

0 FRONT MATTER

0.1 FRONT MATTER

0	FRONT MATTER	0-3
0.1	FRONT MATTER	0-3
0.2	REVISION HIGHLIGHTS	0-9
0.3	RECORD OF REVISIONS	0-11
0.4	RECORD OF TEMPORARY REVISIONS	0-13
0.5	LIST OF EFFECTIVE PAGES	0-15
0.6	LIST OF TABLES	0-19
0.7	LIST OF FIGURES	0-21
0.8	LIST OF COMPLIANCE ENTRIES	0-23
0.9	MANAGEMENT APPROVAL	0-25
0.10	GACA ACCEPTANCE	0-27
0.11	INTRODUCTION	0-29
0.11.1	POLICY	0-29
0.11.2	APPLICABILITY	0-29
0.11.3	COMMON LANGUAGE	0-29
0.11.4	USAGE OF TERMS	0-29
0.11.5	HUMAN FACTOR PRINCIPLES	0-30
0.11.6	APPLICABLE REGULATIONS AND STANDARDS	0-30
0.12	ABBREVIATIONS, ACRONYMS AND DEFINITIONS	0-31
0.12.1	ABBREVIATIONS AND ACRONYMS	0-31
0.12.2	DEFINITIONS	0-33
0.13	SYSTEM OF AMENDMENT AND REVISION	0-39
0.13.1	MANUAL OWNERSHIP	0-39
0.13.2	MANUAL HOLDER RESPONSIBILITY	0-39
0.13.3	DISTRIBUTION LIST AND AVAILABILITY	0-39
0.13.4	PUBLICATION HIERARCHY	0-40
0.13.5	MANUAL STRUCTURE	0-40
0.13.6	SOURCE OF AMENDMENTS	0-40
0.13.7	REFERENCED AND LINKED DOCUMENTS	0-40
0.13.8	FORMAT AND DOCUMENTATION CONTROL REQUIREMENTS	0-41

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.1	FRONT MATTER

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

0.13.9	ERROR REPORTING AND CORRECTIONS AND SUGGESTIONS FOR IMPROVEMENT	0-41
1	POLICY AND MANAGEMENT	1-1
1.1	EMERGENCY RESPONSE POLICY	1-1
1.1.1	RELATED POLICIES	1-1
1.2	STRATEGIC OBJECTIVES OF THE CORPORATE EMERGENCY RESPONSE PLAN	1-4
1.3	TYPES OF EMERGENCIES	1-5
1.3.1	EMERGENCY CATEGORIES	1-5
1.3.2	DESCRIPTION	1-5
1.4	CRISIS MANAGEMENT	1-11
1.4.1	COMPOSITION	1-11
1.4.2	DEPUTIES	1-11
1.4.3	VP CORPORATE SAFETY, SECURITY, QUALITY AND ENVIRONMENT	1-12
1.4.4	ROLES	1-12
1.5	AIRCRAFT RECOVERY	1-16
2	CRISIS NOTIFICATION AND ACTIVATION	2-1
2.1	EMERGENCY PHASES	2-1
2.2	NOTIFICATION SYSTEM	2-2
2.2.1	INITIAL ASSESSMENT TEAM (IAT)	2-2
2.2.2	CRISIS MANAGEMENT TEAM NOTIFICATION	2-4
2.2.3	NOTIFICATION TO AUTHORITY	2-4
2.2.4	NOTIFICATION TO BLAKE	2-6
3	CRISIS MANAGEMENT CENTER	3-1
3.1	LOCATION AND FACILITIES OF THE CRISIS MANAGEMENT CENTER (CMC)	3-1
3.2	SUPPORT PROCESS	3-3
4	CRISIS MANAGEMENT	4-1
4.1	CRISIS MANAGEMENT OVERVIEW	4-1
4.1.1	EMERGENCY CATEGORY "A" – CATASTROPHIC AIRCRAFT ACCIDENT	4-2
4.1.2	EMERGENCY CATEGORY "B" – MISSING AIRCRAFT	4-3
4.1.3	EMERGENCY CATEGORY "C" – SERIOUS INCIDENTS - STANDBY	4-3
4.1.4	EMERGENCY CATEGORY "D" – SERIOUS INCIDENT NOT COVERED UNDER CATEGORY C	4-3
4.1.5	EMERGENCY CATEGORY "E" – NATURAL DISASTER AND PANDEMIC	4-3
5	GO TEAM	5-1
5.1	INTRODUCTION	5-1

