

User Guide for CMS Application

Introduction

Crisis Management System (CMS) is to be the only system the airlines will use to properly identify, systematically prioritize and effectively engage during crisis for adept mitigation of the situation. Without a proper system in place, there will be chaos and undesired delay in response to the situation at hand.

This application enables the airlines to :-

- Initiate crisis and notify required staff, follow-up availability with the support team
- Checklist and Request management workflow
- Log Enquiries and provide ready reference of data to support enquiries
- Search for PDA and Cargo , Verify manifest
- Inter and intra department communication
- Crisis Closure
- Archive Management
- Master Data Management

The application is mobile responsive and can be accessed on any mobile device.

Using CMS Web Application

Login Page



User needs to be mapped to a department prior to logging-in to access the application.

Landing Page

The screenshot shows the Crisis Management System landing page for Philippine Airlines. At the top left is the airline's logo. To its right is the system name "Crisis Management System". In the top right corner, there is a dropdown menu labeled "Department: ERC" with a user icon, and a small "WORLD CLOCK" icon below it. A blue callout box points to the user icon with the text: "User-Id of the user logged in can be seen on clicking on this icon". Below the header is a large white area containing three dark blue rectangular buttons with white icons and text: "Initiate Crisis" (bell icon), "Manage Master Data" (database icon), and "Archive" (box icon). A blue callout box points to this area with the text: "Clicking on any icon will take user to the corresponding page". To the right of the buttons, a blue callout box points to the "Department: ERC" dropdown with the text: "Department Dropdown will show the department that the logged in user has access to".

- This is the default landing page when there are no open crisis
- Icons shown in this page is dependent on the access rights provided to the selected department

Master Data Management

User Profile

Grid shows the list of users configured in the system

Click on 'Add User' to add new user

Click on 'Expand Search' to use the search functionality

Click on scroll icon to browse the data and edit functionality

View all invalid user details

| User Id | Name | Email | Employee Id | Main Contact | Alternate Contact | Active Indicator | Volunteer Indicator | Passport Details |
|------------------|---------------------------------|-----------------------------|-------------|--------------|-------------------|-------------------------------------|--------------------------|------------------|
| sonny_pascual | Jr. Meliton S. Pascual | sonny_pascual@pal.com.ph | 6000 | 9876543210 | 1111 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| albert_Martonito | Alberto Hernandez Martonito | Albert_Martonito@pal.com.ph | 423405 | 9876543210 | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| al_amador | Aldous Tanbuam Amador | al_amador@pal.com.ph | 413403 | 9876543210 | 2132 320-1019 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Aleena_Arco | Aleena Polixena De La Cruz Arco | Aleena_Arco@pal.com.ph | 419125 | 9876543210 | 7361 852-1352 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

User Profile(Add/Edit)

Upload HR/HR Training files using the Upload Function

Master Data Management

Event Department: ABD

USER PROFILE CHECKLIST USER DEPARTMENT MAPPING DEPARTMENT CRISIS TYPE CRISIS DEPARTMENT MAPPING RESPONSIBLE STATION DEMAND TYPE DEPARTMENT FUNCTIONALITY MAPPING

Email: * Enter Email User Id: * Enter User Id Name: * Enter Name Main Contact Enter MainContact
Alternate Contact: Enter AlternateContact Employee Id: Enter Employee Id Active
Volunteer Indicator

Submit Cancel Choose File No file chosen Upload HR Record Template HR Training Record Template

CLICK TO COLLAPSE View Invalid Records Expand Search

| User Id | Name | Email | Employee Id | Main Contact | Alternate Contact | Active Indicator | Volunteer Indicator | Passport Details |
|---------|------|-------|-------------|--------------|-------------------|------------------|---------------------|------------------|
|---------|------|-------|-------------|--------------|-------------------|------------------|---------------------|------------------|

Check this to save the user as an Active user

Check this to save the user as a Volunteer

- When Add New User Profile is clicked, the Add User panel is shown on the top of the User Profile Screen.
- A similar panel appears for editing an existing user

Department

The screenshot shows the 'Master Data Management' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name, and tabs for Event, Department: ABD, and user icons. On the left, a vertical sidebar has icons for Home, Dashboard, Checklist, User Department Mapping, Department (highlighted in blue), Crisis Type, Crisis Department Mapping, Responsible Station, Demand Type, and Department Functionality Mapping. Below this is a grid of department configurations. A modal window titled 'Add Department' is open, showing fields for Department Code (with placeholder 'Enter Department Code'), Department Name (placeholder 'Enter Department Name'), Contact Number (placeholder 'Enter Contact Number'), Department Spoc (dropdown 'Select Department Spoc'), Parent Department (dropdown 'Select Parent Department'), and buttons for 'Submit' and 'Cancel'. A 'CLICK TO COLLAPSE' link is visible above the grid. The grid itself has columns for Department Code, Department Name, Parent Department, Department Spoc, Contact Number, Active (checkbox), and Edit (pencil icon). Two rows are shown: ABD (Ancillary Business) with Parent Department OEVP/T&CAO, Department Spoc System Admin, Contact Number 9876543210, Active checked, and Edit icon; and AED (Aircraft Engineering) with Parent Department OSVP/AO, Department Spoc System Admin, Contact Number 9876543210, Active unchecked, and Edit icon.

Add a department using the 'Add Department' button

Edit the existing department using the edit functionality

Grid shows the list of departments already configured

| Department Code | Department Name | Parent Department: | Department Spoc | Contact Number | Active | Edit |
|-----------------|----------------------|--------------------|-----------------|----------------|-------------------------------------|------|
| ABD | Ancillary Business | OEVP/T&CAO | System Admin | 9876543210 | <input checked="" type="checkbox"/> | |
| AED | Aircraft Engineering | OSVP/AO | System Admin | 9876543210 | <input type="checkbox"/> | |

- Department page is used to manage the list of departments shown in the application.
- Only active departments are shown across all applicable modules

User can activate/deactivate a department by checking/ unchecking this checkbox

Department Functionality Mapping

The screenshot shows the CMS interface for managing departmental access rights. At the top, there's a navigation bar with the Philippine Airlines logo, the title "Crisis Management System", and a breadcrumb path "Event > Department: ABD". Below the header is a sidebar with various icons. The main content area is titled "Master Data Management" and contains several tabs: "USER PROFILE", "CHECKLIST", "USER DEPARTMENT MAPPING", "DEPARTMENT", "CRISIS TYPE", "CRISIS DEPARTMENT MAPPING", "RESPONSIBLE STATION", "DEMAND TYPE", and "DEPARTMENT FUNCTIONALITY MAPPING". The "DEPARTMENT FUNCTIONALITY MAPPING" tab is currently selected. A sub-section titled "Departments: *" shows a dropdown menu with "AED" selected. Below this is a table listing four items, each with a "Module Name" (Archive Dashboard), "Parent Page" (Archive Dashboard), "Page Name" (Archive Dashboard, Reopen a Crisis, Upload File, Upload Other Report), and two checkboxes: "Can View" and "Only HOD". The "Can View" column has checked boxes for the first three rows and an unchecked box for the fourth. The "Only HOD" column has an unchecked box for the first row and checked boxes for the other three.

| Module Name | Parent Page | Page Name | Can View | Only HOD |
|-------------------|-------------------|---------------------|-------------------------------------|-------------------------------------|
| Archive Dashboard | Archive Dashboard | Archive Dashboard | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Archive Dashboard | Archive Dashboard | Reopen a Crisis | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Archive Dashboard | Archive Dashboard | Upload File | <input type="checkbox"/> | <input type="checkbox"/> |
| Archive Dashboard | Archive Dashboard | Upload Other Report | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Choose the department from this list

The list of functionalities in CMS application are shown in this list

If access is to be given only to HODs of the department for the functionality, the checkbox under "Only for HOD" column should be checked

To give access to a department , check the check box against the functionality under "Can View" column

- Access rights of departments are managed through this page
- Once a user logs in the application, only those functionalities to which the department has access will be available to the user

User Department Mapping

The screenshot shows the CMS interface for User Department Mapping. On the left, a sidebar lists active departments: ABD, AED, and AOD. The main area shows a user named 'System Admin' being mapped to these departments. For each department, there are two checkboxes: 'Select Member Of' (checked for all) and 'Select HOD' (checked only for ABD). A blue arrow points from the sidebar to the department list, and another blue arrow points from the 'Select Member Of' checkboxes to the 'Select HOD' checkboxes.

Choose the User from this list

The list of active departments in CMS application are shown in this list

To mark an user as part of the HOD group of the department, check the checkbox under "Select HOD" column

To map an user to a department, check the checkbox under "Select Member Of" column

| Department Code | Select Member Of | Select HOD |
|-----------------|-------------------------------------|-------------------------------------|
| ABD | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| AED | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| AOD | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

- An user can be mapped to a department using this page
- An user when logged in to CMS will have access to only those departments to which he/she is mapped
- An user must be mapped to at least 1 department in order to access the CMS application

Crisis Type

The Add/Edit panel is used to add a new Crisis type or edit an existing one. Crisis category (Flight or Non Flight) can be specified here

Grid shows the list of Crisis types already configured

Master Data Management

Event Department: ABD

USER PROFILE CHECKLIST USER DEPARTMENT MAPPING DEPARTMENT CRISIS TYPE CRISIS DEPARTMENT MAPPING RESPONSIBLE STATION DEMAND TYPE DEPARTMENT FUNCTIONALITY MAPPING

Crisis Type Name: * Enter Crisis Type Name Crisis Type Category: * Select Crisis Type Category Status: * Active Submit Cancel

CLICK TO COLLAPSE Expand Search

| Crisis Type Name | Crisis Category | Status | Edit |
|------------------------------------|-----------------|-------------------------------------|------|
| FLIGHT ACCIDENT | Flight Related | <input type="checkbox"/> | |
| AIRCRAFT ACCIDENT | Flight Related | <input checked="" type="checkbox"/> | |
| UNCERTAINTY PHASE Missing Aircraft | Flight Related | <input checked="" type="checkbox"/> | |

- Crisis Type page is used to manage the list of crisis types shown in the application.
- Only active crisis types are shown across all applicable modules

Crisis Department Mapping

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event" and "Department: ABD". The left sidebar has a vertical menu with icons for Home, Master Data Management, Crisis Type, User Profile, Checklist, User Department Mapping, Department, Crisis Type, Crisis Department Mapping (which is selected), Responsible Station, Demand Type, and Department Functionality Mapping.

Select the Crisis Type from this list (blue callout pointing to the Crisis Type dropdown menu)

Grid shows all the departments configured in CMS. (blue callout pointing to the department mapping grid)

Check the checkbox under "Select Department" column to map department to the selected Crisis type (blue callout pointing to the checkboxes in the grid)

| Department Name | Select Department |
|-----------------|-------------------------------------|
| ABD | <input checked="" type="checkbox"/> |
| AED | <input type="checkbox"/> |
| AOD | <input checked="" type="checkbox"/> |
| CAD | <input type="checkbox"/> |

Submit

This page is used to specify departments whose HOD/SPOC will be notified for various crisis types

Checklist

The screenshot shows the 'Crisis Management System' interface for 'Master Data Management'. The 'CHECKLIST' tab is selected. The main area displays a grid of configured checklists with columns: CheckList Code, CheckList Detail, Parent CheckList Code, Duration, Target Department Name, URL, Crisis Type Name, and Sequence. Three rows are visible: ERC_32232 (Test Checklist1112, Duration 3, ERC, URL https://www.google.com, Flight Related - Accident, Sequence 3), ERC_32251 (Test Checklist Details, Duration 2, ERC, URL https://www.google.com, Flight Related - Accident, Sequence 2), and ERC_44558 (Test Checklist 6, Duration 6, ERC, URL http://www.google.in, Non Flight Related - Distress, Sequence 8). A vertical scroll bar is on the right. A blue callout points to the scroll bar with the text 'Click on scroll icon to browse the data and edit functionality'. Another blue callout points to the 'ADD CHECKLIST' button with the text 'Add new checklist'. A blue box on the left side of the grid contains the text 'Grid shows the list of checklists configured'.

| CheckList Code | CheckList Detail | Parent CheckList Code | Duration | Target Department Name | URL | Crisis Type Name | Sequence |
|----------------|------------------------|-----------------------|----------|------------------------|------------------------|-------------------------------|----------|
| ERC_32232 | Test Checklist1112 | | 3 | ERC | https://www.google.com | Flight Related - Accident | 3 |
| ERC_32251 | Test Checklist Details | | 2 | ERC | https://www.google.com | Flight Related - Accident | 2 |
| ERC_44558 | Test Checklist 6 | | 6 | ERC | http://www.google.in | Non Flight Related - Distress | 8 |

Checklist(Add/Edit)

Philippine Airlines Crisis Management System

Event Department: ERC

Master Data Management

CHECKLIST tab selected.

