

3 CRISIS MANAGEMENT CENTER

1. The preparation of the emergency response center shall depend on the decision of the Initial Assessment Team.
2. All members of the CMT and other relevant personnel, depending on the nature of the occurrence, shall have access to the emergency response center.

3.1 LOCATION AND FACILITIES OF THE CRISIS MANAGEMENT CENTER (CMC)

1. The assigned executive meeting room at Riyadh Air office shall be used for the Crisis Management Center. During the CMT activation, the assigned meeting room will be locked, and the Director Corporate Security will appoint staff to control access. The CMC can accommodate approximately 10–15 persons and is equipped with furniture, primary and secondary communications equipment, information display(s), office equipment, stationery, and required facilities (e.g., rest areas, washrooms, kitchen, etc.).

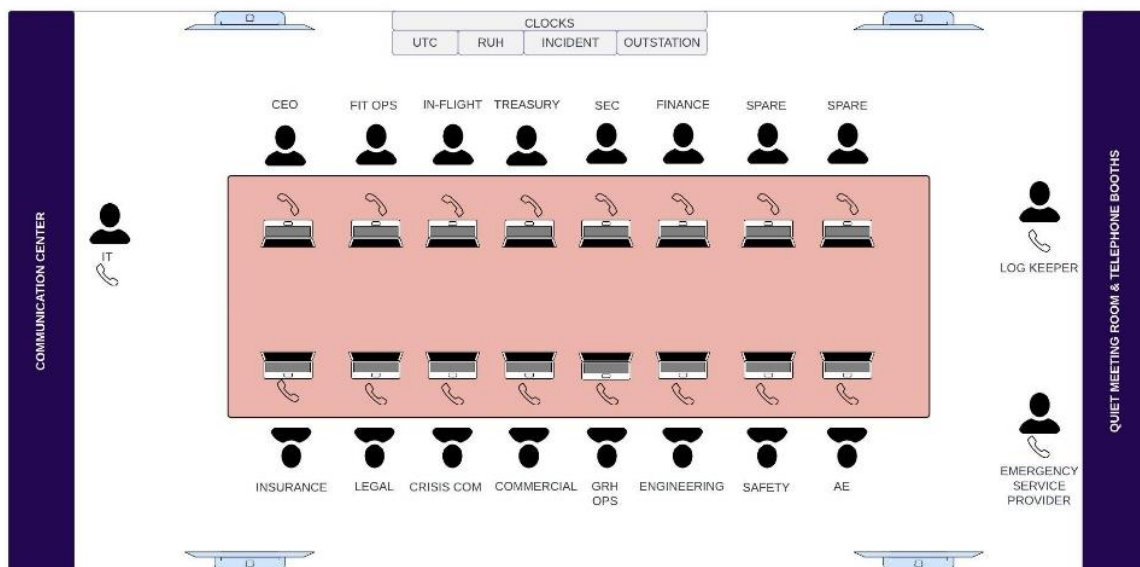


Figure 4 - CRC Layout

2. A secondary meeting room shall be prepared which can accommodate approximately ten people. It is not equipped with any telecommunication monitors, but this room could be used as a support room (for catering, rest, or any other relevant task).

EMERGENCY RESPONSE MANUAL

3 CRISIS MANAGEMENT CENTER

3.1 LOCATION AND FACILITIES OF THE CRISIS MANAGEMENT CENTER (CMC)

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3. Access to the main room is limited to the members of the CMT. The support staff has additional access to the support room.

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3.2 SUPPORT PROCESS

The OCC duty manager shall prepare a written report of the accident/incident and the passenger/crew/cargo manifest for the CMT in concurrence with Director OCC. The most up-to-date passenger manifest shall be obtained from occurrence station GHA/FBO. The OCC duty manager shall submit the prepared copies of the written report to the ERP manager.

Additionally, the OCC duty manager shall prepare a copy of the manifest for passengers, crew, cargo, and dangerous goods, if applicable, to be provided to AIB, GACA, and other appropriate authorities when requested.

The Manager Crisis & Resilience Management shall proceed to the CMC where members of the CMT should arrive, and Manager Crisis & Resilience Management shall collect more precise information about the accident/incident based on the following procedures:

1. The Manager Crisis & Resilience Management shall check the functioning of communication channels (at least two telephone lines with the recording function switched on, chargers for mobile/cellular phones, access to the Internet, whiteboard, fax machine).
2. The DCSEC shall inform the OCC and the Riyadh Air gate security guard at HQ that access to company facilities is restricted only to invited staff, and they shall ask the dispatcher on duty to ensure that the doors of the OCC remain locked.
3. The AE shall inform all staff of any preliminary information via mail.
4. The Manager Crisis & Resilience Management shall submit the passenger/crew's name list (Manifest) with all available information relating to medical conditions and other relevant details to contracted services (Blake).
5. If additional staff are necessary, DCSEC shall prepare the list of invited staff and send it to gate security.
6. The Director OCC will maintain communication with the Air Traffic Services that is dealing with the accident/incident. The Director OCC shall also record all possible contacts who could be used for communication with the accident/incident site.
7. The Manager Crisis & Resilience Management shall order catering for members of the CMT for the next 12 hours.
8. The Manager Crisis & Resilience Management shall maintain contact with the contracted services (Blake Emergency), and the insurance companies.