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.1	FRONT MATTER

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

5.1.1	THE "GOLDEN" RULES	5-1
5.1.2	GO TEAM	5-1
5.1.3	GO AIRCRAFT	5-3
5.1.4	GO TEAM LEADER	5-3
5.1.5	GO KIT	5-3
5.2	MAJOR RESPONSIBILITIES	5-5
5.2.1	GO TEAM LEADER	5-5
5.2.2	INVESTIGATION COORDINATOR	5-5
5.2.3	TECHNICAL COORDINATOR	5-5
5.2.4	MAINTENANCE MECHANIC-FIELD	5-6
5.2.5	OPERATIONS COORDINATOR	5-6
5.2.6	SECURITY COORDINATOR	5-6
5.2.7	MEDIA COORDINATOR	5-6
5.2.8	BAGGAGE COORDINATOR	5-6
5.2.9	IT COORDINATOR	5-6
5.2.10	MEDICAL COORDINATOR	5-7
5.2.11	SUPPORT COORDINATOR	5-7
5.2.12	CARE TEAM	5-7
5.3	DEPLOYMENT OF GO TEAMS	5-9
5.3.1	THE DEPLOYMENT OF GO TEAMS	5-9
5.3.2	ACTIONS ON ARRIVAL	5-10
5.4	PARTICIPANTS IN THE INVESTIGATION	5-12
6	CRISIS COMMUNICATIONS	6-1
6.1	INTRODUCTION	6-1
6.2	CRISIS COMMUNICATION STRATEGY	6-2
6.3	PREPARING THE CRISIS COMMUNICATION PLAN (CCP)	6-4
6.3.1	STEP 1 – SELECTION OF PERSONNEL	6-4
6.3.2	STEP 2 – DEVELOP SUITABLE PRESS RELEASE TEMPLATES	6-4
6.3.3	STEP 3– DEVELOP THE ONLINE COMMUNICATION STRATEGY	6-4
6.3.4	STEP 4 – NOMINATION OF COMPANY SPOKESPERSONS	6-4
6.3.5	STEP 5 – TRAINING AND VALIDATION	6-4
6.4	MEDIA COMMUNICATION COORDINATOR ROLES AND RESPONSIBILITIES	6-5
6.4.1	GENERAL (PRELIMINARY STAGE)	6-5
6.4.2	SPECIFIC (DURING ACTUAL CRISIS OR EXERCISE)	6-5

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.1	FRONT MATTER

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

6.5	WEB SITE MANAGEMENT – DARK SITE	6-6
6.5.1	CONTENTS	6-6
6.5.2	UPDATING AND DEACTIVATION	6-6
7	FAMILY ASSISTANCE PROGRAM	7-1
7.1	INTRODUCTION	7-1
7.1.1	PURPOSE	7-1
7.1.2	SCOPE	7-1
7.1.3	OBJECTIVE	7-1
7.1.4	DEFINITION OF FAMILY / NEXT OF KIN	7-2
7.1.5	FAMILY ASSISTANCE PROGRAM OVERVIEW	7-4
7.2	KEY REQUIREMENTS	7-5
7.3	INTEGRATION WITH EXTERNAL AGENCIES	7-6
7.4	FAMILY ASSISTANCE CENTER (FAC)	7-7
7.4.1	GOAL	7-7
7.4.2	GENERAL PRINCIPALS FOR PLANNING	7-7
7.4.3	LOCATION	7-8
7.4.4	FACILITIES	7-8
7.4.5	LAYOUT OF FAMILY ASSISTANCE CENTER (FAC)	7-10
7.5	CARE TEAM (CT) / FAMILY ASSISTANCE TEAM (FAT)	7-11
7.5.1	NOTIFICATION AND ACTIVATION OF CT / FAT	7-11
7.6	HANDLING OF PASSENGERS AND NEXT OF KIN (NOK)	7-12
7.6.1	RECOVERY AND IDENTIFICATION OF HUMAN REMAINS AND PERSONAL EFFECTS	7-12
7.6.2	PASSENGER PERSONAL PROPERTY, CARGO, AND MAIL	7-12
7.7	BLAKE EMERGENCY SERVICES	7-13
7.7.1	DISASTER RECOVERY SERVICES	7-13
7.7.2	DISASTER HUMAN SERVICES	7-14
7.7.3	BLAKE INTERNATIONAL CALL CENTER	7-17
7.7.4	CRISIS COMMUNICATIONS	7-18
8	TRAINING	8-1
8.1	INTRODUCTION	8-1
8.1.1	OBJECTIVE	8-1
8.1.2	FAMILIARIZATION	8-1
8.2	TYPES OF TRAINING	8-2
8.2.1	INITIAL TRAINING	8-2