Checklist Details:

- Parent Department: Select Parent Department
- Select Parent Checklist: Select Parent
- Selected Parent Checklists(click on the checklist to view details):
- Duration:*(Minutes) Enter Duration
- Sequence:*(Enter Sequence Details)
- Department:*(Select Department)
- Crisis Type:*(Select Crisis Type)
- URL: Enter URL
- Organization:*(Select Organization)
- Stations: Enter Stations in comma separated format
- Check List Details:*(Enter CheckList Details)
- Checklist Template: Choose File (No file chosen), Upload, Save, Cancel

Annotations:

- Set the parent department if any (points to Parent Department dropdown)
- Set the duration of a checklist in minutes (points to Duration field)
- Set the sequence of the checklist (points to Sequence field)
- Select the organization from the dropdown (points to Organization dropdown)
- Select the department for which the checklist would be activated (points to Crisis Type dropdown)
- Set the crisis type for which the checklist would be applicable (points to Crisis Type dropdown)
- Enter the checklist details (points to Check List Details field)
- Upload checklist details (points to Upload button)

- A department can edit and view only its own checklists
- Checklist can be added for any department and also can be mapped to a parent checklist.
- Checklist duration specifies the time within which the checklist should be completed from initiation of the crisis
- Checklist code is automatically generated and cannot be edited
- If any URL is to be referred for the checklist, this can be updated in the URL field.

Responsible Station

The screenshot shows the 'Master Data Management' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name, and dropdown menus for 'Event' and 'Department: ABD'. On the left is a vertical toolbar with icons for Home, Data, Notifications, Lock, and others. The main area has tabs for 'USER PROFILE', 'CHECKLIST', 'USER DEPARTMENT MAPPING', 'DEPARTMENT', 'CRISIS TYPE', 'CRISIS DEPARTMENT MAPPING', 'RESPONSIBLE STATION' (which is selected), 'DEMAND TYPE', and 'DEPARTMENT FUNCTIONALITY MAPPING'. Below these tabs is a button for 'ADD RESPONSIBLE STATION' and an 'Expand Search' button. A grid table displays five rows of station data:

| IATA Station Code | Airport Station Name | City | Country | Time Zone | IsActive | Edit | Delete |
|-------------------|----------------------|-----------|-----------------|---|-------------------------------------|------|--------|
| AKL | Auckland | Auckland | New Zealand | (UTC+12:00) Auckland, Wellington | <input checked="" type="checkbox"/> | | |
| | Abu Dhabi | Abu Dhabi | UAE | (UTC+04:00) Abu Dhabi, Muscat | <input checked="" type="checkbox"/> | | |
| BCD | Bacolod | Bacolod | the Philippines | (UTC+08:00) Kuala Lumpur, Singapore | <input checked="" type="checkbox"/> | | |
| BJS | Beijing | Beijing | China | (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi | <input checked="" type="checkbox"/> | | |

A blue callout bubble points to the 'Grid shows the list of Station list already uploaded'.

A blue callout bubble points to the 'Edit/Delete' icons in the last row, with the text: 'The Edit/Delete panel is used to edit station or delete an existing one'.

- Responsible Station list will be uploaded as excel from PAL CMS System. The excel template should have following fields- IATA Station Code, Station Name, City Name, Country Name, Time Zone.
- Active/Inactive checkbox to mark the station whether active/inactive.
- Edit/delete option is there to manage Station list.

Responsible Station(Add/Edit)

The screenshot shows the 'Master Data Management' section of the Crisis Management System. A blue callout box points to the left sidebar, which contains icons for Home, Database, Notifications, and Files. The main form is titled 'Master Data Management' and has tabs for 'USER PROFILE', 'CHECKLIST', 'USER DEPARTMENT MAPPING', 'DEPARTMENT', 'CRISIS TYPE', 'CRISIS DEPARTMENT MAPPING', 'RESPONSIBLE STATION' (which is selected), 'DEMAND TYPE', and 'DEPARTMENT FUNCTIONALITY MAPPING'. The 'RESPONSIBLE STATION' tab is highlighted with a blue background. The form includes fields for IATA*, Airport Name*, City*, Country*, Time Zone*, and an 'IsActive' checkbox. Buttons for 'Submit' and 'Cancel' are present. Below the form is a file upload section with 'Choose File' and 'Upload' buttons, and a link to 'Station Template'. At the bottom, there is a table with columns: IATA Station Code, Airport Station Name, City, Country, Time Zone, IsActive, Edit, and Delete. A red button labeled 'CLICK TO COLLAPSE' is located above the table, and another red button labeled 'Expand Search' is located to its right. A blue callout box on the right side points to the 'WORLD CLOCK' icon.

Panel to add/edit Station list.

Filter data using the Search functionality

CLICK TO COLLAPSE

Expand Search

| IATA Station Code | Airport Station Name | City | Country | Time Zone | IsActive | Edit | Delete |
|-------------------|----------------------|------|---------|-----------|----------|------|--------|
|-------------------|----------------------|------|---------|-----------|----------|------|--------|

This section shows the Add/Edit region for the responsible station page

Demand Type

The screenshot shows the 'Demand Type' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, a menu icon, the title 'Crisis Management System', the current event ('Event'), the department ('Department: ABD'), and user profile icons.

The main area is titled 'Master Data Management' and contains a navigation bar with tabs: USER PROFILE, CHECKLIST, USER DEPARTMENT MAPPING, DEPARTMENT, CRISIS TYPE, CRISIS DEPARTMENT MAPPING, RESPONSIBLE STATION, DEMAND TYPE (which is selected), and DEPARTMENT FUNCTIONALITY MAPPING.

The 'Demand Type' tab's content area includes fields for 'Demand Type:' (with a note 'Enter DemandType Name') and 'Is Auto Approved' (checkbox). It also includes a dropdown for 'Approver Department:' and buttons for 'Submit' and 'Cancel'. A link 'CLICK TO COLLAPSE' is present above a grid.

The grid displays the following data:

| DemandType | Auto Approved | Approver Department | IsActive | Edit |
|------------------------|---------------|---------------------|-------------------------------------|------|
| Situational Demand | true | | <input checked="" type="checkbox"/> | |
| Special Request Demand | false | CCC | <input checked="" type="checkbox"/> | |

Annotations on the left side of the grid point to the 'Edit' button and the 'Is Active' checkbox. A blue callout on the right side points to the 'Edit' button and the 'Is Active' checkbox, stating: 'Demand type can be edited using the Edit button' and "'Is Active' checkbox toggles whether a demand type is active for the crisis'".

- Demand types can be Categorized by either pre-approved or requires approval. It will be possible to select Approver Department from dropdown.

Quick Links

Philippine Airlines ≡ Crisis Management System

Event Department: ABD

Master Data Management

| MENT | DEPARTMENT | CRISIS TYPE | CRISIS DEPARTMENT MAPPING | RESPONSIBLE STATION | DEMAND TYPE | DEPARTMENT FUNCTIONALITY MAPPING | QUICKLINKS | NOTIFICATION TEMPLATE | BROADCAST DEPARTMENT MAPPING | | | | | | | | |
|---|---|---------------|---------------------------|---------------------|-------------|----------------------------------|------------|-----------------------|------------------------------|-----------------|----------------|---------------|------|--------|---|--|--|
| <p>Quick Link Name: * <input type="text" value="Enter QuickLink Name"/></p> <p>Quick Link URL: <input type="text" value="Enter QuickLink URL"/></p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> <input type="button" value="Clear"/></p> <p>CLICK TO COLLAPSE</p> <p><input type="button" value="Expand Search"/></p> <table border="1"><thead><tr><th>Quick Link Name</th><th>Quick Link URL</th><th>File Download</th><th>Edit</th></tr></thead><tbody><tr><td>Google</td><td>https://www.google.co.in</td><td></td><td></td></tr></tbody></table> | | | | | | | | | | Quick Link Name | Quick Link URL | File Download | Edit | Google | https://www.google.co.in | | |
| Quick Link Name | Quick Link URL | File Download | Edit | | | | | | | | | | | | | | |
| Google | https://www.google.co.in | | | | | | | | | | | | | | | | |

WORLD CLOCK

- To access any specific URL during any crisis operation, Quick links section is to be used.
- Add/edit Quick Links through quick link section.

Broadcast Department Mapping

The screenshot shows a software interface for 'Crisis Management System' under 'Philippine Airlines'. The main title bar includes the airline logo and the system name. Below the title, there are navigation tabs: 'Event' (selected), 'Department: ABD', and user icons. On the left, a vertical toolbar contains icons for Home, Data, Notifications, Map, Phone, and Help. The main content area is titled 'Master Data Management' and shows a table for 'Broadcast Department Mapping'. The table has columns: DEPARTMENT, CRISIS TYPE, CRISIS DEPARTMENT MAPPING, RESPONSIBLE STATION, DEMAND TYPE, DEPARTMENT FUNCTIONALITY MAPPING, QUICKLINKS, NOTIFICATION TEMPLATE, and BROADCAST DEPARTMENT MAPPING. A row is selected with 'Department: AOD' in the first column. A red 'Submit' button is visible on the right. Below the table is a grid titled 'Department Name' with rows for ABD, AED, CAD, and CAF. To the right of each row is a checkbox labeled 'Select Department'. The checkboxes for ABD and AED are checked, while those for CAD and CAF are empty. A blue callout box on the left points to the 'Select Department' column with the text: 'Select the Department from this list'. Another blue callout box on the left points to the grid with the text: 'Grid shows the list of Departments already configured'. A blue callout box on the right points to the 'Select Department' checkboxes with the text: 'To map which departments a particular department can broadcast to, check the checkbox under "Select Department"'.

Select the Department from this list

Grid shows the list of Departments already configured

To map which departments a particular department can broadcast to, check the checkbox under "Select Department"

| DEPARTMENT | CRISIS TYPE | CRISIS DEPARTMENT MAPPING | RESPONSIBLE STATION | DEMAND TYPE | DEPARTMENT FUNCTIONALITY MAPPING | QUICKLINKS | NOTIFICATION TEMPLATE | BROADCAST DEPARTMENT MAPPING |
|------------|-------------|---------------------------|---------------------|-------------|----------------------------------|------------|-----------------------|------------------------------|
| AOD | | | | | | | | |

| Department Name | Select Department |
|-----------------|-------------------------------------|
| ABD | <input checked="" type="checkbox"/> |
| AED | <input checked="" type="checkbox"/> |
| CAD | <input type="checkbox"/> |
| CAF | <input type="checkbox"/> |

Crisis Initiation

Initiate a Crisis

The screenshot shows the 'Create an Event' page of the Crisis Management System. The left sidebar has a red 'EVENT' button highlighted. The main form fields include:

- Organization***: A dropdown menu labeled 'Select Organization'.
- Crisis Type***: A dropdown menu currently set to 'AIRCRAFT ACCIDENT'.
- Crisis Name***: An input field labeled 'Enter Crisis Name'.
- Responsible Station***: A dropdown menu labeled 'Select Responsible Station'.
- Date of Crisis* (LOC)**: A date input field with a calendar icon.
- Note***: A text area labeled 'Enter Description'.
- Date of Crisis (UTC)**: A date input field.
- Event***: An input field labeled 'Event'.
- Location**: An input field labeled 'Location'.
- Other Information**: An input field labeled 'Other Information'.
- Source Of Information**: An input field labeled 'Source Of Information'.
- Reporter**: An input field labeled 'Reporter'.
- Reporter Address**: An input field labeled 'Reporter Address'.
- Contact Details**: An input field labeled 'Contact Details'.
- Severity**: A dropdown menu labeled 'Select Severity'.
- Date Time Reported* (LOC)**: A date input field with a calendar icon.
- Date Time Reported (UTC)**: A date input field.
- Event To Replicate**: A dropdown menu labeled 'Reported Date'.

Annotations on the left side:

- A blue box with a callout arrow points to the 'Drill' checkbox in the top-left corner of the form area, with the text: "Check this checkbox to indicate a Drill".
- A blue box with a callout arrow points to the 'Crisis Type*' dropdown menu, with the text: "Select the crisis type from the dropdown".

Annotations on the right side:

- A blue box with a callout arrow points to the 'Select Organization' dropdown menu, with the text: "Enter details for the fields shown on the page to initiate the crisis".
- A blue box with a callout arrow points to the 'Event To Replicate' dropdown menu, with the text: "It can be used to Copy data from previous crisis".

Once the crisis is initiated, notification messages will be sent to HOD/SPOC of departments mapped to the crisis type

Initiate a Crisis(Flight Information)

This section is shown only in the case of flight related crisis.

Flight Information

| | | | |
|------------------------------|--------------------------|----------------------------|----------------------------|
| Flight Number* | Origin* | Destination* | Scheduled Departure (UTC)* |
| FlightNumber | Select Origin Station | Select Destination Station | Scheduled Departure |
| Scheduled Departure (LOCAL)* | Scheduled Arrival (UTC)* | Scheduled Arrival (LOCAL)* | Flight Tail Number* |
| Scheduled Departure | Scheduled Arrival | Scheduled Arrival | Flight Tail Number |
| Aircraft Type* | | | |
| Select Aircraft Type | | | |

Next Cancel

Fill in the required flight details for the flight-related crisis.

Dashboard

Active Dashboard

This section shows the Elapsed Time since the crisis was initiated and other KPIs

This section shows all the different messages sent out

This section is for crisis tracking and handling for the particular crisis initiated. Visibility of the tabs depends on the privileges defined.

