B.2. Operations Control Checklist

No	Item	Time	Initials
1.	Log message received from operations and verify as much as possible, e.g. by first-hand identification of logo/registration, location or aircraft type.		
2.	Call Accountable Manager and relay the information. Obtain instructions either:		
	• Instruct OCC to initiate call-out and activate EMC or		
	• Standby and be ready to activate EMC or		
	• Do not activate EMC – Checklist ends here.		
	• Ensure the OCC of another operator is advised if we are flying for third party.		
3.	NOTIFY Crisis Management Service Provider (Go Crisis) that incident has taken place. Authority to ACTIVATE will be Emergency Management Team		
4.	Proceed to OCC.		
5.	Establish contact locally to the incident, either ATC, airport, handling agent etc		
6.	Quarantine all electronic information such as:		
	• Flight plans		
	• Emails		
	• SITA messages		
	• Faxes		
7.	Collect all documents relating to flight from dispatch, including manuals used by the crew and any notes about the flight and at least all of the following:		
	• Weather reports, briefing notes and charts		
	• Clearances		
	• Notams		
	• Crew names		
	• Crew duty roster, including preceding month		
	• Paper copies of flight plans		
	• Fuel load calculations and if possible, copy of fuelling docket		
	• Load-sheet and calculations		
	• Dangerous goods details		
	• Cargo manifest and any relevant information on load		
	• VIP details		
	• Route and approach charts		
	• Route briefing sheets and manuals		
	• Current crew notices (FCI)		
8.	Open EMC (delegate if possible):		
	• Switch on TV, computers, printers etc, and log-on if password is known.		
	• If possible, delegate the administrator's checklist.		
	• Write basic details and brief summary on the whiteboard using the template provided.		
9.	Check everyone on the call-out has been contacted and responded.		

No	Item	Time	Initials
	Operations Control Checklist		
10.	Present initial briefing with all available FACTS to Emergency Director and Senior Managers.		
11.	Hand over control of EMC to Emergency Management Chairman and await instructions.		
12.	Refer any media enquiries to the Emergency Management Chairman, or the Commercial Director.		
13.	Keep a comprehensive log of own activities in order to brief the Emergency Director.		
14.	Coordinate with OCC and update EMC on any new information regarding the incident.		
15.	Obtain statements from dispatchers involved with the preparation of the flight.		
16.	Obtain statements from loading supervisor if possible.		
17.	Appoint deputies to oversee the day-to-day functions of Operations Control and reschedule their rosters to cover.		
18.	Source any additional aircraft or charter replacement services.		
19.	Review impact on schedule.		
20.	Ensure safe continuation of normal schedule.		