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.1	FRONT MATTER

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

8.2.2	SPECIALIZED EMERGENCY TRAINING.....	8-2
8.2.3	REFRESHER / RE-TRAINING PROGRAM	8-3
8.3	TRAINING CURRICULUM.....	8-4
8.3.1	RECOMMENDED TRAINING CONTENT FOR CRISIS MANAGEMENT TEAM:.....	8-4
8.3.2	RECOMMENDED TRAINING CONTENT FOR EMERGENCY COMMUNICATION TEAM:	8-4
8.3.3	RECOMMENDED TRAINING CONTENT FOR OPERATIONS CONTROL CENTER STAFF:	8-5
8.3.4	RECOMMENDED TRAINING CONTENT FOR STATION STAFF:.....	8-5
8.3.5	RECOMMENDED TRAINING CONTENT FOR GO TEAM:.....	8-6
8.3.6	RECOMMENDED TRAINING CONTENT FOR FAMILY ASSISTANCE TRAINING:	8-6
8.4	EXERCISE DEVELOPMENT	8-8
8.4.1	INTRODUCTION.....	8-8
8.4.2	PLANNING	8-8
8.4.3	NOTIFICATION	8-9
8.4.4	TYPE OF SIMULATION EXERCISES	8-10
8.4.5	POST ACTIVATION.....	8-12
8.4.6	SIMULATION EXERCISE REPORT	8-13
8.5	TRAINING DOCUMENTATION	8-15
9	APPENDIX.....	9-1
9.1	APPENDIX 1 - INITIAL ASSESSMENT TEAM CONTACT DIRECTORY	9-1
9.2	APPENDIX 2 - CRISIS MANAGEMENT CENTER PREPARATION CHECKLIST	9-2
9.3	APPENDIX 3 - BLAKE EMERGENCY NOTIFICATION.....	9-3
9.4	APPENDIX 4 – BLAKE ACTIVATION INSTRUCTION.....	9-4
9.5	EMERGENCY CATEGORY “A” – CATASTROPHIC AIRCRAFT ACCIDENT – CHECKLIST.....	9-5
9.5.1	MASTER CHECKLIST	9-5
9.5.2	AE – CHECKLIST	9-5
9.5.3	VPCSSQE – CHECKLIST.....	9-5
9.5.4	VPFO – CHECKLIST.....	9-5
9.5.5	VP TECHNICAL OPERATIONS – CHECKLIST	9-5
9.5.6	VP TREASURY – CHECKLIST.....	9-5
9.5.7	VP GROUND OPERATIONS – CHECKLIST	9-5
9.5.8	VP HR – CHECKLIST	9-5
9.5.9	DIRECTOR CORPORATE SAFETY – CHECKLIST	9-5
9.5.10	DIRECTOR CORPORATE SECURITY – CHECKLIST.....	9-5
9.5.11	MANAGER CRISIS AND RESILIENCE MANAGEMENT – CHECKLIST	9-5

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.1	FRONT MATTER

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

9.5.12	GENERAL COUNSEL – CHECKLIST	9-5
9.5.13	DIRECTOR OCC – CHECKLIST	9-5
9.5.14	DIRECTOR CABIN CREW – CHECKLIST	9-5
9.6	EMERGENCY CATEGORY “B” – MISSING AIRCRAFT – CHECKLIST	9-6
9.6.1	MASTER CHECKLIST	9-6
9.7	EMERGENCY CATEGORY “C” – SERIOUS INCIDENTS - STANDBY	9-7
9.7.1	MASTER CHECKLIST	9-7
9.8	EMERGENCY CATEGORY “D” – SERIOUS INCIDENT NOT COVERED IN CATEGORY C	9-8
9.8.1	MASTER CHECKLIST	9-8
9.9	EMERGENCY CATEGORY “E” – NATURAL DISASTER AND PANDEMIC	9-9
9.9.1	MASTER CHECKLIST	9-9
9.9.2	AE – CHECKLIST	9-9
9.9.3	VPCSSQE – CHECKLIST	9-9
9.9.4	VP TREASURY – CHECKLIST	9-9
9.9.5	VP GROUND OPERATION – CHECKLIST	9-9
9.9.6	VP HR – CHECKLIST	9-9
9.9.7	DIRECTOR CABIN CREW – CHECKLIST	9-9
9.9.8	DIRECTOR CORPORATE SAFETY – CHECKLIST	9-9
9.9.9	DIRECTOR CORPORATE SECURITY – CHECKLIST	9-9
9.9.10	MANAGER CRISIS AND RESILIENCE MANAGEMENT – CHECKLIST	9-9
9.9.11	GENERAL COUNSEL – CHECKLIST	9-9
9.9.12	OCC – CHECKLIST	9-9

0.2 REVISION HIGHLIGHTS

This table summarizes the major changes made to each revision, not all changes. Throughout each review cycle, subsequent entries may change prior entries or proposed changes may be held, disregarded, and/or obsolete. This is a summary of input received throughout the duration. Changes throughout the manual are indicated by vertical revision bars.

Note: The vertical bar (change bar) in the margin indicates a change, addition, or deletion in the adjacent text for the current revision of that page only.