The Crisis Management System dashboard for Philippine Airlines displays the following information:

- Event:** DEMO_CRISIS 3
- Department:** ABD
- Department:** Ancillary Business
- Elapsed Time:** 02 Days, 04 Hours, 18 Minutes
- Affected On Board:** 15 Passengers, 34 Crew Members, 28 Cargos, 09 Ground Members
- PDA Casualty Status:** 02 Injured, 02 Deceased, 03 Missing, 03 Others
- Demand Received:** 09 Allocated (View All), 07 Completed (Sub-Dept)
- Demand Raised:** 11 Raised (View All), 02 Closed (Sub-Dept)
- Checklist:** 00 Assigned (View All), 00 Completed (Sub-Dept)

Messages sent out:

- BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) - View All
- PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) - Download
- MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm) - Download

Crisis tracking and handling:

- CHECKLISTS** tab is active.
- DEMAND**, **AFFECTED PEOPLE**, **AFFECTED CARGO**, **BROADCAST MESSAGES**, **PRESIDENT MESSAGES**, **MEDIA MESSAGES**, **OTHER QUERY**, **CREW QUERY**, and **PASSENGER QUERY** tabs are present.
- Buttons: OPEN CHECKLIST, CLOSE CHECKLIST, and Submit.
- Table headers: Serial, Description, Schedule Close Time, Completion Status, RAG, Download, Trail, Details.
- No records found.

World Clock

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 Department: ABD

Elapsed Time: 02 Days, 04 Hours, 32 Minutes

Affected On Board: 15 Passengers, 34 Crew Members, 28 Cargos, 00 Ground Members

PDA Casualty Status: 00 Injured, 00 Deceased, 00 Missing, 00 Others

Demand Received: 00 Allocated, 00 Completed

Demand Raised: 00 Raised, 00 Closed

Broadcast Message: No Data Available

President Message: No Data Available

Media Release: No Data Available

Checklists: Open Checklist, Close Checklist

Demands, Affected People, Affected Cargo, Broadcast Messages, President Messages, Media Messages, Other Query, Crew

World Clock:

- (UTC+12:00) A Auckland, New Zealand: 06:28 AM, 21-Aug-2017
- (UTC+0:00) Greenwich, England: 06:28 PM, 20-Aug-2017
- (UTC+8:00) Manila, Philippines: 02:28 AM, 21-Aug-2017

This shows Clock for 3 different Time zones- UTC, Manila Time & User Selected time zone.

Dashboard KPI's

Affected On-Board
KPI: This section shows the count for the various affected people on-board (PAX, Crew, Cargo, Ground Members)

Different Dashboard KPIs

The screenshot displays the Crisis Management System interface for Philippine Airlines. At the top, it shows the event details: Event: DEMO_CRISIS 3, Department: ABD. The dashboard features several KPI sections:

- AFFECTED ON BOARD:** 15 PASSENGERS, 34 CREW MEMBERS, 28 CARGOS, 09 GROUND MEMBERS.
- PDA CASUALTY STATUS:** 02 INJURED, 02 DECEASED, 03 MISSING, 03 OTHERS.
- DEMAND RECEIVED:** 09 ALLOCATED, 07 COMPLETED.
- DEMAND RAISED:** 11 RAISED, 02 CLOSED.
- CHECKLIST:** 00 ASSIGNED, 00 COMPLETED.

Below these are sections for Broadcast Messages, President Messages, and Media Messages, each with a 'Download' button. The bottom part of the dashboard shows tabs for CHECKLISTS, DEMAND, AFFECTED PEOPLE, AFFECTED CARGOS, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER QUERY. The 'CHECKLISTS' tab is active, showing a table with columns: Serial, Description, Schedule Close Time, Completion Status, RAG, Download, Trail, and Details. The table displays "No records found."

Demand Received KPI: This section shows the count for the demand received and completed for the selected department

Demand Raised KPI: This section shows the count for the demand raised and completed for the selected department

PDA Casualty Status KPI: This section shows the count for the passengers directly affected

Checklist KPI: This section shows the count for the checklists for the selected department

- Clicking on each individual with count gives further details on their status which are shown in following slides except PDA Casualty Status KPI.

Affected On-Board KPI:PAX

This section shows passenger distribution- Gender/Nationality /type wise count.

The screenshot shows a software interface for managing passengers. At the top, there's a header bar with the Philippine Airlines logo and the text "Event: DEMO_". Below this, a sidebar on the left contains icons for Broadcast Message, View All, and Checklist, with a message "No record found". The main content area is titled "All Passengers" and displays the following statistics:

| | |
|------------------------------|-------------------|
| Total Passengers: | 15 |
| Gender Wise Passengers: | F: 6 M: 8 CHD: 1 |
| Nationality Wise Passengers: | Not Mentioned: 15 |
| Passenger Type: | F: 13 P: 2 |

Below these stats is a "Search Criteria" section with fields for Passenger Name, PNR, Seat Number, Destination, Gender, Passenger Nationality, Contact Number, and Passenger Type. There are also "Search" and "Reset" buttons. At the bottom, there's a grid table with columns: Passenger Name, PNR, Seat Number, Baggage Count, Destination, Gender, Nationality, Contact Number, and PAX Type. The grid contains the following data:

| Passenger Name | PNR | Seat Number | Baggage Count | Destination | Gender | Nationality | Contact Number | PAX Type |
|------------------|---------|-------------|---------------|-------------|--------|-------------|----------------|----------|
| CARMEN MS ISIP | HFUSED | 35K | 0 | LAX | F | | 09982124785-M | F |
| CATHERINE MS LIM | MDJYCG | 37K | 2 | LAX | F | | | F |
| EDNA MS JOSON | MDINZA | 37A | 1 | LAX | F | | | F |
| GFMMA MS ANDRES | DTAUINT | 31A | 0 | I AX | F | | 7412536-H | F |

Search options for affected PAX on-board

This section is to show affected on-board passengers during crisis. Details of affected PAX can be seen in bottom section/grid.

Affected On-Board KPI: Crew

The screenshot shows the Philippine Airlines Crisis Management System interface. At the top, there's a navigation bar with the airline logo, the title "Crisis Management System", and dropdown menus for "Event: DEMO_CRISIS 3", "Department: ABD", and "Department: Ancillary Business". Below the navigation is a toolbar with icons for home, event details, drill, view event, broadcast message, and checklist. The main content area is titled "All Crews" and contains a search criteria form with fields for Employee Number, Employee Name, Contact Number, Assigned Category, Operating Crew, Base Location, Departure Station, Arrival Station, Work Position, and Email Id. There are "Search" and "Reset" buttons. Below the form is a grid table with columns: Employee Number, Employee Name, Contact Number, Assigned Category, Operating Crew, Base Location, Departure Station, Arrival Station, and Work Position. Two rows of data are shown:

| Employee Number | Employee Name | Contact Number | Assigned Category | Operating Crew | Base Location | Departure Station | Arrival Station | Work Position |
|-----------------|--------------------------------------|----------------|-------------------|----------------|---------------|-------------------|-----------------|---------------|
| 472935 | ABIGAIL MARA SAN JUAN MEDEL | | No | | MNL | LAX | | |
| 484236 | ANDREA ANNE ESTACIO VENERACION | | No | | MNL | LAX | | |

A blue callout box points to the grid with the text "Grid to show Crew details.". Another blue callout box points to the search form with the text "Search options for affected Crew on-board".

This section is similar to PAX On-board whereas it shows on-board crew details instead of Passenger. However this screen doesn't show Count based on different parameters.

Affected On-Board KPI: Cargo

This section shows Cargo Type-Wise count.

Grid to show Cargo details.

Search options for affected Cargo on-board

The screenshot displays the 'Affected On Board' section of the Crisis Management System. At the top, there are navigation links for 'Event: DEMO_CRISIS 3', 'Department: ABD', and 'Department: Ancillary Business'. Below this, a summary bar shows 'Total Cargos: 28' and 'Type Wise Cargos: Dangerous Good:7 Animal:7 Explosive:14'. A search criteria panel includes fields for AWB Number, POL, POU, Cargo Type, Origin, Destination, Shipper Name, and Shipper Contact Number, with 'Search' and 'Reset' buttons. A main grid table lists cargo details such as AWB Number, POL, POU, Cargo Pieces, Cargo Weight, Cargo Type, Origin, Destination, Shipper name, Shipper Address, Shipper Contact Number, and Document Path. Two entries are shown:

| AWB Number | POL | POU | Cargo Pieces | Cargo Weight | Cargo Type | Origin | Destination | Shipper name | Shipper Address | Shipper Contact Number | Document Path |
|--------------|-----|-----|--------------|--------------|----------------|--------|-------------|--------------------------|-------------------------------------|------------------------|---------------|
| 079-12345678 | CCU | KTM | 8 | 1234 | Dangerous Good | MNL | LAX | ABC Logistics | Test ABC Street, Kolkata | | |
| 079-42907944 | SGN | LAX | 6 | 88 | Dangerous Good | MNL | LAX | GLOBAL STAR LOGISTICS CO | 171 VO THI SAU ST DIST 3, HOCHIMINH | | |

- This section is similar to PAX On-board whereas it shows on-board Cargo details instead of Passenger.
- This screen shows Count based on different types- e.g. Animal, explosive as defined in the Cargo manifest file.

Affected On-Board KPI: Ground Members

Grid to show Ground Member details.

The screenshot shows the Philippine Airlines Crisis Management System interface. The top navigation bar includes the airline logo, the title "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". A sidebar on the left contains icons for Home, Drill, View Event, Broadcast Message, Checklist, and Open Checklist, with a note "No records found". The main content area displays a grid titled "All Ground Members" with columns: Ground Victim Type, Victim Name, Status, NOK Name, and NOK Contact Number. The data in the grid is as follows:

| Ground Victim Type | Victim Name | Status | NOK Name | NOK Contact Number |
|--------------------|-------------|-----------|-----------|--------------------|
| Test ABC1 | Test Name1 | Injured | | |
| Test ABC2 | Test Name2 | Uninjured | | |
| ABC3 | Test Name3 | Uninjured | | 789064321 |
| Test ABC4 | Test Name4 | Uninjured | Test NOK1 | 789064322 |
| Test ABC5 | Test Name5 | Uninjured | Test NOK2 | |
| Test ABC6 | Test Name6 | Uninjured | | |
| Test ABC7 | Test Name7 | Deceased | | |
| Test ABC8 | Test Name8 | Deceased | | 9087654321 |
| Test ABC9 | Test Name9 | Uninjured | | |

The right side of the interface features a "CHECKLIST" section with "ASSIGNED" and "COMPLETED" counts (00 each), a "WORLD CLOCK" section, and a "QUERY PASSENGER" section with a "Submit" button.

This section shows affected ground victims as received from uploaded Ground victim file/spreadsheet.

Demand Received KPI: Received Demands

Table shows the metrics of all received demands for different target departments respectively.

Clicking on either completed or pending demand received toggles this region to show more details on selected demands

The screenshot displays a dashboard titled "View All Received Demands". It includes a table showing the count of Allocated, Completed, and Pending demands for two departments: ERC and Finance. A bar chart titled "Hourly Demand Received" shows the count of demands over time for the selected department (ERC). Below the chart is a grid titled "Completed Demand" listing specific demand details such as description, requester department, schedule close time, and RAG status.

| Target Department | Allocated | Completed | Pending |
|-------------------|-----------|-----------|---------|
| ERC | 9 | 2 | 7 |
| Finance | 2 | 0 | 2 |

Hourly Demand Received
Selected department: Emergency Response Committee Test

| Time | Demand Count |
|-------------------|--------------|
| 8/21/2017 4:52 PM | 3 |
| 8/21/2017 5:01 PM | 4 |
| 8/21/2017 5:07 PM | 5 |
| 8/21/2017 5:15 PM | 7 |

Completed Demand

| Description | Requester Department | Schedule Close Time | RAG |
|--|----------------------|----------------------|--------|
| HELLO | ERC | 25-Aug-2017 04:48 PM | Green |
| Call Back Requested for Test PAX17 (004394PABC19E) | ERC | 21-Aug-2017 06:30 PM | Yellow |

- This section shows total count of completed/pending demands for all departments. Upon selection of a particular department-
- bottom grid shows details of demands.
- Graph will show the periodic progression for specific department upto 12 occurrences.

Demand Raised KPI: Raised Demands

Table shows the metrics of all raised demands for different requester departments respectively.

The screenshot displays a user interface for managing demand raised. On the left, there's a sidebar with icons for Broadcast Message, Checklist, and Assigned. A callout box points to the 'View All Raised Demands' button in the sidebar, which is highlighted in blue. The main area has three tabs: 'Closed Demand' (selected), 'Hourly Demand Raised', and 'Pending Demand'. The 'Closed Demand' tab shows a table with two rows:

| Description | Target Department | Schedule Close Time | RAG |
|--|-------------------|----------------------|--------|
| HELLO | ERC | 25-Aug-2017 04:48 PM | Green |
| Call Back Requested for Test PAX17 (004394PABC19E) | ERC | 21-Aug-2017 06:30 PM | Yellow |

The 'Hourly Demand Raised' tab contains a bar chart titled 'Hourly Demand Raised' for the selected department 'Emergency Response Committee Test'. The x-axis shows time intervals from 8/21/2017 4:52 PM to 8/21/2017 5:15 PM. The y-axis shows the 'Demand Count' from 0 to 7.5. The chart shows three bars: one at 8:52 PM (Closed), one at 9:01 PM (Pending), and one at 9:07 PM (Pending). The 'Pending Demand' tab is partially visible on the right.

- This section shows total count of Closed/pending demands and displays graph of periodic progression of the demands raised by The department itself.
- On click of requester department bottom section shows details of respective demand.

Checklist KPI: Checklist Details

Table shows the metrics of all checklists for different departments respectively..

Clicking on either completed or pending checklist toggles this region to show more details on selected checklists

The screenshot displays the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, a search bar, and links for 'Event: SS Test', 'Crisis Response Committee Test', 'Broadcast Message', 'View All', and 'Checklist'.

