

AirMax LLC

Emergency Response Plan

INITIAL CALL CHECKLIST**1. Capture information from the call and record the following:**

Date	
Time	
Details of the person giving the alert - Name - Contact number - Location of individual - Address	
Aircraft Details - Type - Registration - Persons on Board (Crew/Pax)	
Location of the accident	
Accident Details	
Condition of the crew	
Condition of passengers (if any)	
Condition for third parties involved on ground	
Damage to the aircraft/wreckage	
Additional Information	

2. Contact Management

- Director of Aviation – Jeff Krueger (303) 994-6903
- Director of Maintenance – Ron Graves (303) 718-9714
- Chief Pilot -Tony Ditirro (303) 548-5226
- Mantucket Accountable Executive – Mike Werner (720) 256-3682

3. STOP AND WAIT FOR FURTHER DIRECTION:

- Do not discuss accident/incident with anyone outside of the Airmax Flight Department
- Provide this completed document to Managers.

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Distribution and Control

Copy Holder	Copy No	Format	Responsibility
Accountable Executive	1	Hard Copy	AE/CEO
Safety Manager	2	Electronic Copy	SM
Director of Operations	3	Electronic Copy	DO
Chief Pilot	4	Electronic Copy	CP
Director of Maintenance	5	Electronic Copy	DOM
Pilot IPads	6	Electronic Copy	SM

List of Effective Pages

Date Revision Posted	Page number	Revision	Effective date
	1	Initial	2/1/2024
	2	Initial	2/1/2024
	3	Initial	2/1/2024
	4	Initial	2/1/2024
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	6	Initial	2/1/2024
	7	Initial	2/1/2024
	8	Initial	2/1/2024
	9	Initial	2/1/2024
	10	Initial	2/1/2024
	11	Initial	2/1/2024
	12	Initial	2/1/2024
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	18	Initial	2/1/2024
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	20	Initial	2/1/2024
	21	Initial	2/1/2024

Section 1 – General Information

1.1 Introduction

This Emergency Response Plan (“ERP”) is designed to guide the organizational response in the case of an Accident or Incident (as each term is defined below). This ERP can also be applied to any other event that may adversely affect organizational personnel, equipment or property.

The ERP must contain the appropriate policies and procedures required to prevent potential confusion that typically occurs when an emergency situation arises. Management must:

- identify the key management responsibilities within their organization;
- respond to the needs of the crew, the passengers and their next of kin;
- be prepared to provide assistance to emergency services and accident investigators
- respond to the media.

1.2 Purpose of the Manual

The purpose this ERP manual is to:

- Summarize the policies and procedures to be implemented in case of a crisis.
- Provide guidance to the members of the Crisis Management Team (as defined in section 6) in order to carry out their responsibilities.
- Communicate relevant information to outside agencies, the organization’s employees and members of the public to include the media.

As opposed to other company manuals, the ERP manual is designed to cover crisis situations which cannot be specifically or precisely defined. This manual provides general guidance on the actions and policies required to be implemented in case of an emergency. It is unlikely that an actual emergency situation will adapt to a precise set of actions and policies, therefore adaptability and flexibility should be demonstrated in the handling of such events.

1.3 Changes to the manual

This manual is subject to periodic changes and updates. Whenever a change is implemented, the safety manager shall inform all members of the Crisis Management Team and any person(s) who may be called upon in case of an emergency.

Section 2 – Emergency Response Plan Activation

The following events are examples of instances that may require activation of the Emergency Response Plan:

- Aviation accident/Serious incident
- Emergency (fire, explosion, flood, etc.) involving company property
- Natural disaster (earthquake, volcanic eruption, etc.)
- Internal or external threat (bomb threat, sabotage, terrorism, etc.)
- Reputational Risk (airspace incursion, unanticipated landing, major media attention)

Section 3 – Definitions

The definitions below are defined in ICAO Appendix 13, Chapter 1.

Accident: An occurrence associated with the operation of an aircraft which takes place between the time a person boards an aircraft with the intention of flight until such time as all such persons have disembarked, in which:

A person is fatally or seriously injured as a result of:

- being in the aircraft, or
- direct contact with any part of the aircraft, including parts which have become detached from the aircraft,

Except when injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

The aircraft sustains damage or structural failure:

- which adversely affects the structural strength, performance of flight characteristics of the aircraft and
- would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to the engine, its cowlings or accessories; or for damage limited to propellers, wing tips, antennas, tires, brakes, fairings, small dents or puncture holes in the aircraft skin; or

The aircraft is missing or is completely inaccessible.