Issue	0	Revision	1	Date	
TITLE					
Section	Section Title		Revision Details		Incorporated by

Issue	0	Revision	2	Date	
TITLE					
Section	Section Title		Revision Details		Incorporated by



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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.2	REVISION HIGHLIGHTS

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

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

0.3 RECORD OF REVISIONS

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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.3	RECORD OF REVISIONS

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

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

0.4 RECORD OF TEMPORARY REVISIONS

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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.4	RECORD OF TEMPORARY REVISIONS

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

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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.5	LIST OF EFFECTIVE PAGES

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

0.5 LIST OF EFFECTIVE PAGES

Issue	Revision	Section	Page	Eff. Date
00	00	0	0-1	18-FEB-24
00	00	0	0-2	18-FEB-24
00	00	0	0-3	18-FEB-24
00	00	0	0-4	18-FEB-24
00	00	0	0-5	18-FEB-24
00	00	0	0-6	18-FEB-24
00	00	0	0-7	18-FEB-24
00	00	0	0-8	18-FEB-24
00	00	0	0-9	18-FEB-24
00	00	0	0-10	18-FEB-24
00	00	0	0-11	18-FEB-24
00	00	0	0-12	18-FEB-24
00	00	0	0-13	18-FEB-24
00	00	0	0-14	18-FEB-24
00	00	0	0-15	18-FEB-24
00	00	0	0-16	18-FEB-24
00	00	0	0-17	18-FEB-24
00	00	0	0-18	18-FEB-24
00	00	0	0-19	18-FEB-24

Issue	Revision	Section	Page	Eff. Date
00	00	0	0-20	18-FEB-24
00	00	0	0-21	18-FEB-24
00	00	0	0-22	18-FEB-24
00	00	0	0-23	18-FEB-24
00	00	0	0-24	18-FEB-24
00	00	0	0-25	18-FEB-24
00	00	0	0-26	18-FEB-24
00	00	0	0-27	18-FEB-24
00	00	0	0-28	18-FEB-24
00	00	0	0-29	18-FEB-24
00	00	0	0-30	18-FEB-24
00	00	0	0-31	18-FEB-24
00	00	0	0-32	18-FEB-24
00	00	0	0-33	18-FEB-24
00	00	0	0-34	18-FEB-24
00	00	0	0-35	18-FEB-24
00	00	0	0-36	18-FEB-24
00	00	0	0-37	18-FEB-24
00	00	0	0-38	18-FEB-24

Riyadh Air		GACA Accepted by:	
Name:		Name:	
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Sign and Date:		Sign &	
		Date:	
		Stamp:	

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.5	LIST OF EFFECTIVE PAGES

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

Issue	Revision	Section	Page	Eff. Date
00	00	0	0-39	18-FEB-24
00	00	0	0-40	18-FEB-24
00	00	0	0-41	18-FEB-24
00	00	0	0-42	18-FEB-24
00	00	1	1-1	18-FEB-24
00	00	1	1-2	18-FEB-24
00	00	1	1-3	18-FEB-24
00	00	1	1-4	18-FEB-24
00	00	1	1-5	18-FEB-24
00	00	1	1-6	18-FEB-24
00	00	1	1-7	18-FEB-24
00	00	1	1-8	18-FEB-24
00	00	1	1-9	18-FEB-24
00	00	1	1-10	18-FEB-24
00	00	1	1-11	18-FEB-24
00	00	1	1-12	18-FEB-24
00	00	1	1-13	18-FEB-24
00	00	1	1-14	18-FEB-24
00	00	1	1-15	18-FEB-24

Issue	Revision	Section	Page	Eff. Date
00	00	1	1-16	18-FEB-24
00	00	2	2-1	18-FEB-24
00	00	2	2-2	18-FEB-24
00	00	2	2-3	18-FEB-24
00	00	2	2-4	18-FEB-24
00	00	2	2-5	18-FEB-24
00	00	2	2-6	18-FEB-24
00	00	3	3-1	18-FEB-24
00	00	3	3-2	18-FEB-24
00	00	3	3-3	18-FEB-24
00	00	3	3-4	18-FEB-24
00	00	4	4-1	18-FEB-24
00	00	4	4-2	18-FEB-24
00	00	4	4-3	18-FEB-24
00	00	4	4-4	18-FEB-24
00	00	5	5-1	18-FEB-24
00	00	5	5-2	18-FEB-24
00	00	5	5-3	18-FEB-24
00	00	5	5-4	18-FEB-24

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Title:		Title:	
Sign and Date:		Sign &	
		Date:	
		Stamp:	

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.5	LIST OF EFFECTIVE PAGES

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

Issue	Revision	Section	Page	Eff. Date
00	00	5	5-5	18-FEB-24
00	00	5	5-6	18-FEB-24
00	00	5	5-7	18-FEB-24
00	00	5	5-8	18-FEB-24
00	00	5	5-9	18-FEB-24
00	00	5	5-10	18-FEB-24
00	00	5	5-11	18-FEB-24
00	00	5	5-12	18-FEB-24
00	00	5	5-13	18-FEB-24
00	00	5	5-14	18-FEB-24
00	00	6	6-1	18-FEB-24
00	00	6	6-2	18-FEB-24
00	00	6	6-3	18-FEB-24
00	00	6	6-4	18-FEB-24
00	00	6	6-5	18-FEB-24
00	00	6	6-6	18-FEB-24
00	00	6	6-7	18-FEB-24
00	00	6	6-8	18-FEB-24

