

APPENDIX E - Outstation Operations Emergency Notification Procedure

E.1. Introduction

This section outlines the Emergency Response and the notification process applicable to Abu Dhabi Aviation outstation operations. It defines the key personnel and steps required for initiating and escalating emergency response actions related to any accident, serious incident, or security emergency involving ADA aircraft or personnel operating outside the UAE.

The Emergency Response Plan (ERP) will be activated by the Accountable Manager or Emergency Management Centre (EMC) Lead based on the situation. The process aligns with ADA ERP Manual.

NOTE: Whenever a new operating base is established, whether within the UAE or overseas, this appendix must be provided to the deployed ADA staff. These staff members are responsible for completing [Apdx E.6](#) with local emergency contact details. The completed information must be submitted to the OCC and Safety Department within 72 hours of commencing operations. Where multiple bases are established, a separate submission shall be made for each location.

E.2. Reporting Procedure

In the event of an accident, serious incident, or security threat, the ADA Representative / PIC / Maintenance Engineer / Ground Handling Supervisor must immediately notify:

- a. ADA Operations Control Centre (24/7).
- b. ADA Accountable Manager.
- c. Duty Emergency Response Officer.
- d. Local Aviation Authority (if required).

The responsible ADA staff must first notify ADA Operations Control Centre via phone or email and then submit a report through the SMS-Pro system. OCC will initiate escalation using the cascade call-out system per ERP protocols.

E.3. Nature of the Emergency

Each emergency situation is unique and will be assessed based on:

- a. The severity of the incident.
- b. Potential threat to human life and ADA assets.
- c. Location-specific political or operational context.

The default assumption in overseas operations should be to treat the scenario as a full-scale emergency until proven otherwise, with ADA's ERP and relevant annexes invoked accordingly. The ERP outlines scalable response options, including on-site support at the local level, remote coordination, and full activation of the ADA Emergency Operations Centre (EOC), as required.

E.4. Initial Actions Checklist - Accident / Serious Incident

Initial Actions Checklist - Accident / Serious Incident			
No	Item	Time	Initial
1.	Alert ADA Accountable Manager (AM) Responsibility: ADA Representative / Operations Remarks: NIL		
2.	Notify ADA Operations Control Centre Responsibility: ADA Representative / Operations Remarks: +971-25051228 / opscontrol@ada.ae		
3.	Inform Director of Flight Operations Responsibility: ADA Operations Control Remarks: NIL		
4.	Inform Safety Department / Safety Director Responsibility: ADA Operations / Safety Focal Remarks: NIL		
5.	Alert Relevant Chief Pilot / DOO Responsibility: ADA Operations Remarks: NIL		
6.	Activate Emergency Management Team (EMT) Responsibility: AM / SD Remarks: NIL		
7.	Notify and coordinate with local authority / consulate / ground agent Responsibility: ADA Representative Remarks: NIL		
8.	Notify Host Nation AVSEC or Police if required Responsibility: ADA Local Rep / Handler Remarks: NIL		
9.	Begin Log of Events and Recordings (Appendix.B.6) Responsibility: ADA Safety / Operations Remarks: Timestamp, actions, decisions		
10.	Cascade Call-Out Activation Responsibility: EMC Admin Support Remarks: If escalation is required		

E.5. Additional Guidance

- If communication loss occurs, follow the ADA Overseas Emergency Communication Flowchart, Table shown below.
- All field personnel should have access to the Emergency Quick Reference Flowchart and Emergency Contact Numbers.
- Report follow-up actions through SMS-Pro, reporting system upon return to normal operations.

E.6. Emergency Contact Numbers

The following ADA emergency contact numbers are to be used in all overseas operations. These numbers should be clearly displayed at all locations where ADA operates internationally, including offices, maintenance areas, crew lounges, and ground handling desks. The listed contacts must be used to report any emergency, including aircraft incidents, distress situations, medical emergencies, or unlawful interference.