All Checklist

| Department | Assigned | Completed | Pending |
|----------------------------------|----------|-----------|---------|
| OCC-HOD | 2 | 0 | 2 |
| Flight Dispatch | 14 | 0 | 14 |
| OCC | 4 | 0 | 4 |
| Legal | 8 | 0 | 8 |
| Corp Affairs- VP | 11 | 0 | 11 |
| Corp Affairs- Continuity Manager | 7 | 0 | 7 |
| Corp Affairs- Coordinator | 18 | 0 | 18 |
| Safety | 19 | 0 | 19 |

Pending All Department Checklist

| Description | Schedule Close Time | RAG |
|---|----------------------|-----|
| Inform to Associate Director Flight Dispatch about the accident | 21-Aug-2017 02:44 PM | ● |
| Check flight plan for details of Aircraft | 21-Aug-2017 02:54 PM | ● |
| Time of last transmission, by whom, and frequency last used. | 21-Aug-2017 02:54 PM | ● |

Hourly Checklist Status

Selected department: OCC-HOD

A bar chart titled 'Hourly Checklist Status' showing the count of checklists over time for the OCC-HOD department. The Y-axis is 'ChecklistCount' (0 to 5) and the X-axis is 'Time' (8/21/2017 2:34 PM to 8/21/2017 2:46 PM). The legend indicates 'Closed' (light blue) and 'Pending' (dark blue). The chart shows two Pending checklists at 2:34 PM, four Pending checklists at 2:44 PM, and two Pending checklists at 2:46 PM.

Graph shows real time status of checklists Closed-Pending .

- This section shows total count of Assigned/Completed/pending Checklists.
- Graph shows checklists Closed-Pending periodic progression.

Dashboard Tabs

Checklist

The screenshot shows the Crisis Management System interface for Philippine Airlines. The main header includes the airline logo and the system name. Below the header is a navigation bar with tabs: CHECKLISTS (selected), DEMAND, AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER. The CHECKLISTS tab is active, displaying a table of checklists. The table columns are: Serial, Description, Schedule Close Time, Completion Status, RAG, Download, and Details. Each row contains a checklist item with its details and action buttons. A dropdown menu for 'Select Completion Status' is open over one of the rows, showing options like Notified, Select Completion Status, Assigned, Delegated, Accepted, Referred To, and Closed. The right side of the interface features a vertical sidebar with icons for file operations and a red 'END CLOCK' button. Several callout boxes with arrows point to specific elements: one points to the 'CLOSE CHECKLIST' button; another points to the RAG indicator; a third points to the completion status dropdown; a fourth points to the 'Details' icon; and a fifth points to the progress trail icon.

After changing Completion Status as "Closed", Checklist will move to Close Checklist.

Shows the RAG indicator for each checklist

Select completion status from dropdown

Click on this icon to view the progress trail for a checklist

| Serial | Description | Schedule Close Time | Completion Status | RAG | Download | Details |
|--------|---|----------------------|-------------------|-----|----------|---------|
| 1 | + Upon receipt of the aircraft accident notification from IOCC and/or AED-FCC: Ensure proper coordination with concerned AED-FCC for the initial details of accident. | 21-Aug-2017 01:06 PM | WorkInProgress | ● | | |
| 2 | Inform VP-Safety with initial known facts and details of accident. | 21-Aug-2017 01:16 PM | Notified | ● | | |
| 3 | Alert all AED personnel to be mobilized for emergency operations. PAL AED "Go Team" members from: a. STRUCTURES AND SYSTEMS GROUP Manager – Airbus/Boeing, or designate Aircraft Engineering Department b. POWERPLANT GROUP Manager - Powerplant/APU, or designate Aircraft Engineering Department c. FLIGHT RECORDER GROUP Manager - Airbus/Boeing, or designate Aircraft Engineering Department | 21-Aug-2017 01:26 PM | Notified | ● | | |
| 4 | Issue Information Handling and Social Media Policy to AED staff involved in the emergency operations. (See CMM Appendix C1.9.) | 21-Aug-2017 01:36 PM | Notified | ● | | |
| 5 | Alert maintenance service provider for possible assistance on site. | 21-Aug-2017 01:46 PM | Notified | ● | | |

- This section shows details of the checklists assigned for the respective department. Checklist can be closed from this page.
- All relevant details can be uploaded for the checklist from the edit link under "details" header.

Checklist Details

Parent
Checklists
expand to
show
details on
Child
checklists

The screenshot shows a checklist with three items:

| Item Number | Description | Scheduled End Time | Completion Status | Department Name |
|-------------|--|----------------------|-------------------|-----------------|
| 1 | Upon receipt of the aircraft accident notification from IOCC and/or AED-FCC: Ensure proper coordination with concerned AED-FCC for the initial details of accident. | 21-Aug-2017 01:06 PM | WorkInProgress | |
| 2 | Upon receipt of the aircraft accident notification: Determine dangerous goods/hazardous materials loaded in the aircraft, immediate relay the information to CCC for guidance of response teams: Nature of DG/HazMat Quantity of DG/HazMat Description of packaging Location of DG/HazMat in aircraft | 21-Aug-2017 01:16 PM | Notified | AOD |
| 3 | Inform VP-Safety with initial known facts and details of accident. | 21-Aug-2017 01:16 PM | Notified | |
| 3 | Alert all AED personnel to be mobilized for emergency operations. PAL AED "Go Team" members from: a. STRUCTURES AND SYSTEMS GROUP Manager - Airbus/Boeing, or designate Aircraft Engineering Department b. POWERPLANT GROUP Manager - Powerplant/APU or designate Powerplant Engineering Department c. FLIGHT RECORDER | 21-Aug-2017 01:26 PM | Notified | |

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Click on
this icon
to view
the
progress
trail for a
checklist
completi
on status

The screenshot shows the Checklist Completion status Trail section of the Crisis Management System. It displays two entries:

- Checklist completion status is **Notified** which is changed by department AED on Date : 21-Aug-2017 02:36 PM
- Checklist completion status is **Closed** which is changed by department AED on Date : 21-Aug-2017 2:01 PM

Event: Demo Crisis_PR8... Department: AED

ELAPSED TIME: 00 DAYS 0 HOURS

BROADCAST MESSAGE: No Data Available

PRESIDENT MESSAGE: No Data Available

MEDIA RELEASE: No Data Available

CHECKLIST: 26 ASSIGNED, 01 COMPLETED, VIEW ALL, SUB-DEPT

- Checklist completion status can be viewed/tracked from this section.
- Child checklist and Checklist trail is shown in this section.

Demand

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". A vertical sidebar on the left contains icons for various functions like Checklists, Demands, Affected People, Broadcast Messages, President Messages, Media Messages, Other Query, Crew Query, and Passengers. The main content area is titled "DEMAND" and displays a grid of four demand entries. Each entry includes fields for Demand Type, Description, Requester Department, Priority, Schedule Time Close, Requester Contact Number, Required Location, Remarks, RAG indicator (green dot), Download File, Done checkbox, and a "Submit" button. A red vertical bar labeled "WORLD CLOCK" is visible on the right side of the grid.

| Demand Type | Demand Description | Requester Department | Priority | Schedule Time Close | Requester Contact Number | Required Location | Remarks | RAG | Download File | Done | Submit |
|---------------------------------|--|----------------------|----------|----------------------|--------------------------|-------------------|---------|--------------------------------------|---------------|--------------------------|--------|
| Pre-approved - Enquiry Relatedd | Call Back Requested for 079-44037630 (004394C079-44037630) | ERC | High | 21-Aug-2017 06:35 PM | 726257623 | Office | | ● | | <input type="checkbox"/> | |
| Pre-approved - Enquiry Relatedd | Call Back Requested for Test PAX17 (004394PABC19E) | ERC | High | 21-Aug-2017 06:30 PM | 6146451481 | Office | | ● | | <input type="checkbox"/> | |
| Pre-approved - Enquiry Relatedd | Call Back Requested for ABC (004394PABC19E) | ERC | High | 21-Aug-2017 06:30 PM | 6146451481 | Office | | ● | | <input type="checkbox"/> | |
| Pre-approved - Enquiry Relatedd | Call Back Requested for Andrea Anne Estacio Veneracion (004394P484236) | ERC | High | 21-Aug-2017 06:34 PM | 2937469 | Office | | ● | | <input type="checkbox"/> | |

- View details of the Demand assigned to that department.
- demand can be completed from this section as well.

Assigned Demand-Remarks Trail

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". The left sidebar contains various icons for navigation. The main content area is titled "Demand Remarks" and features a "Remarks*" input field with "Remarks 2" entered, and a "Submit" button. Below this is a table showing demand details:

| Demand Type | Demand Description | Department | Priority | Time Close | Number | Location | Remarks | RAG | File | Done |
|----------------------------------|--|------------|----------|----------------------|--------------|--------------|---------|-----|--------------------------|------|
| Person Related | TEst DEMAND SOUMIT | ERC | Medium | 26-Aug-2017 05:30 PM | 123123123123 | sadfasdfasdf | | | <input type="checkbox"/> | |
| Pre-approved - Enquiry Relateddd | Call Back Requested for Test PAX17 (004394PABC19E) | ERC | High | 21-Aug-2017 06:30 PM | 6146451481 | Office | | | <input type="checkbox"/> | |

Remarks can be added for the corresponding demand and trail of any previous comments made by another user can be viewed.

My Demands

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, a menu icon, and tabs for 'Event: SS Test Crisis' and 'Department: ERC'. Below the navigation is a toolbar with icons for home, checklist, demand, affected people, affected cargo, broadcast messages, president messages, media messages, other query, crew query, passenger, and a search bar. A sidebar on the left contains icons for dashboard, checklist, demand, affected people, affected cargo, broadcast messages, president messages, media messages, other query, crew query, passenger, and a world clock.

Grid shows the demand types and respective details

Priority of each demand is shown

Demand Trail can be seen by clicking this icon

Clicking this button expands the Add/Edit demand section

Edit a demand by clicking this icon

| Demand Type | Demand Description | Target Department | Priority | Schedule Time Close | Requester Contact Number | Required Location | Demand Status | Remarks | RAG | Download File | Edit |
|---------------------------------|--|-------------------|----------|----------------------|--------------------------|-------------------|---|---------|-----|---------------|------|
| Pre-approved - Enquiry Relatedd | Call Back Requested for Test PAX17 (004394PABC19E) | ERC | High | 21-Aug-2017 06:30 PM | 6146451481 | Office | New demand by soumit.x.nag (ERC) | | ● | | |
| Pre-approved - Enquiry Relatedd | Call Back Requested for ABC (004394PABC19E) | ERC | High | 21-Aug-2017 06:30 PM | 6146451481 | Office | New demand by soumit.x.nag (ERC) | | ● | | |
| Person Related | TEST | ERC | Medium | 23-Aug-2017 04:42 PM | 23123123123213 | sadasdfsadf | New Demand (DEM-12151721082017) created by soumit.x.nag | | ● | | |

- View/edit the raised demand by the same department.
- RAG Status of raised demands can be seen from the screen.

Demand Trail

The trail shows the details of all the activities performed on the selected demand.

The screenshot shows a software application window titled "Demand Trail". On the left, there is a vertical toolbar with icons for Home, Days, Hours, Minutes, Passengers, Crew Members, Cargo, Ground Members, Injured, Deceased, Missing, Others, Allocated, Completed, Raised, Closed, Assigned, and Completed. Below this is a message center with a megaphone icon and a "MESSAGE" section with a "VIEW ALL" button. Further down is a "CHECKLIST" section with an "ASSIGNED TO" button. At the bottom of the toolbar is a "Demand Type" section with an "Approval based - Cargo Related" button. The main content area is titled "Demand Trail" and contains the following log entries:

- New Demand (DEM-28091124082017) created by soumit.x.nag (ERC) Date : 24-Aug-2017 11:09 AM
- Demand Completed by soumit.x.nag(ERC) Date : 24-Aug-2017 11:09 AM
- Rejected and status changed to: Approved and pending with ERC Date : 24-Aug-2017 11:10 AM
- Demand Edited By soumit.x.nag (ERC) Date : 24-Aug-2017 11:10 AM Requester Contact Number : 379421612445 Expected Resolution Time : Fri Aug 25 2017 11:07:40 GMT+0530 (India Standard Time)
- Demand Completed by soumit.x.nag(ERC) Date : 24-Aug-2017 11:11 AM
- Closed by soumit.x.nag (ERC) Date : 24-Aug-2017 11:11 AM

At the bottom of the main panel, there are several status indicators: demand, ERC, High, 11:07 AM, 379421612445, ccu, soumit.x.nag (ERC), and a pencil icon. To the right of the main panel, there are buttons for "Create Demand", "Download file", and "Edit". A vertical sidebar on the right has sections for "QUERY", "PASSENGER", and "WORLD CLOCK".

Activities include: Created, Approved/Rejected, Edited, Closed

My Demands-Create/Edit Demand

Create demand pop-up shows the Add/Edit region for demand

Reference Number is auto generated

The screenshot shows the Crisis Management System interface for Philippine Airlines. At the top, there's a header with the airline logo, the system name, and event and department details. A sidebar on the left contains various icons and links like Broadcast Message, View All, Checklists, and Assigned To. The main area is a 'Create Demand' form with fields for Demand Type, Priority, Requested By, Requester Type, Target Department, PDA Name, AWB, Contact Number, Reference Number, Required Location, and Expected Resolution Time. A 'Submit' button is at the bottom right. A blue callout box points to the 'Demand Type' field, another points to the 'Reference Number' field, and a third points to the 'Expected Resolution Time' field.