Incident: An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

Serious incident: An incident involving circumstances indicating that an accident nearly occurred.

Fatal injury: An injury resulting in death within 30 days of the date of the accident.

Serious injury: Any injury which is sustained by a person in an accident and which:

- requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received;
- results in a fracture of any bone (except simple fractures of fingers, toes or nose);
- involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage;
- involves injury to any internal organ;
- involves second- or third-degree burns or any burns affecting more than 5% of the body surface; or
- involves verified exposure to infectious substances or injurious radiation.

Section 4 – Organization

It is vitally important that an organization is thoroughly prepared to react effectively in the case of an emergency. The progress of an event is fully contingent on how the organization reacts to the emergency.

It is especially important to define an initial point of contact (e.g. the Director of Operations) that a member of staff must contact in the case of an emergency. This should include a procedure for making contact after normal working hours.

The point of contact will be responsible for contacting the organization's managers and relaying relevant information to the authorities (FAA, NTSB).

In order to prevent unnecessary delay, the point of contact must have immediate access to the following:

- An emergency checklist to cover the nature of the event.
- An up to date contact list with the names and numbers of managers to be contacted and their alternate (a call tree of key personnel to be contacted should be created).
- A list of emergency services and agencies to be contacted in the event of an emergency.

All employees should know their role in case of an emergency including:

- how to alert others,
- administer first aid, and
- a checklist of immediate actions to take in order to prevent the situation from deteriorating.

It is strongly recommended that organizations conduct regular emergency response plan exercises in order to identify short comings in the system and ensure key personnel are trained. Any lessons learned from these exercises should be documented and incorporated into the ERP manual.

Wherever possible, the continuity of organizational business must be maintained. It is vital that employees whose activity is not affected by the situation continue to conduct their duties in a business as usual manner.

Employees that are not required at the accident/incident site or in the crisis management center should be discouraged from going to these locations for their own personal safety. It is important that personnel not involved in the management of the situation not attempt to contact the Crisis Management Team or speak to the media, as it may result in unnecessary delay.

Section 5 – Reaction to an Emergency Call

Whenever the Organization is made aware of an Accident or Incident, the person or department that receives the alert must attempt to obtain the following information:

- Date and time of the call;
- Name and contact details of the caller;
- Establish the authenticity of the call (where possible);
- In the event that the call is made anonymously, attempt to determine information concerning the callers location i.e. background sounds, accent, additional background voices (If possible, try to record the conversation and listen to background noise); and
- Initiate the alert procedures.

5.1 Emergency Contact Information

The direct contact information of the Crisis Management Team and Emergency Services must be readily accessible and up to date. An example of the departments/persons to be contacted in case of event of an emergency is provided below.

Internal Contacts

- President/CEO/Accountable Executive
- Director of Operations
- Safety Manager
- Chief Pilot
- Director of Maintenance

External Contacts

- The Rescue Co-ordination Center (RCC) (in the event of an aircraft accident or aircraft overdue).
- The Air Traffic Control Center
- The Maritime or Coast Guard Service (over water operations).
- Emergency Medical Services.
- Fire and Rescue Service.
- Police Department.
- Insurance contacts
- Federal Aviation Agency & National Transportation Safety Bureau

The elements outlined above are summarized in the Primary Accident Information Sheet on the following page.

Section 6 – Crisis Management Center

6.1 Crisis Management Team

A Crisis Management Team is formed by an organization to prepare an organization for potential threats and direct the management of an Accident or Incident. The Crisis Management Team is responsible for responding immediately to warning signals of an Accident, Incident or other event that may give rise for the use of this ERP Manual and to ensure the organization responds accordingly to such situation.

AirMax Crisis Management Team (CRT)

- Director of Aviation
- Chief Pilot
- Safety Manager
- Accountable Executive
- Director of Maintenance

6.2 Crisis Management Center (CMT)

The planned CMT for AirMax will be the hangar conference room. The location of the CMT can be changed due to accessibility and/or safety issues at the discretion of the Crisis Management Team.

6.3 Activating the Crisis Management Center

6.3.1 Accident Occurring on the Company Premises

Any person who witnesses an accident on the organization's premises should complete the following tasks:

- Alert the emergency services (where appropriate);
- Protect any victims/casualties, and accident site; and
- If trained personnel are available, apply basic first aid while awaiting the arrival of the emergency services.
- Alert the designated person within the Crisis Management Team

It is important that emergency contact numbers are available to employees. Numbers should be located next to telephones and in break rooms.