Issue	Revision	Section	Page	Eff. Date
00	00	7	7-1	18-FEB-24
00	00	7	7-2	18-FEB-24
00	00	7	7-3	18-FEB-24
00	00	7	7-4	18-FEB-24
00	00	7	7-5	18-FEB-24
00	00	7	7-6	18-FEB-24
00	00	7	7-7	18-FEB-24
00	00	7	7-8	18-FEB-24
00	00	7	7-9	18-FEB-24
00	00	7	7-10	18-FEB-24
00	00	7	7-11	18-FEB-24
00	00	7	7-12	18-FEB-24
00	00	7	7-13	18-FEB-24
00	00	7	7-14	18-FEB-24
00	00	7	7-15	18-FEB-24
00	00	7	7-16	18-FEB-24
00	00	7	7-17	18-FEB-24
00	00	7	7-18	18-FEB-24

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Title:		Title:	
Sign and Date:		Sign & Date:	
		Stamp:	

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.5	LIST OF EFFECTIVE PAGES

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

Issue	Revision	Section	Page	Eff. Date
00	00	7	7-19	18-FEB-24
00	00	7	7-20	18-FEB-24
00	00	8	8-1	18-FEB-24
00	00	8	8-2	18-FEB-24
00	00	8	8-3	18-FEB-24
00	00	8	8-4	18-FEB-24
00	00	8	8-5	18-FEB-24
00	00	8	8-6	18-FEB-24
00	00	8	8-7	18-FEB-24
00	00	8	8-8	18-FEB-24
00	00	8	8-9	18-FEB-24
00	00	8	8-10	18-FEB-24
00	00	8	8-11	18-FEB-24
00	00	8	8-12	18-FEB-24
00	00	8	8-13	18-FEB-24
00	00	8	8-14	18-FEB-24
00	00	8	8-15	18-FEB-24
00	00	8	8-16	18-FEB-24

Issue	Revision	Section	Page	Eff. Date
00	00	9	9-1	18-FEB-24
00	00	9	9-2	18-FEB-24
00	00	9	9-3	18-FEB-24
00	00	9	9-4	18-FEB-24
00	00	9	9-5	18-FEB-24
00	00	9	9-6	18-FEB-24
00	00	9	9-7	18-FEB-24
00	00	9	9-8	18-FEB-24
00	00	9	9-9	18-FEB-24
00	00	9	9-10	18-FEB-24
00	00			18-FEB-24
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00	00			18-FEB-24

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Title:		Title:	
Sign and Date:		Sign & Date:	
		Stamp:	

0.6 LIST OF TABLES

Table 1 - Category Description.....	1-10
Table 2 - Emergency Phases	2-1
Table 3 - IAT Members.....	2-2
Table 4 - GO Kit Content	5-4
Table 5 - Contact Directory	9-1

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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.6	LIST OF TABLES

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

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0.7 LIST OF FIGURES

Figure 1- Emergency Categories	1-5
Figure 2 - Notification Process.....	2-3
Figure 3 - CMT Notification Process	2-4
Figure 4 - CRC Layout.....	3-1
Figure 5 - Crisis Management Overview	4-1
Figure 6 - Deployment Process.....	5-9
Figure 7 - Blake CT/FAT Activation.....	7-4
Figure 8 - FAC Layout - Sample.....	7-10
Figure 9 - Blake Notification Details	9-3
Figure 10 - Blake Activation Instruction	9-4



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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.7	LIST OF FIGURES

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

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RIYADH AIR
طيران الرياض

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.8	LIST OF COMPLIANCE ENTRIES

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

0.8 LIST OF COMPLIANCE ENTRIES

SECTION	TITLE	TYPE	REGULATION STANDARD
0.11.3	COMMON LANGUAGE	IOSA	FLT 3.1.1
0.11.5	HUMAN FACTOR PRINCIPLES	GACAR	121.139, 121.533
		IOSA	FLT 1.7.4
0.13.3	DISTRIBUTION LIST AND AVAILABILITY	GACAR	121.151, 121.155
0.13.4	PUBLICATION HIERARCHY	IOSA	ORG 2.5.3
0.13.8	FORMAT AND DOCUMENTATION CONTROL REQUIREMENTS	IOSA	ORG 2.5.1, ORG 2.5.3
2.2.3.2	SERIOUS INCIDENT/ACCIDENT REPORTING TO AUTHORITIES	AIBR,	CH 4
		GACAR	PART 4.23



RIYADH AIR
طيران الرياض

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.8	LIST OF COMPLIANCE ENTRIES

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

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EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.9	MANAGEMENT APPROVAL

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

0.9 MANAGEMENT APPROVAL

Manual Number:	RXI/OPS-ORG-M05
Title:	EMERGENCY RESPONSE MANUAL
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Recommended by:		Date:
Title:		
Signature:		

Quality Review by:		Date:
Title:		
Signature:		

Approved by:		Date:
Title:		
Signature:		



RIYADH AIR
طيران الرياض

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.9	MANAGEMENT APPROVAL

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

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DRAFT

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.10	GACA ACCEPTANCE

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

0.10 GACA ACCEPTANCE

This manual is a controlled document, prepared to meet the requirements of the General Authority of Civil Aviation Regulations (GACAR) and is herewith accepted/approved by the General Authority of Civil Aviation (GACA) exclusively for the use of Riyadh Air.

