EMERGENCY RESPONSE MANUAL

4	CRISIS MANAGEMENT	**Issue:**	00
4.1	CRISIS MANAGEMENT OVERVIEW	**Revision:**	00
		Date:	18-Feb-24

4 CRISIS MANAGEMENT

4.1 CRISIS MANAGEMENT OVERVIEW

Figure 5 - Crisis Management Overview

EMERGENCY RESPONSE MANUAL
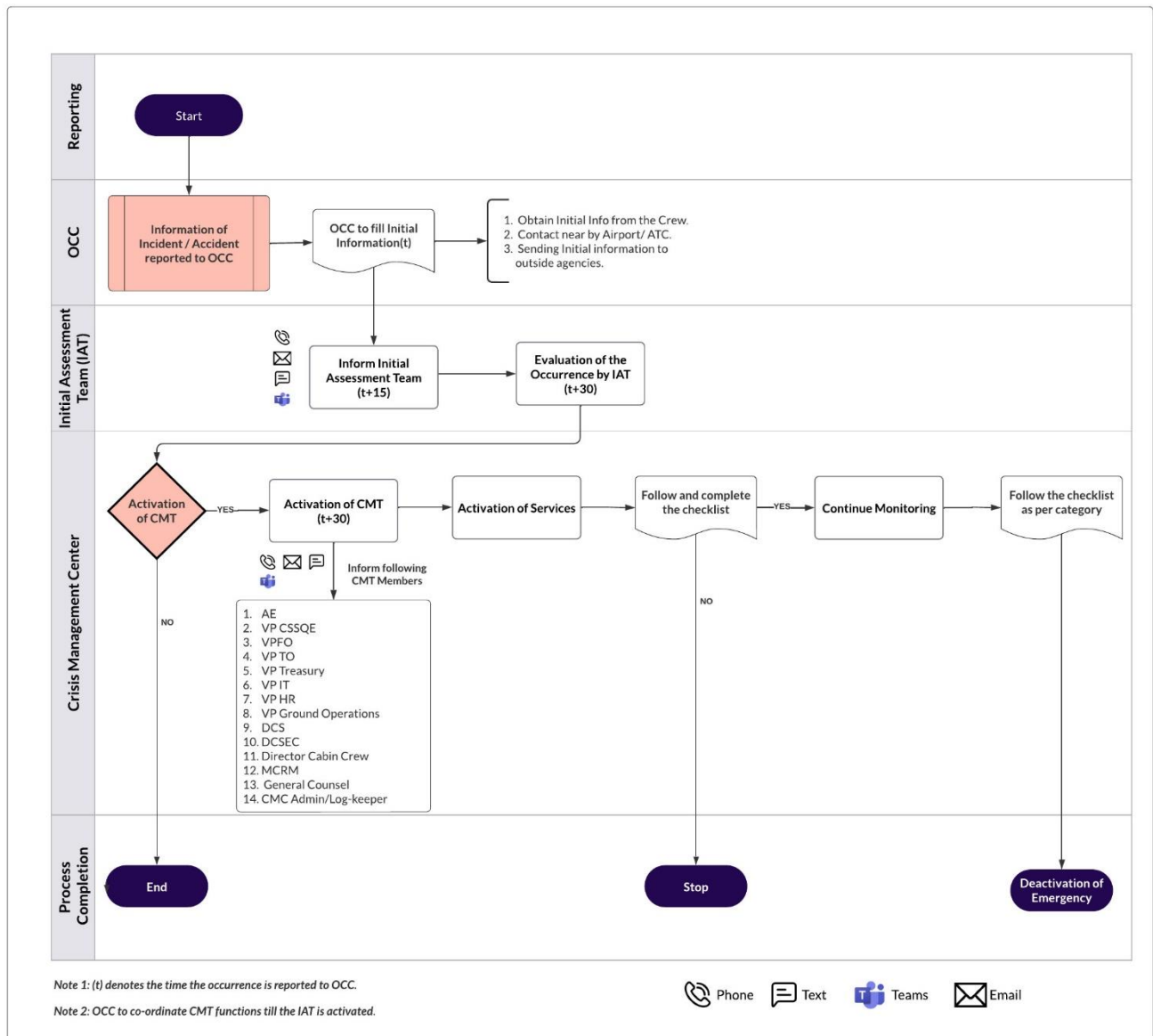
4   CRISIS MANAGEMENT

4.1   CRISIS MANAGEMENT OVERVIEW

Issue: 00

Revision: 00

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4.1.1   Emergency Category "A" – Catastrophic Aircraft Accident

4.1.1.1   Master Checklist

Refer to Section XXX.

4.1.1.2   Individual Checklists

1.   Accountable Executive - Refer to Section XX.

2.   VPCSSQE - Refer to Section xx.

3.   VP Flight Operations - Refer to Section xx.

4.   VP Technical Operations - Refer to Section xx.

5.   VP Treasury - Refer to Section xx.

6.   VP Ground Operations - Refer to Section xx.

7.   VP HR - Refer to Section XX.

8.   Director Corporate Safety - Refer to Section XX.

9.   Director Corporate Security - Refer to Section XXX.

10. Director Cabin Crew – Refer to Section XXX

11. Manager Crisis and Resilience Management - Refer to Section XXX.

12. General Counsel - Refer to Section XXX.

13. OCC Checklist - Refer to Section XXX.

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4.1.2 Emergency Category "B" – Missing Aircraft

IAT shall decide activation if activation is needed refer section 4.1.1 for checklists.

4.1.3 Emergency Category "C" – Serious Incidents - Standby

4.1.3.1 Master Checklist

IAT shall decide activation if activation is needed refer section 4.1.1for checklists.

4.1.4 Emergency Category "D" – Serious Incident Not Covered Under Category C

IAT shall decide activation if activation is needed refer section 4.1.1 for checklists.

4.1.5 Emergency Category "E" – Natural Disaster and Pandemic

1. IAT will assess the situation and activate the CMT.

2. OCC will establish contact with CMT members.

3. The CMT shall follow the items mentioned below.

4. Once the CMT members reach the CMC, an initial briefing is conducted by the Head of the CMT.

4.1.5.1 Master Checklist

Refer to Section XX.

4.1.5.2 Individual Checklists

1. Accountable Executive - Refer to Section XX.

2. VPCSSQE - Refer to Section xx.

3. VP Flight Operations - Refer to Section xx.

4. VP Technical Operations - Refer to Section xx.

5. VP Treasury - Refer to Section xx.

6. VP Ground Operations - Refer to Section xx.

7. VP HR - Refer to Section XX.

8. Director Corporate Safety - Refer to Section XX.

9. Director Corporate Security - Refer to Section XXX.

10. Director Cabin Crew – Refer to Section XXX

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11. Manager Crisis and Resilience Management - Refer to Section XXX.

12. General Counsel - Refer to Section XXX.

13. OCC Checklist - Refer to Section XXX.