EMERGENCY RESPONSE MANUAL

| 2 | CRISIS NOTIFICATION AND ACTIVATION |
| 2.1 | EMERGENCY PHASES |

Issue:	00
Revision:	00
Date:	18-Feb-24

2 CRISIS NOTIFICATION AND ACTIVATION

2.1 EMERGENCY PHASES

Phases	Criteria
Uncertainty	1. First attempt to establish communication – Unsuccessful, or when. The aircraft is experiencing difficulties where it is advisable to declare the uncertainty phase.
Alert	1. Multiple failed attempts to reestablish communication with the aircraft or no information about the aircraft. 2. Failed communication with the aircraft after obtaining landing clearance. 3. Information has been received which indicates that the operating efficiency of the aircraft has been impaired to the extent that it may jeopardize the safety of the aircraft and its occupants. 4. An aircraft is known or believed to be the subject of unlawful interference. 5. Alert from Crew - PAN PAN.
Distress	1. Following the alert phase, further unsuccessful attempts to establish communications with the aircraft and more widespread unsuccessful enquiries point to the probability that the aircraft is in distress, or when. 2. The fuel on board the aircraft is considered to be exhausted or to be insufficient to enable the aircraft to reach safely, or when. 3. Information is received or it is reasonably certain that the aircraft is about to make or has made a forced landing. 4. Failing to arrive 30 mins after ETA, whichever is the later except when no doubt exists as to the safety of the aircraft and its occupants; or 5. No Communication with aircraft after 30 minutes from the prescribed time of communication. 6. Alert from Crew – May Day May Day.
Termination	A cancellation of a previously issued emergency.

Table 2 - Emergency Phases

EMERGENCY RESPONSE MANUAL

2 CRISIS NOTIFICATION AND ACTIVATION	**Issue:** 00
2.2 NOTIFICATION SYSTEM	**Revision:** 00
	Date: 18-Feb-24

2.2 NOTIFICATION SYSTEM

2.2.1 Initial Assessment Team (IAT)

IAT Members	Role
Accountable Executive	Voting Member
VP Corporate Safety, Security, and Environment	Voting Member
VP Flight Operations	Voting Member
VP Technical Operations	Voting Member
VP Ground Operations and Airport Services	Voting Member
Director Corporate Safety	Observer
Manager Crisis and Resilience Management (MCRM)	Observer

Table 3 - IAT Members

EMERGENCY RESPONSE MANUAL

2	CRISIS NOTIFICATION AND ACTIVATION	**Issue:**	00
2.2	NOTIFICATION SYSTEM	**Revision:**	00
		Date:	18-Feb-24

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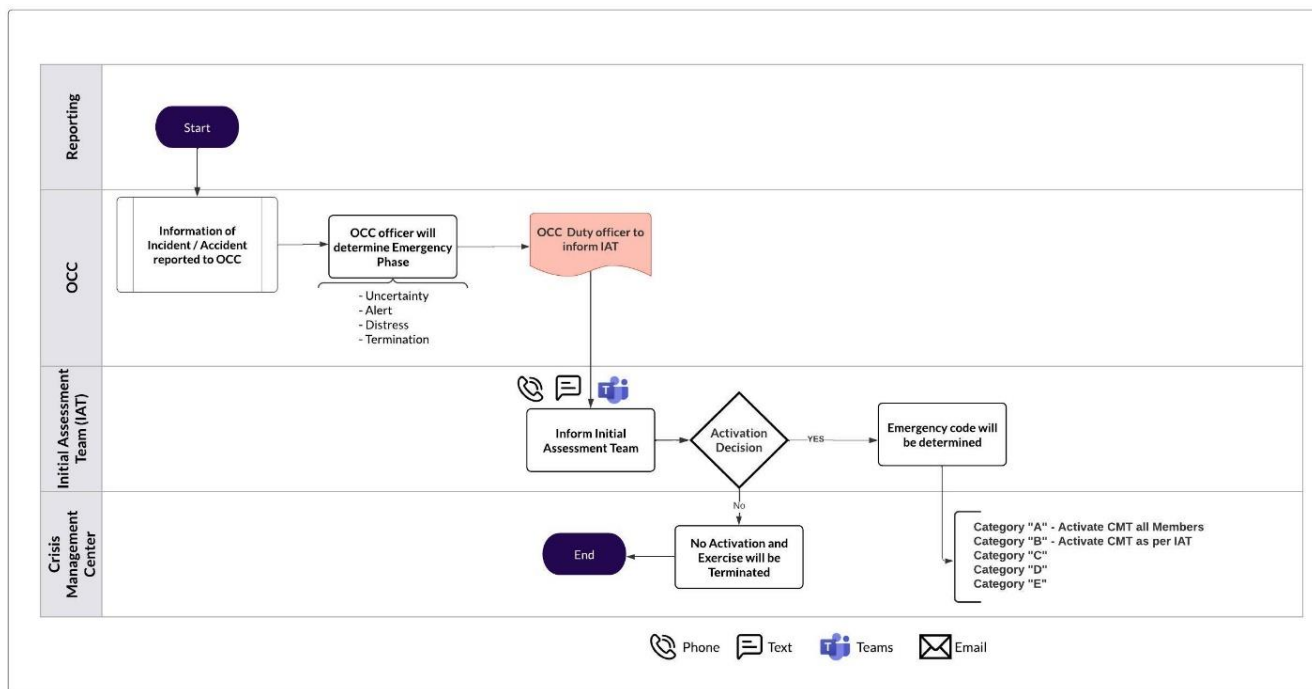### 2.2.1.1 Initial Assessment Team Notification Process

