

APPENDIX C - EMT Response Roles, Checklists, and Forms

C.1. EMT Planning Process Worked Example

WORKED EXAMPLE OF PLANNING PROCESS TO BE FOLLOWED BY ALL EMT MEMBERS

NOTE: This is a simplified version of a response used to illustrate how the process works in practice, it does not include all aspects of a response considered in a real incident.

SITUATION

Who, What, When Where

A helicopter has sent a MAYDAY message and made a controlled, emergency landing into the sea. It is a Bell 414 with 2 x crew and 10 x PAX on board. It was en-route from ##### platform to Abu Dhabi. It's reported position is LAT #### LONG ###

CONCERNS

Use individual checklists and OCC checklists found in this ERP to consider what the potential consequences of the emergency are and how it may escalate. Use the priorities of Concern at the EMC to list concerns. CONCERNS should be questions.

a. People

- (1) Has SAR been activated and the emergency services informed?
- (2) What are the names and emergency contact details of all POB
- (3) Have the POB been rescued or are they still on board?
- (4) Where are they being taken too?
- (5) Do we need Family Assistance?
- (6) Do we need to re-schedule other flights?

b. Environment

- (1) Is the helicopter still floating?
- (2) Has it spilt fuel?
- (3) Was it carrying hazardous cargo?

c. Asset

- (1) Can the helicopter be recovered?
- (2) Do we ground all Bell 414 fleet?
- (3) Do we have the current servicing record for the helicopter involved?

d. Reputation

- (1) Have we informed all government agencies?
- (2) Have we informed customer companies?
- (3) Have we prepared a message for families of those on board the helicopter?
- (4) Has the incident been reported on media/social media?

e. Sustainability

- (1) What size EMT do we need?
- (2) Have we got an EMT second shift ready if we need it?
- (3) How will the accident impact on the flying programme.

OBJECTIVES

What are the most important things we need to do in this operational period (time until the next meeting, which would be 45 min – 1 hr in a situation like this.

- a. Confirm safe rescue of all passengers and crew
- b. Inform all government agencies of incident

ACTIONS

These are the answers to the questions raised as CONCERNS. ACTIONS should be given to a specific EMT role with a time to be completed.

All ACTIONS to be completed in one hour.

a. Operations Manager

- (1) Establish contact with emergency services and confirm status of rescue.
- (2) Obtain servicing record of helicopter.
- (3) Confirm with emergency services if helicopter is still floating.
- (4) Confirm with OCC what cargo was on board, if any.
- (5) Determine potential impact of accident on flight Operations with OCC.

b. Safety Director, DOO and Quality Director

- (1) Work together in obtaining the information pertaining to the incident/accident.
- (2) Establish contact with emergency services and confirm status of rescue.
- (3) Use individual checklists and coordinate with the rest of the team.
- (4) Determine potential impact of accident on flight Operations with OCC.
- (5) When appropriate inform the Commercial Director to perform his role.

c. Commercial Director

- (1) Inform all government agencies of incident and prepare public message ready to be sent to customers and families of those involved in the incident.
- (2) Monitor all media/social media for incident reports.

d. HR Manager

- (1) Confirm names and emergency contact details for all POB.
- (2) Determine if family assistance required.

e. Emergency Management Centre Administrator

- (1) Confirm with Chair, the EMT members required and ensure second shift available.