



VIRGINIA FLIGHT SCHOOL SAFETY ARTICLE – NO 09/09

EMRGENCY RESPONSE PLANNING

ICAO EMERGENCY DEFINITION

“An emergency is considered to be an event that could cause major harm (injury/damage) or disruption to an organisation”. Note : Safety theme – someone’s hurt/something’s broken!

PURPOSE OF ERP

An ERP ensures effective organisational response in a logical, co-ordinated manner to an accident or incident. It ensures :

- Orderly transition from normal to emergency operations;
- Delegation of authority to take actions;
- Assignment of emergency responsibilities;
- Co-ordination of efforts to deal with the emergency.
- Safe continuation of operations.

VFS EMERGENCY RESPONSE POLICY

- 1) That proper aid be rendered to those injured and that further injury be prevented.
- 2) That additional damage be avoided or reduced in severity.
- 3) That the cause of the emergency be determined and measures be taken to prevent a recurrence.

AREAS OF RESPONSE

At VFS there will be two primary areas of response :

**At VFS offices in the form of
a Crisis Management Centre
(CMC)**

At the scene in the form of a Mobile
Accident Support Team (MAST)

CMC FUNCTIONS (Not all)

- Nodal point for co-ordination and management of the emergency.
- Handle queries from concerned parties.
- Respond to media enquiries.
- Record and collect all information to establish cause and institute preventative action.

MAST RESPONSIBILITIES AND TASKS (Not all)

- The co-ordinating of medical attention to injured.
- Arranging for the safeguarding of property.
- Handling of human remains and personal property.
- Photographing of the scene.
- Preservation of evidence.
- Assistance to investigating authorities.
- Initiating accident investigation procedures.

OTHER PROCEDURES DESCRIBED IN THE ERP

- Media relations procedures.
- Persons on board welfare procedures.
- Physical medical attention.
- Psychological attention.
- Casualty and next of kin co-ordination.
- Legal procedures.
- Accident investigation.
- Insurance procedures.
- Asset preservation/recovery procedures.

RESPONSE PROCESS

The process followed at VFS will be the C.A.R.E. structure.

C – Confirm : This involves the gathering of all information on initial notification of a situation and setting the response process in motion.

A – Alert : Involves the actions taken by the CMC such as categorising the emergency, and taking action according to the category of the emergency.

EMERGENCY CATEGORISATION

At VFS we have four emergency categories :

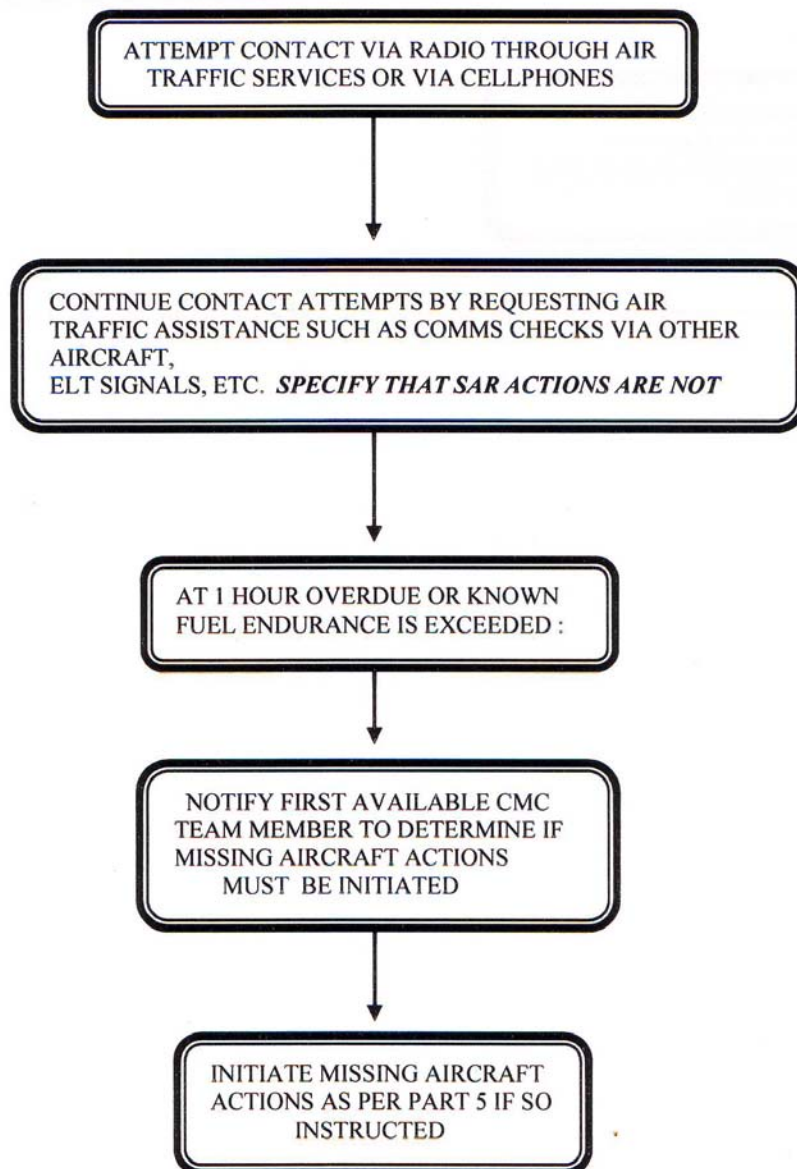
1. Overdue aircraft.

2. Missing aircraft.
3. Aircraft accident at base.
4. Aircraft accident away from base.

The ERP describes response actions for each category.

TYPICAL OVERDUE AIRCRAFT ACTIONS

PRIMARY ACTIONS



R – Record : Involves the retrieval of all records related to the flight and accurate recording of the response process.

E – Employees : Involves the informing of employees of the event and psychological trauma management.

The above is a brief outline of how the ERP at VFS will operate. The next article will deal with accident investigation procedures as part of the ERP.