Figure 2 - Notification Process

1. Upon receipt of notification of any potential, developing, or actual emergency, the OCC will determine the emergency phase and immediately contact the Initial Assessment Team (IAT) through Blake notification system.

2. The OCC duty officer shall arrange a conference call with the Initial Assessment Team by suitable means (Phone, Text, or MS Teams) and will inform them about the emergency.

3. Initial Assessment Team discuss the nature, severity, and situation to decide the activation of the emergency and will determine the emergency Category in case of activation.

4. IAT shall vote to select the emergency category to determine if activation of the CMT is required.

5. Regardless of the circumstances, the Initial Assessment Team must decide regarding the activation of CMT within 15 minutes of receiving the initial call from OCC.

6. In case notification system is not working or OCC is not able to contact IAT members through system notification, OCC shall use IAT directory.

7. When calling the IAT, the OCC is to make one call only to everyone based on one primary number passed by that member to the OCC. If the primary person is uncontactable, then the OCC shall move to the alternate contact. Refer to Appendix 1 - IAT contact directory.

EMERGENCY RESPONSE MANUAL

2	CRISIS NOTIFICATION AND ACTIVATION
2.2	NOTIFICATION SYSTEM

Issue:	00
Revision:	00
Date:	18-Feb-24

RIYADH AIR
طيران الرياض

2.2.2 Crisis Management Team Notification
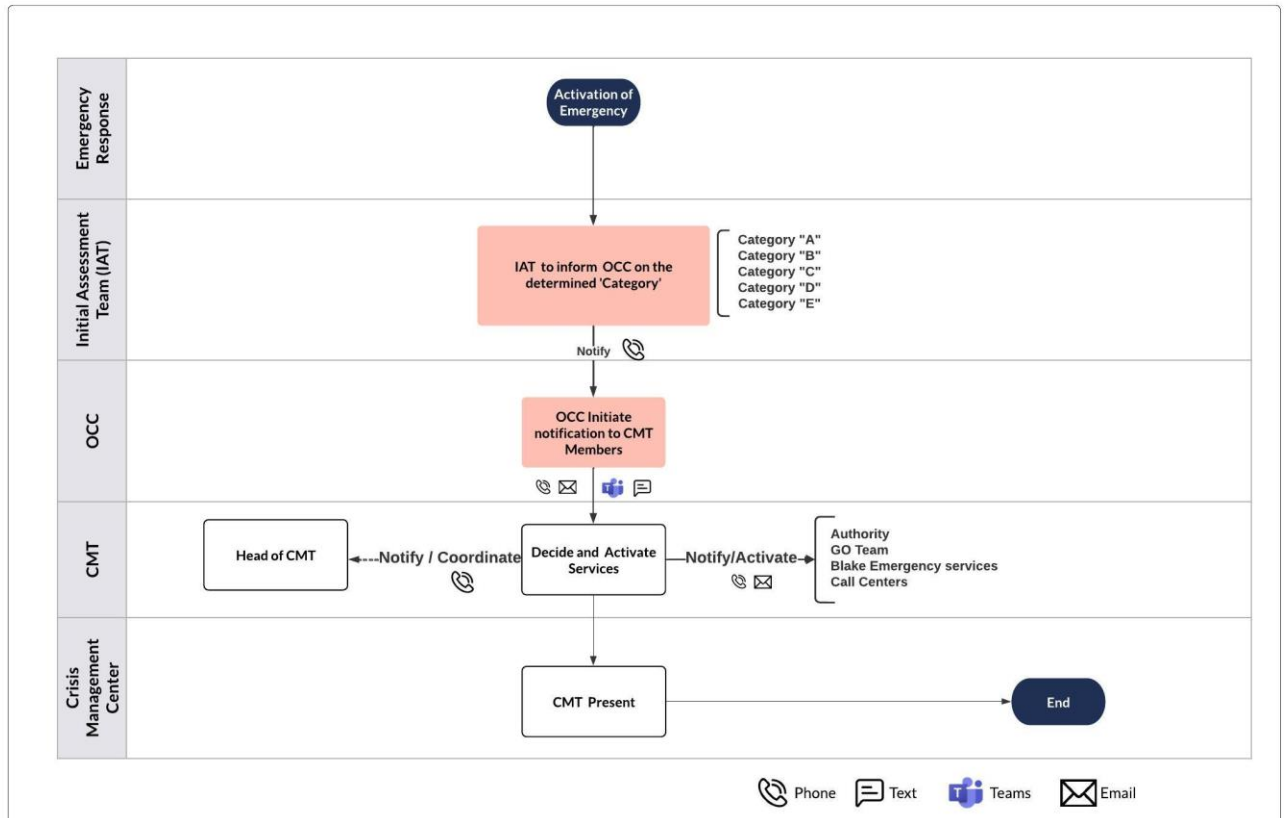
2.2.2.1 Process

Figure 3 - CMT Notification Process

1. Post making decision regarding activation of emergency, IAT shall inform OCC of the determined Category.

2. Upon being advised by the Initial Assessment Team to initiate the response, the OCC immediately activates the CMT notification procedure.

3. Upon receipt of information from IAT, OCC shall initiate a notification to CMT members through Blake system (mass notification system) or MS Teams / Phone call. OCC shall ensure that each CMT member is notified.

2.2.3 Notification to Authority

The AIB/GACA shall be notified of all reportable aviation occurrences within the KSA under the provision of this Regulation or when it involves Saudi Arabian registered, operated, designed, or manufactured civil aircraft occurring outside KSA.

EMERGENCY RESPONSE MANUAL

2	CRISIS NOTIFICATION AND ACTIVATION	**Issue:**	00
2.2	NOTIFICATION SYSTEM	**Revision:**	00
		Date:	18-Feb-24

RIYADH AIR
طيران الرياض

For details, refer to Corporate Safety Management Manual, Section 2.2.3.

2.2.3.1   Information to be provided to the AIB following the Notification.

