED INTERNATIONAL TEAM
  800+ trained Incident Response Team and Care Team Members in more than 50 countries
- PREPARATION AND RESPONSE
  40 years of international incident response planning and training experience
- INCIDENT MANAGEMENT TEAM
  Incident Directors and Managers with incident experience gained with Blake Emergency Services
- PROVEN RESPONSE CAPABILITY
  Proven capability to respond to several mass fatality incidents on different continents simultaneously

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ACCIDENTS CAN HAPPEN ANYWHERE…

Africa	Americas	Middle East and Oceania	Europe
			
Cameroon Comoros Congo Ethiopia Mali Morocco Mozambique Namibia Nigeria South Africa Tanzania Uganda	Brazil Canada Colombia Cuba Dominican Republic USA	Afghanistan China Indonesia Iran Iraq Nauru Pakistan Sri Lanka Thailand	Belgium Cyprus Czech Republic France Germany Ireland Italy Lebanon Norway Spain UK Ukraine

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KEY US FEDERAL LAWS

Three federal laws provide the legal mandate under which the TDA operates,

Two of these federal laws are applicable to Aviation:

- Aviation Disaster Family Assistance Act of 1996 (U.S.C.* 1136 & 41113).
- Foreign Air Carrier Family Support Act of 1997 (U.S.C.* 41313),

They outline the responsibilities of the NTSB, the Airline, the American Red Cross, and supporting Federal Agencies following an aircraft accident where the following criteria apply:

- Accidents in US or US territories,
- Major domestic and foreign air carriers,
- Major loss of life.

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FOREIGN AIR CARRIER FAMILY SUPPORT ACT 1997 (U.S.C. 41313) REQUIREMENTS

- The Act requires airlines to develop and maintain an Emergency Response Plan and Family Assistance Plan that address the needs of passengers and families of passengers involved in accidents.

- The law also requires as a minimum, the Airline Emergency Response Plan and Family Assistance Plan must address the 18 requirements of the law.

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FOREIGN AIR CARRIER FAMILY SUPPORT ACT 1997 (U.S.C. 41313) REQUIREMENTS

- The Airlines' Family Assistance Plan must be submitted to the Secretary of Transportation, and Chairman of the NTSB, and it must detail how the airline will address the needs of passengers and families of passengers who lost their lives in the accident and ensure that the 18 requirements of the law will be complied with.

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Foreign Air Carrier Family Support Act 1997 (U.S.C. 41313) Summary of 18 Requirements

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Req.	English – Assurance that the airline will:	Vietnamese
1	Provide a toll-free number with sufficient call centre capabilities.	
2	Have a procedure for notifying families.	
3	Provide notice as soon as possible to families of passengers.	
4	Provide list of passengers (and crew) to authorities as soon as possible.	
5	Consult with families regarding disposition of Human Remains and Personal Belongings.	
6	Return Personal Belongings under the control of the airline if requested.	
7	Retain unclaimed Personal Belongings for not less than 18 months.	
8	Consult with families about any monument to be built.	
9	Provide equal treatment of all passengers (including non-revenue and ground casualties).	
10	Work with any designated organisation to ensure appropriate levels of service and assistance to families.	

Foreign Air Carrier Family Support Act 1997 (U.S.C. 41313) Summary of 18 Requirements (cont.)

Req.	English – Assurance that the airline will:	Vietnamese
11	Provide reasonable compensation to any designated organisation for services and assistance provided.	
12	Assist the family of any passenger to travel to the accident location and provide appropriate physical care.	
13	Commit sufficient resources to carry out the Plan.	
14	Substitute Measures – where the airline doe not plan to comply with 10, 11 & 12.	
15	Provide adequate training to employees and agents to carry out the needs of survivors and family members	
16	Consult with the NTSB and Dept of State in the event of an accident occurring outside the US where the airline provides support to US nationals in the US.	
17	Contact owners of any manmade structure impacted by the accident with appropriate details.	
18	Ensure that any public hearings by the NTSB 80 miles or more from the accident location are made available simultaneously by electronic means at a location open to the public at the departure city and city of intended arrival (if in the US).	

MANY DIFFERENT PRIORITIES

- Management Support
- Accident Site Support
- Liaison with Authorities
- Families
  - Managing the calls
  - Supporting those who travel and those who don't
- Survivors
- Well-being Support (mental health support)

** services are subject to contract*



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Many Different Priorities (cont.)