Philippe Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

Demand Type: Select Demand Type

Priority: Medium

Requested By: soumit.x.nag | Requester Type: Others

Target Department: Select Target Department

PDA Name: Select PDA | AWB: Select Cargo

Contact Number: Enter Contact Number

Reference Number: Enter Reference Number

Required Location: Enter Required Location

Upload File: Choose File | No file chosen

Expected Resolution Time: Enter Resolution Time

Submit

SoumitN (ERC)

Expected Resolution time can be set by date-time calendar.

- Create new demand from this section.
- File can be uploaded related to demand which should be available under download file section of My Demand page.
- While editing a demand 'Demand Type', 'PDA Name' & 'AWB' cannot be edited

Completed Demands

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". Below the header is a menu bar with tabs: CHECKLISTS, DEMAND (selected), AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER. Under the DEMAND tab, there are sub-tabs: ASSIGNED TO ME, MY DEMANDS, APPROVAL PENDING, and COMPLETED (selected). On the left, a vertical sidebar contains icons for Home, Checklist, Demand, Affected People, Broadcast, President, Media, Other Query, Crew, Passenger, and Help.

| Demand Type | Demand Description | Requested By | Target Department | Contact Number | Priority | Schedule Time Close | Required Location | Remarks | Download File | Accept | Reject |
|---------------------------------|--|--------------|-------------------|----------------|----------|----------------------|-------------------|------------------------------|-------------------------------|--------------------------|--------------------------|
| Pre-approved - Enquiry Relatedd | Call Back Requested for ABC (004394PABC19E) | soumit.x.nag | ERC | 6146451481 | High | 21-Aug-2017 06:30 PM | Office | View Remarks | Download File | <input type="checkbox"/> | <input type="checkbox"/> |
| Pre-approved - Enquiry Relatedd | Call Back Requested for Andrea Anne Estacio Veneracion (004394P484236) | soumit.x.nag | ERC | 2937469 | Medium | 21-Aug-2017 06:34 PM | Office | View Remarks | Download File | <input type="checkbox"/> | <input type="checkbox"/> |
| Pre-Approved - Test demand | HELLO | SoumitN | ERC | 31312312312 | Medium | 25-Aug-2017 04:48 PM | asdasd | View Remarks | Download File | <input type="checkbox"/> | <input type="checkbox"/> |
| Pre-approved - | Call Back Requested for Test PAX17 | soumit.x.nag | ERC | 6146451481 | High | 21-Aug-2017 | Office | View Remarks | Download File | <input type="checkbox"/> | <input type="checkbox"/> |

Annotations:

- A blue callout points to the "Demand Description" column of the first row with the text: "Click on Demand Description to view Demand Details".
- A blue callout points to the "Accept" and "Reject" checkboxes in the last row with the text: "Accept/Reject checkboxes for Completed Demand".
- A blue callout points to the "Remarks" link in the third row with the text: "Click on Remarks to add remarks and see the remarks trail".

- User from requester department can Accept/Reject demand completed by target department.
- Add/view remarks for the demand being worked on.

Affected People

The screenshot shows the Philippine Airlines Crisis Management System interface. The top navigation bar includes the airline logo, system name, event details (Event: Demo Crisis_PR8...), department (Department: AED), and user profile. Below the navigation is a horizontal menu bar with tabs: CHECKLISTS, DEMAND, **AFFECTED PEOPLE**, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER. On the left, a vertical sidebar features icons for Home, Database, Notifications, Broadcast, and Crew/Passenger status. The main content area displays a grid of affected people information. The columns include Reference No., PDA Name, PDA Contact, PNR, Passenger Type, Medical Status, and Interaction Details. Each row has edit and download icons. A red box highlights the 'NOK Informed' checkbox in the first row. A blue box highlights the 'Expand Search' button. A red vertical bar labeled 'WORLD CLOCK' is on the right. A large blue callout box on the left points to the grid, stating 'Grid shows list of affected people including crew'. Another blue callout box on the right points to the 'Interaction Details' column, stating 'Interaction details shows all enquiries against the affected person'. A blue callout box at the bottom left points to the 'Interaction Details' column, stating 'Interaction Details will show Green if there is any interaction available. Otherwise it will stay grey.' A blue callout box on the right points to the 'NOK Informed' checkbox, stating 'Check this box if the Next of Kin(NOK) is informed'. A blue callout box on the far right points to the 'Crew 201' file download icon, stating 'Download Crew 201 file for respective crew'.

| Reference No. | PDA Name | PDA Contact | PNR | Passenger Type | Medical Status | Interaction Details | NOK Informed | Crew 201 |
|---------------|--------------------------------|-------------|------|----------------|----------------|---------------------|--------------------------|----------|
| 0062P512753 | Adrian Benjamin Lopez De Leon | NA | Crew | Missing | | | <input type="checkbox"/> | |
| 0062P484236 | Andrea Anne Estacio Veneracion | NA | Crew | NA | | | <input type="checkbox"/> | |
| 0062P400000 | Ariel Camba CASTILLO | NA | Crew | NA | | | <input type="checkbox"/> | |
| 0062P504266 | Cherie Mae Ong Chua | 0173085002 | NA | Crew | NA | | | |
| 0062P412663 | Crystalle Marie Moral Ochoa | 6.39E+11 | NA | Crew | NA | | | |

View the details of affected people and also can mark whether the NOK has been informed about affected person.

Affected People- Communication Trail

The screenshot shows a software interface titled "Communication Trail". On the left, there's a vertical toolbar with icons for Home, Broadcast Message, View All (highlighted in green), Checklist, and other functions. Below the toolbar are tabs for "AFFECTED PEOPLE" and "VERIFY AFFECTED PEOPLE". A modal window titled "Communication Trail" is open, displaying "PDA Name" as "ABC" and "Reference Number" as "0026PABC19E". At the bottom of the modal, a message states: "Enquiry logged by soumit.x.nag (Dept: ERC) on 23-Aug-2017 06:27 PM : Notes Caller:Caller 1 Contact Number:878". The background of the application shows some blurred data and other tabs like "QUERY" and "PASSENGER".

Communication trail shows details about all enquiries logged for the particular affected person

Affected People-View

Philippine Airlines Crisis Management System

Event: Demo Crisis_PR8... Department: AED

CHECKLISTS DEMAND AFFECTED PEOPLE AFFECTED CARGO BROADCAST MESSAGES PRESIDENT MESSAGES MEDIA MESSAGES OTHER QUERY CREW QUERY PASSENGER

Additional Information

PDA Name: Adrian Benjamin Lopez De Leon

Reference Number: 0062P512753

Gender: M Age: 27

Nationality: PH Crew Id Code: 512753

SSR Code: NA Verified

Identification Details:

Status: Missing

Remarks:

Upload 201 File for Crew: Choose File No file chosen

Submit

Caller Name: Caller 3 Contact Number: 7676 Select as NOK

Relation: Sister

- Clicking the view icon shows this pop-up
- Provide identification details, status and remarks of the affected person.
- For affected Crew-User can upload 201 file along with the necessary details.

Affected People Verify

Verified PDA and Crew Manifest can be downloaded for verified PDA and Crew

Click on Verify checkbox to verify particular passenger.

| Verify | Reference Number | PDA Name | PDA Contact | PNR | Passenger Type |
|--------------------------|------------------|--------------------------------|-------------|-----|----------------|
| <input type="checkbox"/> | 0062P512753 | Adrian Benjamin Lopez De Leon | | NA | Crew |
| <input type="checkbox"/> | 0062P484236 | Andrea Anne Estacio Veneracion | | NA | Crew |
| <input type="checkbox"/> | 0062P400000 | Ariel Camba CASTILLO | | NA | Crew |
| <input type="checkbox"/> | 0062P504266 | Cherie Mae Ong Chua | 9173085993 | NA | Crew |
| <input type="checkbox"/> | 0062P412663 | Crystalle Marie Moral Ochoa | 6.39E+11 | NA | Crew |

- Verify affected person.
- Generate Verify PDA and Crew Manifest Report from this screen.

Affected Cargo

Grid shows list of affected cargo

Download status reports for Cargo

Interaction details shows all enquiries against the affected cargo. Green for available Interaction, grey when there is none.

Cargo Status Info Report [Download](#)

Expand Search Panel

Update Status of Cargo by clicking this link as Lost, Found, Others.

| Reference Number | Air Way Bill | Manifest | Pieces | Manifest weight(kg) | POL | POU | Cargo Status | Verification Status | Interaction Details | Update |
|-------------------|--------------|-----------------|--------|---------------------|-----|-----|--------------|---------------------|---------------------|----------------------|
| 0062C079-44037630 | 079-44037630 | CONSOLIDATION | 7 | 2472 | MNL | LAX | NA | ? | | Edit |
| 0062C079-42907944 | 079-42907944 | CONSOL | 6 | 88 | SGN | LAX | NA | ? | | Edit |
| 0062C079-42907944 | 079-42907944 | CONSOLIDATION | 37 | 537 | SGN | LAX | NA | ? | | Edit |
| 0062C079-44054205 | 079-44054205 | FRESH CHILLED T | 15 | 1487 | GES | LAX | NA | ? | | Edit |
| 0062C079-44049353 | 079-44049353 | CONSOLIDATION | 119 | 571 | MNL | LAX | NA | ? | | Edit |
| 0062C079-44226571 | 079-44226571 | CONSOLIDATION | 36 | 60 | SGN | LAX | NA | ? | | Edit |

- View the detail of the affected cargo.
- Update status and remarks of Cargo items.
- Verified Cargo tab shows the list for Cargo to verify and one can download the verified cargo manifest for all verified cargos

Ground Victims

Grid shows list of Ground Victims and their respective status

The screenshot displays the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event: SS Test Crisis" and "Department: ERC". A horizontal menu bar below the header offers various query options: QUERY, CREW QUERY, PASSENGER QUERY, CARGO QUERY, MEDIA QUERY, FUTURE TRAVEL QUERY, GENERAL UPDATE QUERY, SITUATIONAL UPDATES QUERY, CUSTOMER DISSATISFACTION QUERY, and GROUND VICTIMS. The "GROUND VICTIMS" option is highlighted with a blue background. To the right of the menu is a red "Expand Search" button. On the far right, a vertical red bar features the text "WORLD CLOCK" next to a globe icon. The main content area is a data grid with the following columns: "Ground Victim Type", "Victim Name", "Status", "NOK Name", and "NOK Contact Number". The data rows are as follows:

| Ground Victim Type | Victim Name | Status | NOK Name | NOK Contact Number |
|--------------------|-------------|-----------|-----------|--------------------|
| Test ABC1 | Test Name1 | Injured | | |
| Test ABC2 | Test Name2 | Uninjured | | |
| ABC3 | Test Name3 | Uninjured | | 789064321 |
| Test ABC4 | Test Name4 | Uninjured | Test NOK1 | 789064322 |
| Test ABC5 | Test Name5 | Uninjured | Test NOK2 | |
| Test ABC6 | Test Name6 | Uninjured | | |
| Test ABC7 | Test Name7 | Deceased | | |
| Test ABC8 | Test Name8 | Deceased | | 9087654321 |
| Test ABC9 | Test Name9 | Uninjured | | |

This section shows affected ground victims as received from uploaded Ground victim file/spreadsheet.

Broadcast Messages

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, system name, event ('SS Test Crisis'), department ('ERC'), and user profile. Below the header are several cards: 'BROADCAST MESSAGE' (NEW, 21-Aug-2017 02:48 pm, 'Initial Broadcast Message'), 'PRESIDENT MESSAGE' (No Data Available), 'MEDIA RELEASE' (No Data Available). The main content area has tabs: CHECKLISTS, DEMAND, AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES (selected), PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CARGO, and PASSENGER. The 'BROADCAST MESSAGES' tab displays a form for creating a new message, a list of existing messages, and a grid view. The 'New Message' form includes fields for 'Broadcast Message' (Max 1000 chars) and 'Priority'. The 'Priority' dropdown shows options: Select Priority, High, Medium (selected), and Low. The 'List View' shows a single entry: 'Initial Broadcast Message' created on 21-Aug-2017 02:47 PM, submitted on 21-Aug-2017 02:48 PM, priority High, with an edit icon. A sidebar on the left contains icons for Home, Broadcast Message, President Message, Media Release, Checklists, Demand, Affected People, Affected Cargo, Broadcast Messages (selected), President Messages, Media Messages, Other Query, Cargo, Passenger, and Help. A blue callout box points to the 'Broadcast Message' icon with the text: 'Dashboard of the selected department gets updated with the latest messages'. Another blue callout box points to the 'Broadcast Messages' tab with the text: 'Select departments where message need to be broadcasted'. A third blue callout box points to the 'Priority' dropdown with the text: 'Select priority status for message to be broadcasted'. A fourth blue callout box points to the 'Grid shows messages broadcasted' with the text: 'Enter message text to broadcast'.

Dashboard of the selected department gets updated with the latest messages

Select departments where message need to be broadcasted

Select priority status for message to be broadcasted

Enter message text to broadcast

Grid shows messages broadcasted

This section used to Broadcast Crisis related information to other concerned departments. You can set the priority of the broadcasted message as well.

President Messages-Add Message

The screenshot shows the Crisis Management System interface for adding a President Message. At the top, the title "President Messages-Add Message" is displayed. The header includes the Philippine Airlines logo, the system name "Crisis Management System", and navigation links for "Event: SS Test Crisis" and "Department: ERC". A user menu icon is also present.