1.   Notifying entities shall submit to the AIB a written report detailing their account of the occurrence and their response as requested by the AIB; and

2.   Flight crewmembers, post an aviation occurrence in which they are involved, if physically able, shall provide a statement to the AIB, setting forth the facts, conditions and circumstances relating to the occurrence. Otherwise, the statement shall be provided as and when they are able to do so.

2.2.3.2   Serious Incident/Accident Reporting to Authorities

AIBR, CH 4; GACAR PART 4.23

Each Serious Incident/Accident shall be reported by VPCSSQE to the AIB in compliance with the applicable regulation (AIBR). The report shall be submitted using the AIB Accident/Incident Reporting Form or an equivalent means as instructed by the AIB.

The report shall contain contact details of the Go Team and information required by AIBR, Chapter 4.5, which are as follows:

1.   Aircraft make, model, type, flight number (if any), nationality, and registration markings.

2.   Name of the registered owner and name of the operator of the aircraft.

3.   Name and qualification of the Pilot-in-Command and the pilot certificate number.

4.   Date and time (local time or UTC) of the accident or incident.

5.   Last point of departure and point of intended landing of the aircraft.

6.   The vertical and horizontal position of the aircraft with reference to some easily defined geographical point at the time of the event.

7.   Details of the total number of persons aboard, number killed, number seriously injured, and number of minor injuries.

8.   Type of accident or incident.

9.   Prevailing weather conditions at the accident or incident site.

10.   Extent of damage to the aircraft, so far as is known.

11.   Damage to objects or structures on the ground, if any, and

12.   Description of any explosives, radioactive materials, or other dangerous articles carried on board the aircraft.

EMERGENCY RESPONSE MANUAL

2	CRISIS NOTIFICATION AND ACTIVATION	**Issue:**	00
2.2	NOTIFICATION SYSTEM	**Revision:**	00
		Date:	18-Feb-24

RIYADH AIR
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In addition to notifying the AIB, the VPCSSQE shall also notify GACA using the Accident and Incident Notification Form or an equivalent means acceptable to GACA.

Forms and other requested documents can be sent to GACA-Safety & Risk Management Department at sd@gaca.gov.sa (in case of time pressure, the basic facts as a minimum shall be entered on the form).

2.2.4   Notification to Blake

Once a decision to activate Blake Emergency services was taken by CMT. The MCRM will activate services using Appendix 3 – Blake Emergency Notification, and Appendix 4 – Blake Activation Instruction.