6.3.2 Accident Occurring off Company Premises

Case 1: The call is received by the initial point of contact.

The On-call Manager informs the Management ager who decides whether or not to activate the Crisis Management Center.

The On-call Manager contacts the members of the Crisis Management Center.

Case 2: The call is received by an employee of the organization

The employee contacts the on-call manager, their designee, or a member of Management who will decide whether or not to activate the Crisis Management Center.

6.4 Crisis Management Center - Activation Levels

Level 1: An event that may potentially impact the safety of people or organization but without immediate consequences.

The members of the Crisis Management Team are placed on alert in order to reduce the response time should the situation deteriorate. At this level of preparedness, the Crisis Management Team members should be contactable and available at all times.

Level 2: An event that has significant impact on the safety of employees, the organization or the performance of normal operations.

Members of the Crisis Management Team should be called to Crisis Management center in order to activate the center.

6.5 Activation of the Crisis Management Center

Members of the team should initiate the phone tree alert system and report to the crisis center. The center should be equipped with the following:

- Telephones with dedicated lines;
- Emergency Checklists to be followed and the actions to be carried out;
- Laptop computers;
- Television (to monitor the news);
- An adequate office supplies (notebooks, pencils, pens, etc.); and
- Food and water for extended events

6.6 Crisis Log

Once the Crisis Management Center has been activated, all events, decisions and subsequent actions must be recorded in a Crisis Log. This will ensure that an accurate record of actions taken in response to the emergency situation is retained. The members of the Crisis Response Team will decide on a member to keep the Crisis Log.

The crisis log is to be used and is given on the next page .

AIRMAX CRISIS LOG

Description of the event:					
Date of the event:			Time of the event:		
Location of the event:					
Activation date of the crisis management center:				Time:	
Crisis Management Center Team Members:		Names:		Contact #:	
<ul style="list-style-type: none"> - Director of Operations - Chief Pilot - Director of Maintenance - Safety Manager 					
Person completing the log:					
DATE	TIME	EVENT	DECISION	ACTIONS	REMARKS
Crisis Log				Page# ___ of ___	

Section 7 – Internal and External Communication

7.1 Internal Communication

In responding to an emergency situation, all or part of the organization's personnel may be affected by the event, depending on the size of the company.

Management must make a concerted effort, by whatever means appropriate, to inform all personnel regarding the event.

Management must in a timely manner inform the personnel of the steps to be taken in accordance with the Crisis Management Manual.

The organizations policies, such as not disclosing any information outside of the organization, and the policy for dealing with the media should be reinforced. Additionally, personnel should be instructed to stay away from the crisis site and Crisis Management Center unless specifically told to do so.

Volunteers from within the organization may be sought to assist in dealing with families and friends of the victims.

Additionally, the organization should compile a list of specialists such as psychologists and counselors who may be contacted to provide professional assistance to the victim's relatives, employees as appropriate.

7.2 External Communication

When a major event has occurred, it is essential that the organization implement a detailed communication plan under the guidance by the Legal Department or, where such a department is not in place, a lawyer appointed by the organization for that purpose.

Once an emergency call has been received and the Crisis Management Center has been manned, an initial press release should be issued in an attempt to prevent the saturation of lines of communication. Press releases should not contain the name(s) of the persons involved in the accident/incident unless they have been definitively established.

Additionally, the names of senior or departmental managers should not be released unless authorized.

A press release template is located on the next page:

INITIAL PRESS RELEASE

INITIAL PRESS RELEASE FROM _____

Place _____, Date _____

It has been reported that _____ Air Traffic Control lost contact with a _____
(Insert Type of Aircraft) at _____ (Insert Time) today _____ (Insert Date).

The aircraft was being operated by AirMax and it was en route from _____
to _____.

Initial reports indicate that the aircraft was carrying ____ people on-board including ____ crew
members.

The management and staff of AirMax would like to extend our deepest sympathy to the family
and friends of the passengers and flight crew involved.

At this stage we have no further information concerning the circumstances of the accident and
AirMax is not in a position to speculate on the cause of this tragedy. AirMax is currently working
with the relevant authorities in order to identify how the accident happened.

(An emergency contact telephone number for relatives and friends should be provided if
available)

Further statements will be issued once details become available.

PRESS RELEASE – UPDATE

(Do not release the names of individuals until next of kin have been notified)

PRESS RELEASE FROM _____

Place _____, Date _____

AIRCRAFT CREW MEMBERS

AirMax can confirm that the identity of the flight crew involved in the _____(Insert Type of Aircraft) accident that occurred on _____(Insert Date) in the vicinity of _____(Insert Location).