The main content area is titled "PRESIDENT MESSAGE RELEASE" and "PENDING APPROVALS". It features a dropdown menu for "Select President Message Type:" with options: "First President Statement - Overdue Aircraft", "Select President Message Type", "First President Statement - Overdue Aircraft" (which is selected), "Second President Statement - All Survivors", "Third President Statement - Survivors and Fatalities", and "Fourth President Statement - All Fatalities".

The message editor contains two paragraphs:

Ladies and gentlemen, I am **Mr. Jaime J. Bautista**. I am the President and Chief Operating Officer of Philippine Airlines.

Philippine Airlines sge546 is scheduled to arrival at 01:42 AM (Test9) and its whereabouts are currently unknown. The aircraft is carrying 20 passengers and 18 crew members.

Below the editor is a toolbar with bold, italic, underline, and other styling options. To the right of the editor is a "Remarks" section with a text input field labeled "Enter Remarks".

At the bottom right are four buttons: "Send for Approval" (red), "Publish" (blue), "Cancel" (orange), and "Save" (dark red).

Annotations on the left side of the interface provide instructions:

- A blue callout points to the dropdown menu with the text: "Select president message type from the dropdown".
- A blue callout points to the "Send for Approval" button with the text: "Editor gets updated with the selected message type which can be then edited and sent for approval".

A vertical red bar on the right side of the interface is labeled "WORLD CLOCK".

- Add new President message from this section and send the message for approval to the concerned department.
- Publish button will only be enabled once the message is approved by the Approver department.

President Messages-Approval/Edit

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". The main content area displays a "PRESIDENT MESSAGE RELEASE" form. The message body contains a statement from Mr. Jaime J. Bautista, President and Chief Operating Officer of Philippine Airlines, regarding an overdue aircraft. Below the message is a "Remarks" section with the entry "Remarks 1". At the bottom right of the form are three buttons: "Approve", "Cancel", and "Reject". To the right of the form is a vertical sidebar with a red button labeled "WORLD CLOCK". Below the form is a table titled "President's Message Releases" showing the history of the message release.

| President's Message Releases | Status | Created On | Sent For Approval On | Edit |
|--|------------------|----------------------|----------------------|------|
| First President Statement - Overdue Aircraft | Approval Pending | 21-Aug-2017 02:52 PM | 21-Aug-2017 02:53 PM | |

- The Approver department can Edit/Approve/Reject message.
- Once approved it can be published by the requester department which added it.

Media Messages-Add

Select media release type from the dropdown

Editor gets updated with the selected message type which can be then edited and sent for approval

Initial Press Statement
Select Media Release Type
Initial Press Statement
Second Press Statement

Media Bulletin no. 01
(as of 21-Aug-2017 02:56:22 PM)

Philippine Airline flight sge546 was involved in a serious incident accident at approximately 02:32 PM today while the aircraft, a Boeing 377 was flying between Test10 and Test9. The incident occurred within the vicinity of Test City1.

Send for Approval Publish Cancel Save

Add New Media Release

| Releases | Status | Created On | Sent For Approval On | Approved On | Published On | Edit | Download Report |
|----------|--------|------------|----------------------|-------------|--------------|------|-----------------|
|----------|--------|------------|----------------------|-------------|--------------|------|-----------------|

- Add new Media message from this section and send the media for approval to the concerned department.
- Publish button will only be enabled once the message is approved by the Approver department.

Media Messages-Approval/Edit

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event: SS Test Crisis" and "Department: ERC". The left sidebar contains various icons for navigation. The main content area has tabs for "MEDIA RELEASE" and "PENDING APPROVALS", with "MEDIA RELEASE" currently selected. A large text editor window displays a media bulletin message. Below the message is a "Remarks" section containing "Remarks 1". At the bottom right of the message editor are three buttons: "Approve" (red), "Cancel" (orange), and "Reject" (red). Below the message editor is a table showing release details:

| Releases | Status | Created On | Sent For Approval On | Edit |
|-------------------------|------------------|----------------------|----------------------|------|
| Initial Press Statement | Approval Pending | 21-Aug-2017 03:01 PM | 21-Aug-2017 03:01 PM | |

A vertical red bar on the right side of the screen is labeled "WORLD CLOCK".

- The Approver department can Edit/Approve/Reject message from this section.
- Once approved it can be published by the department which added it.

Published Messages

Philippine Airlines Crisis Management System

Event: SS Test Crisis Drill View Event

Department: Emergency Response Committee Test

ELAPSED TIME: 00 Days, 00 Hours, 28 Minutes

AFFECTED ON BOARD: 20 Passengers, 18 Crew Members, 28 Cargos, 09 Ground Members

PDA CASUALTY STATUS: 00 Injured, 00 Deceased, 00 Missing, 00 Others

DEMAND RECEIVED: 00 Allocated, 00 Completed

DEMAND RAISED: 00 Raised, 00 Closed

CHECKLIST: 00 Assigned, 00 Completed

BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) - NEW

PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) - NEW

MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm) - NEW

WORLD CLOCK

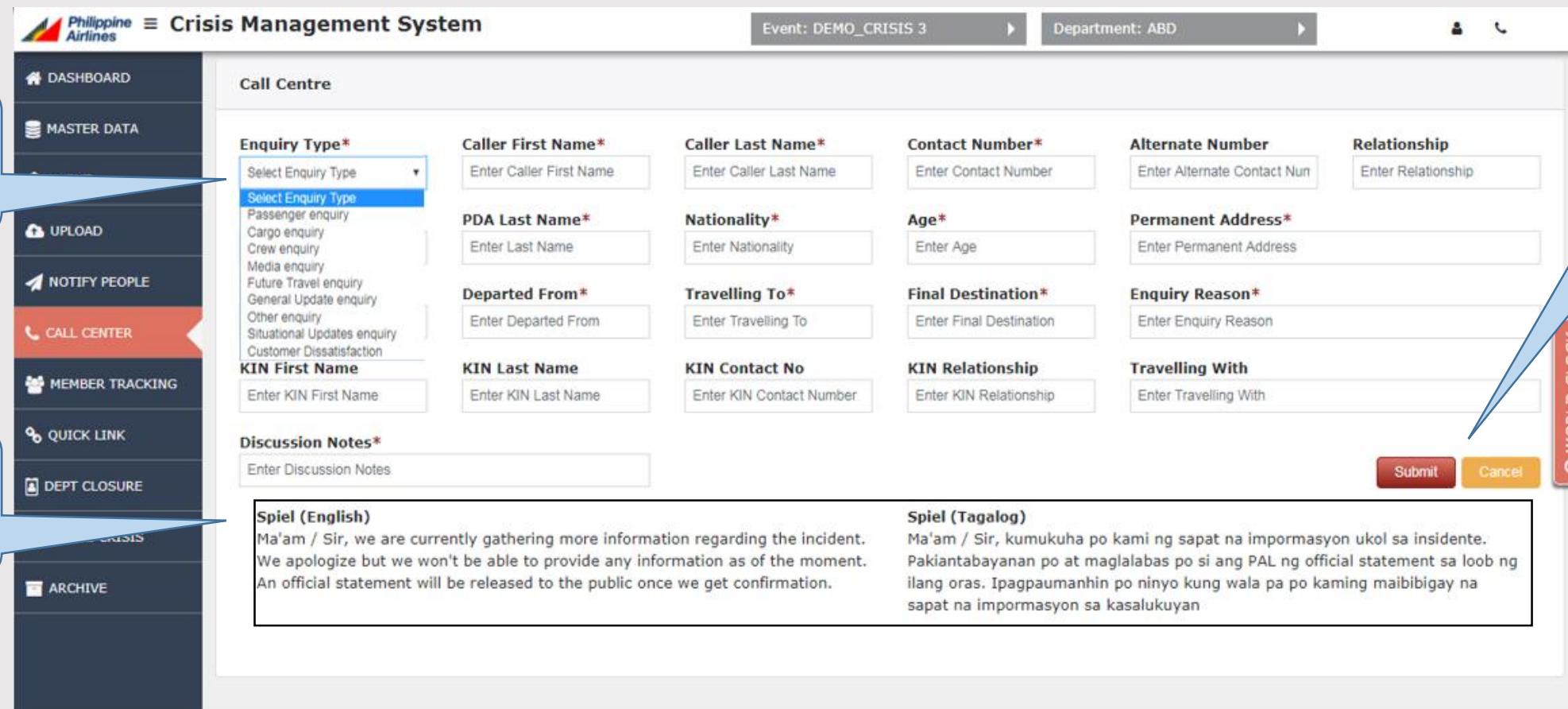
CHECKLISTS DEMAND AFFECTED PEOPLE AFFECTED CARGO BROADCAST MESSAGES PRESIDENT MESSAGES MEDIA MESSAGES OTHER QUERY CREW QUERY PASSENGER

MEDIA RELEASE PENDING APPROVALS Add New Media Release

| Releases | Status | Created On | Sent For Approval On | Approved On | Published On | Edit | Download Report |
|-------------------------|-----------|----------------------|----------------------|----------------------|----------------------|------|-----------------|
| Initial Press Statement | Published | 21-Aug-2017 03:01 PM | 21-Aug-2017 03:01 PM | 21-Aug-2017 03:01 PM | 21-Aug-2017 03:02 PM | | |

This section displays all published broadcast, president and media releases

Call Centre



Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Call Centre

Enquiry Type*

Select Enquiry Type

Select Enquiry Type

- Passenger enquiry
- Cargo enquiry
- Crew enquiry
- Media enquiry
- Future Travel enquiry
- General Update enquiry
- Other enquiry
- Situational Updates enquiry
- Customer Dissatisfaction

Caller First Name*

Enter Caller First Name

Caller Last Name*

Enter Caller Last Name

Contact Number*

Enter Contact Number

Alternate Number

Enter Alternate Contact Num

Relationship

Enter Relationship

PDA Last Name*

Enter Last Name

Nationality*

Enter Nationality

Age*

Enter Age

Permanent Address*

Enter Permanent Address

Departed From*

Enter Departed From

Travelling To*

Enter Travelling To

Final Destination*

Enter Final Destination

Enquiry Reason*

Enter Enquiry Reason

KIN First Name

Enter KIN First Name

KIN Last Name

Enter KIN Last Name

KIN Contact No

Enter KIN Contact Number

KIN Relationship

Enter KIN Relationship

Travelling With

Enter Travelling With

Discussion Notes*

Enter Discussion Notes

Spiel (English)

Ma'am / Sir, we are currently gathering more information regarding the incident. We apologize but we won't be able to provide any information as of the moment. An official statement will be released to the public once we get confirmation.

Spiel (Tagalog)

Ma'am / Sir, kumukuha po kami ng sapat na impormasyon ukol sa insidente. Pakiantabayanan po at maglalabas po si ang PAL ng official statement sa loob ng ilang oras. Ipagpaumanhin po ninyo kung wala pa po kaming maibigay na sapat na impormasyon sa kasalukuyan

Submit Cancel

- This section is available for Call Centre to log enquiries received from various parties for passenger, crew and cargo
- Based on different enquiry type, the section shows fields to capture the necessary details
- This page shows the fields to log enquiry for Passenger
- Log enquiry screen for Crew and Cargo are similar, with only necessary fields shown as selected
- This page can be navigated from the Hamburger Menu

Passenger Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS | 02 HOURS | 38 MINUTES

PASSAGERS: 20 | CREW MEMBERS: 18 | CARGOS: 28 | GROUND MEMBERS: 09

INJURED: 02 | DECEASED: 02 | MISSING: 03 | OTHERS: 03

ALLOCATED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT:

RAISED: 00 | VIEW ALL | CLOSED: 00 | SUB-DEPT:

ASSIGNED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT:

BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) | PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) | MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm)

VIEW ALL

VIEW ALL

VIEW ALL

QUERY | CREW QUERY | **PASSENGER QUERY** | CARGO QUERY | MEDIA QUERY | FUTURE TRAVEL QUERY | GENERAL UPDATE QUERY | SITUATIONAL UPDATES QUERY | CUSTOMER DISSATISFACTION QUERY | GROUND VICTIMS

RECEIVED CALLS | ASSIGNED CALLS

| Caller Name | Contact Number | Relationship | Action |
|-------------|----------------|--------------|--------|
| Nancy Drew | 6146451481 | | |

WORLD CLOCK

This section displays all the Passenger queries received.

Passenger Query-Action

The screenshot shows a 'Call center' form overlaid on a main application window. The main window has tabs for 'RECEIVED CALLS' and 'PASSENGER'. On the left, there's a sidebar with icons for broadcast message, view all, received calls, and a list tab. A blue callout points to the 'VIEW ALL' button.

Call center Form Fields:

- PDA First Name: Captain
- PDA Last Name: Haddock
- Nationality: IN
- Age: 56
- Permanent Address: (empty)
- Flight Number: FLT-007
- Departed From: HKN
- Travelling To: CCU
- KIN First Name: (empty)
- KIN Last Name: (empty)
- KIN Contact Number: (empty)
- KIN Relationship: (empty)
- Enquiry Reason: Enquiry
- Discussion Notes *: Notes
- PDA Name *: Test PAX16
- Select type of demands to be raised:
 - Callback
 - Travel Request
 - Admin Request
- Submit button

Select Co-passenger Modal:

Modal title: Select PDA to raise demands

| Select | Co-Passenger |
|-------------------------------------|--------------------|
| <input checked="" type="checkbox"/> | ABC (ASD65) |
| <input checked="" type="checkbox"/> | Test PAX1 (ASD45) |
| <input checked="" type="checkbox"/> | Test PAX10 (ASD45) |
| <input checked="" type="checkbox"/> | Test PAX11 (ASD59) |
| <input checked="" type="checkbox"/> | Test PAX12 (ASD60) |
| <input checked="" type="checkbox"/> | Test PAX17 (ASD65) |

- This section used to map the Query with the Actual PDA based on which Call-back, Admin & Travel demand for the particular PDA can be created.
- Once the change is submitted the caller moves to the assigned calls tab
- Selected Co-Passenger can be changed from the assigned call tab once submitted.