ADA Emergency Contact Numbers		
ADA CONTACT POINTS	POSITION / TITLE	CONTACT DETAILS
ADA Operations Control Centre	24/7 Emergency Line – ADA HQ	+971-2-444-8666 Ext: 237 opscontrol@ada.ae
Safety Department	Director – Safety	+971-507-791-198 sms@abudhabiaviation.com
Flight Operations	Director of Flight Operations (DOO)	+791-564-813-488 flightoperations@abudhabiaviation.com
AVSEC Focal Point	ADA Security Manager	a.almazrouei@abudhabiaviation.com
Emergency Management Team	EMT / EOC Duty Officer	To be activated by OCC as per ERP cascade

NOTE: In remote or high-risk areas, also include Local Ground Handler, Airport Authority, and Embassy Emergency Line details where applicable. Once completed, a copy of the Local Emergency Contact Details **shall** be retained by both the ADA Operations Control Centre and the ADA Safety Department.

The document must be kept current, updated with any changes in local representation, airport emergency coordination roles, or embassy liaison contacts. Updates must be reflected in both physical and digital records.

Local Emergency Contact Details

NOTE: To Be Completed for Each Overseas Location.

Local Emergency Contact Details					
Category	Contact Name	Title / Role	Phone Number	Email / Other Contact	Location / Remarks
Local Ground Handler					
Airport Authority					
Embassy Emergency Line					
Local AVSEC / Police					
Medical Facility / EMS					
ADA Local Representative					

E.7. Guidance on Recording Preliminary Information

NOTE: To be completed as soon as practicable following the event.

In the event of an aircraft accident, incident, or emergency involving ADA operations, the first personnel on site (crew, ground staff, or ADA representatives) should collect and record the following preliminary information. This data is vital for initiating an accurate and timely emergency response.

E.7.1. Initial Incident Observation and Reporting Checklist

Essential Information to Record:

a. Time of the incident:

Exact time of occurrence (local and UTC if known).

b. Witness observations:

Names and contact details of any witnesses.

What they saw, heard, or captured (photos/videos).

c. Weather conditions:

At the time of the incident (visibility, wind, rain, temperature, etc.).

d. Aircraft behaviour and direction:

Heading, altitude, and whether the aircraft appeared to be turning, climbing, descending, or otherwise manoeuvring abnormally.

e. Unusual observations:

Smoke, sparks, fire, structural damage, or sounds (e.g., explosions, engine failure, loud bangs, or pops).

f. In-flight or ground impact details:

Did the aircraft appear to be on fire in the air? If yes, describe flame colour, intensity, and direction.

Position of the aircraft and any visible wreckage or debris.

g. Scene arrival details:

Who arrived first at the scene and what was their role?

Were any survivors or bodies found, and in what positions?

Were any items or bodies moved from the scene before officials arrived?

h. Tampering or interference:

Did anyone remove anything from the scene? If so, identify them and describe what was taken and why?

NOTE 1. Record facts only - avoid speculation. Use photographs or sketches if helpful. Once safe to do so, this information must be relayed to ADA Operation Control Centre and entered into SMS-Pro the ADA official reporting platform.

NOTE 2. Ensure that observations are factual and time stamped. Use photographs or short notes if possible, and do not delay the initial call to ADA Operation.

E.7.2. Preliminary Information Card

Fill out and disseminate the following to ADA Operation Control and Safety Team:

Preliminary Information Card	
Description	Remarks
Identification Abbreviation	ACCID No*:
Aircraft Type / Nationality / Registration	
Owner / Operator / Client / Tour Operator	
Name of Pilot-in-Command	
Name of Second-in-Command	
Place / Date / Time (UTC) of Accident	
Departure Airport / Next Intended Destination	
Reference Position of Accident	
Number of Crew & Passengers on Board (CREW / PAX)	
Number Killed (CREW / PAX / OTHERS)	
Seriously Injured (CREW / PAX / OTHERS)	
Nature of Accident / Incident	
Any Other Information	

NOTE: *ACCID No – Accident Identification Number – "If known".

E.8. Emergency Response Organisation Basic Chart