If any conflict exists between the contents of this manual and GACA requirements, GACA requirements shall take precedence, and the manual will be revised without delay in accordance with GACA [eBook Vol.4 Ch.12, section 4](#).

All contents of this manual are current, as listed in the List of Effective Pages (LEP) Revision 0. 18 Feb 2024.

This manual becomes 'uncontrolled' when printed.

Name:		Date:	
Title:			
Signature:			
Stamp:			

EMERGENCY RESPONSE MANUAL

0	FRONT MATTER
0.10	GACA ACCEPTANCE

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

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0.11 INTRODUCTION

0.11.1 Policy

The Emergency Response Manual serves as a crucial document, designed to guide, empower, and standardize the response of Riyadh Air personnel across the entire network in the face of emergencies or unforeseen crisis situations. This comprehensive manual delineates the roles and responsibilities of each department and individual stakeholders, providing a structured framework for a swift, collective, and integrated organizational response.

In the event of a crisis, the manual aims to facilitate a programmed response that addresses the concerns of various stakeholders, including guests, their family and friends, external authorities, and partners. The goal is to manage and resolve emergency situations promptly and efficiently.

Managers across all operational areas bear the responsibility of acquainting themselves with the manual's contents. Additionally, they are tasked with ensuring the establishment of duly published and active local emergency response mechanisms. Each manager is also accountable for the adequate training and preparedness of their reporting staff to respond effectively to various types of emergencies or crises within the airline's operational scope.

Recognizing the importance of proactivity, the manual emphasizes the necessity for all staff members in various departments to be sensitized. This awareness is crucial for early identification of evolving instances, activating the organization's emergency response mechanisms, and fostering effective communication, collaboration, and response to events that could potentially result in damage or loss to airline assets, such as aircraft and machinery, or cause harm to staff and guests. In essence, the manual serves as a cornerstone for ensuring a coordinated and efficient emergency response across the airline's operations.

0.11.2 Applicability

Emergency Manual serves as an essential guide for all operational personnel in the organization, and it is incumbent upon every employee, regardless of their role, to adhere to the policies, procedures, regulations, guidance and instructions detailed within this manual.

0.11.3 Common Language

Refer to Corporate Policy Manual, Section 0.11.1.

0.11.4 Usage Of Terms

Refer to Corporate Policy Manual Section 0.11.2.

0.11.5 Human Factor Principles

Refer to Corporate Policy Manual Section 0.11.5.

0.11.6 Applicable Regulations and Standards

Throughout this manual, compliance tags are used to help users easily locate and reference applicable regulations, rules, standards and recommended practices. These tags are a systematic and organized way to manage and ensure adherence to regulatory requirements, company policies and industry standards.

This allows Riyadh Air to ensure that all regulatory standards imposed by the GACA and other aviation authorities are explicitly covered. Where an applicable regulation, rule or standard exists, the relevant section of the Operations Manual includes a header bar listing the applicable regulation and/or standard (example below).

Example Header:

GACAR § 121.123

The following regulations and standards addressed in this manual, include:

1. GACA Regulations:
 - a. PART 4 - OCCURRENCE REPORTING AND SAFETY INFORMATION SYSTEM
 - b. PART 5 - SAFETY MANAGEMENT SYSTEMS
2. IATA Standards Manual, applicable edition.
3. Aviation Investigation Bureau Regulations (AIBR).

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

0.12.1 Abbreviations And Acronyms

A	
ATC	Air Traffic Controller
B	
BCP	Business Continuity Plan
C	
CRM	Crew Recourse Management
CVR	Cockpit Voice Recorder
D	
DFDR	Digital Flight Data Recorder
DG	Dangerous Goods
E	
ERMT	Emergency Response Management Team
ERP	Emergency Response Plan
ERPM	Emergency Response Planning Manual
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
F	
F/O	First Officer
FAA	Federal Aviation Administration
FAC	Family Assistance Centre
FAP	Family Assistance Program
FAT	Family Assistance Team
FCOM	Flight Crew Operations Manual
FDR	Flight Data Recorder
FFRC	Family and Friends Reception Centre
G	
GACA	General Authority of Civil Aviation
GH	Ground Handling
GHA	Ground Handling Agent
H	
HR	Human Resources

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

I	
ICAO	International Civil Aviation Organization
J	
JFSOC	Joint Family Support Operations Centre
L	
LICC	Local Incident Control Centre
M	
MMC	Media Management Center
MMT	Media Management Team
N	
NOK	Next of Kin
NOTAM	Notice to Airmen
NTSB	National Transportation Safety Board
O	
OCC	Operations Control Center
OPS	Operations
P	
PAX	Passenger
PDA	Person(s) Directly Affected
PHA	Public Health Authority
PIC	Passenger Information Card
PIF	Passenger Information Form
PIL	Passenger Information List
PNR	Passenger Name Record
PPE	Personal Protective Equipment
PRC	Passenger Record Card
PTI	Positive Target Identification
R	
RA	Reunification Area
RUC	Reunification Centre
S	
SAT	Special Assistance Team
SOP	Standard Operating Procedure
SRC(A)	Survivors Reception Centre (Airside)