Crew Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS | 02 HOURS | 44 MINUTES

PASSENGERS: 20 | CREW MEMBERS: 18 | CARGOS: 28 | GROUND MEMBERS: 09

INJURED: 02 | DECEASED: 02 | MISSING: 03 | OTHERS: 03

ALLOCATED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT

RAISED: 00 | VIEW ALL | CLOSED: 00 | SUB-DEPT

ASSIGNED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT

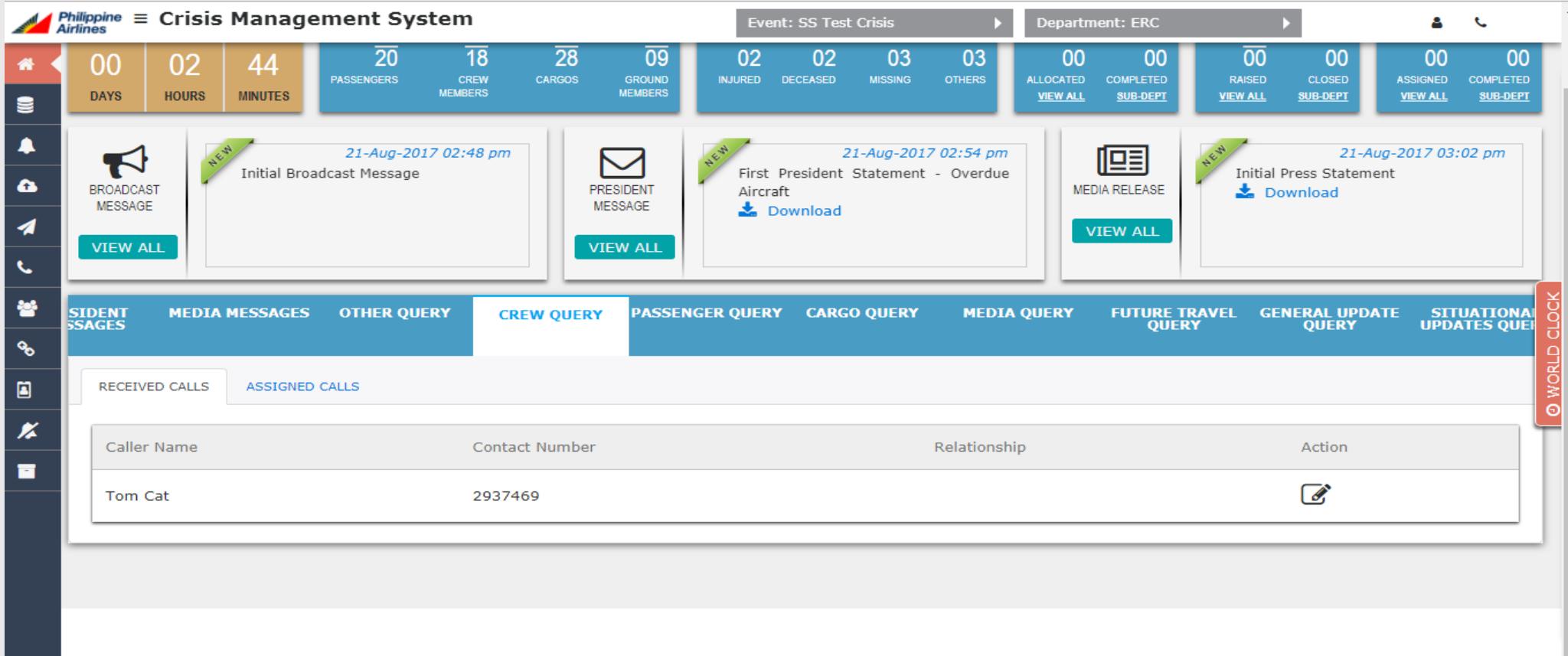
BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) | PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) | MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm)

RECEIVED CALLS: Tom Cat | 2937469

ASSIGNED CALLS:

| Caller Name | Contact Number | Relationship | Action |
|-------------|----------------|--------------|--------|
| Tom Cat | 2937469 | | |

SIDENT MESSAGES | MEDIA MESSAGES | OTHER QUERY | CREW QUERY | PASSENGER QUERY | CARGO QUERY | MEDIA QUERY | FUTURE TRAVEL QUERY | GENERAL UPDATE QUERY | SITUATIONAL UPDATES QUERY | WORLD CLOCK



This section displays all the Crew queries received.

Crew Query-Action

Select the PDA to map the call centre sent passenger to

Select the type of demand to be raised for the passenger

PDA First Name: Apache
PDA Last Name: Indian
Nationality: Indian
Age: 35
Permanent Address: 17 terrace Lane
Flight Number: FLT-007
Departed From: HKN
Travelling To: CCU
KIN First Name:
KIN Last Name:
KIN Contact Number:
KIN Relationship:
Enquiry Reason: Enquiry
Discussion Notes *: Notes
PDA Name *: Please select
ADRIAN BENJAMIN LOPEZ DE LEON
ANDREA ANNE ESTACIO VENERACION
CHERIE MAE ONG CHUA
CRYSTALLE MARIE MORAL OCHOA
DIANA MAY LEDESMA SEBRIOS

- Map the query with the actual crew member and create call back admin and travel demand for the particular Crew member also the PDA name can be changed from Assigned calls tab.

Cargo Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS, 02 HOURS, 46 MINUTES

20 PASSENGERS, 18 CREW MEMBERS, 28 CARGOS, 09 GROUND MEMBERS

02 INJURED, 02 DECEASED, 03 MISSING, 03 OTHERS

00 ALLOCATED, 00 COMPLETED

00 RAISED, 00 CLOSED

00 ASSIGNED, 00 COMPLETED

BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) - View All

PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) - Download, View All

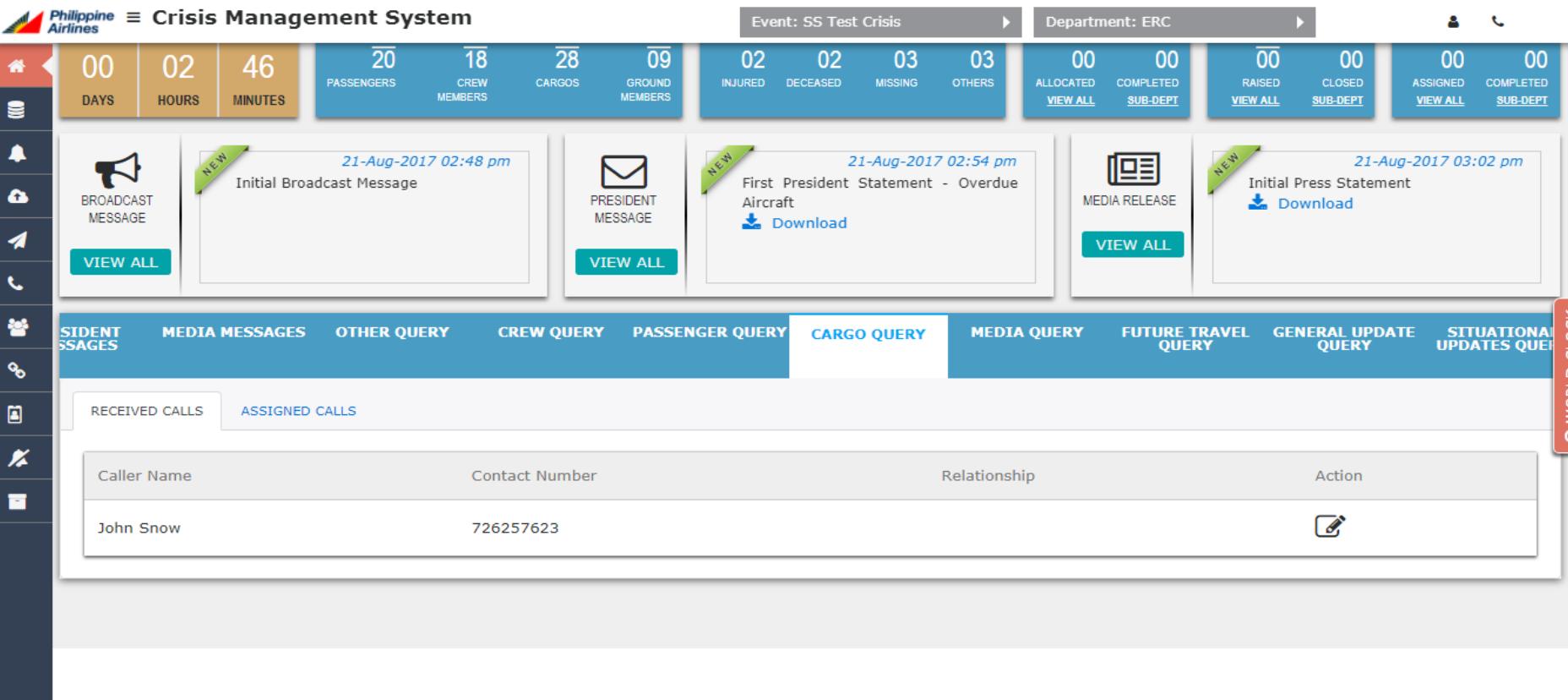
MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm) - Download, View All

SIDENESS MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, PASSENGER QUERY, CARGO QUERY (selected), MEDIA QUERY, FUTURE TRAVEL QUERY, GENERAL UPDATE QUERY, SITUATIONAL UPDATES QUERY

RECEIVED CALLS, ASSIGNED CALLS

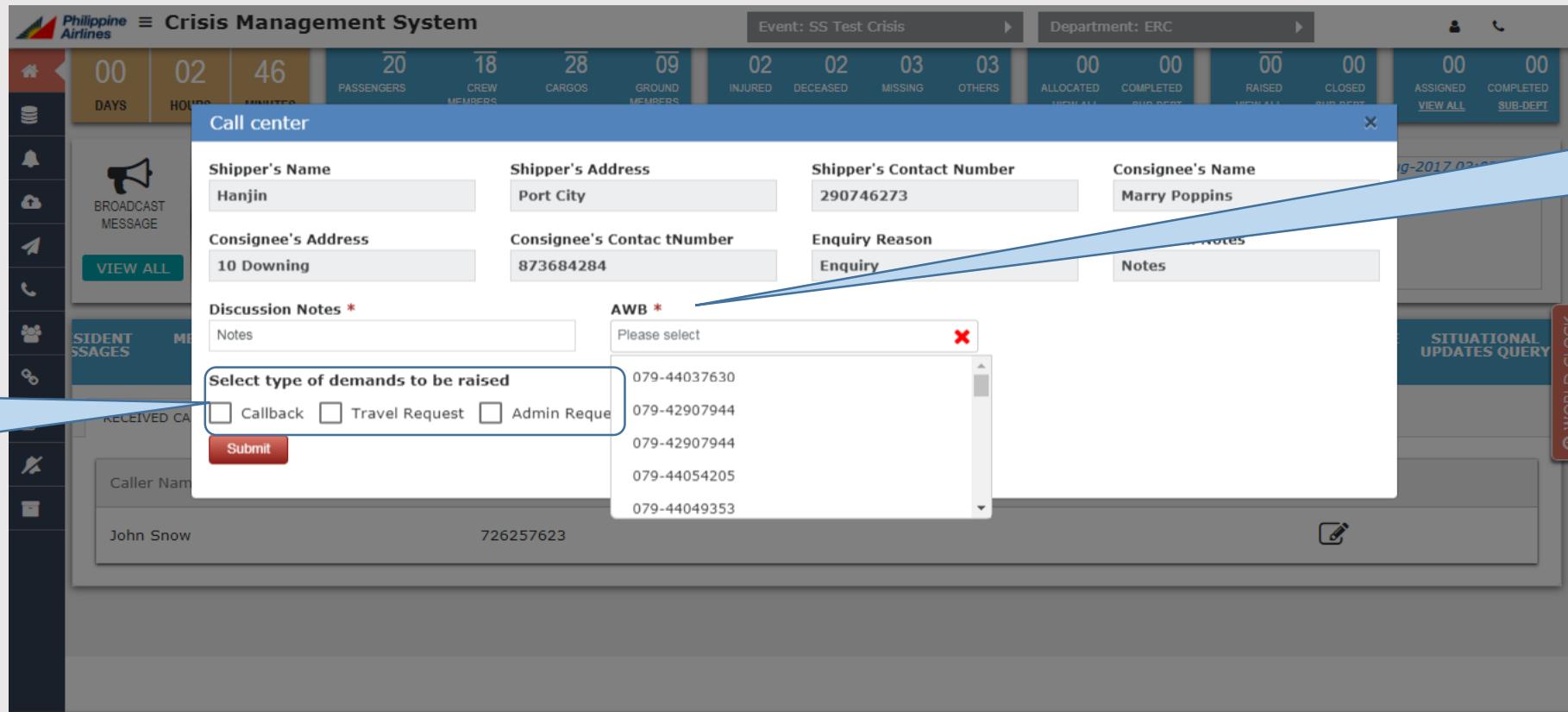
| Caller Name | Contact Number | Relationship | Action |
|-------------|----------------|--------------|--------|
| John Snow | 726257623 | | |

WORLD CLOCK



This section displays all the Cargo queries received.