(Briefly outline the names of the operating crew including ages, years of service and total experience levels if available).

PASSENGERS

(Give names of passengers, their age and nationality if known).

Specially trained personnel have been provided to offer support and assistance to the families and friends of both passengers and crewmembers and we would request that members of the media respect their privacy during this difficult time.

AirMax is continuing to work with the authorities and will continue to provide further information as and when it becomes available.

Section 8 – Members of the Crisis Management Center Guidelines

Roles to be covered

- Accountable Manager
- Director of Operations
- Safety Manager
- Chief Pilot
- Legal
- Maintenance Manager
- Family Assistance

The Crisis management team and their roles may vary based on availability of the members. Certain employees for instance may fulfill several roles within the Crisis Management Center.

8.1 Accountable Manager

Manage internal operations by relying on the members of the crisis management team

Prepare a response to the media. Ensure to consult the legal department or representative. Appoint a spokesperson to communicate with the media. Where possible the president/CEO should not do this personally.

Ensure that the activities of the company are maintained if these activities are not affected by the event.

Interact with the relevant emergency and government organizations.

8.2 Director of Operations

Gather any information relative to the flight and crew relative to the accident.

Collect the following documents relating to the flight and have them available for the authorities including:

- Copies of weather reports
- Copies of pre-flight planning documents
- Copies of weight and balance planning forms
- Copies of fuel planning and fuel uplift receipts
- Copy of the passenger manifest

Gather the following information pertaining to the crewmembers involved. As a minimum, the following documents collected:

- Individual training records
- Flight time and duty records
- Logbook (if available)
- Copies of medical certificates
- Copies of flight crew certificates

If required, select and brief crews to fly investigators, police or authorized persons of the organization to the accident site.

8.3 Safety Manager

Dispatch to accident scene.

Secure evidence at site. Note if aircraft/equipment unmolested. Secure cargo and personal effects. Supervise removal of aircraft to minimize post-accident damage.

Compile list of crewmembers, passengers and witnesses.

Compile evidence for investigation. Retrieve records from Operations. Correlate evidence from accident site. Correlate photographs and videos. Correlate interviews of survivors and witnesses.

Generate accident report to include all compiled evidence, photographs, all area sketch(s) and map references. Note possible causation and recommendations to eliminate recurrence. Issue this report to Director of Aviation and Chief Pilot ONLY.

8.4 Chief Pilot

Provide a short briefing to personnel to advise them of the situation and of the actions to be taken

Assist in establishing a list of casualties involved in the accident.

Compile a list of all HR documents relating to the staff members involved in the accident and have them available for the authorities.

Initiate the organizations plan for dealing with the emotional trauma of personnel and, if necessary, contact the medical professionals and/or the counseling teams designated.

Contact employees who have volunteered to assist in dealing with the families of victims.

Coordinate drug and alcohol testing for aircraft crew and maintenance personnel that most recently performed maintenance on the aircraft.

8.5 Legal Department or Representative

Examine and vet any statements drawn up by the Communications Department or Management agement prior to them being issued.

Provide information as applicable on legal issues pertaining to the accident.

8.6 Director of Maintenance

Compile a list of maintenance performed prior to the accident. Quarantine all maintenance records on the aircraft and its systems including:

- airframe
- engine(s)
- Main Gear Box
- Rotor and rotor head
- Tail rotor
- Gather fueling records

Gather information related the maintenance personnel who performed recent maintenance on the aircraft and have it available for the investigating authorities including:

- Copies of licenses
- Training records

Assist the investigating authorities with technical expertise when requested.

Participate in organizing the protection of the accident scene and the recovery of the wreckage (airframe, engine(s) and other components) if so requested by the authorities in charge of the investigation.

8.7 Finance

Ensure that appropriate levels of financial support are available to the employees assigned to attend at the accident site.

Ensure that an appropriate level of financial support is provided to cope with immediate needs of the victims and their families.

8.8 Family Assistance Co-coordinator

Ensure that appropriate facilities are provided close to the accident site to receive the families of victims.

Ensure that appropriate communications links (telephone, etc.), tables and chairs, paper and pens, magazines, refreshments, etc. are made available for the families of the victims.

Where necessary, ensure that overnight accommodation is available for families.

Identify the receiving hospital(s) for both victims and casualties and provide transport for the families.

Maintain contact with those relatives of the victims who are unable to travel to the site.

Assist the Director of Operations in arranging for grief/trauma counseling for the families of the victims.

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