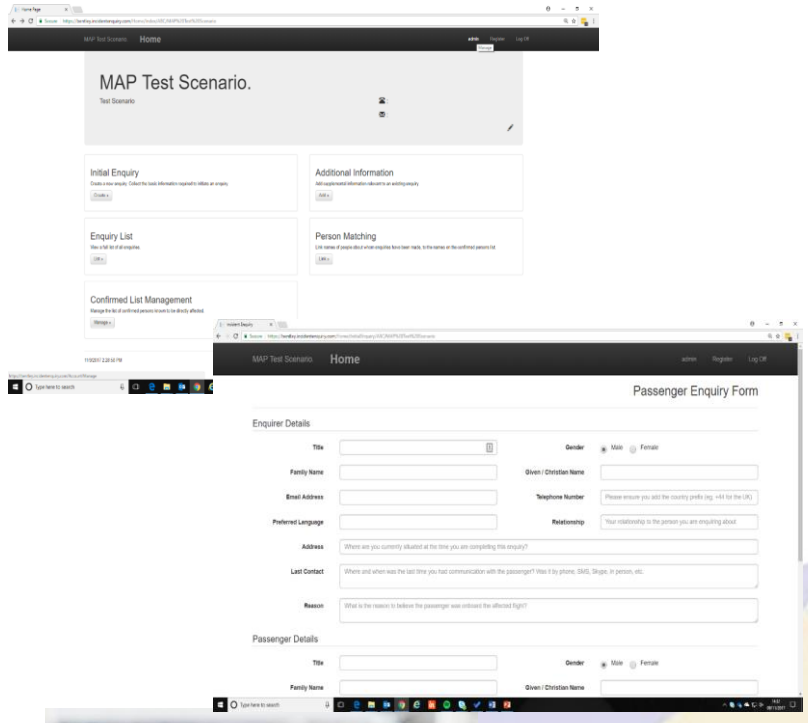
- Human Remains
  - Body Recovery
  - Care for the fatalities
  - Repatriations
- Personal Effects Management
- Site visits, including Memorials
- Handling the media (crisis comms)
- Communication
- Reputation and brand management

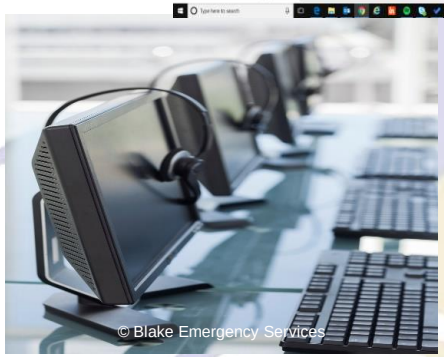


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HOW WILL CALL ENQUIRIES BE HANDLED?

- How will company concerned handle the calls?
- What do we need to think about?
  - Quantity of calls
  - Emotionally charged calls
  - Language of callers
  - Access to 3 way translation
  - Recording of data & GDPR (or similar)
  - Operational 24 x 7
  - Impact on business as usual
  - Telephone as well as online enquiries





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TRAVELLING FAMILIES AND FRIENDS

- Establishment & staffing of Family Assistance Centre(s) with the operator's Team, but where?
  - Incident location?
  - Airport of intended arrival?
  - Departure airport?
  - Anywhere else?







- Interviewing of family members
- Escorting and accompanying families and friends
- Sharing of Information with families
- Safe haven from the media

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SPECIAL ASSISTANCE TEAM SUPPORT

- Variety of backgrounds, variety of languages, 1 shared skill

- Deployable to any number of locations, roles include but limited to:
  - Meeters and greeters
  - Support to families who are unable, or choose not, to travel
  - Blake's team can collect DNA samples

- Escorting and accompanying families and friends

- Sharing of Information with families – wherever, whenever and however

- Liaison with Embassies and Consulates regarding their nationals

"Thanks for always being in contact and thanks for fighting for all of us and 'crossing the line' – there should be more people like you out there, because in the end, you make all the difference."

Family Member





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SURVIVORS

- How many and where are they?
- Assist with interviewing
- Regular hospital visits
- Assistance with reuniting them with their loved ones
- Ongoing support – therapeutic support
- Ensure hospital treatment bills are directed to insurers rather than the survivor or their family





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THERAPEUTIC SUPPORT

- Who should it be offered to?
    - Survivors non-hospitalised and hospitalised
    - Next of Kin
    - Other company staff indirectly affected?
    - Incident Responders?