Cargo Query-Action



- Map the query with the Cargo and create call back admin and travel demand for the particular Cargo.
- AWB from Assigned calls can be changed.

Other Queries-Action

This dialog box is same for all the other type of enquiries

The screenshot shows the Philippine Airlines Crisis Management System interface. At the top, it displays "Event: SS Test Crisis" and "Department: ERC". The main area is titled "Call center" and contains a "Source" input field, a "Discussion Notes *" input field with placeholder "Notes", and a "Submit" button. Below this, there are several message categories: "Initial Broadcast Message", "PRESIDENT MESSAGE" (with a "Download" link), "MEDIA RELEASE" (with a "VIEW ALL" button), and "Initial Press Statement" (with a "Download" link). A sidebar on the left includes icons for broadcast messages, messages, other queries, crew query, passenger query, cargo query, media query, future travel query, general update query, and situational updates query. It also shows "RECEIVED CALLS" and "ASSIGNED CALLS" sections, with one entry for "General Caller" with contact number "82346284". The bottom right corner features a "WORLD CLOCK" icon.

View the general query and update with the Discussion notes from caller.

Hamburger Menu

Upload Manifest

The screenshot shows the 'Manifest Data Upload' page of the Crisis Management System. On the left, a sidebar menu includes options like EVENT, UPLOAD (highlighted in orange), NOTIFY PEOPLE, CALL CENTER, MEMBER TRACKING, QUICK LINK, DEPT CLOSURE, and ARCHIVE. The main area has tabs for 'Manifest Data Upload' and 'Event Log'. The 'Manifest Data Upload' tab is active, showing fields for 'File Name' and 'Select File' for five manifest types: PDA Manifest, Crew Manifest, Crew Training Record, Cargo Manifest, and Ground Victim Manifest. Each field has a 'Choose File' button and a message 'No file chosen'. To the right of these fields is a 'Download Templates' section containing links to download templates for each manifest type. Below this is an 'Upload' button. A callout box points to the 'UPLOAD' button in the sidebar with the instruction: 'Click on "Upload" button to upload the data'. Another callout box points to the 'View Invalid Records' and 'View Valid Records' sections with the instructions: 'View Invalid Records which were not uploaded' and 'View Valid Records which were uploaded'. A large callout box at the bottom right contains the text: 'Instructions for File Upload'.

Download the templates in which data should be uploaded

Click on "Upload" button to upload the data

View Invalid Records which were not uploaded

View Valid Records which were uploaded

Instructions for File Upload

- On creation of a flight related Crisis, all necessary data is automatically retrieved from the systems
- In case automated services are not available, data can be uploaded using this page
- Data is to be uploaded in specified format only
- This page can also be used to append the available data set with additional data as required

Notify People

The screenshot shows the Crisis Management System interface for Philippine Airlines. The left sidebar contains navigation links: DASHBOARD, MASTER DATA, EVENT, UPLOAD, NOTIFY PEOPLE (highlighted in orange), CALL CENTER, MEMBER TRACKING, QUICK LINK, DEPT CLOSURE, CLOSE CRISIS, and ARCHIVE. The main content area is titled "Department Wise Notify" and displays two email addresses: alolika.mukherjee@tcg-digital.com (unchecked) and dipankar.pal@tcg-digital.com (checked). There are "Notify" buttons next to each email entry. At the top, it shows "Event: DEMO_CRISIS 3" and "Department: ABD". The right side features a vertical red bar with "WORLD CLOCK".

- Once an crisis is created, HODs can notify additional department wise team members using this page
- Email notifications will be sent to the selected members

Call Centre

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Select the enquiry type from the dropdown

Submitting the call allocates it to the assigned query tab for the type of query submitted

Spiel text shown in English and Tagalog

Call Centre

| | | | | | |
|---|--|--|--|--|---|
| Enquiry Type* Select Enquiry Type | Caller First Name* Enter Caller First Name | Caller Last Name* Enter Caller Last Name | Contact Number* Enter Contact Number | Alternate Number Enter Alternate Contact Num | Relationship Enter Relationship |
| PDA Last Name* Enter Last Name | Nationality* Enter Nationality | Age* Enter Age | Permanent Address* Enter Permanent Address | | |
| Departed From* Enter Departed From | Travelling To* Enter Travelling To | Final Destination* Enter Final Destination | Enquiry Reason* Enter Enquiry Reason | | |
| KIN First Name Enter KIN First Name | KIN Last Name Enter KIN Last Name | KIN Contact No Enter KIN Contact Number | KIN Relationship Enter KIN Relationship | Travelling With Enter Travelling With | |
| Discussion Notes* <input type="text" value="Enter Discussion Notes"/> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Spiel (English) Ma'am / Sir, we are currently gathering more information regarding the incident. We apologize but we won't be able to provide any information as of the moment. An official statement will be released to the public once we get confirmation. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Spiel (Tagalog) Ma'am / Sir, kumukuha po kami ng sapat na impormasyon ukol sa insidente. Pakiantabayanan po at maglalabas po si ang PAL ng official statement sa loob ng ilang oras. Ipagpaumanhin po ninyo kung wala pa po kaming maibibigay na sapat na impormasyon sa kasalukuyan </div> | | | | | |

Submit **Cancel**

- This section is available for Call Centre to log enquiries received from various parties for passenger, crew and cargo
- Based on different enquiry type, the section shows fields to capture the necessary details
- This page shows the fields to log enquiry for Passenger
- Log enquiry screen for Crew and Cargo are similar, with only necessary fields shown as selected

Member Tracking

The screenshot shows the 'Member Tracking' screen of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name 'Crisis Management System', and dropdown menus for 'Event: DEMO_CRISIS 3', 'Department: ABD', and user profile. The left sidebar has a dark theme with various icons and labels: DASHBOARD, MASTER DATA (selected), EVENT, UPLOAD, NOTIFY PEOPLE, CALL CENTER, MEMBER TRACKING (highlighted in red), QUICK LINK, DEPT CLOSURE, CLOSE CRISIS, and ARCHIVE. The main content area is titled 'Member Tracking' and displays three summary statistics: Available Resources (2), Busy Resources (0), and a download link for the Member Tracking Report. Below this is a grid table with columns: Member Name, Member's Contact Number, Notification Indicator, Volunteer Indicator, Busy, Work Details, and View History. Two rows are shown: 'Alolika Mukhrjee' with contact 9876543210 and status Available, and 'System Admin' with contact 0000000000 and status Available. Each row has a 'Remarks' input field and a pencil icon. A vertical red bar labeled 'WORLD CLOCK' is on the right edge of the grid. Callout boxes with arrows point to specific elements: one points to the 'MASTER DATA' menu item; another points to the 'Available Resources' statistic; a third points to the 'Member Tracking Report' download link; a fourth points to the 'Available' status in the grid; a fifth points to the 'View History' column header; and a sixth points to the 'WORLD CLOCK' bar.

Shows the number of Busy-Available resources

Grid shows the available resources for allocation

Click the download icon to download the member tracking report

Used to toggle the Busy-Available state

'View History' shows the deployment status of the resource.

- HODs can track and update involvement of the team members through this screen.

Quicklink View

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: DEMO_CRISIS 3" and "Department: ABD". The left sidebar contains links for Dashboard, Master Data, Event, Upload, Notify People, Call Center, Member Tracking (which is selected), Quick Link, Dept Closure, Close Crisis, and Archive. The main content area displays a "Quick Links" modal. Inside the modal, there is a table with one row:

| Quick Link Name | Quick Link URL | File Download |
|-----------------|---|---------------|
| Google | https://www.google.co.in | |

Below the modal, the Member Tracking section lists two users: Alolika Mukhrjee (9876543210) and System Admin (0000000000). Each user has an "Available" status indicator, a "Remarks" input field, and a pencil icon for editing.

A blue callout bubble points to the download icon in the "File Download" column of the Quick Links table, with the text: "Download uploaded file from this link".

This section is used to view the Quick Links configured in the system.

Crisis Closure

Department Wise Closure

Department wise Closure report has to be submitted prior to crisis closure

Clicking on Save just saves the data entered. Clicking on Submit closed the crisis for that department

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Department Wise Closure

Crisis Name: DEMO_CRISIS 3

Crisis Initiation Notes: DEMO_CRISIS 3

Closure Reports*
Enter Closure Report

Closure Remarks (Optional):
Enter Closure Remarks

Buttons: Save | Submit | WORLD CLOCK

Department Wise crisis closure can only be done when all checklists have been completed and all requests raised have been closed

Crisis Closure

Grid shows the department wise data of checklists assigned to and requests raised by each of the departments

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar displays the airline logo, the system name "Crisis Management System", the event identifier "Event: DEMO_CRISIS 3", the department identifier "Department: ABD", and user profile icons.

The main content area is titled "Crisis Closure". It contains three input fields:

- Crisis Name:** DEMO_CRISIS 3
- Crisis Initiation Notes:** DEMO_CRISIS 3
- Crisis Closure Notes:** Crisis Closure Notes

Below these fields are "Save" and "Submit" buttons.

The central feature is a data grid titled "Crisis Closure" showing the status of checklist and demand submissions across different departments:

| Department Name | Check List Completed | Demand Completed | Closure Report Submitted | System Notified | Notified by SPOC | View |
|-----------------|--|---|--------------------------|-----------------|------------------|------|
| OC&CEO | 1 Out Of 20 Completed | No Demand(s) were found for this department | ? | | | |
| OP&COO | No Checklist(s) were found for this department | No Demand(s) were found for this department | ? | | | |
| CAD | No Checklist(s) were found for this department | No Demand(s) were found for this department | ? | | | |
| CAF | No Checklist(s) were found for this department | No Demand(s) were found for this department | ? | | | |

A vertical sidebar on the left lists navigation options: DASHBOARD, MASTER DATA, EVENT, DEPT CLOSURE, NOTIFY PNR, CALL CENTER, MEMBER TRACKING, QUICK LINK, CLOSE CRISIS, and ARCHIVE. A red callout box highlights the "CLOSE CRISIS" button.

A blue callout box points to the "View" column in the grid, stating: "This column shows if the closure report has been submitted by each department".

A blue callout box points to the "View" column in the grid, stating: "Department wise closure report can be viewed on clicking this icon".

- To close the Crisis, this page is used.
- Option available to save the closure notes, which can be edited before closing the crisis

Archive

Closed Crisis

The screenshot shows the Crisis Management System interface for Philippine Airlines. The left sidebar has a red highlight over the 'ARCHIVE' button. The main content area shows a 'Closed Event' table with one row:

| Crisis Name | Severity | Drill Indicator | Type | Location | Initiation Date | Closed Date | View Details | Reopen Crisis |
|----------------|----------|-----------------|-------------------|----------|----------------------|----------------------|--------------|--------------------------|
| TF123 ACCIDENT | High | true | AIRCRAFT ACCIDENT | BCD | 16-Aug-2017 08:30 AM | 16-Aug-2017 11:46 AM | | <input type="checkbox"/> |

Annotations on the right side explain various features:

- A callout points to the 'Reopen Crisis' checkbox with the text: "Checking this checkbox and clicking submit reopens the crisis".
- A callout points to the 'View Details' icon with the text: "Details of the crisis can be viewed by clicking on this icon".

- On Click of Archives link from Hamburger menu, this page is shown
- When a Crisis is reopened, departments can upload additional report for the crisis

Archive Dashboard

The screenshot shows the Crisis Management System dashboard for Philippine Airlines. The top navigation bar includes the airline logo, a menu icon, and the title "Crisis Management System". A dropdown menu shows "Department: ABD" and "Department: Ancillary Business". The left sidebar contains icons for Home, Crisis, Drill, View Event, Broadcast, Media, President, Other, and Checklists. The main content area displays crisis details for an event titled "2P briefing demo". Key metrics shown include Elapsed Time (04 Days, 15 Hours, 26 Minutes), Affected On Board (00 Passengers, 00 Crew Members, 00 Cargos, 00 Ground Members), PDA Casualty Status (00 Injured, 00 Deceased, 00 Missing, 00 Others), Demand Received (00 Allocated, 00 Completed Sub-Dept), Demand Raised (00 Raised, 00 Closed Sub-Dept), and a Checklist section. Below this are buttons for "Crisis Closure Report", "Departmentwise Closure Report", and "Other Reports". An "UPLOAD" section allows users to select a document type (Lessons Learnt or Audit Report) and upload files. The bottom section displays broadcast messages, president messages, media releases, and other query results, all showing "No Data Available". A "CHECKLISTS" tab is active, with "OPEN CHECKLIST" and "CLOSE CHECKLIST" buttons. A "Submit" button is located at the bottom right.

This section shows the Elapsed Time for the closed crisis and other KPIs All metrics are static

Reports for the crisis can be downloaded and uploaded through this section. Upload doc category would be- Lessons learnt, Audit Report.

Messages sent out during the duration of the crisis can be viewed here

- Archive dashboard shows all data for the crisis
- Data on this dashboard can only be viewed, this cannot be edited
- Sections shown in this dashboard is based on access rights of the selected departments

Thank You!