SRC(L)	Survivors Reception Centre (Landside)
T	
TEC	Telephone Enquiry Center
V	
VP	Vice President

0.12.2 Definitions

A	
Accident (according to ICAO Annex 13):	<p>An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:</p> <ol style="list-style-type: none"> 1. A person is fatally or seriously injured as a result of: <ol style="list-style-type: none"> a. Being in the aircraft, or b. Direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or c. Direct exposure to jet blast, <p>Except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or</p> 2. The aircraft sustains damage or structural failure which: <ol style="list-style-type: none"> a. Adversely affects the structural strength, performance, or flight characteristics of the aircraft, and b. Would normally require major repair or replacement of the affected component, <p>Except for engine failure or damage, when the damage is limited to a single engine (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting</p>

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

	from hail or bird strike (including holes in the radome); or the aircraft is missing or is completely inaccessible.
Accident investigation authority (according to ICAO Annex 13):	The authority designated by a State as responsible for aircraft accident and incident investigations.
Accredited representative (according to ICAO Annex 13):	A person designated by a State, on the basis of his or her qualifications, for the purpose of participating in an investigation conducted by another State. Where the State has established an accident investigation authority, the designated accredited representative would normally be from that authority.
Aircraft (according to ICAO Annex 13):	Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.
C	
Crisis Management Centre (CMC):	The Crisis Management Centre is the primary Riyadh Air decision-making center in the event of an Incident / Accident. All other centers, permanent or temporary, are subordinate to the Riyadh Air Crisis Management Centre and will furnish information and provide assistance to the Crisis Management Centre
E	
Emergency Call Centre (Telephone Enquiry Center)	Emergency Call Centre refers to the emergency facility and its personnel, established at the time of an aircraft incident or accident. The emergency call center is responsible for handling telephone calls from the public requesting information about passengers and crew on the affected flight.
Emergency Response:	Refers to any situation requiring activation of Riyadh Air emergency response procedures, such as, but not be limited to: <ol style="list-style-type: none"> 1. An aircraft accident (aviation disaster). 2. Severe air turbulence. 3. Act of unlawful interference. 4. Natural and manmade disasters. 5. Civil unrest. 6. Act of war.
F	

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

Family Assistance Centre (FAC)	The Family Assistance Centre (FAC) is the focus of services for family members when they travel to the accident location. FACs are designed to meet the immediate and short-term needs of family members: safety, security, physiological needs (food, sleep), information (about the victim recovery and identification process, and the investigation), and emergency/grief counselling.
Family and Friends Reception Centre (FFRC)	The FFRC area serves as a meeting area for people awaiting the arrival or departure of the affected flight at the airport terminal to receive information about the flight and to receive support from the airline involved, after an aircraft accident.
Fatal Injury	To a person means, an injury that results in death within 30 days following the accident.
Flight Data Recorder (FDR):	A flight recorder is used to record specific aircraft performance parameters.
G	
Go Team:	<p>A specially constituted team of specialists and management with additional support personnel drawn up from Riyadh Air, Riyadh to carry out the following tasks:</p> <ol style="list-style-type: none"> 1. Provide assistance and support to the outstation that has been affected by the accident. 2. Implement the emergency response scheme when the accident has taken place outside the jurisdiction of an airport i.e., during the enroute phase of a flight. 3. Assist the authorities in the conduct of an accident investigation at the site of the accident. 4. Assist the ERC in the conduct of humanitarian and public relations tasks.
Go Team Leader	The Go Team Leader is the member of Riyadh Air Management in charge of the on-site organization, set up by Riyadh Air to manage all local airline post-accident activities pertaining to the accident. The Go Team Leader will be appointed by the Chief Executive Officer and will be sent from headquarters with the Go Teams.
H	

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

Human Remains	Human Remains is defined here as the body of a deceased person, in whole or in part, regardless of its stage of decomposition.
I	
Incident	An incident is an occurrence, other than an accident, associated with the operation of an aircraft that affects or could affect the safety of an operation.
M	
Major Accident	A Major Accident is an Aircraft Accident associated with the operation of the aircraft that takes place between the time any person checks in for a flight until such time as they have retrieved their luggage after the flight, in which there has been at least one fatality among passengers or crew (Not including death by natural causes).
Minor Accident	A Minor Accident is an Aircraft Accident associated with the operation of the aircraft that takes place between the time any person checks in for a flight until such time as they have retrieved their luggage after the flight, in which any person suffers a serious injury (but no death) or in which the aircraft receives substantial damage or there is serious damage to property.
Minor Damage (Aircraft)	To an aircraft means damage that requires repair, but which is easily repairable.
Minor Damage (Property)	To property means damage to, caused by an aircraft in operation that can be restored to a serviceable condition by simple repairs or replacement.
Minor Injury	To a person is an injury that: <ol style="list-style-type: none"> Requires medical treatment, but which cannot be classified as a serious injury. It includes simple fractures of fingers, toes or. Does not require hospitalization and medical treatment for more than 48 hours.
P	
Passenger Information Desk	An information desk was established during an emergency to provide information to the public. Serious Injury: To a person is an injury that:

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

	<ol style="list-style-type: none"> Requires hospitalization and medical treatment for more than 48 hours. This results in a fracture of any bone, except simple fractures of fingers, toes or nose. Involves lacerations, which cause severe hemorrhages, nerve, and muscle or tendon damage. Involves second and third-degree burns, or any burns that involve more than 5% of the total body surface.
S	
Station Nearest	Is the Riyadh Air Station located with nearest response time to the accident site?
State of Manufacture (according to ICAO Annex 13)	The State having jurisdiction over the organization responsible for the final assembly of the aircraft, engine, or propeller.
State of Occurrence	The State in the territory of which an accident or incident occurs.
Survivor:	A victim who is not fatally injured because of the aircraft accident.
V	
Victim	An occupant of the aircraft, or any person outside the aircraft, who is unintentionally directly involved in the air accident. Victims may include the crew, revenue passengers, non-revenue passengers and third parties (ICAO Doc. 9998).
W	
Walking Injured	Is an injured passenger or crewmember who has survived the aircraft accident, has been evacuated from the aircraft, and is walking on his own in the crash site area. The walking injured may be disoriented and may suffer from internal injuries and hence must be guided to a safe area and not left alone.



RIYADH AIR
طيران الرياض

EMERGENCY RESPONSE MANUAL

0 FRONT MATTER

0.12 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Issue: 00

Revision: 00

Date: 18-Feb-24

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0.13 SYSTEM OF AMENDMENT AND REVISION

0.13.1 Manual Ownership

The Vice President Corporate Safety, Security, Quality and Environment (VPCSSQE) is responsible for overseeing Emergency Response Manual (ERM) and serves as the Manual Owner. All revisions to the manual undergo a structured approval process.

The VPCSSQE has the final authority to approve amendments to ERM. This emphasizes the manual owner's significance in ensuring document accuracy and compliance. Any amendments that require GACA approval or acceptance are submitted for review before they are published.

To ensure efficient dissemination of information, all approved amendments are shared electronically with manual holders. This aligns with Riyadh Air's commitment to transparent and accessible communication of operational updates.

This systematic approach reflects Riyadh Air's dedication to upholding rigorous standards in operational documentation.

0.13.2 Manual Holder Responsibility

No relevant personnel within the operational framework may perform their duties without access to a current copy of the ERM. This policy highlights the importance of real-time information in creating a safe and efficient operational environment. Regular manual updates not only help conform to regulations but also enhance the overall effectiveness of our personnel in carrying out their responsibilities with precision and in accordance with industry best practices.

Note: *Uncontrolled copies of this Manual shall not be used.*

0.13.3 Distribution List and Availability

GACAR § 121.151 / § 121.155

At Riyadh Air, all operational personnel are provided with an updated electronic copy of this manual along with other relevant manuals. Subsequent updates are also given to the appropriate personnel, including but not limited to ground operations staff, maintenance staff, crew members, and assigned GACA representatives.

It is mandatory for the recipients of these manuals to keep them up to date with the provided changes and additions.

0.13.4 Publication Hierarchy

IOSA ORG 2.5.3

Refer to Corporate Policy Manual Section 0.13.4.

0.13.5 Manual Structure

The Emergency Response Manual is divided into 8 chapters and Appendices, as shown below:

- 0 FRONT MATTER
- 1 POLICY AND MANAGEMENT
- 2 CRISIS NOTIFICATION AND ACTIVATION
- 3 CRISIS MANAGEMENT CENTER
- 4 CRISIS MANAGEMENT
- 5 GO TEAM
- 6 CRISIS COMMUNICATIONS
- 7 FAMILY ASSISTANCE PROGRAM
- 8 TRAINING
- 9 APPENDIX

0.13.6 Source of Amendments

Refer to Corporate Policy Manual, Section 0.13.6.

0.13.7 Referenced and Linked Documents

ERM is interconnected with the following Regulations and Manuals. When changes are made to any of the below Regulations or Manuals, Riyadh Air undertakes a review of the relevant changes for incorporation into ERM.

1. GACAR - Safety Regulations.
2. CPM - Corporate Policy Manual.
3. Corporate Safety Management Manual (CSMM).

0.13.8 Format and Documentation Control Requirements

IOSA ORG 2.5.1 / ORG 2.5.3

Refer to Corporate Policy Manual, Section 0.13.8.

0.13.9 Error Reporting and Corrections and Suggestions for Improvement

All personnel are responsible for maintaining the accuracy and integrity of Riyadh Air's operations. If an employee comes across an error, notices any incorrect information in this manual or has a suggestion, they should report it to the Safety office. They will acknowledge receipt of the information and provide feedback to the concerned employee on their suggestion, the action taken to fix the error or update the information.