- Different Types
    - Short term counselling
    - Longer term counselling
    - Debriefing



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BODY RECOVERY

- Recovery of fatalities. Who will do this?
- Do we know how many there are?
- Where will they be taken to?
- Duration – depends on numerous factors
- When will the site close?











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FATALITIES

- What are the facilities like locally for the care of the fatalities?
- Convert a space for our own requirements
- Who is responsible for the identifications?
- Approved identification methods
- Obtaining reference samples
- All deceased are cared for with compassion and dignity at all times







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REPATRIATIONS

- How many releases of Remains?
- Dignified Preparation
- Religious Customs
- Prepared suitable for air transportation
- Liaison with Embassies and Consulates
- Cremations or burial in country





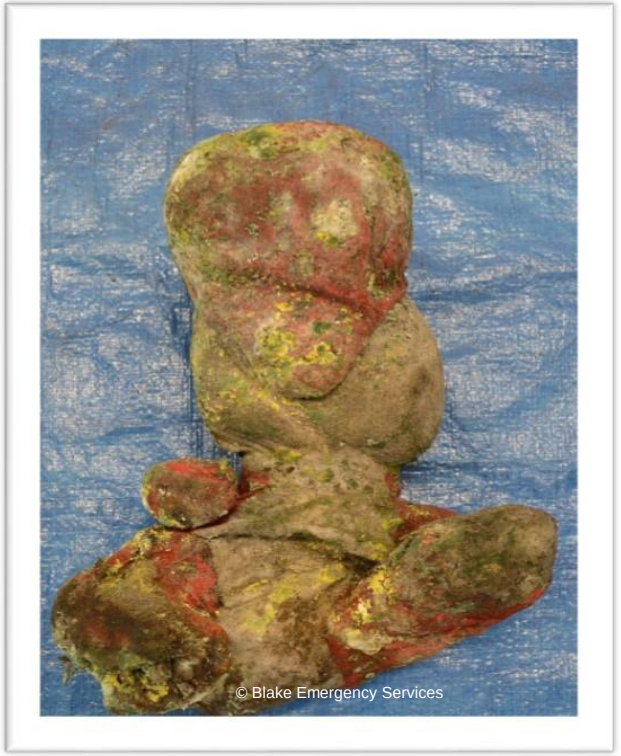


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PERSONAL EFFECTS

Which condition should the toy be returned to the family in?

This?



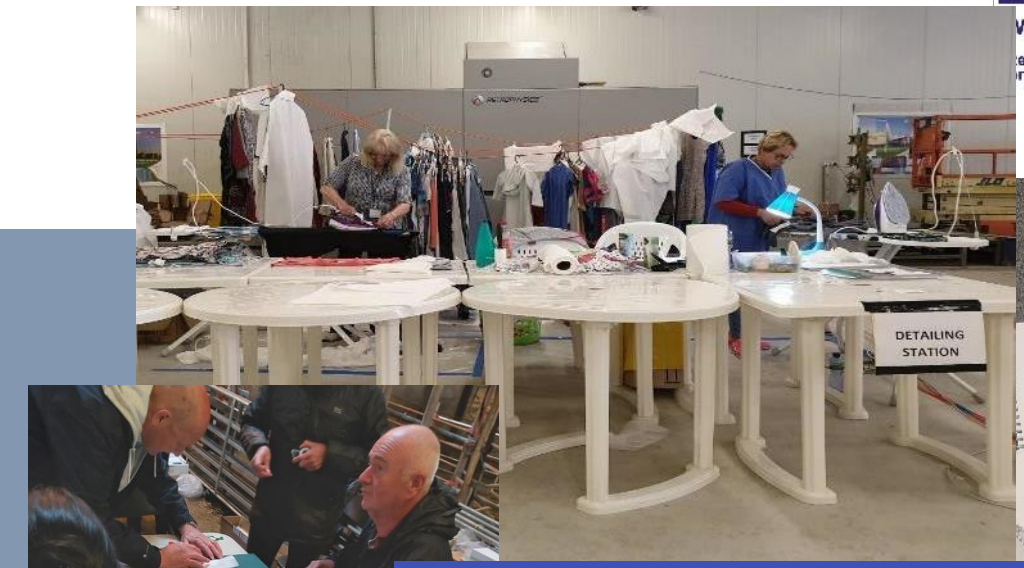
Or this?

