Advanced Emergency Response Plan

Wednesday, November 2 (9:00 a.m. – 10:00 a.m.)

PRESENTED BY: Needle Ball and Audit
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Source: Needle Ball & Audit, LLC
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Overview

• Review of Basic Components of an Emergency Response Plan
• Table Top Exercise Framework
• Updating ERP
• Real Time Exercise
• Advanced ERP
• Enterprise Risk Management (ERM)
• Review
• Questions

Source: Needle Ball & Audit, LLC
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Overview

• Accident Notification
• On-site Procedures
• On-Site Statements
• Company Involvement
• Parties to an Investigation
• Public Relations
• Care of Survivors and Family

Source: Needle Ball & Audit, LLC
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Before and After!

Source: Photo by Michael W. Davis – GwdToday
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Table Top Exercise Framework

- Schedule designated Company Personnel
- Moderator (Aviation Safety Manager/Officer) and recorder
- Open book (ERP) with generic accident
- Updates and Plan changes approved
- Schedule individual training for Team members

Source: Needle Ball & Audit, LLC
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ERP Manual Updates

• From Table Top Exercise
  • Yearly updates of Team Members as ERP matures
  • Regular Data Base Updates on all Emergency Contact Information for both Employees and Guests
• Continuous Quality Improvement
  • Designated staff to update with Company position changes & phone / Email contacts
  • Review ERP with new Senior Management staff as needed.

Source: Needle Ball & Audit, LLC
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Real Time Exercise

- Real Time Exercise scenario developed with assistance from Outside Subject Matter Expert (SME) and company Aviation Safety Manager with scenario specific to Company Business Aircraft Travel. Other Team Members not to know scenario.
- Recorder(s) outside ERP Team Roster but can be from Flight Department.
- Adjust telephone/Email list for exercise and request additional “game players” as needed by scenario.
- SME’s to coach as needed and only if SMEs call “Time Freeze”.
- Do real time exercise with backups from team roster separately.
- Review and update similar to table top exercise.

Source: Needle Ball & Audit, LLC
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Advanced Issues - Possible Areas for Improvement

• Team Members not knowledgeable with their role in the ERP process.
• Use of Social Media – CANNOT KEEP THIS EVENT A SECRET!
  • Internal Company
  • External sources
  • News Media possibilities
• Other Company personnel at accident location or business associates.
• Third Party Employee Assistance Plan procedures.
• Aircraft crew and passengers
  • Correct List

Source: Needle Ball & Audit, LLC
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Advanced Issues - Possible Areas for Improvement

- Travel to accident site
  - Third party
  - Do you want to use company assets?
- Family Members
  - Where to have them come?
  - Proper notification and support?
- Company personnel and/or guest on aircraft
  - Status of each individual
  - Where are they physically located (which hospital).

Source: Needle Ball & Audit, LLC
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Advanced Issues - Possible Areas for Improvement

• Damage Control for the Company
• Legal issues
  • Use company legal staff
  • Retain third parts Aviation Legal Support

Source: Needle Ball & Audit, LLC
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Company Flight Department

• Should you stand down all flight & maintenance operations, if so for how long? Is there an “event” that would trigger restarting flight operations?
• Use EAP resources for group and/or individual counseling?
• Is there a perceived lost of Trust within the Flight Department?
• If serious injuries have occurred, how do family members get to their loved-ones and is or should the Company cover up expenses?

Source: Needle Ball & Audit, LLC
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Enterprise Risk Management

- Enterprise Risk Management is an enterprise or business wide risk identification and assessment tool that:
  - Requires Senior management consideration
  - Tries to quantify the monitory cost of the risks
  - Promotes involvement from and communication with all departments
  - Formulates a process to prioritize and monitor risk

Source: Needle Ball & Audit, LLC
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Enterprise Risk Management

• ERM is the process by which a company assesses, controls, finances and monitors risks from all sources for the purpose of increasing the company’s value to its stakeholders.

• A successful ERM would have the following:
  • A committee that identifies, analyzes and prioritizes risks
  • Risks assessed should be not only operational and financial, but include all risks a company faces:
    - Operational
    - Acts-of-God
    - Legal
    - Regulatory
    - Competitive
    - Political
    - Environmental
    - International
    - Technology/Cyber Vulnerability
    - Vendor/Suppliers
    - Financial
    - Governmental

Source: Needle Ball & Audit, LLC
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Enterprise Risk Management

• “If you can keep your head when all about are losing theirs, it’s just possible you haven’t grasped the situation”

Source: Humorist Jean Kerr
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Enterprise Risk Management

• Potential disasters for business aviation operators
  • Severe weather
  • Fatal accident
  • Disastrous Fire
  • Food Poisoning
  • Contagious Disease
  • Labor unrest
  • Terrorist Attack
  • Allegations of Impropriety (accounting, safety, discrimination, sexual)
  • Environmental Events

Source: Needle Ball & Audit, LLC
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Take-A-Ways

- Check your ERP for being Current and Complete.
- Conduct a “Real Time” Exercise if you have not and when was the last one?
- Is Training Required for any Team Members?
- Consider Advanced Issues and how your Company should handle them.
- Has your last Aviation Department Audit really addressed these issues?
- Look at Enterprise Risk Management with Company Management.

Source: Needle Ball & Audit, LLC
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Thank You!

Questions?

Source: Needle Ball & Audit, LLC
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Thank You!

- Thank you for attending.
- Remember to have your badge scanned for CAM recertification credit.

Presented by: Needle Ball & Audit, LLC

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