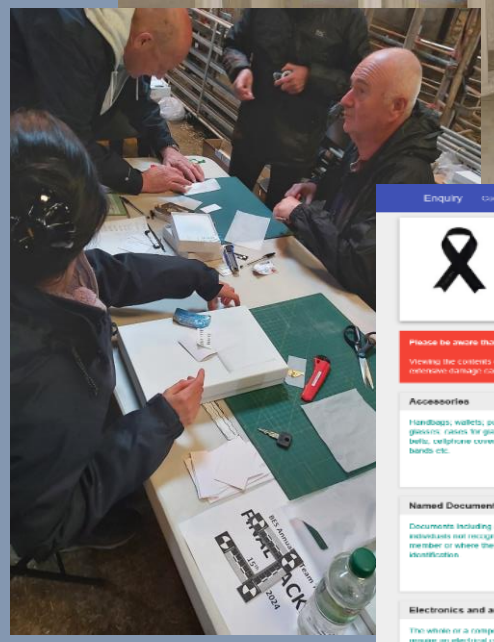


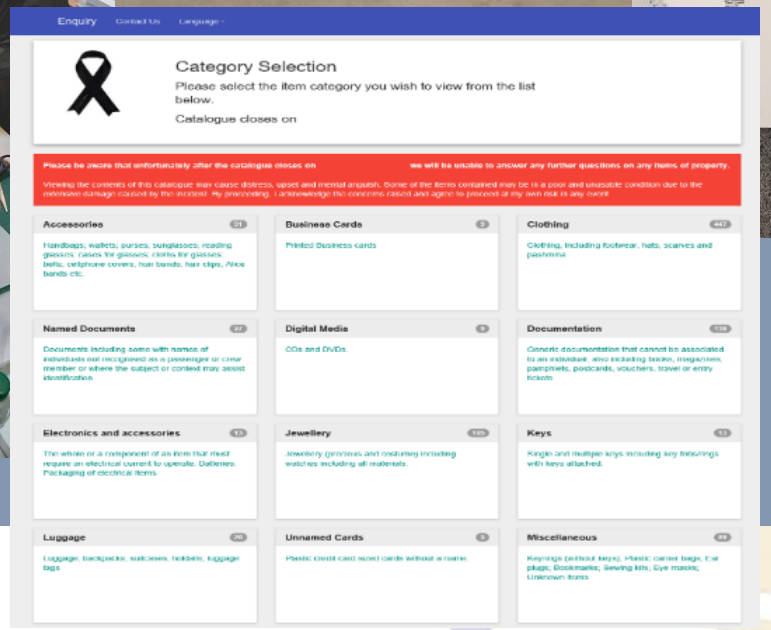
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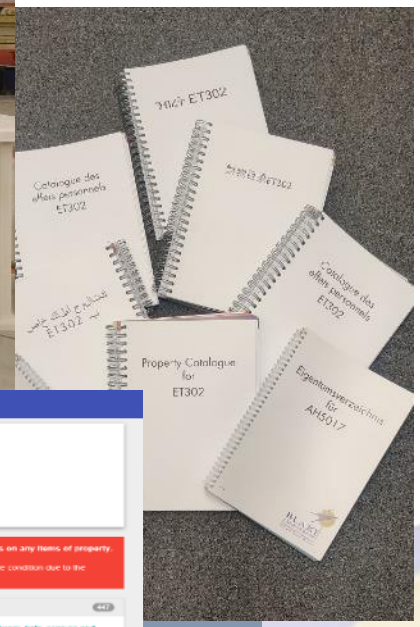
PERSONAL EFFECTS

- Recovery
- Inventory
- Photographing
- Sanitisation, Cleaning & Detailing
- Re-Photographing
- Association
- Catalogue
- Return, long term storage or disposal









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SITE VISITS

- Things to be Considered:
  - Permissions
  - Access
  - Remains still on site
  - Personal effects still on site
  - Wreckage still on site –spoilation of evidence?
  - Is the site safe under foot?
  - Weather conditions
  - First aid and therapeutic support available
  - Photos







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MEMORIALISATION

Anniversary events and memorial construction in the State of Occurrence and elsewhere.

- Liaison with Family Associations
- Liaison with architects and construction companies
- Location
- Style
- Virtual and / or face-to-face
- Names
- Wording
- Religion
- Cost
- On-going maintenance considerations



"Your involvement in the process in assisting in coordination of families on design preparation process is of immense value. Ethiopian Airlines group, therefore, will like to extend its appreciation for the contribution you provided for the success of the program."

Group VP Human Capital Management, Ethiopian Airlines

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We take care of the complexities, as your global partner.

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